



Health and Safety Manual

Federal Directorate of Immunization
Ministry of National Health Services,
Regulations and Coordination,
Government of Pakistan



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Health and Safety Manual

Federal Directorate of Immunization



Disclaimer

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USAID Pakistan Supply Chain Cooperation Standards and Policies can be found at:
<https://v.lmis.gov.pk/docs/pakistan-supplychain-sops>

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Acronyms

FDI	Federal Directorate of Immunization
GHSC-PSM	Global Health Supply Chain Program – Procurement and Supply Management
PPE	Personal Protective Equipment
USAID	U.S. Agency for International Development
WMS	Warehouse Management System
M/o NHR&C	Ministry of National Health Services Regulations and Coordination

Acknowledgment

The volume and complexity of work at the Federal Directorate of Immunization (FDI), Ministry of National Health Services, Regulations, and Coordination Islamabad has consistently increased, transforming it into a key specialized national facility that procures, stores, and distributes vaccines across the country. FDI has a demanding work mandate which requires a safe and healthy environment to achieve its results. For this purpose, the USAID funded Global Health Supply Chain Program – Procurement and Supply Management (GHSC-PSM) project team in collaboration with the FDI team has developed the staff health and safety manual.

The FDI highly appreciates the valuable support extended by USAID/Pakistan towards sustainable immunization supply chain system strengthening in the country. We thank Mr. Bradley Cronk, Director Health Office, USAID/Pakistan for his leadership in successfully strengthening, rehabilitating, and upgrading the FDI Warehouse in Islamabad to improve warehouse management system as per the international standards.

We also express our gratitude to Dr. Muhammad Tariq, Country Director, USAID funded GHSC-PSM project in Pakistan for his leadership role, and his dedicated team for their efforts and support in developing the *Health and Safety Manual*.



Dr. Muhammad Ahmed Kazi
Director General,
Federal Directorate of Immunization, Islamabad

Preface

The main objective of this manual is to provide guidelines which promote a secure and conducive workplace for all the employees. A comprehensive workplace safety and security checklist has been included in the manual. This checklist will serve as a valuable reference guide for each department within the warehouse, including store, administration department, transport department, and finance. It will enable them to conduct self-assessments and identify potential hazards specific to their areas of operation.

Over the period, FDI has evolved into a crucial national facility, responsible for procuring, storing, and distributing vaccines throughout the country. As the volume and complexity of work has increased, ensuring a safe and healthy work environment for warehouse staff has become a vital requirement. We believe that this manual will become the standard reference document for assessing and preventing safety and security risks faced by warehouse employees, as well as for supplies and assets. Observations and findings shared with managers will contribute towards workplace hazard identification and due rectification.

I would like to express my sincere gratitude to the leadership support provided by USAID/Pakistan, particularly Mr. Bradley Cronk, USAID Director Health Office, Dr. Shabir Chandio, Mr. Khalid Mahmood, Mr. Sherif Mowafy, Mr. John Vivalo, Mr. Keith Hummel, and Mr. Ramy Guirguis. Their efforts have been instrumental in strengthening, rehabilitating, and upgrading the FDI Warehouse in Islamabad to align with the international standards.



Dr. Muhammad Tariq

Country Director

USAID Global Health Supply Chain Program – Procurement and Supply Management



1. INTRODUCTION

The Federal Directorate of Immunization (FDI) 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 (refer to heading 12).

The safety and security checklist assessment help determine risks for warehouse employees, supplies, and assets; as well as to evaluate their susceptibility to workplace harm 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 review all safety and security hazards.

ISO REQUIREMENTS FOR STAFF HEALTH AND SAFETY:

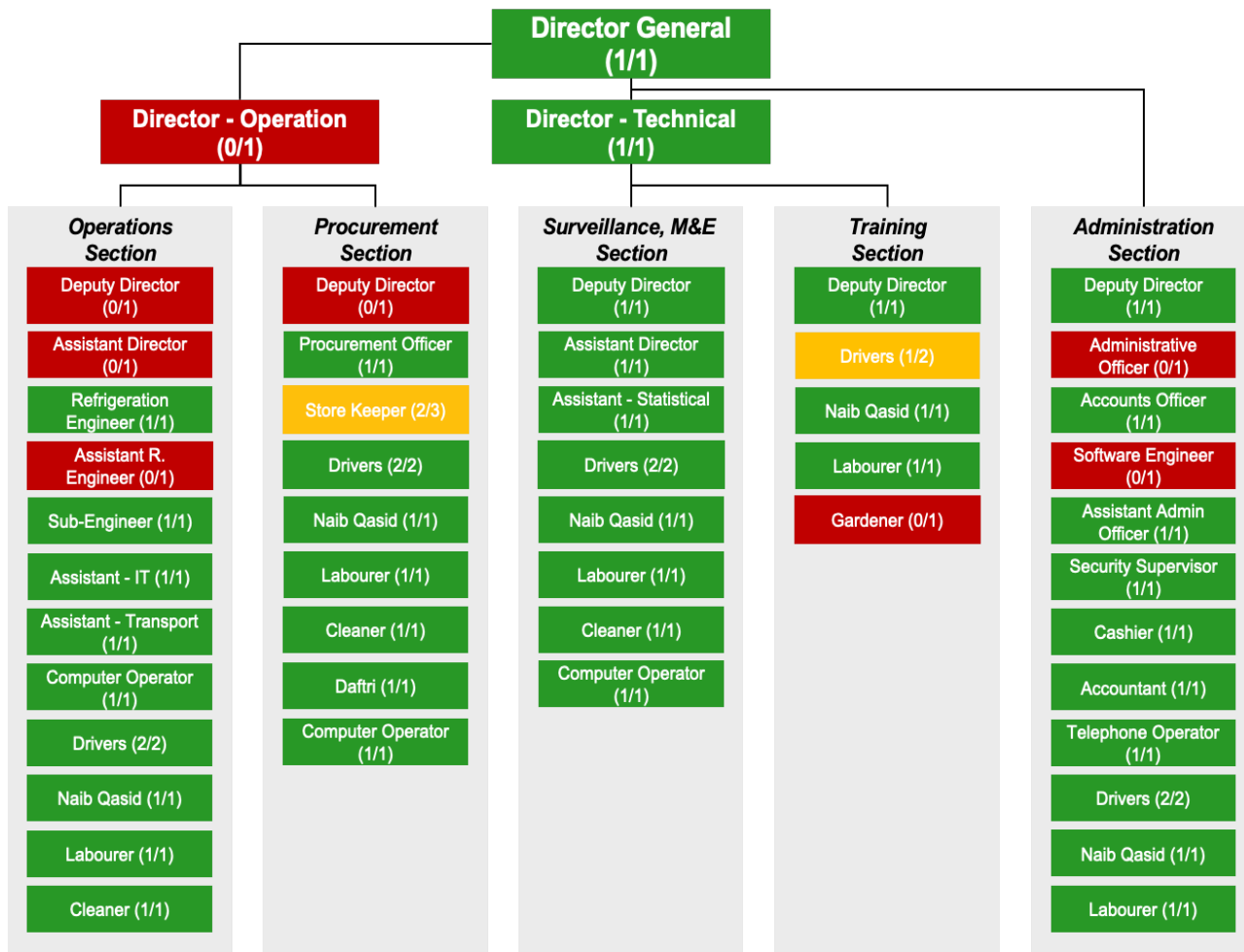
ISO 9001:2008 requires an organization to establish, implement, and maintain a quality management system in accordance with the requirements of international standards to ensure staff health, safety, and security in the organization.

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 Documented statements of a quality policy and quality objectives
- 1.2 A quality manual
- 1.3 Documented procedures
- 1.4 Documents needed by the organization to ensure the effective planning, operation, and control of its processes, and
- 1.5 Records

FDI ORGANOGRAM:



2. COMPLIANCE STATEMENT

The FDI Warehouse health and safety procedures have a *zero-tolerance policy* for risks 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 health and safety procedures include the following steps:

2.1 Educate warehouse employees, supervisors, and managers on all 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 practices 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 health and safety procedures and practices.

3. WORKPLACE HAZARD CLASSIFICATION

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

Below is a summary of some workplace hazards that may occur in the vicinity of the FDI Warehouse:

3.1 PERSONAL DANGER

Personal danger in a workplace involves the following:

- Employee workplace hazard can involve a personal danger from the workplace environment. For example, employees attempting to deliver services as described in their duties, but the process involved is not appropriate for them to perform these duties in a safe and secure environment.
- 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.
- Failing to create and promote a safe and secure working environment is a threat to safety of employees and also not paying attention to day-to-day working hazards and their mitigation.

3.2 EMPLOYEES HARM

A situation which can harm employees may be caused by:

- An unskilled and inexperienced stacker operator using a forklift; and untrained staff loading and unloading the lab.

- Poor construction of the building and old or out-of-order forklifts, racks, stackers, trucks, and vehicles may cause employee workplace harm.
- Untrained truck drivers and traffic accidents during the transport of vaccines and supplies
- Breaking vials or ampoules can harm the staff.

3.3 FIRE

Fire is a major hazard in the workplace for employees:

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

- Risk of hypothermia if staff are not warmly clothed while working in the freezer and cold rooms.
- Unskilled and untrained staff working in the vaccine storage areas.
- Suffocation in confined space of the freezer room/cold room because of storage of dry ice and when it evaporates, a deadly carbon dioxide gas accumulates.

3.5 COLD CHAIN EQUIPMENT BREAKDOWN

Cold chain equipment breakdown is also a cause of risks to health and safety of the staff. The main causes are the following:

- Cold room/freezer room refrigeration unit not working properly and not cooling.
- Main electric supply/ power failure that may include a problem in generators.

4. RESPONSIBILITY

4.1 WAREHOUSE MANAGERS AND SUPERVISORS

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

- Managers and supervisors, working in various functions in the warehouse, should review all the previous and current incidents to identify repeated hazards/dangers or violations. After the review, they must take appropriate steps to mitigate and prevent a repetition of the incident or violation.
- If a situation arises, they should immediately visit the scene of the incident and control the situation, as well as arrange for basic healthcare as needed.
- Physically inspect the site to determine the cause of the incident.

- Based on an established priority, they should conduct interviews with endangered or injured employees. Additionally, managers must also record the statements of witnesses, collect evidence from the surroundings, and record and report it.
- 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.
- They should take corrective actions to prevent the incident from recurring and should provide all resources, services, and guidance necessary to change the behavior of the perpetrator.
- Ensure that the staff health and safety procedures are followed by carefully monitoring employees' compliance with principles of health and safety procedures.
- Managers or supervisors should identify gaps and ensure implementation of staff health and safety procedures as per checklist.
- Implement and maintain staff health and safety procedures in the work areas of all the sections and departments of the warehouse.
- Conduct an initial assessment of warehouse staff health and safety procedures, when appropriate, and update the staff health and safety checklist.
- 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.
- 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

- All employees should follow the principles of the warehouse staff health and safety procedures checklist. This will provide a safe and secure working environment to safeguard employees and supplies from potential threats.
- Each warehouse employee should inform their immediate supervisor of potential risks that may harm themselves or other staff or supplies and report any harmful/dangerous workplace activity, or any violation of the principles set forth by the staff health and safety procedures.
- 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

- Employees working in the warehouse should report incidents of unsafe work practices or acts of physical or direct or indirect harm to supplies and staff.
- Soon after a report is made, employees must immediately follow up on the incident. ([SEE ANNEX-1 for INCIDENT REPORTING FORM.](#))

5.2 SUPERVISORS

- Managers and supervisors should encourage reporting behavior within the staff and encourage a sense of responsibility towards staff health and safety procedures.
- 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 FDI 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, safety, and security issues.

6.2. Health, safety, and security procedures checklist should encourage a continuous flow of communication between the warehouse management and employees. The environment should be free from reprisal, fear, or ridicule; and communication must be easily understood.

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

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

7. HAZARD ASSESSMENT

7.1. 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:

- Conduct a monthly review of the warehouse working environment; include the tools and equipment that pose high security risks for employees. Also covers the warehouse building, installed racks, pallet condition and fire extinguishers.
- 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 the health and safety of the staff. These investigations must cover dangers of physical injury, including the following:

- A manager or supervisor should review previous safety and security incidents and list the incident type categorizing why, when, and where it occurred.
- Visit the scene of an incident as soon as possible.
- Interview endangered or injured employees and witnesses immediately and collect evidence from the surroundings where the incident occurred.
- 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.
- The manager or supervisors of FDI 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 storekeepers 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. FDI Warehouse, Islamabad has established the following principles for training, instruction, and information for all warehouse employees that are pertinent to health and safety procedures.

- All warehouse employees, including Store Officers and Assistant Store Officers, at the FDI Warehouse, are responsible for ensuring that staff are trained on staff health, safety procedures, and the warehouse safety checklist.
- Training and instructions are provided to all new employees and to current staff who have not been previously trained. Managers and supervisors should pass on health and safety guidelines to all

suppliers, transport providers, and any other workers who are directly or indirectly involved in the warehouse operations.

- 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:

- Clearly explain the health and safety procedures to all staff. Explain the accountability measures for any incident, threats, or intentional violations of warehouse safety and security principles.
- 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 alarming threats.
- Take necessary measures to prevent warehouse workplace security hazards, or threats, report to the appropriate authority for timely correction and prevention.
- Provide information and training for summoning others for assistance during or after an incident.
- Provide clear information and instruction on routes of escape in case of a fire.
- Provide emergency medical care in the event of any hazardous act or incident. Moreover, arrange post-event trauma counseling, if requested by staff.
- Keep warehouse employees and managers and supervisors aware of the communication and reporting procedures.
- Provide training on self-protection and hazard prevention techniques.
- 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 FDI 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 the employee's name and training dates, type of training, and training providers' records. This document should be maintained at the FDI Warehouse.

11.4. For all incidents, inspection records, reports, and training, documentation is maintained for three years.

12. FDI WAREHOUSE STAFF HEALTH SAFETY AND SECURITY CHECKLIST

*PR: Person Responsible

The storekeeper, 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 FDI Warehouse.

*NS: Not sure

*NA: Not applicable

Sr.#	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	Have the stacker operators received 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/helmet?						
10	Are keys removed and forks lowered when forklifts are parked?						

Sr.#	Warehouse Safety and Security Activity Checklist	Evidence	Yes	No	*NS	*NA	Conclusion/Remarks
11	Are stackers charged in a place free from combustibles and with adequate ventilation?						
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 are in good condition?						
22	Do employees know when to wear PPE?						
23	Do designated staff randomly check the warehouse fire-fighting system?						
24	Do designated staff maintain the warehouse building in good condition?						

Sr.#	Warehouse Safety and Security Activity Checklist	Evidence	Yes	No	*NS	*NA	Conclusion/Remarks
25	Do designated staff monitor the night and day security guards to ensure warehouse security?						
26	Do designated staff properly lock the warehouse main doors and main exit gate?						
27	Does the gatekeeper/guard register visitor information, as required?						
28	Does the gatekeeper/ guard check incoming and outgoing stock documentation and registering information?						
29	Are the warehouse main blower fans in working condition?						



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