****

**FITZGERALD-BASSEY CONSULTANCY LIMITED**

**QUALITY HEALTH, SAFETY & ENVIRONMENT MANUAL**

**Contents**

[1.0 PURPOSE 4](#_Toc42096965)

[2.0 GENERAL 4](#_Toc42096966)

[3.0 SCOPE 4](#_Toc42096967)

[4.0 QUALITY HEALTH SAFETY AND ENVIRONMENT POLICY STATEMENT 4](#_Toc42096968)

[5.0 LEADERSHIP & COMMITTMENT 5](#_Toc42096969)

[6.0 MANAGEMENT SYSTEM PLANNING 6](#_Toc42096970)

[7.0 RESOURCES 7](#_Toc42096971)

[8.0 PEOPLE 7](#_Toc42096972)

[9.0 OPERATIONAL PLANNING & CONTROL 8](#_Toc42096973)

[10. MONITORING, MEASUREMENT,ANALYSIS & EVALUATION 8](#_Toc42096974)

[11. IMPROVEMENT 9](#_Toc42096975)

[12. NON-CONFORMITY AND CORRECTIVE ACTION 10](#_Toc42096976)

**EXECUTIVE SUMMARY**

This Quality Health Safety and Environment Management System Manual is the principal QHSE management document of Fitzgerald-Bassey Consultancy Limited (FBASSEY). It sets out the primary elements of the company's QHSE Management System and defines accountabilities at the various levels of Management. It provides an essential reference for the company's staff in the planning and implementation of operations and ensures that necessary processes are in place to allow the QHSE objectives of the company to be met. This manual enables anyone involved in the activities of the company to obtain a clear understanding of the mechanisms that have been put in place to ensure continuous improvement in QHSE performance. It enables shareholders and other interested parties to understand how QHSE is managed as an integral part of the business. The QHSE Management System Manual is reviewed annually and updated accordingly.

## 1.0 PURPOSE

To ensure a safe and healthy working environment for all Fitzgerald-Bassey Consultancy Limited (FBASSEY) employees, contractors and visitors.

## 2.0 GENERAL

Fitzgerald-Bassey Consultancy Limited (FBASSEY) regards its employees as the most valued asset of the Company, and as such it is the policy of this company to provide employees with a safe and healthy working environment.

The Company believes that all accidents can be prevented, and it is our goal to reach the level of Safety, Health, and Environmental performance acceptable to recognized standards and practices, and improving year in and out in a proactive manner.

## 3.0 SCOPE

This policy applies to all Company operations.

## 4.0 QUALITY HEALTH SAFETY AND ENVIRONMENT POLICY STATEMENT

Fitzgerald-Bassey Consultancy Limited (FBASSEY) is Ghana’s leading indigenous oil and gas holding group. Our entrepreneurial instincts have resulted in the growth of a diversified oil and gas business, with successful operations spanning the downstream, midstream and upstream segments of the industry. These services have been carefully curated to deliver the highest quality results to our clients.

Our Quality Health Safety and Environment Policy is defined and strongly driven by the following management principles and behaviors:

* Build a mutually profitable relationship with our clients and partners, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well achieve our commitments for quality, cost, and timeliness.
* Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys.
* Develop employee competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice ISO 9001. It also includes a commitment to meet and satisfy the requirements of our clients, learn from customers feedback, as well as ensure reliability and delivery in compliance with contractual terms and conditions and applicable legal and regulatory requirements.

It is the responsibility of FBASSEY’s Executive Management to ensure that this Quality Policy is implemented and that adequate resources are committed toward its effectiveness.

## 5.0 LEADERSHIP & COMMITTMENT

FBASSEY’s leadership is responsible for implementing the Quality Management System (QMS), including the development and deployment of our quality policies, subsequent objectives and targets, and service or project-specific plans which are customer focused. The management team provides accountability and governance to all activities related to the lifecycle processes of all FBASSEY services including defining the strategic direction, responsibility, authority, and communication to assure safe and effective performance.

The management team ensures that all necessary resources, responsibilities and accountabilities are allocated for the continual improvement of the QMS. Top management have appointed and delegated the responsibility and authority for managing our quality processes to the Quality Manager to ensure that the necessary financial, technological and organizational resources are available to implement, monitor and maintain the QMS as required.

Fitzgerald-Bassey’s (FBASSEY) governance structure provides necessary support for creating and establishing processes that are important for achieving our quality objectives, targets and policies by using the PDCA (Plan, Do, Check, Act) approach.

Governance activities include the systematic verification of QMS effectiveness by undertaking internal audits and analyzing performance data, reviewing trends and KPIs.

Regular reviews and data reporting ensure that our QMS is effective and can react to emerging issues. Our management team is committed to implementing and developing the QMS and this commitment is defined by our corporate policies and objectives. Evidence of Top management’s involvement and commitment may be found in:

1. Business strategy plans and meetings;

 2. Policies, objective and goals; and their communication and incentivization;

3. Information provided on our website

## 6.0 MANAGEMENT SYSTEM PLANNING

For FBASSEY to have a successful quality management system, we consider and manage the risks and opportunities relating to our external and internal stakeholders. This process uses the information collected during context and strategy evaluations (via SWOT & PESTLE analysis) and stakeholder and interested party analysis. This information can be found in our Business Plan. Risk and opportunity management is undertaken as part of FBASSEY’s day-to-day operations to capture and react to perceived risk and opportunity, ensuring each issue is managed at the most appropriate level within FBASSEY. The aim of risk and opportunity management within FBASSEY is to ensure that organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risk to:

1. Strategic direction and business planning

 2. Stakeholders

 3. Management system and processes

 4. Suppliers

Fitzgerald-Bassey Consultancy Limited (FBASSEY) considers and manages the risks and opportunities relating to all stakeholders. FBASSEY considers the risks and opportunities and takes action to ensure that our QHSE management system meets its intended outcomes and achieves continual improvement. All risk and opportunity management activities and related decisions are recorded in the Risk & Opportunity Register as well as in Management Review Minutes. The management team are responsible for incorporating risk-based thinking into FBASSEY’s culture. This includes the establishment of risk management procedures and processes to ensure the effective risk and opportunity management principles are undertaken throughout the lifecycle of our management system, products, services and activities by:

1. Providing enough resources to carry out risk and opportunity management activities;

2. Assigning responsibilities and authorities for risk and opportunity management activities;

3. Reviewing information and results from audits and risk and opportunity management activities

## 7.0 RESOURCES

Resources at Fitzgerald-Bassey Consultancy Limited (FBASSEY) include human resources and specialized skills, technology, work environment and financial resources. The resource requirements for the implementation, management, control and continual improvement of the quality management system, and activities necessary to enhance customer satisfaction, are defined in our operational procedures, work instructions and the following sections of this quality manual:

1. Planning;

3. Human resources/People;

5. Work environment;

 6. Planning of product realization;

7. Determination of customer requirements;

## 8.0 PEOPLE

To ensure competence of our personnel, job descriptions have been prepared which identify the qualifications, experience and responsibilities that are required for each position that affects product and quality management system conformity. Qualifications include desired requirements for education, skills and experience. Appropriate qualifications, along with the provision of any required training, provide the competence required for each position. Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. The Human Resources Department maintains records of employee qualifications. If any differences between the employee’s qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results of training are then evaluated to determine if it was effective. Staff training records are maintained to demonstrate competency and experience. The Human Resources Department maintains and reviews the training records to ensure completeness and to identify possible future training needs. Training records are maintained and include as a minimum; copies of certificates for any training undertaken to date, current job description and curriculum vitae.

## 9.0 OPERATIONAL PLANNING & CONTROL

Fitzgerald-Bassey Consultancy Limited (FBASSEY) establishes and implements documented plans and procedures that describe the processes and the controls required for the provision of services in cognizance to our objectives, the potential for planned or unintended change, and the risks and opportunities identified. During the planning phase, management, the Quality Manager and other responsible personnel identify the following parameters:

 1. Objectives and requirements for services;

2. Documented information to demonstrate conformity;

 3. Related life risks and opportunities;

 4. Necessary resources to support ongoing services

The output of this planning activity includes documented plans, resource schedules, processes, service requirements and procedures.

## 10. MONITORING, MEASUREMENT, ANALYSIS & EVALUATION

Fitzgerald-Bassey Consultancy Limited (FBASSEY) applies suitable methods for determining which aspects of the quality management system and its processes are to be monitored, measured and evaluated. The frequency and methods by which our processes are monitored, measured and evaluated is determined and informed by:

 1. Statutory and regulatory requirements;

2. Customer feedback and specification requirements;

3. Process and QMS requirements;

4. Process performance and internal audit results;

All monitoring, measuring and evaluation outputs are documented and analyzed to determine process effectiveness and to ensure their effectiveness in achieving in-tolerance results, and to identify opportunities for improvement.

1. In-process checks relate to both quality control and productivity checks;

2. Provision is made for the identification and resolution of non-conformances;

3. The emphasis is to prevent any problems which might affect customer satisfaction; 4. In-process checks are performed and documented;

5. Where specific inspection points are required these are identified at the contract planning phase.

## 11. IMPROVEMENT

The Quality Manager uses a range of the performance evaluation tools to make recommendations for improvement and to achieve the intended outcomes of our quality management system. For example, recommendations may emerge from the review groups and from findings raised in internal audits. In order to determine and select opportunities for improvement or to implement any necessary actions to meet the requirements of customers and relevant interested parties, or to enhance customer satisfaction, Fitzgerald-Bassey Consultancy Limited (FBASSEY) drives improvement via the analysis of relevant data. The data inputs for the improvement process include:

1. Risk and opportunity evaluations;

2. Assessment of the changing needs and expectations of interested parties;

3. The conformity of existing services;

 4. The effectiveness of our quality management system;

5. Supplier performance;

6. Reducing unintended consequences;

7. Increasing beneficial impact and opportunities;

8. Levels of customer satisfaction, including complaints and feedback;

9. Internal and external audit results;

10. Corrective action and non-conformance rates;

Fitzgerald-Bassey Consultancy Limited (FBASSEY) also ensures that opportunities for improvement from daily feedback on operational performance are evaluated by the Quality Manager as appropriate. Changes are typically implemented through the corrective action system. Opportunities for improvement from analysis of longer-term data and trends are evaluated and implemented through the management review process and are prioritized with respect to their relevance for achieving our quality objectives. The overall effectiveness of continual improvement program (including corrective actions taken as well as the overall progress towards achieving corporate level improvement objectives) is assessed through our management review process.

## 12. NON-CONFORMITY AND CORRECTIVE ACTION

Non-conformities with aspects of quality and the requirements of ISO 9001:2015 are reported to the Quality Manager in order that an investigation can be initiated, in which case, the Non-conformity & Corrective Action Procedure is referred to. The appropriate manager documents the non-conformity using the Non-conformance Report and considers the root-cause of the non-conformity. If necessary, other responsible parties will be consulted to identify the root cause and plan appropriate action. The Quality Manager records the report together with any agreed corrective action within the Corrective Action Log. The results of the corrective action are recorded within the Corrective Action Report.

It is the responsibility of Fitzgerald-Bassey Consultancy Limited (FBASSEY) Executive Management to ensure that this Quality Manual is implemented and that adequate resources are committed toward its effectiveness.



Approved…………………………......

**Kwabena Peprah**

**(Managing Director)**