

HEALTH AND SAFETY POLICY

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RED DUNE

Health and Safety Policy

REDDUNE TRAINING CENTRE

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REDDUNE TRAINING CENTNER

1. Statement of Intent / Policy Purpose

Red Dune Training Centre (Saudi Arabia) is committed to providing a healthy, safe, and environmentally responsible learning and working environment for our learners, staff, visitors, contractors, and partners. Our purpose is to prevent injury and ill health, protect the environment, and foster a positive health, safety, and wellbeing culture across all training and assessment activities conducted on our premises and at client sites.

We will meet all applicable Saudi laws and regulatory requirements, including TVTC expectations for training providers, and align our management approach with recognized international standards for quality, environment, and occupational health and safety. In practice, this means we will plan, provide, and review suitable controls for all activities—classroom, workshop, and field-based—using risk-based thinking, consultation with workers and learners, and a documented Plan–Do–Check–Act cycle.

To achieve this intent, Red Dune will:

- Identify hazards, assess risks, and implement proportionate controls for teaching, assessments, equipment use, and site visits, including emergency preparedness and first aid.
- Provide safe facilities, maintained equipment, and clear induction, supervision, and competency requirements for tutors, assessors, learners, and contractors.
- Eliminate hazards where feasible and reduce OH&S and environmental risks through safe systems of work, housekeeping, PPE, and effective waste and resource management.
- Ensure staff competence through recruitment standards, training, and CPD; ensure learners receive relevant safety briefings and instructions before practical activities.
- Encourage participation and consultation by staff and learners; protect whistleblowers and report incidents, near misses, and unsafe acts without blame.
- Monitor performance using measurable objectives and targets (e.g., incident rates, corrective action closure, emergency drill performance, environmental KPIs) and review them at quality meetings and management review.
- Investigate incidents to identify root causes and implement corrective and preventive actions, verifying their effectiveness.
- Communicate this policy and related procedures, make them accessible, and enforce compliance consistently across all operations and partners.

This policy applies to all Red Dune activities and persons under our control. It will be reviewed at least annually, or sooner following significant change, incident, audit, or legal update, and reissued as a controlled document.

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2. Scope / Applicability

This Health & Safety (H&S) Policy applies to all operations of Red Dune Training Centre in the Kingdom of Saudi Arabia, including fixed premises, temporary classrooms, workshops, laboratories, outdoor practice areas, client facilities, and any third-party venues used for teaching, assessment, invigilation, or events. It covers all employees, tutors, assessors, internal quality assurers, contractors, suppliers, agency staff, visitors, and all learners (including minors where admitted).

The policy applies to every mode of delivery and assessment—face-to-face, blended, remote/e-learning, and e-assessment—together with associated activities such as admissions, orientation, maintenance, housekeeping, logistics, travel on Centre business, storage and use of equipment or substances, and emergency preparedness and response.

The scope extends to fieldwork and simulated high-risk activities (e.g., work at height, manual handling, confined space demonstrations, electrical safety, crane/rigging simulations) conducted under Centre control. Where delivery occurs on client or awarding-body premises, this policy operates alongside site-specific rules; the stricter control prevails. For activities outside our direct control, tutors must verify host-site controls and integrate Centre expectations into briefings and supervision.

This policy interfaces with the Centre's OH&S management system (risk assessment, legal compliance, consultation, training, incident reporting, corrective action), environmental management aspects (e.g., waste segregation, spill prevention, energy and water stewardship), and quality management processes (document control, competence, internal audit, and continual improvement).

Exclusions are limited to activities wholly managed by third parties without Red Dune staff presence; in such cases, our duty is to communicate expectations and, where reasonably practicable, obtain assurance. Any proposed exclusion or limitation must be risk-based, documented, approved by the Head of Centre, and communicated to affected parties. The policy applies from onboarding through certification and to all recurring engagements thereafter consistently.

3. Legal & Regulatory Compliance

Red Dune Training Centre commits to full compliance with applicable Saudi laws and regulations, TVTC requirements for training providers, and the principles of ISO 9001, ISO 14001, and ISO 45001. Compliance is a core condition of our operations and a shared responsibility across all roles.

How we comply

- We maintain a live Legal & Other Requirements Register covering Saudi occupational safety and health regulations, Civil Defense requirements, municipal/environmental controls, data and exam-security obligations for training centers, and TVTC licensing and audit conditions.
- The Head of Centre owns the register; the HSE Officer administers it, tracks changes issued by authorities, and briefs staff on impacts before implementation dates.
- Course design, delivery, assessments, and facility operations are reviewed against the register to ensure controls (procedures, risk assessments, method statements, emergency plans) meet legal and TVTC expectations.
- Contractors, visitors, and suppliers working on our premises must comply with our rules and applicable legislation; compliance obligations are embedded in purchase orders and service agreements.

Verification & evidence

- We conduct planned internal audits and compliance evaluations; findings are logged with actions, owners, and due dates.
- Nonconformities related to legal or TVTC requirements trigger immediate containment, root-cause analysis, corrective action, and effectiveness checks.
- Where laws require notification (e.g., significant incident, fire alarm activation, hazardous waste issue), the HSE Officer coordinates timely reporting to the competent authority and preserves evidence.

Competence & awareness

- All staff receive induction and periodic refreshers on relevant legal duties and our centre rules; role-specific training is provided to assessors, invigilators, facilities, and front-desk staff.
- Current versions of controlled procedures, permits, and emergency information are available at point of use.

Assurance

Management reviews compliance status, trends, and actions at least annually and allocates resources to sustain continual improvement.

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4. Risk Assessment & Safe Systems of Work

To identify, evaluate, and control risks arising from our training, assessments, offices, classrooms, workshops, and any off-site activities, and to embed safe systems of work (SSoW) that protect learners, staff, visitors, contractors, and the environment in line with TVTC expectations and ISO 9001/14001/45001.

Scope

Applies to all activities at Red Dune Training Centre, including practical HSE exercises, invigilated examinations, equipment demonstrations, site visits, and office operations.

Responsibilities

- **Head of Centre:** overall accountability and resource approval.
- **HSE Officer:** maintains the risk register; develops/approves RAs and SSoW; monitors controls.
- **Tutors/Assessors:** implement task-specific controls; brief learners; submit dynamic RA where conditions change.
- **Office Coordinator:** controls documents and records; coordinates inductions and permits.
- **All persons:** follow controls and report hazards/near misses.

Method

We use a documented RA process: define activity/scope → identify hazards (including environmental aspects) → identify persons at risk → evaluate likelihood/severity → apply hierarchy of control (eliminate, substitute, engineer, administrative, PPE) → record residual risk and SSoW → communicate and supervise. High-risk activities require permits to work and pre-use checks.

Safe Systems of Work (SSoW)

Each SSoW states purpose, roles, step-by-step method, equipment/PPE, isolation controls, ergonomics, environmental precautions (waste, spills, noise), emergency actions, and acceptance sign-off. Briefings and toolbox talks are mandatory before practical tasks.

Training & Competence

Staff receive RA/SSoW training and refreshers; learners receive task briefings. Only competent persons operate equipment.

Monitoring & Review

RAs/SSoW are reviewed at least annually, after incidents/near misses, significant change, or audit findings. Checks verify adherence; nonconformities trigger corrective action.

Records & Communication

All RAs, SSoW, permits, briefings, and checklists are controlled documents; the latest versions are available at point of use and communicated through induction, signage, and briefings.

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5. Hazard Identification & Control Measures

To systematically identify hazards and apply effective controls so that all Red Dune Training Centre activities—teaching, assessments, offices, workshops, and site visits—are conducted safely and with minimal environmental impact.

Scope

All staff, learners, visitors, contractors, and activities on Red Dune premises or at client sites in Saudi Arabia, including practical HSE exercises and equipment demonstrations.

Responsibilities

- **Centre Manager:** ensures resources, approves risk assessments, and removes barriers to control implementation.
- **HSE Officer:** leads hazard identification, maintains the risk register, and verifies controls.
- **Tutors/Assessors:** complete activity-specific risk assessments and brief learners.
- **All Personnel:** report hazards/near misses and follow controls and emergency procedures.

Identification Methods

- Routine inspections of classrooms, and welfare areas.
- Task-based risk assessments and job hazard analysis for each practical activity.
- Pre-delivery “change checks” when syllabi, rooms, equipment, chemicals, or class sizes change.
- Incident/near-miss reporting and investigation to reveal hidden hazards.
- Stakeholder input (learners, cleaners, security, maintenance, contractors).

Risk Evaluation & Recording

Risks are rated using a likelihood–consequence matrix and entered in the Risk Register with owners, due dates, and verification notes. Significant risks trigger a written Safe System of Work (SSoW).

Control Measures (Hierarchy of Controls)

1. **Eliminate/Substitute:** cancel unnecessary tasks; use safer equipment/chemicals.
2. **Engineering:** guards, fume extraction, interlocks, noise and dust controls, spill kits.
3. **Administrative:** timetables to avoid congestion, capacity limits, supervision ratios, permits for hot work/energized equipment/lifting, signage, inductions, and toolbox talks.
4. **PPE:** issue, fit-check, and maintain eye, hand, hearing, respiratory, and fall-protection PPE.

Special Topics

Manual handling, electrical safety, slips/trips, ergonomics, fire and hot work, chemical storage/labeling, confined spaces (if applicable), lifting operations, lone working, driving, heat stress, and environmental aspects (waste, energy, noise).

Verification & Review

Controls are checked during classes and audits; findings drive corrective actions. Risk assessments are reviewed at least annually, after incidents, or when changes occur.

6. Training, Information & Communication

To ensure everyone at Red Dune Training Centre has the knowledge, skills, and up-to-date information needed to work safely, protect the environment, and deliver quality learning in line with Saudi TVTC expectations and international standards.

Scope

All employees, contractors, visitors, and learners across classroom, and off-site activities.

Commitments

- Provide role-appropriate H&S training at induction and at planned intervals, including emergency procedures, first aid, fire safety, manual handling, and environmental good practice.
- Ensure tutors/assessors receive additional training on risk assessment, safe practical delivery, incident reporting, and exam/invigilation integrity.
- Maintain competence through CPD, toolbox talks, and refresher briefings when tasks, equipment, legislation, or risks change.

Information

- Issue clear, current H&S information in simple language with visual aids where appropriate. Core materials are available in English and Arabic; additional learner support may be provided where needed.
- Display emergency contacts, assembly points, and key rules in classrooms and common areas. Practical sessions include pre-task briefs covering hazards, controls, PPE, and environmental aspects (waste, spills, noise, energy use).

Communication Channels

- Two-way communication via inductions, class briefings, noticeboards, email, and the centre website.
- Staff can raise concerns through supervisors learners can report anonymously via forms at reception.
- Significant changes (e.g., new controls, incidents, audit findings) are cascaded promptly through safety alerts, meetings, and updated signage.

Verification & Records

- Training needs are identified per role; a matrix tracks mandatory and refresher dates.
- Attendance, assessments, and competence sign-offs are recorded and controlled.
- Effectiveness is reviewed through observation, quizzes, incident trend analysis, and feedback; actions are logged and closed out.

Responsibilities

The Head of Centre ensures resources; managers schedule and monitor training; the HSE Officer curates content; all personnel apply learning and report gaps immediately.

7. Emergency Procedures

To protect learners, visitors, and staff by preparing for, responding to, and recovering from emergencies in line with TVTC expectations and ISO 45001 emergency preparedness, with links to ISO 14001 (environmental incidents) and ISO 9001 (controlled process).

Scope

Applies to all Red Dune Training Centre premises, classrooms, simulations, and any off-site activities.

Roles and responsibilities

- **Head of Centre:** approves the Emergency Plan and ensures resources.
- **Floor/Fire Wardens:** lead evacuations, sweep zones, and report headcounts.
- **First Aiders:** provide immediate care and coordinate with emergency services.
- **All staff:** know alarm signals, routes, and assembly points; assist visitors and persons with disabilities.

Alarm and notification

On discovering danger, raise the alarm, call local emergency services, and notify the HSE Officer/Centre Manager. SMS/WhatsApp groups may be used for instructions.

Evacuation

Stop activities, secure assessment materials, and evacuate via the nearest safe route to the signed assembly point. Do not use lifts. Wardens complete roll calls; invigilators carry registers. Re-entry only on HSE Officer or Civil Defense approval.

Specific scenarios

- **Fire/smoke:** activate alarm, close doors, use extinguisher only if trained and safe.
- **Medical emergency:** call ambulance, start first aid/CPR, record details.
- **Chemical spill:** isolate area, ventilate, consult SDS, deploy spill kits, arrange disposal.
- **Power outage:** move to safe lighting, suspend practicals, secure equipment.
- **Severe weather or external threat:** shelter-in-place if instructed.

Training, drills, and records

Inductions cover routes, alarms, and roles. Drills occur at least twice per year and after major layout or risk changes. All incidents, drills, and corrective actions are logged, reviewed, and used for continual improvement.

8. Incident / Accident Reporting & Investigation

To ensure all incidents, accidents, near misses, unsafe acts/conditions, and environmental events at Red Dune Training Centre are reported, triaged, investigated, and closed with effective actions, in line with TVTC expectations and aligned with ISO 45001 (incident management, participation, operational control), ISO 9001 (nonconformity and corrective action), and ISO 14001 (environmental incident response).

Scope

Covers employees, tutors/assessors, learners, contractors, and visitors during any Red Dune activity on-site, online, or at third-party venues, including practical assessments and site visits.

Definitions

- Incident: unplanned event that did or could lead to harm, damage, or service disruption.
- Accident: incident resulting in injury, ill health, or property damage.
- Near miss: no harm this time, but credible potential existed.
- Dangerous occurrence/environmental event: notifiable event with significant safety or environmental risk.

Responsibilities

- **Head of Centre:** owns the policy, ensures resources, approves investigation reports of serious cases, and chairs review meetings.
- **HSE Officer:** maintains the reporting system, leads investigations, tracks actions, and communicates lessons learned.
- **Line Managers/Trainers:** make the area safe, begin first-report, preserve evidence, brief learners, and cooperate with investigators.
- **All Staff and Learners:** report promptly; do not tamper with evidence; participate honestly.
- **First Aiders:** deliver care, document treatment, and hand over to responders.
- **Facilities/IT:** support scene isolation, CCTV retention, and equipment quarantine.

Reporting Channels & Timeframes

- Immediately notify the Trainer or HSE Officer verbally; call local emergency services when required.
- Submit the Incident Report Form within 24 hours to complaints@reddune.org with admin@reddune.org in copy.
- For high-potential or serious harm events, the HSE Officer notifies the Head of Centre within two hours and the Centre Manager immediately.

What Must Be Reported

Injuries, first-aid cases, illnesses with suspected work-link, exposure to substances, fires, electrical shocks, equipment failures, exam-room security breaches, data-loss events, environmental releases, unsafe behaviours/conditions, contractor incidents, and vehicle or travel-related events for official duties.

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Immediate Controls

Stop the activity if risk persists; apply first aid; secure the scene; prevent further environmental impact (e.g., isolate spill sources); quarantine equipment; collect names of witnesses; begin an event log.

Investigation Approach

Proportional to severity and potential. Use root-cause tools (5 Whys, task–equipment–people–environment–management analysis). Consider competence, procedures, supervision, workload, ergonomics, procurement, maintenance, and environmental controls. Identify direct, underlying, and systemic causes; distinguish human error from organisational factors; verify with evidence.

Evidence & Records

Capture statements, photos (avoiding sensitive imagery), training and competence records, risk assessments, method statements, equipment maintenance/calibration, SDS, timetables, invigilation logs, and CCTV extracts. Store in the controlled Incident File with unique ID.

Corrective & Preventive Actions (CAPA)

Define immediate fixes, corrective actions to remove causes, and preventive actions to stop recurrence elsewhere. Assign owners and deadlines; update risk registers, assessments, training, and procedures; verify effectiveness through follow-up checks and internal audits. Serious cases may trigger temporary suspension of an assessment activity or supplier.

Regulatory, Client and Awarding-Body Interface

Where law, TVTC requirements, client contracts, or awarding-body rules require notification, the HSE Officer coordinates formal reports and cooperates with any external investigation. If assessment integrity was affected, the Quality Lead initiates exam-security actions and informs the awarding body.

Communication & Support

Share de-identified lessons in toolbox talks and standardisation meetings. Offer access to support resources and consider reasonable adjustments for affected learners or staff, including return-to-work plans.

Data Protection & Confidentiality

Only authorised personnel may access incident files. Personal data is limited to what is necessary and retained per Records Retention. Anonymise outputs where possible.

Monitoring & Review

KPIs include reporting timeliness, closure on time, recurrence rate, and completion of recommendations. Trends are reviewed termly and annually within the PDCA cycle; outputs feed CPD plans, purchasing decisions, and curriculum/assessment design.

Non-retaliation

Red Dune encourages reporting. Retaliation or victimisation for good-faith reporting is misconduct and will be addressed through HR procedures.

Training & Awareness

All staff, trainers, and invigilators receive refreshers on reporting, scene control, evidence care, spill response; contractors and visitors receive an induction. Forms are in English and Arabic to support reporting in Saudi Arabia.

9. Monitoring, Review & Audit

To make sure Red Dune Training Centre continually protects people and the environment by checking how well our Health & Safety arrangements are working, fixing gaps quickly, and improving year on year through a clear Plan–Do–Check–Act cycle.

Scope

Covers all training and assessment activities (classroom, workshops, simulations, site visits), offices, contractors and visitors, and any activity that could affect health, safety, or the environment.

Responsibilities

- **Head of Centre** owns this section, approves annual H&S objectives, signs the H&S Performance Report, and chairs the Management Review.
- **Line Managers/Tutors/Invigilators:** complete daily/weekly checks, report hazards and incidents, and implement corrective actions.
- **All Staff and Learners:** follow rules, report concerns, and take part in monitoring when requested.

What We Monitor

- **Leading indicators:** completion of inductions and toolbox talks, inspection compliance, emergency drill performance, training of staff, closure time for actions.
- **Lagging indicators:** incidents, near-misses, first aid cases, environmental spills, unsafe conditions, and complaints.
- **Legal/standard changes:** updates that affect our operations, including any requirements from TVTC or awarding bodies.
- **Operational controls:** classroom occupancy, equipment condition, PPE use, noise, ergonomics, waste segregation, and energy/water use where relevant.

How We Monitor

- **Planned inspections:** daily housekeeping checks by tutors; weekly HSE walkdowns by the HSE Officer; monthly themed inspections (e.g., electrical safety, manual handling).
- **Internal audits:** risk-based audits at least twice per year covering compliance, emergency readiness, contractor control, document control, assessment-room safety, and environmental controls.
- **Sampling & observations:** spot checks during high-risk practicals and examinations.
- **Incident learning:** prompt investigations proportionate to risk, root-cause analysis, and lesson sharing.
- **Feedback channels:** learner surveys, suggestion box, client feedback, and external verifier/TVTC visit outcomes.

KPIs and Targets

- Zero overdue corrective actions beyond agreed dates.
- 100% completion of inductions and emergency drills.
- Planned inspections completed on time (>95%).
- Reduction targets for repeat findings and recurring hazards.

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Nonconformity, CAPA, and Escalation

Nonconformities are logged with an owner, due date, and verification step. Corrective and preventive actions (CAPA) are risk-ranked. High-risk issues are escalated immediately to the Head of Centre, who may suspend an activity, training room, or equipment until controls are restored.

Review & Management Review

Quarterly H&S reviews assess performance against objectives, incidents, audit outcomes, and compliance status. Annually, a formal Management Review confirms suitability, adequacy, and effectiveness of the H&S system, approves refreshed objectives, resources, and any policy changes.

Records & Communication

All checklists, audit reports, action trackers, drill records, and reviews are controlled documents. Key findings and changes are communicated to staff and learners via briefings, noticeboards, and email. Continuous improvement actions are tracked to closure and verified for effectiveness before sign-off.

10. Health Surveillance & Welfare

To protect the health, safety, and wellbeing of learners, staff, contractors, and visitors at Red Dune Training Centre (Saudi Arabia) through proportionate health surveillance and robust welfare provisions aligned with TVTC expectations and ISO 45001/14001/9001 principles.

Scope

Covers all centre-controlled activities, including classrooms, workshops, practical assessments, field visits, and office areas, as well as outsourced venues under our control.

Principles

- Prevention first: eliminate or reduce hazards before relying on surveillance.
- Proportionality: apply surveillance where risks justify it (e.g., noise, respiratory sensitisers, manual handling, DSE strain, heat stress).
- Confidentiality: manage personal data lawfully and securely, on a need-to-know basis.

Responsibilities

- **Head of Centre:** overall duty holder; approves the annual health plan and resources.
- **HSE Officer:** maintains the risk register; identifies surveillance needs; liaises with occupational health (OH) providers; ensures welfare facilities meet legal and cultural norms.
- **Managers/Tutors:** implement controls, complete referrals, brief learners, and monitor symptoms.
- **Individuals:** report concerns, attend screenings, follow medical advice, and use welfare facilities properly.

Health Surveillance

We use risk assessments to trigger surveillance for activities such as:

- Hand-arm vibration, excessive noise, welding fumes, solvents, isocyanates.
- Dusts and respiratory sensitisers (including during confined-space simulations).
- Heat stress and dehydration during outdoor drills.
- Prolonged DSE work leading to musculoskeletal or visual strain.

Controls follow the hierarchy (eliminate, substitute, engineer, administrate, PPE). Where residual risk remains, we arrange periodic checks via an OH provider: baseline, routine, and exit checks, with fitness-for-task certificates where applicable. Results are explained to individuals; only suitability outcomes go to managers. OH trend reports (anonymised) inform the risk review.

Welfare & First Aid

We provide clean drinking water, hygienic washrooms, prayer areas, changing areas where needed, and adequate rest spaces. First-aid arrangements include trained first aiders on each floor/venue, stocked kits, AEDs where risk justifies, and posted emergency numbers. During high heat periods, we adjust schedules, ensure shaded rest areas, and apply work-rest-hydration guidance.

Special Considerations

We assess individual needs sensitively (e.g., pregnancy, fasting, disability, chronic conditions) and

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agree reasonable adjustments that do not compromise assessment integrity or safety. Temporary restrictions are documented with review dates.

Environment & Hygiene

We manage indoor air quality, safe storage of chemicals, and clinical/contaminated waste from first-aid rooms using licensed disposal. Energy- and water-saving posters support environmental objectives.

Training, Communication & Records

Inductions cover symptoms to report, hygiene, heat awareness, and welfare locations. Refresher talks occur ahead of practicals and summer months. Records of risk assessments, OH referrals, outcomes, and first-aid events are retained per our data retention schedule and document control.

Monitoring & Review

KPIs include heat-related incidents, sickness trends, first-aid response times, and OH action closure. Findings feed the PDCA cycle and annual management review. Compliance with TVTC outcomes and awarding-body requirements is tracked; corrective actions are verified. Feedback on welfare is sampled. Audits, emergency drills, and supplier reviews assure controls remain suitable, adequate, and effective across all delivery modes.

11. Equipment, Maintenance & Safety Checks

To ensure all training and assessment equipment at Red Dune Training Centre (Saudi Arabia) is safe, fit for purpose, legally compliant, and available when needed. This section sets out how we select, inspect, maintain, calibrate, store, and retire equipment used in classrooms, workshops, and practical HSE simulations.

Scope

Applies to all centre-owned and hired assets, including classroom AV, e-learning hardware, practical training rigs, lifting and access equipment used for demonstrations, measurement and monitoring devices, emergency equipment (first-aid kits, eye-wash stations, spill kits, AEDs), fire protection devices, and personal protective equipment (PPE).

Risk Assessment & Selection

Before purchase or hire, we assess intended use, foreseeable misuse, hazards, environmental aspects (energy, waste, and noise), and compatibility with our training rooms. Only equipment that meets our safety and quality criteria is approved. Supplier manuals and safety data are retained.

Inspection & Maintenance

- **Pre-use checks:** Tutors/Assessors complete a simple checklist before each session (condition, guards, labels, cables, calibration date, cleanliness, emergency readiness).
- **Planned inspections:** The Maintenance Lead schedules daily/weekly/monthly checks appropriate to risk; high-risk or load-bearing items receive enhanced examination.
- **Preventive maintenance:** Carried out per manufacturer instructions and our maintenance plan; proof of completion is filed.
- **Corrective maintenance:** Any defect triggers immediate “Do Not Use” tagging, isolation/LOTO, and an entry in the Defect Log with target dates and responsible person.

Calibration & Measuring Devices

Gas detectors, sound level meters, lux meters, PAT testers, and other monitoring devices are calibrated at defined intervals by competent providers. Each device carries a unique ID, last/next calibration dates, and traceable certification. Out-of-tolerance items are removed from service until resolved.

Emergency & Safety Equipment

Weekly visual checks confirm location, access, pressure indicators, expiry dates, and tamper seals for extinguishers, first-aid kits, eye-wash stations, and AEDs. Spill kits are inspected for completeness after each use and replenished promptly.

Storage, Housekeeping & Environmental Care

Equipment is stored in designated, labelled locations with safe stacking and cable management. We minimise waste by repairing where feasible, responsibly recycling batteries/consumables, and favouring energy-efficient models. Chemical and fuel storage (if used in demonstrations) follows segregation and spill-control rules.

Training, Competence & PPE

Only trained staff operate or demonstrate equipment. Mandatory briefings cover safe use, emergency stops, guarding, LOTO, and required PPE. Learners receive pre-task briefings and must follow tutor instructions at all times.

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Records & Assurance

We maintain an asset register, inspection and maintenance logs, calibration certificates, defect reports, risk assessments, and disposal records. Internal audits sample these records and observe practice; actions are tracked to closure. Persistent issues trigger root-cause analysis, redesign of controls, and refresher training.

Continuous Improvement

Inspection data, incident/near-miss trends, learner feedback, and audit outcomes inform updates to inspection frequencies, checklists, training content, and equipment specifications to keep our environment safe, efficient, and compliant.

12. Contractors / Visitors / External Parties

To ensure all non-employees (contractors, visitors, clients, TVTC/awarding-body reps, suppliers) enter, work and depart Red Dune safely, without harm to people or the environment, and without compromising quality, exam security or data protection. This section aligns with our HSE management system and the intent of ISO 45001 (contractor control), ISO 14001 (operational controls), and ISO 9001 (controlled operations and records).

Scope

Applies to all Red Dune sites, classrooms, workshops and any off-site training or assessment locations under our control or influence.

Roles & responsibilities

- **Head of Centre:** overall accountability for safe access, contractor approval and resources.
- **Centre Manager/Office Coordinator:** coordinates appointments, maintains registers and escorts.
- **Contractors:** comply with our rules, submit risk assessments/method statements (RAMS), wear PPE and report incidents.
- **Visitors/External Auditors:** follow induction brief, display badges and obey instructions.

Entry controls

- Pre-booking is mandatory; photo ID is verified at reception.
- All non-employees sign the Visitors/Contractors Register and receive a short HSE and security induction (fire exits, muster point, first aid, prohibited areas, exam security, photography/data restrictions).
- Badges are issued and must be visible at all times; unbadged persons will be challenged.

Contractor management

- Work affecting safety, environment, utilities, IT or assessment spaces requires approved RAMS, proof of competence, insurance, and—where relevant—permits to work (hot work, working at height, electrical isolation, confined space).
- Interfaces are planned: segregation, barriers, housekeeping, noise/dust control, waste handling and emergency arrangements.
- The HSE Officer or nominee will monitor work; unsafe acts are stopped and reported.
- Contractors maintain their own equipment in safe condition and present evidence of worker training when requested.

Visitor rules

- Visitors remain with their host or authorised escort.
- PPE is worn where indicated by signage or risk assessment.
- Smoking/vaping only in designated areas; no alcohol or drugs on site.
- Personal data and assessment materials are confidential; no photography or recordings in exam zones.

Environmental controls

- Contractors must prevent spills, use drip trays, label chemicals, and segregate wastes; disposal follows approved routes.
- Deliveries are scheduled to avoid congestion; engines off during loading/unloading.
- Any environmental incident is reported immediately; remedial actions are documented.

Emergency preparedness

- On alarm, all non-employees proceed to the muster point and await roll-call.

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- Injuries, near misses or security breaches are reported to the HSE Officer and logged for investigation.

Records & improvement

- Registers, inductions, permits, RAMS reviews, inspections and incident reports are controlled records.
- Trends and actions are reviewed in the Quality/HSE meeting; controls are updated and communicated before the next visit or job. Key learnings are shared in toolbox talks and staff newsletters and briefings.

KPIs & compliance

We track access control, induction completion, permit adherence, incidents/near-misses, RAMS quality, and closure of audit actions. Repeated breaches may suspend site access or de-list contractors.

Awareness & communication

Hosts get periodic briefings; reception displays rules and the emergency plan; contractors receive pre-job packs. This section is reviewed annually or after changes, incidents, or audits.

13. Record Keeping

To ensure Red Dune Training Centre maintains complete, accurate, and retrievable health, safety, and environmental records that demonstrate compliance, enable effective decision-making, and support continuous improvement in line with ISO 45001, ISO 9001, ISO 14001, TVTC expectations, and international HSE awarding requirements.

Scope

Covers all HSE-related records generated on our premises or during training/assessment activities, including in-class, online, and practical/site-based sessions.

What we keep (non-exhaustive)

- HSE policy approvals, objectives, risk registers, aspect/impact registers, legal/compliance registers.
- Risk assessments, method statements, COSHH/chemical safety data, PPE issuance logs.
- Training, induction, toolbox talks, and competency/CPD records for staff and contractors.
- Equipment inspections, calibration/maintenance logs, lifting/pressure system certificates.
- Emergency preparedness materials: drill plans, attendance, debriefs, corrective actions.
- Incident/near-miss reports, investigations, root-cause analyses, CAPA evidence.
- Waste management manifests, segregation logs, energy/water monitoring where relevant.
- Internal audit reports, management review minutes, external/TVTC/awarding-body visit reports.
- Examination security and invigilation incident logs where they relate to HSE arrangements (e.g., evacuation during exams).

Format, Control & Access

Records may be paper or digital. All records must be identifiable (title, reference, date, owner), legible, and protected against loss, damage, or unauthorised change. We use controlled templates, unique IDs, and access permissions with regular backups and recovery tests. Only authorised personnel may access personal or sensitive information on a need-to-know basis. External auditors/TVTC/awarding representatives are granted supervised access.

Retention & Disposal

Retention periods are defined in the HSE Records Retention Schedule, considering legal, regulatory, awarding-body, and contractual requirements. On expiry, records are disposed of securely (cross-cut shredding for paper; verified deletion for digital). Disposal actions are logged.

Data Protection & Confidentiality

Personal and confidential information is processed lawfully and proportionately. Incident and medical/first-aid records are restricted and stored separately with enhanced controls.

Review & Assurance

The HSE Officer samples record sets quarterly for completeness and accuracy; findings feed into internal audits and management review. Any gaps trigger corrective action, re-training, or process improvement to ensure our records reliably evidence compliance and performance.

14. Policy Review & Updates

To keep Red Dune Training Centre's Health & Safety Policy current, effective, and compliant with Saudi regulations, TVTC expectations, and international best practice (ISO 9001/14001/45001).

Ownership & Frequency

The Head of Centre owns this section. A **formal review is completed annually** and whenever significant changes occur (law, TVTC requirements, awarding-body rules, operations, facilities, incidents, or audit findings).

Triggers for an Early Update

- New or revised Saudi legal requirements or TVTC directives.
- Findings from internal audits, external audits, or inspections.
- Accidents, near-misses, or emergency drills revealing gaps.
- Changes to premises, equipment, substances, or activities.
- Feedback from staff, learners, contractors, or visitors.

Review Method

1. **Plan:** Gather evidence (incident data, risk assessments, audit results, feedback, training records).
2. **Evaluate:** Assess policy adequacy against current risks and compliance needs; identify gaps.
3. **Update:** Revise objectives, controls, roles, and procedures where needed.
4. **Approve:** Head of Centre signs off; version control is applied.
5. **Communicate:** Publish the new version on internal drives and noticeboards; brief staff and learners; include in inductions.
6. **Train:** Deliver targeted refreshers; record CPD.
7. **Verify:** Monitor leading/lagging indicators and close actions.

Roles & Responsibilities

- **Head of Centre:** approval and resourcing.
- **Line Managers/Tutors:** apply updates in classrooms, workshops, and assessments.
- **All Staff & Learners:** follow the updated policy and report issues.

Document Control & Records

Revisions carry a unique version number, issue date, change log, and next review date. Superseded copies are withdrawn. Records (reviews, approvals, communications, and training evidence) are retained per our Document Control & Records Retention procedures.

Assurance

Effectiveness is checked through audits, inspections, incident trend analysis, drills, and stakeholder feedback. Corrective actions are tracked to closure and inform the next review cycle.