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Occupational Safety First

The water sector is one of the essential sectors in development and one of the services that have to be provided in complete sustainability without interruption because it is simply known that water is the lifeline. Therefore, it is imperative to apply the best practices and systems to ensure the availability of the service. This can only be done with very careful follow-up of the technical details in the field of project implementation and operation of assets and managing them properly according to the principles of quality and safety.

Hence, the importance of the role that Diam assumes for the field of health and safety is evident to us through the systems on which it operates. Such systems include road safety management system, vehicle tracking and emergency systems for vehicles in addition to site safety systems and continuous follow-up of the application of safety principles at work sites and ensuring the availability of all requirements for emergency situations and qualify workers to deal with them.

The concern for occupational health and safety is a global approach. April 28 every year has been designated as the International Day for Safety and Health in the Work Environment. According to the United Nations website, "Occupational safety and health aims, in its essence, to manage occupational risks." The Occupational Safety and Health Management System is a preventive approach that aims to implement safety and health measures in four steps and includes the principle of permanent improvement. Its principles are based on the plan cycle, plan development and implementation, evaluation of results and making improvements.

In addition, the Occupational Safety and Health Management System seeks to build a comprehensive and organized mechanism for joint work between workers and management in implementing safety and health measures. The systems approach also contributes to assessing the improvement of performance in the application of prevention and control measures. Occupational safety and health management systems are an effective tool in managing risks for a particular type of industry, process or organization. They can be adapted to different situations of the needs of small companies to the various needs of complex and dangerous industries such as mining, chemical industry and construction.

On the other hand, paying attention to this aspect contributes to enhancing the job loyalty of those who belong to the organization because it guarantees them a safe and professional work environment away from the concerns that some workers may have as a result of not applying safety requirements, especially in construction and project implementation sites that are most vulnerable to work injuries.

APPLYING INTERNATIONAL STANDARDS IN QUALITY, HEALTH, SAFETY, ENVIRONMENT AND RISK MANAGEMENT

ENG. AHMED AL-KHAMISI: "WE INAUGURATED THE LEAN METHODOLOGY AS ONE OF THE STRATEGIC PROJECTS."

Eng. Ahmed bin Rashid Al-Khamisi, Senior Manager of the Department of Risk and Change Management and Quality, Health, Safety and Business Continuity Management in Diam, said that Diam has adopted an integrated management system policy in all its operational and administrative processes. This policy includes management of risk, change, quality, business continuity, health, safety and environment. All this is in accordance with Diam's vision, which is to be a leading service institution that applies the best international practices to achieve the sustainable development of the Sultanate, as part of its efforts to reach professionalism in performance, and to enhance its efforts to adopt the best international practices and standards in order to achieve the values on which Diam's business is based.



Ahmed bin Rashid Al-Khamisi

Integrated management system in operational and administrative processes. Al-Khamisi said that Diam has effectively implemented international standards, which included Management of Quality, Health, Safety, Environment, Risk, Business Continuity, ISO14001 - ISO45001 - ISO9001 - ISO31000 - ISO17025 - ISO22301, in all its works and has implemented best practices and systems for continuous improvement and development to achieve better performance indicators aligned with strategic plans and goals.

There is also a plan underway that has come a long way in adopting and implementing other administrative systems in Diam, such as: Energy ISO 50001 - ISO 55001 Asset Management - Information System ISO 27001. The implementation of the integrated management system policy is a strategic direction that aims to support Diam's vision in order to achieve its distinction as a world-class organization. An integrated quality management system can be defined as an independent, documented and planned process for an integrated management system in Diam in order to ensure that the implementation of operations conforms to the policies and requirements of the management systems of quality, risk, change, business continuity, health, safety and environment, and includes auditing standards in the integrated audit system, policy and objectives of the organization. The integrated management system is implemented by complying with all the requirements in force in the integrated management system policy and by meeting the needs and expectations of other stakeholders, as well as by establishing a customer service-oriented institution to enhance customers' satisfaction and reduce complaints by relying on an operational and thinking approach based on studying risks and building business continuity capabilities in the organization's activities.



The integrated management system policy is also based on providing a safe and healthy work environment to prevent work-related accidents and ill health by defining these risks and developing appropriate solutions for them to mitigate their various risks and impacts. The integrated management system policy is also based on protecting the environment by reducing the harmful environmental impacts of Diam's activities, preventing pollution, adopting an environmental sustainability approach and committing to all local and international requirements to contribute to preserving the environment.

Lean Methodology

Al-Khamisi said that Diam has recently launched Lean Methodology and it was included as one of the strategic projects in Diam. It is an administrative methodology to facilitate and shorten business procedures and gradually improve them according to their timeframe by reducing and organizing some unnecessary procedures, which contributes to the speed of completion.

Eng. Ahmed Al-Khamisi added that during the current economic situation, adopting Lean Methodology can enhance the current success rates which require institutions to be more efficient, flexible and responsive to the market. Our implementation of Lean Methodology will improve customer experience and contribute to being a global entity in light of rapid technological changes, increasing expectations from stakeholders and the need for standardized processes to obtain the required outputs continuously.

Risk and change management in Diam

About the risk and change management system in Diam, Eng. Ahmed Al-Khamisi said: "We work hard to assess the vari-

ous internal and external risks that arise during various stages of work, such as financial, executive, administrative, construction, operational, competitive, legal, technical and other risks that may affect the stakeholders and the ability of the institution to achieve the objectives. This is in order to develop and manage optimal solutions and reduce the implications of these risks as much as possible to ensure the implementation of programs and plans in the best way and to provide the best services to citizens and residents of this country by applying the best programs and best practices in this aspect and continuous improvement of the risk management process based on the ISO 31000 standard. The risk management in Diam aims to improve the ability to provide the best results to all stakeholders through managing potential risks and enhancing opportunities to achieve the set strategy."

Site security management

Al-Khamisi talked about the security management of the different Diam's sites, saying: "The number of Diam's operational and administrative sites has reached more than two thousand sites, and it is constantly increasing due to the development projects in the water sector. Diam has started using the best technical or smart systems in the security guards sector. These systems are characterized by low operational cost and efficiency compared to the previously applied system in addition to higher quality and accuracy of service, comprehensive security coverage and fulfillment of work requirements. The governorates of Muscat, Al Dakhiliyah, South and North Al Batinah have been connected to these systems through optical fibers as a first stage and work is going on to connect all governorates during the coming years in order to manage all Diam's assets from a unified center for monitoring from

Muscat governorate and sub-monitoring centers in each governorate. The new systems for security management are modern monitoring and alarm systems working around the clock, smart entry and identification systems, smart permit systems, and others."

Road safety management system

Al-Khamisi added that Diam works to implement a road safety management system in accordance with the best local and international practices in this field in order to contribute to achieving the goals set in the field of traffic safety as well as achieving traffic awareness for Diam employees in addition to reducing the damage resulting from road accidents.

"From this standpoint, Diam has activated a number of systems to achieve safety on the road. Among these systems is the IVMSI vehicle monitoring and control system since 2013, which is one of the most important applied systems and is concerned with the safety of employees while driving Diam's vehicles. Diam is considered one of the first governmental institutions to implement this system, which guarantees the safety of passengers and vehicles. The system can monitor the vehicles belonging to Diam directly during their movement in various sites by connecting the device to satellites in order to achieve the highest levels of safety for the vehicle driver, reduce costs and improve the level of customer service," he added.

The language of numbers

The Senior Manager of Quality, Safety and Risk Management spoke in the language of numbers about the most prominent statistics of this year, saying: "Let's talk in the language of numbers about Diam's experience in managing transportation through the road safety management system. Among the most prominent numerical facts in 2020 is that Diam's vehicles, as employees and contractors, have traveled a total distance of approximately 5,172,766.70 kilometers on the roads in various locations in the governorates of the Sultanate. Diam works on qualifying and training its employees to achieve traffic safety and safe driving in the field of road safety. Diam uses a variety of vehicles of approximately 18 types of vehicles, ranging from light and heavy vehicles, four-wheel drive vehicles, cranes, heavy equipment, and units used in the Authority's work, such as the leak detection unit, the chemical transport unit, and the mobile maintenance unit."

For more information on workplace health and safety please contact QHSE Dep. On: 24611620 or Email: qhse@diam.om

للمزيد من المعلومات عن إرشادات السلامة في مواقع العمل يمكن الاتصال بوزارة الصحة والسلامة وإدارة التغيير على الرقم: 24611620 أو على البريد: qhse@diam.om



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