



النهضة للخدمات ش.م.ع.  
Renaissance Services SAOG

## **Renaissance Services – Contract Services Group (CSG)**

- TAWOOS Industrial Services Company LLC
  - Rusail Catering & Cleaning Services LLC
  - Renaissance Services PAC Division
  - Renaissance Services Overseas Division
  - Renaissance Contract Services AS (RS-NOC) Norway
  - Renaissance Contractos-e-Servicios Angola LDA
  - Renaissance Facility Management Services LLC. Abu Dhabi, UAE
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# **HSE MANUAL**

## **Part I - HSE**

## **Part II - Food Hygiene Code of Practice**



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### Introduction

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Welcome to the Health, Safety and Environment (HSE) Manual of Renaissance Services Contract Services Group (CSG)

This Manual contains information that can be used repeatedly within Renaissance Services (CGS) and contractors, with regard to health, safety and environmental issues. The manual is a dynamic document and subject to continuous improvement by the introduction of new systems and methods. The Document and Data Control Procedure will manage amendments to the Manual.

The intention of this Manual is to provide a means to:

- Set company HSE standards
- Enable management to implement requirements
- Publish mandatory HSE requirements
- Publish work guidelines and codes of practice
- Disseminate and record safety information and experience
- Form the basis of safety specifications for services
- Form the basis of safety specifications for inspections and safety audits

The Manual is to be used by Employees of Renaissance Services – Contract Services Group (CSG).

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In addition to the above the Manual will be issued to Company Contractors, Sub-contractors, Suppliers and others who may be concerned in anyway with the work activities carried out by Renaissance Services CSG, its property or premises.

Contractor's obligations and contractual commitment shall include, but not be limited to, all items covered by the HSE Manual.

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**HSE Manual**  
**Part 1. Element 1 Introduction**

### User Guidelines

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This manual has been structured in a way to be user friendly and facilitate accessibility to HSE information required by Operations, Site Managers, Resident Managers, Unit Managers, Supervisors, Camp Bosses, Cooks, Contractors and Suppliers.

The Manual is divided into Eight Elements. Each Element is treated as a “stand alone” document, having its own revision status. This allows changes and up-dates to be incorporated without the need for a full re-issue of the Manual.

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HSE Manual  
Part 1. Element 1 Introduction

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### Element – Contents

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#### Element 1

This Element presents a summary guide in how to apply this Manual, including Manual Introduction, User Guidelines and Contents. This is retained in pages 1 to 4

#### Element 2

This Element presents the requirements for the Management of Safety within the Company (CSG). These include amongst others Leadership & Commitment HSE Standards, Safety Targets, Objectives and Performance, General Requirement and Audit. Element 2 is retained in pages 1 to 43 of this element. This element along with all other elements in the HSE Manual shall apply to contractors, sub-contractors and suppliers engaged in work activities on behalf of Renaissance Services – Contract Services Group (CSG).

#### Element 3

This Element presents the Company's definitive HSE Policy and Subordinate Policies on the following topics: Drug and Alcohol, No Smoking, Occupational Health, Hygiene, HACCP, Competence Assessment & Assurance (CA&A). The Quality Policy is included in this element as it offers support to the HSE System. The introduction to Element 3 is retained on page 1 of 1 of this Element.

#### Element 4

This Element presents the minimum requirements for Road Transportation. This Element includes vehicle specifications etc. These requirements apply to all Company Employees and those of its Sub-Contractors and Suppliers, and are retained on pages 1 to 25 of this Element

#### Element 5

This Element presents the minimum requirement for Safe Journey Management These requirements apply to all Company Employees and those of it Sub-Contractors and Suppliers, and are retained on pages 1 to 15 of this Element

#### Element 6

This Element Covers Safety Response and presents advice as to what action to take in the event of an emergency; fire extinguishers, fire warden and first Aiders are mentioned in this section amongst other topics. The introduction to this element is found on page 1, while details are retained on pages 2 to 12 of this Element.

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### **Element 7**

This Element presents Environmental Aspects including Company approach, Waste Management, Storage of Chemicals, Safe Handling of Chemicals, MSDS and Noise in the Work Place. Details are retained on pages 1 to 9 of this element.

### **Element 8**

This Element discusses ‘Incident Investigation and Reporting’ including content of various investigation teams, Definitions and Explanation of terms, Reporting Structure and cross reference to the location of the reporting documentation. Details are retained on pages 1 to 29

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### Use of Language

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Throughout the documented HSE Manual and HSE-MS, the following directive verbs shall be used.

“Shall”	To denote compulsory or mandatory action which the person being directed is obliged to take.
“May”	To denote permission or an option which is not obligatory; The term “preferred” may be used in this context.
“Will”	To denote a Declaration of Purpose
“Should”	To denote guidance or advice or a non-mandatory statement.
“Company”	Renaissance Services - Contract Services Group <ul style="list-style-type: none"><li>- TAWOOS Industrial Services Company LLC</li><li>- Rusail Catering &amp; Cleaning Services LLC</li><li>- Renaissance Services PAC Division</li><li>- Renaissance Services Overseas Division</li><li>- Renaissance Contract Services Norway</li><li>- Renaissance Contractos-e-Servicios Angola</li><li>- Renaissance Facility Management Services. Abu - Dhabi</li></ul>
“User”	Company Employees, Contractors, Sub-contractors Suppliers or others for whom the HSE Manual shall apply.
“Contractor”	The party to a contract with TAWOOS providing <ul style="list-style-type: none"><li>○ Work</li><li>○ Services</li><li>○ Equipment</li><li>○ Materials</li></ul> <b>Manpower</b>

**Note:** “Contractor” shall be read as to include “Sub-contractors”: and parties providing support to contractors (i.e. all parties involved in the work activity).

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## Part II

# Food Safety And Food Hygiene



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HSE Manual  
Part II: Introduction

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## Introduction

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Part two of this manual contains information that relates to food safety ranging from receiving of raw materials to service of prepared dishes, which includes inspection of receiving products, handling of non-conforming products, storing, preparation, handling of prepared food and service.

In addition to that, this section contains the other important factors for food safety such as personal hygiene, cleaning and sanitizing, waste management, pest control, food premises and equipment.

The elements of this manual are referred to the Company's Operational Work Instructions Manual and ISO 9001:2008 Procedures Manual. The section 10 of this Manual is set out as a reference document with Food Safety Manual.

The purpose of changing the lay out of this section of the HSE Manual is to improve access and reduce the repetition of information and make the manual user friendly for all users.

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## Contents

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**Element 1:**

**Definitions**

Is a description of the various words and phrases used in these elements.

**Element 2:**

**Food Storage**

This element describes the inspection of receiving goods, handling of non-conforming materials, stock rotation system and storing procedures of raw materials.

**Element 3:**

**Food Preparation**

This element describes the inspection of raw materials, handling, preparation, thawing, cooking, post preparation and handling of products. In addition, this element describes the monitoring of food temperature, prevention of cross-contamination during preparation and food sampling procedure.

**Element 4:**

**Food Service and Dining Facility**

This element describes food service, cleaning and maintenance of Diner in good standard

**Element 5:**

**Personal Hygiene**

This element describes the various hygiene systems that are mandatory i.e. hand washing, body hygiene, employee practices, health monitoring and staff medicals.

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## Contents - continued

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*Element 6:*

**Cleaning and Sanitizing**

This element describes the methods of cleaning and sanitizing, cleaning materials and process of cleaning food preparation areas, equipment, machinery and utensils.

*Element 7*

**Waste Management**

This element describes the handling and disposing of wet and dry waste and recycling of waste.

*Element 8:*

**Pest Control**

This element describes the prevention of pest, pest control treatments and precautions.

*Element 9:*

**Food Premises and Equipment**

This element describes the requirements of the food premises, equipment and their maintenance

*Element 10:*

**Food Safety Manual**

This element highlights the content of the food safety manual

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