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HSE MANAGEMENT SYSTEM MANUAL



Document Change Record

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02	10/1/2022	2022/02	UPDATED BASED ON CURRENT PRACTICE
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MEMBERS OF APPROVAL BODY	
Mr. ADIL QURESHI CEO	 
Approved By	
10/1/2022	
Date	Signature
Mr. Khalid Wasi – Projects Manager / HSE COORD.	 
Reviewed By	
10/1/2022	
Date	Signature



INTRODUCTION:

SOLUTION CONCERN is an industrial maintenance and sealing product supplier. We are representing reliable & famous local and international brands for Mechanical Seals, Non-Asbestos Gland Packings, Non-Asbestos



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Gaskets, O-Rings, Non-Asbestos Insulation Materials, Compressor Accessories, Airside Fabrics and Filter bags, Complete range of HVAC Products & Accessories including but not limited to FCU Fans, Industrial Fans FOR Supply, Exhaust & Ventilation, Evaporator / Condenser side Coils, Air Filters, Gaseous Filters, Humidifiers, Control Devices etc. Also we are supplier of all type of General office supply (stationary etc) and industrial supply (springs / pumps / valves / nuts & bolts/ electrical cables, Cable trays, Circuit Breakers, CCTV / Fire Alarm system accessories etc).

Also our Service division is involved in the complete turnkey installation services for Cable Laying works (Power/ Control Fiber etc), HVAC System's installation, Fire/ Control/ Safety installation services etc. Also we have in-house workshop for fabrication works.

Solution Concern is a Professional Supply & Service Provider since more than last two decades. Solution Concern founding principle of providing first-class customer service has always been its top priority and the company remains dedicated to achieving the very highest levels of customer satisfaction in every project that it undertakes. Health, Safety & Environment, HSE is an integral part of our activities. We are committed to meet statutory environmental standards, while carrying out company activities. An effectual housekeeping and waste disposal program is an essential aspect of work site.

OUR VISION:

Consistently raising the bar is our persistent aim at SOLUTION CONCERN. We compete with ourselves every day because we have set very high standards for ourselves and we have to live up to that. We have to guard our reputation built on high standard of work delivered to our clients. We believe in a work environment that encourages new ideas, innovations and growth.

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I. THE HSE MANAGEMENT SYSTEM

This document sets out the framework of the HSE management system (HSE) used within Solution Concern. It is a précis of our current HSE Management Systems and is intended to give an overview to customers and interested parties, and promotes Solution Concern philosophies and practices to customers.

The purpose of this document is to:

- overview the management system and the business it supports;
- inform internal and external parties of the processes that exist;
- enable checks to be undertaken to confirm that they are suitable, adequate, effective and properly implemented.

II. PLAN-DO-CHECK-ACT APPROACH

To drive continuous improvement throughout the business the HSE management systems is based on the Plan-Do-Check-Act Cycle. Just as a circle has no end, the PDCA cycle is repeated again and again for continuous improvement.

Plan

What we want to accomplish over a period of time & what we might do, or need to do to get there. – **Reflects Management responsibility for managing & controlling the business effectively in order for it to achieve its objectives**

Do

What we plan on doing. – **Delivering a timely, cost effective service that meets quality, safety, health & environment requirements & needs.**

Check

The result of what we did to see if the object was achieved. – **Concerned with measuring & evaluating performance.**

Act





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On the information & plan for further improvement. – **Driving innovation & improvements in business performance.**

III. Scope of the HSE management system

“SUPPLY Scope, Engineering, Procurement & Construction Projects, Civil, Electrical, Mechanical & HVAC Contracting, Fabrication Works”

IV. TERMS

Term	Abbreviation	Term	Abbreviation
Accounts	AC	Management Representative	MR
Administration	ADM	Occupational Health and Safety Management System	OHSMS
Solution Concern	SOLUTION CONCERN	Environment management System	EMS
Environmental Management System	EMS	Job description	JD
Human Resource	HR	Quality inspection procedure	QIP
Information Technology	IT	Quality, Health, Safety and Environment	HSE
HSE Policy	IMP	Quality Management System	QMS
HSE management system	HSE	Operating Procedure	O/P
HSE Manual	ISM	Testing	TST
HSE Procedure	S/P	Work instruction	WRK

V. Determining the scope of the HSE management system

The organisation has determined the boundaries and applicability of the HSE management system to establish its scope.

When determining this scope, Solution Concern considers:

- the external and internal issues
- its organisational units, functions and physical boundaries;
- its activities, products and services;
- its authority and ability to exercise control and influence.



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The defined scope indicates all activities, products and services of the HSE management system.

VI. HSE management system and its processes

The scope of Solution Concern's HSE management system shall be available and be maintained as documented information. The scope shall state the types of products and services covered, and provide justification for the requirements of applicable standard requirements.

The management of Solution Concern establishes, implements, maintains and continually improves an HSE management system, including the processes needed and their interactions, in accordance with ongoing requirements.

Solution Concern determines the processes needed for the HSE management system and their application throughout the organisation, and the management:

- a) determine the inputs required and the outputs expected from these processes;
- b) determine the sequence and interaction of these processes;
- c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) determine the resources needed for these processes and ensure their availability;
- e) assign the responsibilities and authorities for these processes;
- f) address the risks and opportunities as determined in accordance with the requirements
- g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- h) improve the processes and the HSE management system.

To the extent necessary, the management of Solution Concern:

- a) maintain documented information to support the operation of its processes;
- b) retain documented information to have confidence that the processes are being carried out as planned.

VII. Leadership and commitment

Top management of Solution Concern demonstrates leadership and commitment with respect to the HSE management system by:

- a) taking accountability for the effectiveness of the HSE management system;



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- b) ensuring that the HSE policy and HSE objectives are established for the quality management system and are compatible with the context and strategic direction of the organisation;
- c) ensuring the integration of the HSE management system requirements into the organisation's business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the HSE management system are available;
- f) communicating the importance of effective integrated management and of conforming to the quality management system requirements;
- g) ensuring that the HSE management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the HSE management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

VIII. Customer focus

Top management of Solution Concern demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

IX. HSE management system (HSE) policy

Solution Concern has established, implement and maintain an HSE Policy ensuring that it:

- a) provides a framework for setting HSE objectives;



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- b) includes a commitment to satisfy applicable requirements;
- c) includes a commitment to fulfil its compliance obligations;
- d) includes a commitment to continual improvement of the HSE management system to enhance quality, environmental and health & safety performance.

The HSE policy is approved by the Company's CEO or its authorized representative.

The operation and efficiency of the HSE Policy shall be continually monitored. Where it is felt necessary the policy will be revised and re issued. This shall take place as often as is necessary, but in any event policy will be reviewed and updated in every Review.

X. Communicating the HSE Policy

- a) The HSE Policy is available and maintained as documented information.
- b) The HSE Policy is communicated, understood and applied within the organisation. Policy statements are displayed at all permanently manned locations and communicated to staff, subcontractors and clients where appropriate, during inductions as a means of confirming our commitment to carrying out our activities safely, to the required quality and with due regard for the environment.
- c) The policies are available to stakeholders on request.
- d) The Company QSHE Integrated Policy will apply to all of our directly controlled activities and services.

XI. Organisational roles, responsibilities and authorities

Top management of Solution Concern shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organisation.

Top management shall assign the responsibility and authority for:

- a) ensuring that the HSE management system conforms to all standard requirements;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the HSE management system and on opportunities for improvement to top management;



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- d) ensuring the promotion of customer focus throughout the organisation;
- e) ensuring that the integrity of the HSE management system is maintained when changes to the HSE management system are planned and implemented.

XII. Planning:

When planning for the HSE management system, Solution Concern considers the issues referred to:

- a) give assurance that the HSE management system can achieve its intended result(s); b) enhance desirable effects;
- c) prevent, or reduce, undesired effects;
- d) achieve continual improvement.

Within the scope of the HSE management system, Solution Concern determines potential emergency situations, including those that can have an environmental impact, health and safety hazards. Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

XIII. Planning Action:

Solution Concern plans:

- a) to take actions to address its:
 - i. significant environmental aspects and OH&S hazard;
 - ii. compliance obligations;
 - iii. risks and opportunities identified;
- b) how to:
 - i. integrate and implement the actions into its HSE management system processes or other business processes;
 - ii. evaluate the effectiveness of these actions.
- c) Solution Concern documents and keeps the results of identification of environmental aspect evaluation, hazards and risk assessments and determined controls up-to-date.



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- d) Solution Concern ensures that the environmental aspect OH&S risks and determined controls are taken into account when establishing, implementing and maintaining its HSE management system.

XIV. HSE objectives and planning to achieve them:

Solution Concern has established HSE objectives at relevant functions, levels and processes needed for the HSE management system.

Solution Concern ensures that HSE objectives shall:

- a) be consistent with the HSE Policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

XV. Resources:

Solution Concern has determined and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the HSE management system.

Solution Concern considers:

- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers.

Solution Concern had identified following main elements as critical resources for effective HSE implementation.

1. People
2. Infrastructure



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3. Environment for the operation of processes

Solution Concern has determined and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

Solution Concern ensures that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) are maintained to ensure their continuing fitness for their purpose.

XVI. Organisational knowledge:

Solution Concern has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and be made available to the extent necessary.

When addressing changing needs and trends, Solution Concern considers its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

NOTE 1 *Organisational knowledge is knowledge specific to the organisation; it is generally gained by experience. It is information that is used and shared to achieve the organisation's objectives.*

NOTE 2 *Organisational knowledge can be based on:*

- a) *internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);*
- b) *external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers).*

XVII. Competence

The management of Solution Concern:



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- a) determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the HSE management system and its ability to fulfil its compliance obligations;
- b) ensures that these persons are competent on the basis of appropriate education, training, or experience.

XVIII. Awareness

The management of Solution Concern ensures that persons doing work under the organisation's control are aware of:

- a) the HSE Policy;
- b) relevant HSE objectives;
- c) their contribution to the effectiveness of the HSE management system.

XIX. Documented information:

The organisation's HSE management system shall include:

- a) documented information required by relevant standard requirements;
- b) documented information determined by the organisation as being necessary for the effectiveness of the HSE management system.

When creating and updating documented information, Solution Concern ensures appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- c) review and approval for suitability and adequacy.

Documented information required by the HSE management shall be controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).



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XX. OPERATION

The management of Solution Concern plans, implements and controls the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined by:

- a) determining the requirements for the products and services;
- b) establishing criteria for:
 - i. the processes;
 - ii. the acceptance of products and services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;

XXI. Emergency preparedness and response

Solution Concern has established, implemented and maintained the processes needed to prepare for and respond to potential emergency situations identified in the procedure, *Emergency Preparedness and Response*.

Solution Concern ensures to:

- a) prepare to respond by planning actions to prevent or mitigate adverse environmental impacts, severe health issues, fatalities and damage to organisation's assets from emergency situations;
- b) respond to actual emergency situations;
- c) take action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact;
- d) periodically test the planned response actions, where practicable;
- e) periodically review and revise the processes and planned response actions, in particular after the occurrence of emergency situations or tests;

XXII. Requirements for Products and Services:



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a. Customer Communication

Communication with customers shall include:

- a) providing information relating to products and services;
- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services/ customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

b. Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, Solution Concern ensures that:

- a) the requirements for the products and services are defined, including:
 - i. any applicable statutory and regulatory requirements;
 - ii. those considered necessary by the organisation;
- b) the organisation can meet the claims for the products and services it offers.

c. Review of the Requirements for Products and Services

Solution Concern ensures that it has the ability to meet the requirements for products and services to be offered to customers. Solution Concern conduct a review before committing to supply products and services to a customer, to include:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by the organisation;
- d) statutory and regulatory requirements applicable to the products and services;
- e) contract or order requirements differing from those previously expressed.



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d. Changes to requirements for products and services

Solution Concern ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.





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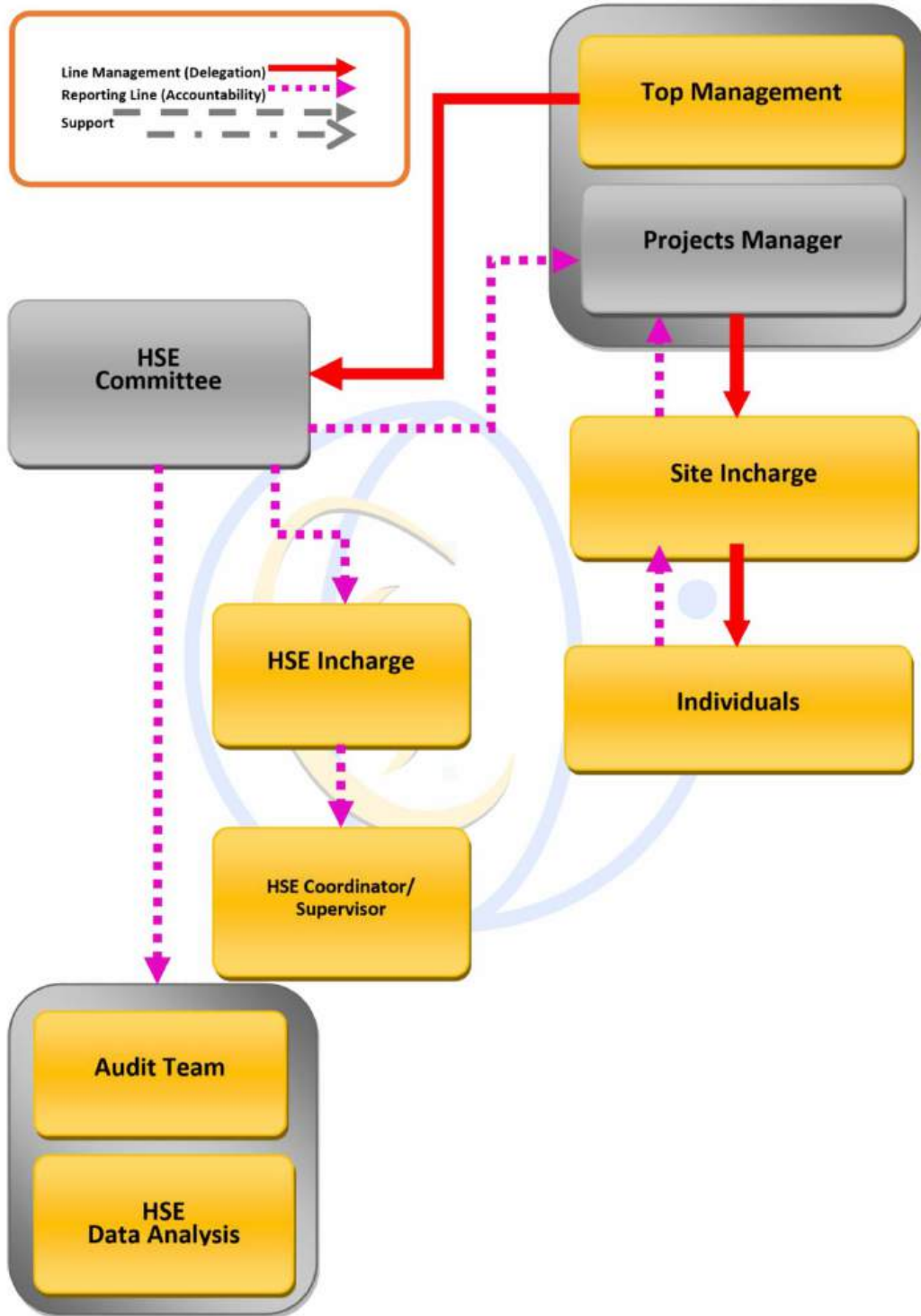
HSE Communication Channels





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HSE process and their Interactions

