

# Staff Health and Safety Manual



Directorate of Central Warehouse and Supplies, Karachi  
Ministry of National Health Services, Regulations & Coordination,  
Government of Pakistan





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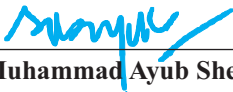


## Foreword

Staff health and safety remain of paramount importance in any warehouse logistics, and therefore it is with pleasure that we note the completion of the *Staff Health and Safety Manual* for Central Warehouse and Supplies (CW&S) Karachi, which is endorsed by the Ministry of National Health Services Regulations and Coordination.

The safety and security guidelines provided in the manual emphasize compliance, with a zero tolerance policy, with measures to mitigate and prevent workplace health and safety hazards. By understanding and implementing this manual, staff will avoid direct or indirect risks to their lives in the warehouse. It is hoped that the employees of the CW&S will find this manual a user-friendly and practical guide to a safe and healthy working environment.

We wish to convey our sincere appreciation for the generous technical and financial assistance extended by the U.S. Agency for International Development (USAID) through the USAID | DELIVER PROJECT Pakistan for strengthening health supply chain logistics systems for the Government of Pakistan and for enabling the development of this manual.



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**Mr. Muhammad Ayub Sheikh**

Secretary

Ministry of National Health Services, Regulations & Coordination,  
Islamabad



# Introduction

Central Warehouse and Supplies (CW&S) Karachi is committed to ensuring workplace safety and security. The purpose is to avoid workplace violence and to ensure a safe and healthy work environment for all warehouse staff. To achieve this purpose, a workplace safety and security checklist was prepared to guide the teams and individuals on how to carry out self-assessment of their surroundings. This will also be very 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. The safety and security checklist assessment helps to determine risks for the warehouse employees, supplies, and assets as well as to evaluate their susceptibility to workplace violence by sharing their findings and observations with the responsible departmental heads or managers. It is also the responsibility of every manager to review the checklist and to counter all the safety and security hazards that threaten staff health and safety as well as warehouse assets and supplies.

## 1.0 Compliance Statement

The central warehouse staff health and safety procedures hold a “zero tolerance policy” against threats of physical harm, intimidation, or any other acts hostile toward warehouse employees and supplies. The health and safety procedures encourage immediate relief for all employees and departmental managers and supervisors in case of any such incident. The manual also provides guidelines for managers when encountering anticipated workplace hazards, threats, or violence. The active implementation of the warehouse staff health and safety procedures includes the following steps:

- 1.1 Educating warehouse employees, supervisors, and managers on staff health and safety procedures across the board and motivating staff to adopt precautionary measures while performing their duties. Supervisors and managers should encourage and counsel staff members to promote an elevated sense of responsibility toward health and safety in the workplace.
- 1.2 Training and counseling of managers, supervisors, and employees who demonstrate a lack of compliance with workplace practices per the designated health and safety checklist. Managers and supervisors are required to educate their subordinates and provide on-the-job training in basic health and safety.
- 1.3 Recommending warehouse senior officers and managers of corrective actions for those who have repeatedly failed to comply with the warehouse staff health and safety procedures and practices.

## 2.0 Reporting

- 2.1 Employees working in the warehouse should report incidents of threats or acts of physical or direct or indirect harm to supplies and staff.
- 2.2 Soon after reporting, employees must follow up on the incident immediately.
- 2.3 Managers and supervisors should promote reporting behavior within the staff and

encourage a sense of responsibility toward staff health and safety procedures. They should also create awareness among the staff of the consequences of health and safety procedures and encourage them to identify and report existing potential threats and anticipated threats within their areas of work. This will enable the staff to stay responsible, accountable, and vigilant about their surroundings.

## **3.0 Responsibility**

### **3.1 Warehouse Managers and Supervisors:**

- 3.1.1 Managers and supervisors, working in various functions of the warehouse, should review all the previous and current incidents and identify repeated threats or violations. Upon review, they must take appropriate steps for mitigation and prevention to avoid a repetition of the incident or violation.
- 3.1.2 The warehouse manager or supervisor should visit the scene of the incident immediately and control the situation as well as arrange basic healthcare per requirements.
- 3.1.3 The manager or supervisor should determine the cause of the incident by physically inspecting the site.
- 3.1.4 The manager or supervisor should conduct interviews of threatened or injured employees on a priority basis. Additionally, managers must also record the statements of witnesses, collect evidence from the surroundings, and record and report it.
- 3.1.5 The manager or supervisor should 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 for corrective actions.
- 3.1.6 The manager or supervisor should take corrective actions to prevent the incident from recurring and provide all the resources, services, and guidance necessary to correct the perpetrator.
- 3.1.7 The manager or supervisor should ensure that the provisions of staff health and safety procedures are followed by carefully monitoring employees' compliance with the principles of health and safety procedures.
- 3.1.8 Managers or supervisors should coordinate assessment and provide assistance to ensure that the principles of staff health and safety procedures are implemented per the described checklist.
- 3.1.9 Managers or supervisors should implement and maintain staff health and safety procedures in work areas of all the sections and departments of the warehouse.
- 3.1.10 Managers or supervisors should conduct an initial assessment of warehouse staff health and safety procedures when appropriate and update the staff health and safety checklist.
- 3.1.11 Managers or supervisors should conduct further evaluation of potential risk factors

that are inappropriate for staff health and safety from various aspects. Moreover, they should render advice on precautions and mitigation against potential threats.

- 3.1.12 Managers or supervisors should ensure that the work environment is kept physically safe and secure by embracing the principles of the staff health and safety procedures checklist.

## **3.2 Employees**

- 3.2.1 All employees should perform work while following the principles of the warehouse staff health and safety procedures checklist, and in so doing, they should support a safe and secure working environment to safeguard employees and supplies from potential threats.
- 3.2.2 Individual warehouse employees should report to their immediate supervisor any workplace violence or any violation of the principles set forth by the staff health and safety procedures.
- 3.2.3 Each warehouse employee should inform his or her immediate supervisor of potential risks that may harm him or her or other staff or supplies.
- 3.2.4 Each employee of the warehouse should conduct a personal health and safety assessment to identify potential threats to the workplace environment by keeping in mind the warehouse supplies and assets.

## **4.0 Workplace Violence Classification**

While working in the central warehouse, employees are vulnerable to various types of threats that can directly or indirectly endanger their lives. However, it is important to understand that any workplace situation, activity he perform, in the warehouse may be subject to more than one type of threat. Described below is a summary of some of the threats that may occur in the central warehouse vicinity.

- 4.1 Employee workplace violence can involve an assault or threat by the workplace condition. For example, employees are attempting to deliver services as described in their duties, but the environment is not appropriate for them to perform these duties safely and securely. Since the duties are mostly performed without taking any prior precautionary measures, the mitigation of any possible risk could be marginally reduced even if the supervisor or manager is notified immediately of a problem.
- 4.2 Employee workplace violence may also involve an assault or threat by putting pressure on employees to do their jobs without providing them with adequate safety and security equipment, tools, training, and an appropriate healthy and safe working environment.
- 4.3 A workplace assault or threat of violence can be caused by an unskilled and inexperienced stacker operator using a forklift, untrained loading and unloading labor, and untrained truck drivers.
- 4.4 Inappropriate arrangements in the case of fire and inattention to inadequate and old electric wires in the warehouse may amount to workplace assault or threat of violence.
- 4.5 An inefficient response mechanism, such as having no fire alarm or firefighting

system and unavailability of first aid kits, would also be considered as an assault or threat of violence.

- 4.6 Poor construction of the building and old or out-of-order forklifts, racks, stackers, trucks, and vehicles may cause employee workplace harm, and therefore, should be considered as an assault or threat of violence.
- 4.7 It is also an assault or threat of violence to fail to promote and create a safe and secure working environment and to be nonvigilant toward day-to-day working hazards and their mitigation.

## **5.0 Communication**

- 5.1 The director of CW&S should maintain a safe, healthy, and secure workplace environment. The environment must demonstrate an open, two-way communication among employees, managers, and supervisors about workplace health and safety and security issues.
- 5.2 A staff health and safety procedures and security checklist should be designed to encourage a continuous flow of communication between the warehouse management and the employees. The environment should be free of reprisal, fear, or ridicule, and communication must be in an easily understandable form.

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

- 5.2.1 New employees, subcontractors, transport providers, and donors' delegates should be given a proper orientation to warehouse staff health, safety, and security procedures. They should also be educated on specific rules and principles of staff health and safety that must be followed.
- 5.2.2 Training programs should address specific aspects of workplace staff health and safety threats.
- 5.2.3 Regular weekly staff health and safety meetings should be included in the workplace security discussions to promote a "zero tolerance philosophy."
- 5.2.4 Warehouse workplace safety and security information should be posted and distributed adequately.
- 5.2.5 The zero tolerance philosophy must be encouraged among warehouse employees by warehouse senior management so that employees will promptly report staff health and safety workplace security hazards or threats of violence.
- 5.2.6 Information is provided on procedures for protecting warehouse employees and reporting physical violence or threats of retaliation by the person engaging in such conduct.

## **6.0 Hazard Assessment**

- 6.1 Staff health and safety hazard assessments should be performed by a documentation review to develop a warehouse security checklist. This can be achieved through periodic interviews with warehouse employees and subsequent warehouse workplace evaluation. The evaluation should also incorporate warehouse security



hazards and threats related to workplace violence.

- 6.2 Periodic inspections should be carried out of the staff health and safety principles checklist according to the following schedule:
  - 6.2.1 A monthly review should be conducted of the warehouse environs and warehouse working environment that includes the tools and equipment that pose high security risks for employees. The review must also cover the warehouse building, installed racks, and pallet condition.
  - 6.2.2 A review of previously unidentified health and safety hazard reports should be conducted and precautionary measures used to mitigate those security hazards identified.

## 7.0 Incident Investigation

- 7.1 The following principles are established for investigating incidents at the warehouse related to staff health and safety. These investigations must cover violence or threats of physical injury including the following:
  - 7.1.1 A manager or supervisor should review previous safety and security incidents and list the incident type, categorizing why, when and where it occurred.
  - 7.1.2 A manager or supervisor should visit the scene of an incident as soon as possible.
  - 7.1.3 A manager or supervisor should interview threatened or injured employees and witnesses immediately and collect evidence from the surroundings where the incident happened.
  - 7.1.4 A manager or supervisor should examine the warehouse workplace for security risk factors associated with any incident and include previous reports of inappropriate behavior by the perpetrator. Appropriate actions against the perpetrator should be taken if negligence or deliberate violation is found.



Central Warehouse and Supplies Karachi Master Evacuation Plan

## **8.0 Hazard Correction**

- 8.1 A hazard threat, if addressed in a timely manner, reduces its severity. For timely actions, a threat should be immediately reported by the first observer. Respective immediate managers are responsible to ensure that staff health and safety procedures are in adherence to the prescribed warehouse safety checklist. Staff should conduct frequent follow-ups with the concerned person until the threat is mitigated properly.

## **9.0 Training, Instruction, and Information**

- 9.1 CW&S Karachi has established the following principles of training, instruction, and information for all warehouse employees that are pertinent to staff health and safety procedures.
  - 9.1.1 All warehouse employees, including managers and supervisors, are given training on staff health, safety procedures, and the warehouse safety checklist.
  - 9.1.2 Training and instruction is provided to all new employees and to current staff who have not been previously trained. Managers and supervisors should pass on staff health and safety instructions to all suppliers, transport providers, and any other worker who directly or indirectly is involved in the warehouse operations.
  - 9.1.3 Managers and supervisors should be provided with 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.
- 9.2 The general features of staff health and safety training instruction should incorporate the following:
  - 9.2.1 Clearly explain health and safety procedures to staff. This can be achieved by explaining the accountability measures of any incident, violent acts, threats, or intentional violation of warehouse safety and security principles.
  - 9.2.2 Recognize health and safety security hazards, which include the risk factors associated with various types of violence. These types of violence can be derived either from individual violation of warehouse safety and security principles or negligence of particular alarming threats.
  - 9.2.3 Take necessary measures to prevent warehouse workplace violence, security hazards, or threats; and report to the appropriate authority for timely correction and prevention.
  - 9.2.4 Provide information and training to summon others for assistance during or after the incident.
  - 9.2.5 Provide clear information and instruction on routes of escape in case of a fire.
  - 9.2.6 Provide emergency medical care in the event of any violent act or incident. Moreover, arrange post-event trauma counseling on request from staff.

- 9.2.7 Create awareness of warehouse employees and managers and supervisors of the communication and reporting procedures.
- 9.2.8 Provide training on self-protection and hazard prevention techniques.
- 9.2.9 Create awareness of indicators leading to violent acts by staff in the course of performing their duties.

## 10.0 Incident Recordkeeping

- 10.1 Records of reported incidents will be maintained at the Directorate of CW&S..
- 10.2 Records of the recommendation reports should be documented properly for future references.
- 10.3 Proper documentation of staff health and safety training must be maintained for each warehouse employee. The document should include employee's name and training dates, type of training, and training providers' records. This document should be maintained with the Directorate of CW&S.
- 10.4 For all incidents, inspection records, reports, and training documentation are maintained for 3 years.

## 11.0 Warehouse Staff Health Safety and Security Checklist

\*NS = Not Sure, \*NA = Not Applicable

| No. | Warehouse Safety and Security Activity  | 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 not leaning?   |          |     |    |     |     |                    |
| 5   | Are all materials secure and not leaning off the edges of the racks?                                    |          |     |    |     |     |                    |
| 6   | Are guardrails (sign of dangerous area) present in areas of overhead storage above offices or platform? |          |     |    |     |     |                    |
| 7   | Do stacker operators get proper training to operate the stacker or forklift?                            |          |     |    |     |     |                    |
| 8   | Are horns used during backing, blind corners, or other potentially dangerous situations?                |          |     |    |     |     |                    |
| 9   | Do forklifts travel at a safe speed?  |          |     |    |     |     |                    |
| 10  | Are seat belts worn by operators?   |          |     |    |     |     |                    |

| No. | Warehouse Safety and Security Activity  | 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 accessible?   |          |     |    |     |     |                    |
| 13  | Are fire extinguishers checked monthly?   |          |     |    |     |     |                    |
| 14  | Are flammable and combustible materials stored in flammable storage cabinets?   |          |     |    |     |     |                    |
| 15  | Is there adequate equipment 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), that is, helmets, safety shoes, goggles, masks, and protective suits available? |          |     |    |     |     |                    |
| 22  | Do employees know when to wear PPE?   |          |     |    |     |     |                    |
| 23  | Is PPE in good repair?  |          |     |    |     |     |                    |
| 24  | Is PPE available?   |          |     |    |     |     |                    |
| 25  | Is a first aid kit available in all sections of the warehouse working area?   |          |     |    |     |     |                    |
| 26  | Are the warehouse main blower fans in working condition?  |          |     |    |     |     |                    |





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