TAKE THIRTY QUARTERLY HSSE-MAGAZINE ISSUE1 / MARCH 2021

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Building Tomorrow, Together
Our People
Our Workplace
Our Communities

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Introduction



Welcome to the first of our quarterly Take Thirty HSSE-Magazines. This builds upon the previous monthly newsletter that highlighted the excellent work being done around the company to improve the Safety, Health and Wellbeing of our employees and where we can, the lives of people within the communities in which we work.

The question has been asked many times, why Take Thirty?

We want everybody to take and make some time to learn more about keeping themselves safe and healthy.

Initially we suggested, upon receipt of first newsletter back in 2017, making thirty minutes to read, digest and further explore a topic within the newsletter, be it HSE in the workplace or the home, the name has stuck ever since.

In short, the format of our newsletter has changed to that of an HSSE-Magazine, but our ethos remains the same, the frequency will be less, the content relevant, but our goal remains unchanged.

- Make and take time for your safety, health, and wellbeing and for that of others.
- Make and take time to share your best practices and ideas.
- Give HSSE best practice a value.

The world has faced and will continue to face challenges, those brought on by the pandemic and the associated knockon effects that we are well versed with, our resilience has never been put to a greater test.

The people of Douglas OHI do great things, and these things need not be complicated, to improve the safety, health and wellbeing of employees and others affected by our activities.

This HSSE-Magazine will help us share learning and encourage best practices, demonstrate our resilience and a desire to see beyond these uncertain times whilst retaining our core values. Please continue to contribute your articles, ideas and share our publication among our supply-chain and clients, they may also wish to contribute.

Peter Baker Corporate HSSE Manager Douglas OHI



We Are One. Challenged & Changed

Aaron Hennessy, General Manager, Douglas OHI



2020 has taught many us many things, but all with one overarching lesson - we are one! We are one in facing a common challenge despite all our differences.

The COVID-19 pandemic has impacted everyone - everywhere. We have all been challenged in some way or another - socially, politically, economically, in other words, emotionally, like never before.

Not only has 2020 challenged us, but it has most definitely changed us, be it positive attitudes, lockdowns, masks, digital explosion, and the implosion of travel. Many have had health challenges and both direct and indirect consequences of the virus. You could say we have been through it all.

The challenges and impact from COVID-19 will no doubt continue for the months and years to come. But we will remain one. We will remain one in dealing with these challenges and seeking out new opportunities. Of course, it will take time to defeat this virus and for normality to return. COVID-19 has taught us a simple, yet basic lesson. No matter how challenged and changed - we are still one!

So what does this lesson mean for Douglas OHI and the way we do business?

Douglas OHI truly is a company that acts as one - strong aligned values and driven by common goals. From shareholder, senior management team, middle management right the way through to our frontline workers. We all live by these set of values creating one language allowing us to deliver in one voice to our shareholders and the market.

Douglas OHI is a great place to work. Well led and resilient, aligned and one to cope with challenges and change. Douglas OHI is a place where a clear and purposeful unity drives sustainable solutions not just for the benefit of the company but also for the wider community.

Our journey began 40 years ago, but we are still learning, addressing challenges and seeking out new opportunities. We are driven to raise our competitiveness and our relevance for our markets and customers and for our employees and stakeholders.

We are relevant now and making sure this continues well into the future.

We have not been forced to take this journey - it is in our hands. We are in the driving seat.

It's OK... What Have You Done For Yourself Today?

The headline for this article may at first glance, seem somewhat selfish or self-centered however looking after oneself is really important, it allows you to look after others. I overheard a conversation between a fellow passenger and the flight attendant on a recent flight to Salalah who asked why we should fit our own oxygen mask first before helping those less able, the response captured it quite nicely:

"You must put your own oxygen mask before assisting your parent, sibling, partner or child. ... Because if you run out of oxygen, you can't help anyone else with their oxygen masks anyway".

This is the kind of mindset we should have in our lives; we need to learn the new habit of looking after and appreciating ourselves first whilst leaving time, effort, consideration, and empathy for others.

The wellbeing of all employees continues to be at the heart of decision making at Douglas OHI, and thankfully having this ethos has helped the company and its people during the ongoing transition through the pandemic. We have amplified our focus on people by leveraging our culture with the pandemic now into its second year.

The past year has been challenging for everyone, on both professional and personal levels. From moments of feeling isolated from family, friends, and colleagues to lockdown restrictions. It's no wonder the pandemic took a toll on our mental and physical health.

All that said, and going back to the conversation on an airplane, we must make time to ensure we have enough "oxygen" to get us through these challenges whilst helping and supporting others, this logic applies to business as well as individuals.

How we define our "oxygen" will differ immensely and we will all have our own thoughts on that.

Embedded in our culture

Employee wellbeing is deeply embedded in our culture which we convey through our "It's OK" people based wellbeing programme. This programme, which we had the pleasure of rolling out 2 years ago is borne out of senior managements' commitment placing people at the very heart of everything we do. This programme:

- Recognises and acknowledges the good things people do.
- Involves, and engages with, employees; and
- Encourages people to think "What If? not If Only" and to see the value in safe behaviours and or interventions.

Employees can participate in scheduled activities, courses, events, and workshops organised across our business at all sites. It's all about ensuring that employees can take care of themselves, colleagues, friends and families. We turned the "oxygen" up in 2020.

The promotion of employee health and wellbeing through activities, scheduled events, and workshops is rooted deep within Douglas OHI's culture. And in 2020, when the pandemic turned our work-life habits upside down, we were able to reinforce and give an boost oxygen to support to employees.



We've focused the It's

OK' programme on raising awareness of mental health, encouraging our people to talk and to connect with others. They know that sometimes it is ok, not to be okay. In collaboration with external institutions, we hosted a series of webinars covering a wellbeing theme such as cancer awareness for both men and women.

There are of course dangers with introducing any behavioural based HSSE programme, however good the intention, the temptation may remain to find the fault and apportion blame, this is often done in a downward direction and rarely upwards. That said if done with an open and honest approach and one that allows for open dialogue and for the use of open questions, such an approach is like a breath of fresh air, i.e., it introduces oxygen, the stuff of life!

Supporting the conversation on mental health - mind matters/mine matters.

According to the World Health Organization, one in four of us will experience a mental-health issue in our lifetime. To foster an environment where we all feel safe and well, we need to ensure we not only take care of our own wellbeing but also take care of each other. We're encouraging employees to break down the barriers about mental health and better understand the causes and symptoms of mental disorders.

We want to equip everyone at Douglas OHI with the tools to be able to recognise the signs of stress and anxiety in themselves and in their colleagues. By recognising that 'It's ok not to be ok' and encouraging conversations around wellbeing issues, we aim to create a culture where talking mental health is normalised, and everyone feels comfortable discussing it.

Douglas OHI 'It's OK' programme is aimed at early intervention and destigmatising mental-health issues. By raising awareness, we are making all our people 'wellbeing ambassadors', creating better collaboration and strengthening team spirit ensuring our employees can thrive now and in the future.

Peter Baker, Corporate HSSE Manager

60 Seconds

COVID-19 Warrior



Mr Silveri Ramlu, Safety Assistant - Salalah



What is your job role and where do you work? I work as a Safety Assistant on our Salalah project.

How long have you worked for Douglas OHI and which was your first project? I have worked for the company for 16 years and I started on the Sohar IPP Project.

Can you tell us something about where you live in India?

My home is in Telangana State, Nizamabad village in Choutpally.

How do you support HSSE on your project?

During my 16 years work with the Safety department I have learned to do all kinds of safety inspections from my Superiors. On site, I am doing safety inspections like Fire Extinguishers, ladders, lifting gears, Eye wash, spill kit etc and equipment inspections. When I see any unsafe activity or unsafe working conditions at site, I will intervene and try to correct the things and report to my manager immediately. In addition to that, I am making all HSE related sign boards/posters etc. for the project.

Why is HSSE important to you and your colleagues?

I strongly believe that HSSE culture and behaviour save the lives of people in construction industry. I read in the newspaper and social media about various accidents happening in the construction industry and loss of life. Why HSSE is important in life? First to save myself and then save the life of my colleagues within our company. I have a strong feeling that my life in Douglas company is very safe.

How has HSE changed since you joined the company?

When I joined in the company, I saw only one or two Safety Officers on a project to implement the safety matters. Now, on each project I can see 1 Safety Adviser for every 50 people, which shows safety is very essential in life and the company is taking care of its staff. Now our company is following very high standards of safety which is visible on project sites.

When England play India at cricket, who do you want to win and who is your favourite player?

Like I told Peter, our Corporate HSSE Manager recently, it's India of course! I really like Virat Kohli.

Saud Al Balushi



Which vaccine did you receive?

I recently received the Pfizer Bio N Tech vaccine.

How many shots of Covid- 19 vaccine did you receive?

I am pleased to say that I have now received two doses of the vaccine.



When we are able, we should all definitely get both doses at the interval recommended by the Ministry of Health doctors, in my case this was 3- 4 weeks after the first one.

There is no maximum

interval between the first and second doses of any vaccine. However you should not get the second dose earlier than the recommended interval.

Do you suffer any side effects after being vaccinated?

As is to be expected with any vaccination, I had a little pain in the arm where I received the shot. It went away the next day. I understand this to be a common symptom of any vaccination.

Do you need to wear a mask and avoid contact with others after you got the two dose of the vaccine?

Yes, in terms of day to management of the risks posed by the virus, in order to protect myself and others, I (and we) still have to follow these recommendations:

- Wear a mask covering the nose and mouth.
- Stay at least 6 feet away from others.
- Avoid crowds and especially social gatherings.
- Avoid poorly ventilated spaces wherever possible.
- Wash hands often and exercise cough and sneeze etiquette.

How do you feel after being vaccinated?

I am very happy and feel protected, and thankful to the Ministry of Health.

What do you want to say to your colleagues?

When you get chance to get vaccinated don't miss it , take the opportunity provided by the Ministry of Health. Until then, Take Control and follow the ministry and company guidelines.

Adhering To COVID-19 Guidelines



At Douglas OHI we continue to navigate the COVID-19 pandemic and follow the health protocols mandated by the Ministry of Health and the World Health Organisation.

This means wearing face masks, practicing good hand hygiene, and maintaining a social distance of at least 2 metres wherever possible. Across all our sites we have implemented many measures to proactively reduce the risk of the virus spreading.

The Take Control of COVID-19 Awareness Campaign continues in all Douglas OHI workplaces where we have implemented many measures to reduce the likelihood of the introduction, or spread, of the virus.

These measures include ensuring we have the necessary stock of hand sanitisers, facemasks, strict social distancing procedures, regular enhanced cleaning regimes and monitoring the health of our all employees as they enter and exit work premises.

In addition, all employees across the business are receiving regular toolbox talks reiterating the need to take sensible and practical measures, as well as providing any updates.

















30 Million Man Hours Without LTI: Duqm Refinery



Douglas OHI has contributed to 30 million-man hours without lost time injury on the Duqm Refinery Project.

Douglas OHI's management team is exceptionally proud of this impressive achievement, a result of strong safety strategies, processes and systems, established on site in Duqm.

Aaron Hennessy, General Manager, Douglas OHI said "I am thrilled to congratulate our hardworking team in contributing to 30 million man-hours without a Lost Time Incident. This safety milestone could not be achieved without our careful attention to safety procedures and teamwork. A strong focus on identifying and controlling hazards, reducing exposure to health and safety risks, and supporting the general health and wellbeing of our team members has ensured we realised this milestone".



Best Contractor of The Month - Salalah

Douglas OHI have been recognised as the Best Contractor of the Month for outstanding Health and Safety performance at the Salalah based project. The Client gathered all contractors and presented the award during the month of February 2021.



Grinder Safety Awareness Campaign

The Douglas OHI HSSE Team based in Salalah, recently conducted a Grinder Safety Awareness Campaign.



Grinders are one of the most frequently used pieces of equipment in our workplaces, they are potentially extremely dangerous if not used correctly.

The aim of the campaign was to make participants aware of the hazards involved with grinding operations, safe handling of the equipment, personal protective equipment requirements and equipment checks.

This awareness session challenged and built upon the operator's core safety skill, helping to prevent unfortunate accidents and reducing complacency in the work-place.



Hole Watcher In-house Refresher Training

Experienced workers who are permitted to enter confined spaces need an attendant - a Hole Watcher. The presence of a Hole Watcher (confined Space Entry Attendant) can mean the difference between life and death.

The Hole Watcher is not meant to enter the confined space and attempt a rescue, that is to be left to the rescue professionals. It is their job to recognisese dangerous situations, raise the alarm, and initiate an evacuation, so constant awareness of all surroundings is a must.

Our HSE team based in Duqm conducted an in-house refresher training session reiterating the importance of a Hole Watcher.



The Hole Watcher must be vigilant to hazards like toxic fumes, combustible gases, and entrapment risks, register entry and exit of people, sample air quality in the work area. They must also communicate regularly with those within the space while keeping visible contact.



Say Hello, Wave Goodbye Plant Awareness Safety Training

The Douglas OHI Salalah based team conducted a Say Hello, Wave Goodbye HSSE Training session this week. This programme was specifically created to raise the profile of the risk posed by moving plant and transport, and significantly reduce this risk on our Salalah based project.

Training is given to operatives including the plant operator. After an overview of the problem, participants are shown the specific blind spots of the equipment and then the best place and worse place to stand.

The course which is further supported by posters advocating a 3-step method when approaching moving plant, and pocket size cards in both English and Hindi. For more information please visit:

https://douglasohi.com/health-and-safety/health-safety-hub/















Lifting & Rigging Campaign

Lifting and rigging operatives working at the Duqm Refinery project were given refresher training of the safe and correct use of lifting equipment and the probable consequences if best practice is not followed.



The session provided operatives with the knowledge and skills to safely carry out basic rigging and lifting operations. Including identifying common unsafe practices and probable consequences, as well as the safe and correct use and pre-use examination of rigging and lifting equipment.













Pinch Point Awareness Session

A major type of injury to the hands and fingers on the job results from crushed-by type incidents.

It is important to not get complacent and monitor where your hands are when you complete any task.

Our Duqm based team conducted a Pinch Point Awareness session covering the hazard and how to avoid them. This includes:

- Eliminating the hazard by ensuring proper guarding is in place.
- Paying attention to where your hands are around any moving parts or any objects that have the potential to move.
- Not placing your hands where you cannot see them.
- Wearing the proper gloves for whatever work task you are completing.
- When working on equipment or machinery ensure they are properly locked out and tagged out to prevent unexpected start up.
- Properly isolate any equipment or parts where stored energy could be released.
- When working with others make sure to communicate to let each other know if you are out of the line of fire before moving objects or starting up equipment.

For more information please visit:

https://douglasohi.com/health-and-safety/health-safety-hub/



Confined Space Awareness

Our team working on the Duqm Refinery project recently conducted a Confined Space refresher session which included:

- Planning and preparation for working in confined spaces.
- Working in confined spaces.
- Exiting a confined space.

Participants gained essential knowledge of equipment, procedures, relevant compliance codes, and the operation and maintenance of associated safety equipment.

The overall objective of this refresher session is to protect those entering or working around a confined space, and reinforcing the principles related to safe working with confined spaces.





Driver Engagement Programme

Occupational Road Risk is a significant issue for any business of our type, and many others.

Our People

Although often seen as a secondary element to many, any business that moves people and or materials must identify this as a hazard and one that presents a significant risk if not managed practically and efficiently with a significant focus on people.

Not exclusively but importantly, there are many other aspects to consider but it is often the person holding the steering wheel whose behaviours will determine the level of risk to themselves, their passengers and other road users. Just consider the following facts:

Worldwide: Approximately 1.35 Million people die each year as a result of road traffic accidents (source WHO).

Worldwide: In most high-income countries, an estimated one-third of road traffic crashes involve someone at work. In developing countries, it is likely to be higher (source UNRSC). Oman: 13.8 people (per 100,000) die each year as a result of road traffic accidents. (Source ROP website)

Worldwide: 94% of crashes are caused by human error (driver attitude and behaviour). (Source: (UK) National Highway Transportation Safety Administration)

It is with these facts in mind, and our continued commitment to make our workplaces safer that we reaffirm our recognition that the vehicle is a workplace in and of itself.

Therefore we are launching our Driver Engagement Programme, a programme that aims to better connect with our at risk employees in a better way and to encourage the best of driving behaviours both at work and in the community.

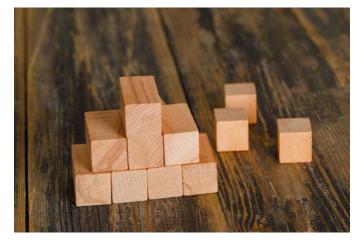
We are intending a formal launch of the programme at our Duqm project and will keep you informed of our progress. In the meantime should you wish to discuss further, please contact us via hsse@douglasohi.com.



9 Areas of Action

Building the Leaders of Tomorow

Aaron Hennessy, General Manager, Douglas OHI



Douglas OHI provides opportunities for career development through a combination of training, coaching, and on-the-job experiences. This tiered approach to development provides employees with the right balance of learning options. Employees are able to create an annual development plan that aligns their annual goals with key developmental actions they can focus on to ensure they achieve their objectives. Training opportunities are available via online courses on a variety of safety, business and operational subjects. Leaders are encouraged to support their employees continued development.

Aaron Hennessy General Manager was appointed Oman Hub CIOB Chairman in 2020. Through this appointment, Aaron seeks to raise standards of ethics and integrity across the profession, as well as helping to encourage the next generation's enthusiasm for a career in Construction.

Created and aimed at young professionals, the CIOB has a network called NOVUS offering complimentary membership to full-time students. Members are able to learn, interact and network with industry professionals, as well as attend events such as construction site visits and online CPD opportunities. The key message we are driving within Oman is to join an organisation and see where it takes you. The CIOB MENA Hub is a thriving community seeing an increase in new members in 2020. In line with this the member engagement levels have also increased with the online events. Through the various events, membership benefits and the appointment of Aaron Hennessy as Chairman we are gaining momentum for future growth within the Sultanate.

During 2020, CIOB MENA Hub covered several different CPD events related to how we prepare industry for life after COVID-19. One of the most common focus areas has been ensuring that companies invest in their own people to learn new technologies and prepare for the future. The use of drones in construction, virtual reality, and wearable technologies has been covered but we will continue this focus in 2021. A recent poll on the CIOB MENA Hub LinkedIn page found over 50% believe that financial pressure is the biggest obstacle for construction management. With this in mind future online CPD events will consider project efficiencies and collaborative contracting in order to reduce costs.

In addition, Douglas OHI also shares deep and meaningful insights within construction through blogs, podcast and events to intrigue, challenge, and inspire others.

By working with a wide range of construction associations in global and regional forums, Douglas OHI aims to deliver a common approach and set new standards that help the industry as a whole become more efficient and ultimately more sustainable.

For related articles please visit: www.douglasohi.com/news/.

Boosting Employee Confidence Through Effective Communication & Presentation Skills Virtual Workshop

These days, the need to communicate virtually can make being clearly understood even more of a challenge. Clarity and excellent communication skills are more vital than ever.

With learning firmly embedded into every aspect of our work at Douglas OHI, a group of employees recently participated in an Effective Communication and Presentation Skills virtual workshop.

The workshop was aimed at ensuring participants can be their best, clearly understood, highly effective and always confident about how they come across - in any situation.

During the 2-day session delegates were supported to identify barriers to effective communication and learn where there is room for improvement, as well as giving them the tools they need to grow and develop into a consistently great communicator. This included sounding more engaging through to crafting more succinct and persuasive presentations, right the way through to helping employees achieve their communication goals.

For more information please contact: human.resources@douglasohi.com.



Safety Selfie Spot The Difference

Can you find the five differences between the two pictures?

Please send your answer to hsse@douglasohi.com.





Have Your Say...

Do you have a suggestion on how we can improve Take Thirty?

Tell us what you like best about the e-magazine and how we can make it even better.

Send your feedback or comments to: hsse@douglasohi.com.

Our Communities



UN Sustainable Development Goals

Acting responsibly is at the heart of all we do.

We believe that sustainability and corporate social responsibility can make a positive difference for our people, our industry, broader society, and the environment.

SUSTAINABLE G ALS



The United Nations Sustainable Development Goals (SDGs) have helped us at Douglas OHI to frame our thinking and guide our decision-making on our own sustainability journey.

As an organisation right at the heart of the industry we're proud to share our industry colleagues' commitment to both sustainable development and sustainable construction. So collaboration and partnership across multiple programmes initiatives and with many partners has been part of our DNA for 40 years.

Partnerships will bring faster progress

Target 17 of the UN SDGs puts the focus on working in partnerships to achieve the goals. Specifically, this relates to strengthening the means of implementation and revitalising global partnerships for sustainable development. This collaborative approach has been key to the success of the programmes we have delivered to date.



Supporting Biodiversity

Last year we planted 500 Kuwaiti trees at our Duqm Camp, and it's great what has been achieved. We witnessed a strong sense of commitment and dedication from our employees who have been planting and growing these trees.

This activity has encouraged them to learn more about the positive impact on mental health and wellbeing, reducing stress and encouraging outdoor exercise. This is in addition to the benefits they will receive from an improved environmental quality and improved amenity which comes with planted areas.

Find out more about how we are playing our part in enhancing the environment through our operations by visiting www.douglasohi.com/category/sustainability/.



Our Communities



Autism Centre

Colleagues from our Salalah project recently donated a number of laptops and chairs to a specialist Autism Centre in the locality.

The donations were made in conjunction with our factory in Ghala that is also producing toys that will help in the children`s development.

These charitable donations are part of the ongoing work done by our project teams to help improve the lives of people within the communities in which we work.

Our colleagues learnt a lot about Autism and how it can impact a child's development but were also impressed by the efforts being made to help the children succeed in life.





Community Support in Duqm

Giving back to the communities we serve is intrinsic to who we are as a responsible business. With the guidance of our core values, Douglas OHI has committed to living out our company mission. We are focused on making a direct impact in the local communities where our employees live and work. Our strategy is focused upon improving quality of life in locations in which we operate, with an emphasis on supporting employee volunteerism.

To make this happen we know that partnership and collaboration is essential to bringing the community together.

Douglas OHI teamed up with The Omani Women Association Al Jazer to raise awareness of support service for autistic children, and donated wheelchairs to disadvantages families.

The Omani Women Association Al Jazer also recognised Douglas OHI with a Certificate of Appreciation for the continuous support in the local community.



And Finally

From Around The World (UK)

Falling prefabricated steel kills worker.

A steel fabrication specialist has been fined after a worker was fatally injured by steelwork which fell from a telehandler forklift truck during loading.

The case was prosecuted, and the Court heard how in April 2019, an employee called at a factory to collect a load of prefabricated steel.

He was performing an unplanned lifting operation, loading a metal balcony base frame onto a flatbed trailer, when the incident occurred.

The load was not secured and the balcony frame weighing approximately 400kg fell and crushed the 47-year-old man, who had been standing on the back of the trailer bed.

The investigation found the company failed to ensure that the lifting operation was properly planned by a competent person, appropriately supervised, and carried out in a safe manner.

There was no lift plan for the maneuvering of balcony frames that could have considered the load's security, size and weight. There was no plan for how the load would be set down, nor how to exclude people from the danger zone.

The company pleaded guilty to safety breaches and was fined OMR 25,000 and ordered to pay costs of approx. OMR 10,000.

Speaking after the hearing the HSE inspector said: "This was a tragic and wholly avoidable incident, caused by the failure of the host company to implement safe systems of work.

"Those in control of work have a responsibility to devise safe methods of working and to provide the necessary information, instruction and training to their workers in the safe system of working."

Douglas OHI launches new website showcasing solutions for the construction industry

Douglas OHI, leading Omani provider of construction services, has introduced an easier, more user-friendly way to explore its capabilities with the launch of a newly redesigned website.



The new website at www.douglasohi.com showcases Douglas OHI's solutions for the construction industry, while also giving a comprehensive overview of Douglas OHI's capabilities in the domains of civil, buildings, joinery manufacture, interior fit out and light gauge steelwork. The new site features a streamlined, modern design, enhanced functionality, and easy access to essential information to help companies make well-informed decisions about their construction needs.

"We wanted to give our customers a digital experience where it is easier for them to explore our capabilities and find what they are looking for. This is a vital extension of the service we provide to our customers across the industry. This website redesign ties together all of our domains of expertise in one place and allows for each visitor to have the same digital journey and access to our capabilities," said Aaron Hennessy, General Manager, at Douglas OHI. "This is particularly important at a time when Douglas OHI is sharpening its services to better respond to the industry's changing priorities and increased focus on operations."

Douglas OHI's new website will be updated on a regular basis with news of new projects, key client information, and corporate milestones. Visitors are encouraged to explore the website and get the latest news updates.



ALERT LEVEL: CODE AMBER

IT'S NOT Gone yet

Maintain Good Practices





Extreme Risk



DOUGLAS

Only Douglas OHI



Only Douglas OHI has has a bespoke Behavioural Based Safety Programme called "It's OK!"

And that's why the industry's leaders choose to work with Douglas OHI.

www.douglasohi.com



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