

Working together for health, safety and the environment



Manuel Amélioration Sécurité Santé Environnement Entreprises

Company Health, Safety and Environment Improvement Manual

Reference Guide, 2024 Version

> mase-asso.fr

FRANCE
CHIMIE

MASE
AMÉLIORER LA PERFORMANCE SSE

Revisions	Dates	Comments
1.0	1991	Creation of the Safety Assurance Manual (Esso, Fos-sur-Mer)
2.0	1997	Manual for Improving Company Safety (Etang de Berre)
3.0	2000	Complete revision
4.0	2004	Complete revision
5.0	2009	Revision of the reference guide following the integration of DT 78 UIC
6.0	2014	Complete revision with the integration of Health & Environment
6.1	2019	Orthographic corrections
7.0	2024	Complete revision

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INTRODUCTION

MASE is a collective of local associations whose members are user companies (UCs) and supplier companies (SCs).

The MASE/France Chimie common system is a company initiative whose goal is to propose, without distinguishing between business activities or particular industrial sectors, an improvement process that is as simple and effective as possible. **Principally, it consists of helping companies, whatever their size, to:**

- improve workplace Health and Safety, and the Environment, (HSE) through a management system adapted to the company, and to develop an HSE culture,
- organise themselves better and communicate better, through improving the working conditions of staff.
- Put in place a common language to progress together,
- manage the risks linked to joint activity (User Companies–Supplier Companies).

Companies that implement an HSE system can offer the best Health and Safety protection to their personnel and the best protection for the Environment. In addition, without being a requirement, the system helps to meet certain sustainable development targets (Masecotte – Advice For No. 22).

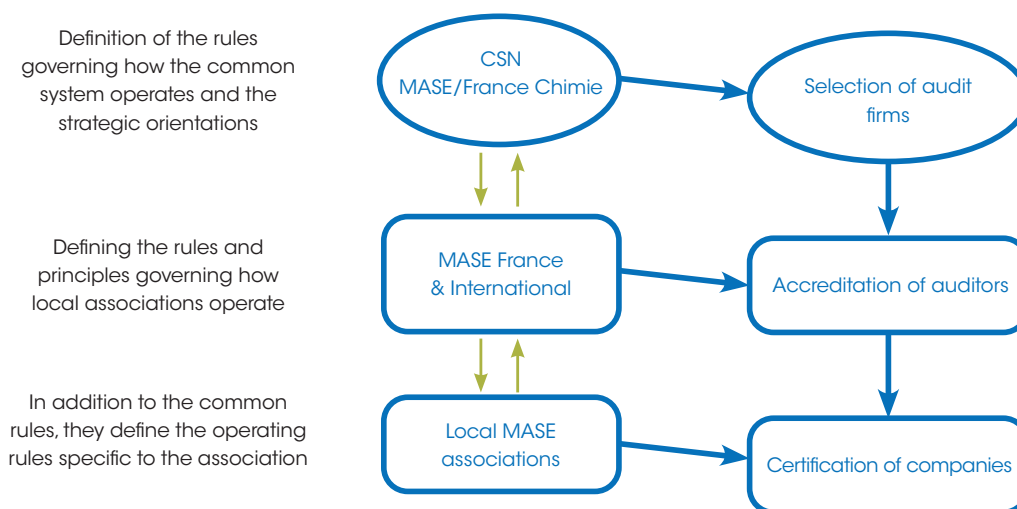
This version of the manual adopts an approach based on continuous improvement while remaining faithful to the original spirit (pragmatic and site-based). Its objective is to specify the health and environment aspects and further develop the site-based elements, enabling a better appropriation by users, particularly VSEs/SMEs.



The MASE/France Chimie common system is based on:

- The National Strategy Committee (CSN),
- local associations and the Mase France and International Association (FI). The local association model allows all members to be involved, **if they wish, in promoting and deploying values associated with the MASE/France Chimie common system.**
- audit firms.

Diagram illustrating how the bodies of the MASE/France Chimie common system function and are interconnected



The manual is set out as follows:

It is composed of several sections:

- certification process,
- abbreviation guide,
- reference guide (targets, requirements, assessments) containing 5 areas,
- glossary.

The manual is complemented by a second booklet, **"Masecotte's Advice,"** which contains advice, decision-making help, and definitions that through their complementarity help the company deploy its simple and effective management system, which places Humans and the Environment at the heart of HSE risk prevention.

During an audit, this advice cannot be the object of a nonconformity (minor/major).

ABBREVIATION GUIDE

ATEX	Explosive Atmosphere
ATEX	Explosive Atmosphere
CARSAT	Pension and Workplace Health Insurance Institution (Caisse d'Assurance Retraite et de Santé Au Travail)
CDD	Fixed-term Employment Contract (Contrat de travail à Durée Déterminée)
CDI	Indefinite Employment Contract (Contrat de travail à Durée Indéterminée)
CDIC	Indefinite Construction-Sector Employment Contract (Contrat de travail à Durée Indéterminée de Chantier)
CMR	Carcinogenic, Mutagenic or toxic to Reproduction
CPE	Collective Protective Equipment
CSE	Social and Economic Committee (Comité Social et Economique)
CSN	National Strategy Committee (Comité Stratégique National)
CSR	Corporate Social Responsibility
CSSCT	Commission for Health, Safety and Workplace Conditions (Commission Santé Sécurité et Conditions de Travail)
DREAL	Regional Directorate for the Environment, Development and Housing (Direction Régionale de l'Environnement, de l'Aménagement et du Logement)
DREETS	Regional Directorate for the Economy, Employment, Work and Solidarity (Direction Régionale de l'Economie, de l'Emploi, du Travail et des Solidarités)
DTA	Asbestos Survey (Dossier Technique Amiante)
DUER	Risk Assessment and Action Plan (Document Unique d'Evaluation des Risques)
FIPE	Individual Exposure-Prevention Sheet (Fiche Individuelle de Prévention des Expositions)
HCA	Hazardous Chemical Agent
HR	Human Resources
HSE	Health, Safety and Environment
IRP	Employee Representative Bodies (Instances Représentatives du Personnel)
INRS	French Institute for Research and Security (Institut National de Recherche et de Sécurité)
MASE	Company Health, Safety and Environment Improvement Manual (Manuel d'Amélioration SÉCURITÉ SANTÉ ENVIRONNEMENT des Entreprises)

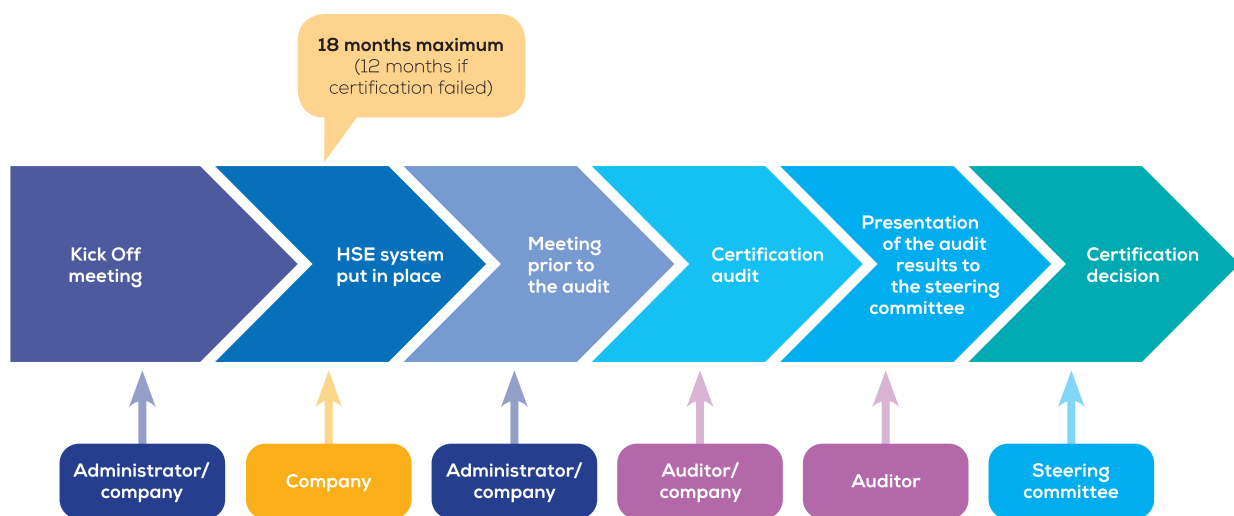
MSD	Musculoskeletal Disorders
OD	Occupational Disease
OELV	Occupational Exposure Limit Value
OPPBTP	French Organisation for Accident Prevention in the Construction Industry (Organisme Professionnel de Prévention du Bâtiment et des Travaux Publics)
PPE	Personal Protective Equipment
PDP	Prevention Plan (Plan de Prévention)
PGC	General Coordination Plan (Plan Général de Coordination)
PPSPS	Specific Health and Safety Protection Plan (Plan Particulier de Sécurité et de Protection de la Santé)
REx	Feedback (Retour d'Expérience)
SIR	Enhanced Individual Monitoring (Suivi Individuel Renforcé)
SC	Supplier Company = contractor
SDO	Sustainable Development
SDS	Safety Data Sheet
SEG	Similar Exposure Group
UC	User Company = client
WA	Work Accident

CERTIFICATION PROCESS

The MASE/France Chimie common system is a system that is recognised through certification. Its operational procedures, available to members on its website (mase-asso.fr), are partly explained below.

The methods of preparing, carrying out and reporting a certification audit are specified in "Inter MASE" procedures no. 3 and no. 5.

Diagram of the stages of the MASE/France Chimie common system certification process



1 • Certification audit

The audit request is transmitted by the employer to the local MASE association to which they belong. The employer is the natural person who represents the audited company.

The company applying for certification arranges for a third-party firm approved by the National Strategic Committee (CSN), to carry out a certification audit based on the objective assessment of whether the reference guide requirements have been met. The certification audit is carried out by a trained auditor (who has followed the Instructional Committee's training pathway), accredited by the MASE FI following validation exams. This process is described in the current "Inter MASE" procedure no. 5.

The certification audit includes an audit of documents and one or more on-site audits (offices, workshops and worksites). Its goal is to verify that the reference guide requirements are being complied with and the effectiveness of the system put in place.

2 • The audit process

2.1 Preparing for the certification audit

- **The following information is systematically provided by the employer to the administrator:**
 - the certification perimeter,
 - the field of the certificate's application (localisation, activity),
 - the desired audit period.

The administrator validates this information, verifying that the conditions defined in the current "Inter-MASE" procedure no. 3 are respected.

- The employer chooses one or two audit firms from the list validated by the CSN. The administrator puts the audit firm in touch with the employer. **The following information is provided on the auditor's request:**
 - the employer's account,
 - the half-yearly follow-up,
 - the company organisation chart,
 - any other document needed to ensure good preparation.
- The work documents used by the auditor notably include the audit questionnaire, the report form and the presentation material provided to the Steering Committee.

2.2 Execution of the certification audit

The certification audit is divided into three phases:

- The opening meeting addresses/includes the following:
 - the auditor's assignment,
 - the objective of the certification audit,
 - an introduction to the participants,
 - confirmation of the audit plan,
 - the selection of ongoing sites, works or services to be audited.
 - ...
- Observations are based on:
 - a review of the company's document resource: an examination of the documents and records it contains, the way in which they have been used since the company's commitment to obtain certification or its last certification audit, and compliance with the reference guide.
 - an audit of ongoing sites, works or services with those involved: (verification of the actual implementation of rules and procedures, and of the appropriation of the system by the personnel). The audit highlights possible nonconformities between the employer's intentions and the actual implementation of the HSE management system,
 - and highlights nonconformities with the requirements of the reference guide.
- The closing meeting involves formalised information sharing/feedback from the auditor to the employer on:
 - the effectiveness of the system,
 - strengths,
 - avenues for progress,
 - nonconformities observed, noted on nonconformity reports (minor/major) jointly validated by the auditor and the employer (who can comment on them and/or contest them).

The score awarded to each question in the reference guide is based on three types of rating:

- binary (B): the binary score is 0 or the maximum (no/yes),
- variable (V): the variable score is between 0 and the maximum (non/partial/yes),
- double value (DV): the double value score is between 0 and double the maximum only during a renewal audit.

The auditor defines the value (0 to the maximum) according to the responses provided on the day of the audit. The neutralisation of questions and related points can be decided by the auditor during the audit depending on information provided by the company.

The questions that can be neutralised (a maximum of 38 out of a total of 267) can be identified in the questionnaire by the following note, **“Question that can be neutralised.”** In this case, it must be justified to the steering committee. **The neutralisation of a complete chapter is not permitted.**

Cases that may lead to the neutralisation of questions are, for example:

- Questions non-applicable to single-person companies or companies whose only worker is a manager with the status of a non-salaried worker, etc.
- Questions non-applicable to the auditee because they are outside regulatory limits (e.g.: internal regulation that is non-obligatory for French companies of less than 50 employees, mandatory display, economic and social committee representatives, companies located in countries with different regulations, etc.).
- Non-use of temporary workers, non-use of subcontractors, no work on the client's site.

The documents remain the property of the audited company.

3 • Analysis of the results of the audit and certification

3.1 Audit report

The audit report is presented by the auditor to the steering committee of the local MASE association concerned. It adds value through complementary specifications. **The two parties discuss the following quantitative and qualitative elements:**

- the presentation of the results of the audit (rating, audit summary, nonconformity report(s), etc.),
- analysis of indicators,
- the maturity of the system.

The opinion of the auditor on certification is always asked for by the president of the steering committee before the members of the steering committee vote. The audit report remains the property of the company.

3.2 Certification

After analysing all the data at its disposition (audit report, half-yearly follow ups, etc.) the steering committee deliberates and announces its decision to certify or not. The certification is granted for a period of 1 to 3 years.

The “1 year” certification cannot be granted more than twice consecutively. A certificate issued by the local MASE association concerned formalises the certification. 4 months before the expiry of the certification at the latest, the employer must notify the MASE association administrator of their wish to renew the certification. The list of certified companies can be viewed on the internet (www.mase-asso.fr) by members using codes they receive when their membership is validated. The MASE France and International association brings together information provided by local MASE associations and manages

this list. The MASE/France Chimie certification cannot replace the legal and contractual obligations companies are subject to.

3.3 Follow up

The half-yearly follow-up includes:

- information leading to the establishment of lagging indicators (frequency rate, severity rate, etc.),
- information leading to the establishment of monitoring indicators (number of hazardous situations, talks, audits, etc.),
- significant organisational changes (buyouts, mergers, new business activities, etc.),
- complementary information (analysis of accidents that have occurred, reviews, etc.).

The failure to transmit these documents, or if they are of substandard quality, is considered during renewal audits and may lead to the withdrawal of the certification (current "Inter MASE" procedure no.3). The local MASE associations carry out the analysis of the indicators/information charts submitted by the employers.

3.4 The case of non-(re)certified companies

The steering committee, after deliberation, may choose not to grant certification (or recertification). This means that the cases of nonconformity with the reference guide call into question the effectiveness or continuous improvement of the HSE management system of the company concerned.

If a supplier company fails to obtain certification, it is added to the list of committed companies and has a maximum of 12 months, with a deferment period of 6 months, before undergoing a new certification audit. This audit will be an initial audit with a focus on eliminating the nonconformities found during the previous audit. A non-certified company may benefit from a meeting with the president or a member of the steering committee.

A new request for certification must be addressed by the employer to the local association administration.

4 • Independence and probity

Every participant commits to applying the following rules:

- it is totally prohibited for an organisation to simultaneously carry out an advisory and certifying role for the same company. An organisation is therefore not allowed to carry out a certification audit for a company less than two years after having advised it (support, mock audit, etc.) in the field of HSE,
- members of the MASE steering committee withdraw from the deliberation process when this concerns the certification of their own company or its subsidiaries.
- the members of the MASE steering committee may not participate in deliberations concerning companies that are direct competitors in their field of activity,
- the information shared during audits and steering committee meetings remains confidential, a statement to this effect is signed by auditors, administrators and members of the steering committee.

5 • Member Companies

MASE associations consist of two groups: User companies (UCs) and supplier companies (SCs). Membership of the two groups takes place via an application to the company's nearest local association. Companies are subject to the rights and obligations that correspond to their status. They pay an annual contribution set by the local association of which they are a member. They have voting rights and are eligible (under certain conditions) to sit on local and national association bodies.

Every six months, they are required to transmit, within a given deadline, their HSE indicators for the certified perimeter.

In the event of anomalies or the lack of a correctly documented half-yearly follow-up, the administrator informs the employer and the steering committee.

Any significant modification (change of company name, merger, buyout or other), must be signalled to the administrator within a period of one month.

5.1. User company group

To become members of the association, representatives of the user company must present:

- the reasons for their application to join the association,
- the principal characteristics of the company,
- the HSE management system the company has in place or is in the process of setting up,
- the subcontractors operating on their site,
- the short-term and medium-term policy regarding external companies that have MASE/FC common system certification,
- their possible involvement in professional, associative or other bodies, in particular concerning aspects relating to HSE.

After the steering committee has validated the membership, the company becomes an "active member" of the MASE association. This is formalised by the signature of the charter/commitment, which requires members to:

- comply with the reference guide and the functioning of the association,
- promote the association and the MASE/FC common system approach, its concepts and recommendations within their organisation and to partners,
- participate in dialogue with partners to improve safety procedures and results,
- set an example and maintain the effectiveness of their HSE management system,
- keep the association informed, twice a year, of their safety indicators and any modifications made to their management system.

This commitment is signed by the local association president and the director of the user company. If these obligations are not met, the charter can be withdrawn by the association's supervisory board.

5.2. Supplier company group

Any employer who is part of a member supplier company (whether they are “committed” or certified) is part of this group.

The methods of engagement are described in the previous chapters and detailed in the different “Inter MASE” procedures.



REFERENCE GUIDE

Area	Titles and objectives
1	Commitment of the company's management Define the organisation of the company's HSE management.
2	Skills and professional qualifications Transmit to all personnel the "knowledge," the "know-how" and the "correct attitude" needed to fulfil their professional duties.
3	Organisation of work Control HSE risks during the execution of tasks, works or services.
4	Effectiveness of the management system Assess the effectiveness of the management system.
5	Review and continuous improvement Determine the HSE management system and continuously improve it.

The objective of each area is used to verify if the company is meeting or surpassing expectations. The reference guide consists of "requirements" and an evaluation chart.

AREA 1

COMMITMENT OF THE COMPANY'S MANAGEMENT

Objective: Define the organisation of the company's HSE management.

REQUIREMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.1 HSE commitment of the employer

For moral, legal and economic reasons, the employer has the obligation, in all their activities, to preserve:

- The safety and the physical and psychological health of its personnel.
- The environment.

To do so, **it defines its HSE commitments regarding its personnel.** These are manifested in its policy, its targets, its indicators, its organisation, its planning, its documentation, its measures relating to information and activities and the necessary means it has defined and implemented. Its commitments are notably defined by considering the risk analysis of activities and feedback. They express the employer's willingness regarding HSE.

The employer's commitments, demonstrated by its policies and targets, are presented and explained to all the personnel (direct employees, temporary staff, etc.) and all subcontractors. The adhesion of all personnel to the company's HSE project must be continuously sought. Through its actions, the employer shows its commitment to continuously improve the company's HSE performance.

1.2 HSE Policy

The commitments undertaken by the employer are set out in an HSE policy adapted to the scale and nature of the company's activities. It expresses, clearly and easily understood by all, the key principles that all the company's employees must follow in order to continuously improve safety, protect staff health and respect the environment. **These key principles can notably be the following:**

- identify and avert risks to health and safety and environmental impacts,
- only use trained and medically fit personnel, certified if necessary,
- limit the use of temporary workers so as not to exceed supervisory capacities,
- only use subcontractor companies that have an equivalent level of HSE management,
- know the regulations, apply them and verify their application,
- adopt an approach based on continuous improvement.

The policy is adapted to HSE developments in the company and, as a result, is periodically reviewed. It is dated and signed by the employer. According to the structure and the organisation of the company, the methods of diffusion/promotion are for the employer to decide. **Policy is one of the vectors of HSE culture.**

ASSESSMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.1	HSE commitment of the employer			Notes
1.1.1	Does the employer know how to explain the HSE commitments that the company has undertaken: its policy, its targets, its organisation, its HSE indicators, its planning, its documentation, its measures relating to information and coordination and the necessary means it has defined and implemented?	80	VD*	
1.1.2	Does the employer's HSE approach consider all the actors in the company (direct employees, temporary staff, etc.) and all the subcontractors?	20	V*	
1.1.3	Does the employer show their personal commitment by participating in meetings, HSE audits/inspections with the personnel and inquiries into hazardous situations, near misses and accidents, occupational diseases, environmental impacts, etc.?	50	V	

1.2	HSE POLICY			Notes
1.2.1	Does the policy formalise the employer's key HSE principles?	15	VD	
1.2.2	Is this policy dated and signed by the employer?	5	B*	
1.2.3	Is this policy disseminated to all staff members (direct employees and temporary staff)?	5	B	
Does the policy cover the following areas:				
1.2.4	• Safety?	5	B	
1.2.5	• Health?	5	B	
1.2.6	• Environment?	5	B	

* see rating page 10

REQUIREMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.3 HSE Targets

The employer sets targets in the three HSE fields that are consistent with their policy.

They allow the development of a management system and contribute to the continuous improvement of the company.

Each one of the targets is:

- adapted: to the company (size, activity), to the commitments, to the policy,
- measurable: through figures (numbers, percentages),
- achievable: realistic (neither too ambitious nor too limited),
- time-bound: with a target date.

Reaching the targets is dependent on the provision of material resources, but also organisational and human factors.

For example, here are some targets that can be aimed for in the context of a particular issue:

- reduce by X% the number of at-risk people,
- substitute Y% of hazardous chemical agents (HCA),
- train Z% of staff in eco-behaviour.

With regard to monitoring indicators (chapter 1.4) or particular events, the targets are reviewed and modified if necessary.

ASSESSMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.3	HSE Targets	Notes		
Do the targets cover the following areas:				
1.3.1	• Safety?	5	B	
1.3.2	• Health?	5	B	
1.3.3	• Environment?	5	B	
Are the targets:				
1.3.4	• Appropriate?	15	V	
1.3.5	• Measurable?	15	V	
1.3.6	• Achievable?	15	V	
1.3.7	• Time-bound?	15	V	
1.3.8	Has the employer provided the material resources and implemented the organisational and human factors that will enable the targets to be reached?	25	VD	

REQUIREMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.4 HSE Indicators

The employer sets indicators that are consistent with their targets in the three HSE fields.

The indicators must be relevant to give the employer an overall vision of how the actions they have undertaken are progressing, with a view to reaching their targets. Regarding the monitoring of indicators, the targets (chapter 1.3) are reviewed and modified if necessary.

Several types of indicators are needed for optimal running of the management system:

- **The monitoring indicators** are used to guide the actions: provide more resources if necessary, adjust the contents, etc. They make it possible to anticipate and take decisions when necessary.

For example: distribution of the number of meetings on workplace safety, health or the environment, increasing the number of inspections, monitoring training, monitoring measurement taking (smoke, noise, dust, HCA ...), etc.

- **The performance indicators** demonstrate success, they are linked to a target and show when this has been reached. This can be observed once the action has been completed.

For example: the number of dangerous situations, near misses, accidents, occupational diseases (claimed and acknowledged), environmental impacts, frequency and severity rates, absenteeism, waste monitoring compliance, regulatory compliance, monitoring of periodic verifications, the number of complaints from neighbours (odours, noise, other nuisances), the number of contraventions (or other financial penalties) linked to environmental harm (polluter pays principle), the number of HSE situations with a high risk of severity, etc.

For information purposes, the "advice for No.3" section of the "Masecotte's Advice" booklet provides guidance on the use of indicators.

ASSESSMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.4	HSE Indicators	Notes		
Do the monitoring indicators cover the following areas:				
1.4.1	• Safety?	5	B	
1.4.2	• Health?	5	B	
1.4.3	• Environment?	5	B	
1.4.4	Are the HSE monitoring indicators relevant to the reaching of targets?	40	VD	
Do the results indicators cover the following areas:				
1.4.5	• Safety?	5	B	
1.4.6	• Health?	5	B	
1.4.7	• Environment?	5	B	
1.4.8	Are the HSE results indicators relevant to the reaching of targets?	20	VD	

REQUIREMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.5 HSE organisation

The employer defines and puts in place the human resources, the material resources and the measures needed to ensure their organisation meets its HSE targets (internal and contractual). The employer informs every employee of their HSE assignments, responsibilities and authority (definition of their role, job description, assignment description, individual review, delegation of power etc.) according to their aptitudes, skills and knowledge.

To ensure its effectiveness, organisation of the HSE system must, at a minimum, include:

- The applicable HSE regulatory requirements (for example, HSE risk analysis [chapter 3.1], waste monitoring through waste monitoring sheets, the conformity of retentions, monitoring of medical examinations, monitoring occupational exposure measures), through a process of re-examination in 4 stages: identifying regulatory requirements, analysing their applicability, analysing conformity, taking corrective measures.
- Consultations with the company's personnel.
- The transmission of HSE information resulting from individual reviews, challenges, suggestion boxes, regulatory-check reports or insurer's reports, audits/inspections, HSE meetings, anomalies, strengths, hazardous situations, particular difficulties, changes to operating conditions, etc.

The internal regulations, when required, can be used to formalise the basic rules that everyone must comply with. They must be available to all personnel.

The employer puts in place measures enabling checks (internal or external) to be carried out that are obligatory according to the regulations or manufacturer's instructions (buildings, vehicles, machines, work equipment, mechanised tools, CPE, PPE, etc.), and to monitor and validate the elimination of observed nonconformities.

For example:

- technical checks (vehicles, electricity, fire),
- lifting equipment (hoist, lanyards),
- access equipment for working at height (ladder, scaffolding, individual rolling platforms),
- occupational exposure checks (OELV),
- waste checks (liquid, solid, gas),
- asbestos survey (DTA).

The employer puts in place a steering system (one or more people) to regularly monitor and adapt the management system tools (indicators, results analysis, planning, monitoring of the plan and corrective action, managing documents, annual or multi-annual plan, etc.). It can take the form of a management team meeting, an HSE committee, or another type of meeting.

Its frequency is a determining factor in the effectiveness of the steering of the management system. It must be adapted to the maturity of the system or changes to the way the company operates (departure of an important employee, relocation, buyout, etc.) and must enable, among others, the monitoring of its indicators and progress of its action plan(s).

ASSESSMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.5	HSE Organisation			Notes
In their organisation, has the employer defined the assignments needed for correct functioning in the following areas:				
1.5.1	• Safety?	5	B	
1.5.2	• Health?	5	B	
1.5.3	• Environment?	5	B	
1.5.4	Have the HSE assignments been attributed to identifiable people?	10	B	
1.5.5	Do these people have the necessary skills to carry out their HSE assignments?	40	V	
1.5.6	Are these people fully aware of their HSE assignments?	20	V	
1.5.7	Has the employer put in place measures to monitor applicable HSE regulatory requirements?	10	B	
1.5.8	Has the employer re-examined all the HSE requirements applicable to them based on their monitoring of the regulations?	30	V	
1.5.9	Has the employer put in place an HSE consultation system involving the company's personnel (IRP, others, etc.)? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	5	B	
1.5.10	Are the internal regulations (if applicable) available to all personnel? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	5	B	
1.5.11	Has the employer put in place measures allowing them to carry out obligatory checks (through regulations or manufacturer's instructions)?	10	B	
1.5.12	Do the measures cover the all the obligatory checks (buildings, vehicles, machines, work equipment, mechanised tools, CPE, PPE)?	20	V	
1.5.13	Has the employer put in place measures allowing them to eliminate all the nonconformities noted during the obligatory regulatory checks?	30	V	
1.5.14	Has the employer put in place measures for transmitting HSE information?	10	B	
1.5.15	Do the measures for transmitting information allow the HSE action plan to be updated (in terms of the number of actions and their quality)?	30	VD	
1.5.16	Has the employer put in place measures to organise steering?	10	B	
1.5.17	Does this organisation allow the effective steering of the company's system (monitoring indicators, the progression of its action plan(s), etc.)?	40	V	

REQUIREMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.6 Planning, documentation and resources

1.6.1 Planning

To ensure compliance with their HSE policy, **the employer is responsible for defining the HSE action plan(s), its planning (HSE review, audit, meetings, etc.) and execution.**

The action plan is a management system mechanism that allows the execution of actions (corrective, preventive, regulatory, etc.) to be monitored. The employer keeps a record of all the HSE action undertaken, whether it is immediately completed or deferred. It outlines its targets in one or several action plans and informs all those concerned of their role.

Action plans are a living tool and therefore:

- adjusted according to needs,
- updated according to observed results,
- modified according to observed nonconformities.

They contain, at the minimum, the following sections:

- description,
- nominated responsible person (coordinator),
- monitoring or progress status,
- origin,
- completion deadline,

Other sections can complete the action plan (notably effectiveness measures, resources and allocated costs, etc.). For information purposes, the "advice for No.7" section of the "Masecotte's Advice" booklet provides guidance on the implementation of action plans.

1.6.2 Documentation and HSE resources

The HSE management system is documented in a way that provides clear information necessary to its functioning.

The documentation resource may notably include:

- policy, targets, indicators (posters, information charts, management committee, etc.),
- action plan(s) (updates and monitoring etc.),
- functions and responsibilities,
- procedures, instructions, and records,
- the applicable regulatory documents (DUER, document relating to protection against risks of explosion, asbestos survey, company record, job descriptions provided to the occupational doctor, individual exposure prevention forms, list of high-risk posts, waste register, etc.),
- the re-examination (inventory/conformity) of new regulatory texts. The latter identifies nonconformities with the new regulatory requirements and the company's current situation. The result of this inventory helps to update the action plan(s) to eliminate nonconformities.

The documentation resource is adapted to all the company's activities.

The allocated resources may notably include:

- an operating budget,
- an investment plan,
- a skills-development plan.

These resources enable the effective operation of the management system.

ASSESSMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.6	Planning, documentation and resources			Notes
1.6.1	Planning			
16.11	Does the employer keep a record of all the HSE action they have taken (immediately completed or deferred)?	20	V	
16.12	Does the action plan(s) help to steer the monitoring of HSE action?	50	VD	
16.13	Is the preventive action planned (HSE meetings, audits, reviews, etc.)?	10	B	
16.14	Does the action plan(s) contain a minimum of 5 obligatory sections?	5	B	
16.15	Does the employer know the state of progress of the action plan(s)?	20	V	
1.6.2	Documentation et moyens SÉCURITÉ SANTÉ ENVIRONNEMENT			
16.21	Is there a documentation resource (recommendations, instructions, procedures, etc.) in place?	5	B	
16.22	Has it been adapted to the company?	10	B	
16.23	Are the resources assessed in the company's budgetary processes?	10	B	

REQUIREMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.7 HSE information and activities

The employer implements, for all personnel:

- information measures (information memos, company organisation chart, induction handbook, posters, HSE news flashes, company magazine, videos, emails, intranet, etc.),
- activity measures (HSE meetings, challenges, employees and team recognition; the highlighting of innovations, ideas and good practice; cups, trophies, etc.),
- the display of information, in compliance with the regulations (contact details of the labour inspectorate, occupational doctor and emergency services; safety and fire instructions, working hours, how to access the DUER, etc.).

These measures make clear to all staff members:

- the employer's HSE commitments,
- the state of progress of actions,
- if targets have been met,
- internal and external developments.

They help encourage:

- discussion,
- bottom-up feedback.

These measures must promote HSE-conscious behaviour and culture. For information purposes, the "advice for No.4" section of the "Masecotte's Advice" booklet provides guidance on setting up HSE meetings.

ASSESSMENTS: COMMITMENT OF THE COMPANY'S MANAGEMENT

1.7	HSE INFORMATION AND ACTIVITIES			Notes
1.7.1	Have measures been taken to transmit information (posters, company magazine, videos etc.)?	5	B	
1.7.2	Are activity measures in place (HSE meeting, challenges, etc.)?	10	B	
1.7.3	Are the information measures addressed to all company personnel (direct employees and temporary staff)? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	15	V	
1.7.4	Do the activity measures concern all company personnel (direct employees and temporary staff)? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	30	V	
1.7.5	Are the principal HSE risks facing the company the subject of activities?	15	V	
Do the information and activity measures cover the following areas:				
1.7.6	• Safety?	5	B	
1.7.7	• Health?	5	B	
1.7.8	• Environment?	5	B	
1.7.9	Are the activities recorded?	10	B	
1.7.10	Are the regulations regarding the display of information complied with? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	5	B	

AREA 2

SKILLS AND PROFESSIONAL QUALIFICATIONS

Objective: Transmit to all personnel the ‘knowledge,’ the “know-how” and the “correct attitude” needed to fulfil their professional duties.

REQUIREMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

To implement its policy, the employer ensures that all direct employees (indefinite contracts, indefinite construction-sector contracts, fixed-term contracts, apprentices, trainees, etc.) and indirect employees (temporary staff etc.) have the knowledge, know-how and correct attitude to fulfil their professional duties.

2.1 “KNOWLEDGE” (recruitment/assigning staff)

The employer sets out a formalised recruitment/assignment mechanism, including at a minimum:

- assignments/job-related tasks,
- the required skills,
- HSE awareness and knowledge,
- the necessary medical fitness,
- the necessary training,
- the necessary authorisation / accreditation,
- regulatory restrictions (prohibited work).

Before recruiting, the employer defines what is required to carry out the job. They organise recruitment and assignment based on the knowledge and skills of the personnel.

During selection, the worker’s HSE awareness and knowledge are assessed by the employer.

Any request for temporary staff is subject to the same measures (as described previously).

The list of high-risk posts is drawn up by the employer following consultation with the occupational doctor and employee representative bodies if they exist. The employer must transmit it to the relevant authorities. If a post is on this list, the employer must inform the employment agency (temporary work).

Implementing these measures enables the employer to ensure that the candidate matches the position that needs to be filled. Any detected deficiencies or gaps in knowledge are dealt with through information, training and/or tutoring.

ASSESSMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

2.1	"KNOWLEDGE" (recruitment/assigning staff)			Notes
2.1.1	Has the employer defined measures for recruiting for positions within the company?	10	B	
2.1.2	Has the employer defined similar measures for requests for temporary staff?	10	B	
For professional duties to be fulfilled, do these measures take into account:				
2.1.3	• Assignments/job-related tasks?	10	B	
2.1.4	• The required skills?	10	B	
2.1.5	• HSE awareness and knowledge?	30	V	
2.1.6	• The necessary medical fitness?	10	B	
2.1.7	• The necessary training?	10	B	
2.1.8	• The necessary authorisations/accreditations?	10	B	
2.1.9	• Regulatory restrictions?	10	B	
2.1.10	Has the employer drawn up a list of high-risk posts?	10	B	
Do the measures include a pre-recruitment assessment of awareness and knowledge in the areas of:				
2.1.11	• Safety?	10	B	
2.1.12	• Health?	10	B	
2.1.13	• Environment?	10	B	

REQUIREMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

2.2 "KNOW-HOW" (Mentor/Tutor, HSE Induction, Training, Authorisation/Accreditation)

2.2.1 Mentor/Tutor

The employer puts in place mentoring/tutoring measures, providing support for new arrivals (indefinite contracts, indefinite construction-sector contracts, fixed-term contracts, apprentices, trainees, temporary staff, etc.) and helping them integrate, as well as allowing them to improve through practice, benefiting from someone else's experience, and professional training. In the same way, when an employee changes post, the employer appoints a mentor/tutor whose role is to facilitate their integration and awareness of guidelines.

The employer ensures that the mentor/tutor has:

- a good knowledge of the company,
- technical skills,
- sufficient experience to fulfil their professional duties in their work environment,
- good HSE awareness which meets the level required by the company,
- an aptitude for teaching allowing them to transmit the correct attitude and know-how.

The end of the mentoring period is noted.

These measures help to promote motivation, team spirit and efficiency.

2.2.2 HSE Induction

The employer organises and provides clearly understandable training (with tests of acquired knowledge) for new arrivals on the prevention of professional risks. A record is kept of their participation. This must also take place following a change of post/method of working (involving a change in the nature of the risks), or an absence whose duration is defined in the regulation or, if not, by the employer.

It notably concerns:

- the company's organisation,
- stipulations contained in the internal regulations,
- how to access risk analysis (for example: DUER, PDP, PPSPS, etc.),
- precautions to take to ensure their health, safety and the protection of the environment and, if necessary, the health and safety of other people in the working environment,
- conditions governing movement within the company,
- manufacturing techniques and processes,
- rules concerning work performance (for example: professional standards, prohibited work, etc.), the behaviour to adopt in the event of hazardous situations, near misses or accidents impacting on health, safety and the environment.
- fire safety and evacuation instructions,
- notable and/or recent feedback,
- training requirements requested by clients,
- the role of the occupational health service,
- when necessary, how to contact employee representatives regarding the prevention of occupational risks.

Whenever necessary, its contents are updated to account for changes in the company and the different versions are archived. **This "HSE induction" is enhanced for work that features on the list of posts exposed to specific risks, when performed by certain categories of personnel:** fixed-term contracts, apprentices, trainees, temporary staff.

ASSESSMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

2.2	"KNOW-HOW" (MENTOR/TUTOR, HSE INTRODUCTION, TRAINING, AUTHORISATION/ACCREDITATION)	Notes		
2.2.1	Mentor / Tutor			
2.2.1.1	Has the employer put in place measures to support personnel?	10	B	
Do these measures apply to:				
2.2.1.2	• all new arrivals? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	30	V	
2.2.1.3	• all changes of post? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	15	V	
Does the designation of the mentor/tutor take into account:				
2.2.1.4	• their knowledge of the company?	5	B	
2.2.1.5	• their technical skills?	5	B	
2.2.1.6	• their HSE awareness and whether they meet the level required by the company in this respect?	15	V	
2.2.1.7	• their aptitude for teaching?	5	B	
2.2.1.8	Does the mentor/tutor know their assignments? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
2.2.1.9	Is the end of the support period noted? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
2.2.2	HSE Induction			
Is "HSE induction" training provided:				
2.2.2.1	• when someone joins the company? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
2.2.2.2	• following a change of post/method of working? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
2.2.2.3	• following a long-term absence (defined in the regulations, or, if not, by the employer)? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
Does this "HSE induction" training have a particular focus on:				
2.2.2.4	• HSE risks identified for the execution of tasks/works/services?	30	V	
2.2.2.5	• the precautions to be taken to ensure their own health and safety and the protection of the environment?	30	V	
2.2.2.6	• the appropriate conduct in the event of hazardous situations, near misses or accidents that impact on health, safety or the environment?	10	B	
2.2.2.7	• notable and/or recent feedback regarding HSE?	30	VD	
2.2.2.8	Does the employer verify knowledge acquired during the HSE induction?	25	V	
2.2.2.9	Is enhanced training offered to the relevant personnel? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	5	B	

REQUIREMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

2.2.3 Training, Authorisation/Accreditation, Medical Fitness

In addition to induction-type training, the employer will organise training that focuses on risks linked to the activity, post and work environment, with a view to issuing accreditation (electrical work) or authorisations, especially if there is a contractual element.

These are some examples:

- operating machinery or equipment,
- work resulting in exposure to risks linked to ionising radiation,
- working in explosive atmospheres (ATEX),
- lifting work,
- working at height,
- work resulting in exposure to hazardous chemical or biological agents: asbestos, Legionella,
- the use of specific personal protective equipment,
- safety training specific to the work site,
- level 1 safety training for operative personnel, level 2 training for supervisors, provided by a certified organisation following the France Chimie DT 40 reference guide (RC1, N1, GIES1, RC2, N2, GIES2) or other similar training programmes that can be requested for certain fields of activity or in certain countries.
- operator and supervisor "Prev'Action" safety training, issued by the OPPBTP (French Organisation for Accident Prevention in the Construction Industry).
- workplace first-aid training or equivalent,
- training to minimise environmental impacts: eco-conscious behaviour, waste sorting, storage of chemical products.

All training, authorisations and accreditations are accessible to the personnel. The planning of training, authorisations and accreditations is monitored and updated to ensure that the knowledge and/or skills of the personnel are maintained.

The employer verifies the medical fitness needed for jobs as well as the aptitudes required for training, authorisations and accreditation. The planning of medical examinations is monitored and updated.

In addition to professional knowledge, **the employer verifies that each employee has acquired the necessary HSE knowledge enabling them to fulfil their professional duties.**

This assessment concerns both direct and indirect employees.

ASSESSMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

2.2	"KNOW-HOW" (MENTOR/TUTOR, HSE INDUCTION, TRAINING, AUTHORISATION/ACCREDITATION, MEDICAL FITNESS)			Notes
2.2.3	Training, Authorisation/Accreditation, Medical Fitness			
2.2.3.1	Has the employer coordinated all the training needed to ensure professional duties are fulfilled?	50	V	
2.2.3.2	Has the employer issued accreditation (electrical work) or authorisation (work authorisation; permit to operate forklifts, machinery, cranes; lifting work, etc.) for the tasks that require it? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	30	V	
2.2.3.3	Are these accreditations and authorisations issued according to medical fitness, the validity of the training, and knowledge of the safety rules of the place of work? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
2.2.3.4	Are these accreditations and authorisations issued to all relevant personnel? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	20	V	
2.2.3.5	Does the employer coordinate repeated training and the renewal of accreditations and authorisations for all personnel?	25	V	
2.2.3.6	Does the employer coordinate the renewal of medical fitness tests? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	20	V	
2.2.3.7	Does the employer ensure that the medical fitness/restrictions of all personnel correspond to the position they occupy?	10	B	
2.2.3.8	Does the employer verify the HSE knowledge acquired by direct employees? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	25	V	
2.2.3.9	Does the employer verify the HSE knowledge acquired by indirect employees? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	25	V	

REQUIREMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

2.3 "CORRECT ATTITUDE" (HSE culture/human factors)

HSE culture means all the HSE values, practices and methods common to all staff members of the company or organisation.

It must be present at all levels of the company, starting with the employer, whatever their activities. It is visible through elements of the management system (see examples below).

By developing the HSE culture within their company, the employer improves both individual and collective staff performance.

This HSE culture exists in a company when ALL personnel appropriate its principles (HSE values, practices, methods) in their everyday activities.

Using the different tools of its HSE management system, the employer assesses the HSE culture of their personnel, including that of temporary workers.

The "Correct Attitude" of each company employee can be evaluated according to the following elements in the 3 HSE fields:

- the credibility and exemplarity of supervisors,
- the ability to mobilise a team to reach a common goal,
- the ability to promote team spirit and cooperation by applying, for example, the notion of shared vigilance,
- carrying out risk analysis and applying prevention methods, then maintaining a questioning attitude throughout the performance of tasks/works/services,
- the appropriation and understanding of essential rules to prevent serious and major HSE incidents.
- the ability to deal with a deteriorated situation through proposing an alternative solution, the ability to be proactive in HSE matters through transmitting information (including good practice) and proposing improvements (during HSE meetings, hazardous situations, near misses, accidents, incidents, etc.),
- the knowledge and appropriation of significant information (HSE feedback),
- achieving HSE targets set during individual reviews,
- being present at and actively participating in HSE activities,
- applying the system in a consistent manner, regardless of the level of requirements and sector of activity of the clients.

The more action is driven by convictions, and not by obligations, the stronger the company's HSE culture.

ASSESSMENTS: SKILLS AND PROFESSIONAL QUALIFICATIONS

2.3	"CORRECT ATTITUDE" (HSE culture/human factors)			Notes
2.3.1	Has the employer integrated HSE culture into all the elements of their management system?	50	VD	
2.3.2	Is HSE culture present at all levels of the company and does it apply to all staff members (including new arrivals, temporary workers)?	30	VD	
Does this culture cover the following areas:				
2.3.3	• Safety?	10	B	
2.3.4	• Health?	10	B	
2.3.5	• Environment?	10	B	
Does the employer assess this culture for all personnel in the areas of:				
2.3.6	• Safety? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	20	V	
2.3.7	• Health? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	20	V	
2.3.8	• Environment? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	20	V	

AREA 3

ORGANISATION OF WORK

Objective: Control HEALTH, SAFETY and ENVIRONMENT risks when performing tasks, works or services.

REQUIREMENTS: ORGANISATION OF WORK

Organisation of work has the goal of controlling HSE risks through anticipation and the use of human, material and technical resources adapted to the performance of tasks, works or services.

It is divided into four phases:

- HSE risk analysis and associated preventive measures,
- preparation,
- execution,
- HSE feedback.

The company's HSE culture is developed for each work organisation phase, notably by taking into account feedback and proposals made at all levels of the organisation.

Managing changes to operating conditions:

When working, it is possible to observe nonconformities between the stipulations and the work to be carried out, for example:

- the appearance of a new risk,
- changes to working conditions,
- modification of a procedure in use,
- changes to work material and equipment,
- use of a new product,
- modification of planning and priorities (for example, the tasks/works/services considered to be "urgent" or requiring staff on stand-by),
- ...

Important:

In the event of changes to operating conditions, the tasks/works/services must be paused in order to update the 4 organisation of work phases.

The employer informs the personnel of all the measures taken, ensuring that they understand and apply them.

3.1 HSE risk analysis and associated preventive measures

Anyone carrying out work for a company (including cleaning the premises, delivering packages, providing services, periodic checks, etc.) must be covered by a risk analysis. The objective of the risk analysis is to guarantee a better level of safety, physical and mental health of personnel, and respect for the environment.

Before each task, work or service, an HSE risk analysis must be carried out in accordance with a method defined and formalised by the employer. This method is implemented by a qualified person and involves visiting work locations before carrying out work.

The risk analysis must, at a minimum, consider :

- the nature of the tasks, works or services,
- the work environment (place it is carried out, joint activity with another company or other companies, client procedures, a pandemic situation, etc.),
- the information contained in the safety data sheets (SDSs) relating to hazardous substances or preparations used,
- working patterns (shift work, day work, night work, stand-by, etc.),
- human resources (management-staff ratio, skills and qualifications, medical fitness, etc.),
- methods used (work instructions, sequence of operations, procedures, protocols, etc.),
- materials and equipment (tools, consumables, lifting equipment, methods of access, manufacturer's instructions, etc.),
- utilities (electricity, compressed air, water, other fluids, etc.),
- the environmental impact on air, water, earth or the immediate vicinity (energy, materials, pollution, etc.), waste collection and monitoring (disposal pathways, recovery, etc.).

The risk analysis is recorded on a document which mentions the risks observed, the associated preventive measures and the applicable instructions, as well as the people who drew up the document.

The analysis includes all the HSE risks relating to **all the company's activities (organisation chart functions: administrative, workshops, worksites, commercial, etc.)**, considering risks generated by its activities and joint-activity risks (with a client and/or other companies).

To carry out this risk analysis, the employer uses qualified people (internal or external to the organisation), for example:

- company personnel, including employee representatives and first-aid providers (if they exist),
- occupational prevention and health service,
- occupational risk prevention specialists,
- radiation protection advisors,
- dangerous goods safety advisors,
- prevention organisations: OPPBTP, CARSAT, DREETS, DREAL, INRS, etc.

Preventive methods are defined for each phase of tasks/works/services, taking into account **general preventive principles and fundamental environmental principles**.

General preventive principles must be applied in the following **order of priority**:

- avoid risks,
- evaluate unavoidable risks,
- address risks at the source,
- adapt work to people,
- take technical developments into account,
- replace what is hazardous with what is less so,
- plan prevention,
- take collective protective measures by giving them priority over individual protective measures,
- give appropriate instructions to workers.

The fundamental environmental principles to apply are:

- prevention principle: take technical developments into account,
- precautionary principle: take specific measures to deal with potential damage,
- information and public participation: take part in administrative decisions,
- non-regression: continuous improvement of environmental protection.

The formalisation of this risk analysis and associated preventive measures, according to the situation, contributes to the drawing up of the following documents:

- Risk assessment and action plan (DUER) for risks specific to the company,
- Prevention plan (PDP) for certain worksites with multi-source risks and risks related to joint activity between a user company and one or several external companies,
- Specific health and safety protection plan (PPSPS) for closed-off and independent worksites,
- Safety protocol (for loading/unloading and deliveries),
- All other regulatory requirements.

This risk analysis and the associated preventive measures must be presented to, explained to and understood by all direct and indirect employees, and be at their disposition.

The pertinence of this risk analysis is verified throughout the preparation, execution and feedback phases.

For information purposes, the "advice for No.2" section of the "Masecotte's Advice" booklet provides guidance on carrying out risk analysis.

ASSESSMENTS: ORGANISATION OF WORK

3.1	HSE risk analysis and associated preventive measures			Notes
3.1.1	Is the risk-analysis method formalised?	10	B	
3.1.2	Is the method used mastered by the person(s) in charge of its implementation?	10	B	
3.1.3	Does the method used include an inspection of workplaces?	10	B	
Does the risk analysis cover the following areas:				
3.1.4	• Safety?	10	B	
3.1.5	• Health?	10	B	
3.1.6	• Environment?	10	B	
3.1.7	Are all the people who carry out work for the company covered by HSE risk analysis(es)?	50	V	
3.1.8	Does the HSE risk analysis(es) concern all the company's activities?	50	V	
3.1.9	Has the employer used appropriately qualified people (internal and/or external) to perform the HSE risk analysis(es)?	10	B	
3.1.10	Has the employer considered the information needed to perform HSE risk analysis(es) (nature of tasks/works/services, risks/dangers, aspects/impacts, etc.)?	40	V	
3.1.11	Is HSE risk analysis(es) applied to all tasks, works or services that the employer has to carry out?	40	V	
3.1.12	Does the HSE risk analysis(es) influence the preparation of tasks, works or services?	50	V	
3.1.13	Have the general preventive principles been applied to establish preventive measures based on health and safety risk analysis(es)?	80	V	
3.1.14	Have the fundamental environmental principles been applied to establish preventive measures based on environmental risk analysis(es)?	50	V	
3.1.15	Do changes to operating conditions lead to a revision of HSE risk analysis(es) and associated preventive measures?	25	VD	

REQUIREMENTS: ORGANISATION OF WORK

3.2 Preparation

“Preparation means anticipation”

Work preparation involves HSE risk analysis and associated preventive measures. It helps to preserve the best level of protection for personnel health and safety, and for the environment. Preparation involves making a detailed inventory of the necessary resources: human, material, preventive measures, logistics, subcontracting, etc. It takes place as far in advance as possible, helping to anticipate needs related to tasks, works and services.

PLANNING/WORK INSTRUCTIONS/EQUIPMENT

At a minimum, the planning must include:

- the phases of the activities relating to tasks, works or services,
- all the human resources (skills, medical fitness, training, authorisations/accreditations):
 - internal operational resources,
 - external resources,
- equipment needs, material needs,
- preventive measures associated with identified HSE risks (including those linked to the climate).

Work instructions define the following as a minimum requirement:

- the specific tasks to be carried out, their order/phases/chronology, including the completion of the work,
- when to pause the work,
- the materials and products used.

Preparing work equipment and material ensures:

- regulatory conformity,
- conformity with the initially stated requirements,
- conformity with the requirements of the client,
- the presence of regulatory documents (manufacturer's guides, certificate of conformity, periodic verification reports, insurance, maintenance log, etc.).

If an equipment is loaned to other companies, an equipment loan agreement is drawn up and **can notably include:**

- the date, duration, equipment loaned, commitments of the parties,
- rules and limits of use,
- training of personnel to use the equipment,
- third-party liability insurance,
- responsibilities of the lender and borrower,
- statement of compliance for the loaned equipment, etc.

SUBCONTRACTING

When the tasks/works/services are subcontracted, the employer puts in place HSE measures for selecting subcontractors based on their own requirements and incorporating those of their client.

The subcontractors retained by the employer must have either:

- MASE/France Chimie certification (or be taking steps to obtain it),
- another recognised HSE system certificate.

In the event the subcontractor company does not have a certified HSE management system, **compensatory measures must be put in place**, for example:

- supervision by a competent individual,
- an HSE commitment on the part of its management,
- an analysis of HSE statistics,
- health and safety activities,
- target and indicator monitoring,
- enhanced audits,
- subcontractor "reporting," etc.

CARRYING OUT WORK ON THE CLIENT'S SITE

When preparing, the employer must take into account the particular requirements of the client (user company, collectivity, etc).

These requirements can notably be:

- specific procedures (induction conditions, medical fitness, work authorisation, hot-work permit, excavation permit, permit to enter confined spaces, waste management, security, evacuation, etc.),
- working hours,
- the terms and conditions under which facilities, material, equipment, etc. are made available,
- staff facilities,
- procedures for managing emergency situations (alert, evacuation, first aid, assembly points, etc.).

STAFF FACILITIES

The employer provides workers with facilities to maintain their personal hygiene, notably changing rooms, sinks, lavatories and, when necessary, showers.

In the event of work carried out outside their premises, the employer ensures that these conditions are met.

ASSESSMENTS: ORGANISATION OF WORK

3.2	Preparation	Notes		
Does the planning of tasks, works or services take into account:				
3.2.1	• all the phases of the activities?	10	B	
3.2.2	• human resources (internal and external)?	10	B	
3.2.3	• appropriate equipment/materials (internal and external)?	10	B	
3.2.4	• skills, medical fitness, training, authorisations/accreditations?	10	B	
• preventive measures associated with identified risks:				
3.2.5	• Safety?	10	B	
3.2.6	• Health?	10	B	
3.2.7	• Environment?	10	B	
Do work instructions define the following:				
3.2.8	• specific tasks to be carried out?	5	B	
3.2.9	• their order/phases/chronology (including completion of work)?	5	B	
3.2.10	• when to pause the work?	10	B	
3.2.11	• the equipment used?	5	B	
3.2.12	• the products used?	5	B	

ASSESSMENTS: ORGANISATION OF WORK

When preparing work equipment and material, does the employer makes sure that:				
3.2.13	• it complies with regulations?	5	B	
3.2.14	• it complies to the initially stated requirements?	5	B	
3.2.15	• it complies to the client's requirements? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	5	B	
3.2.16	• the regulatory documents (manufacturer's instructions, certificate of conformity, periodic verification reports, insurance, maintenance log etc.) are compliant?	5	B	
3.2.17	When lending equipment to other companies, has an agreement been drawn up? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	5	B	
3.2.18	Do changes in operating conditions lead to a revision of the preparation?	25	V	
When subcontractors are used:				
3.2.19	Has the employer defined an HSE procedure for selecting its subcontractors.	5	B	
3.2.20	Does this procedure include the transmission of HSE requirements (internal and those of clients)?	5	B	
3.2.21	Do the subcontractors selected have: • a MASE/FC certified system or equivalent, • a system that is in the process of obtaining MASE/FC certification? If necessary, have compensatory measures been put in place? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
3.2.22	If compensatory measures have been put in place, are they appropriate? <i>(Question pouvant être neutralisée suivant les conditions définies p10)</i>	50	V	
Work carried out on the client's premises:				
3.2.23	If the work is carried out on the customer's premises, has the employer taken account of the customer's specific requirements? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	50	V	
Staff facilities:				
3.2.24	Has the employer provided its employees with facilities that comply with regulatory requirements? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
3.2.25	Where work is carried out away from the employer's premises, the employer must ensure that facilities complying with regulatory requirements are made available to its employees. <i>(Question that can be neutralised according to the conditions defined on p10)</i>	25	V	

REQUIREMENTS: ORGANISATION OF WORK

3.3 Execution

Execution involves applying the preparation (particularly HSE risk analysis and associated preventive measures) to the execution of tasks, works or services.

The planning of tasks, works and services is followed up on.

Preparing to start work

Before starting the work, the employer ensures that:

- work instructions and risk analysis are available at the place of work,
- human, technical and organisational resources/methods are communicated to, and understood and applied by, all workers,
- work instructions, risk analysis, preventive measures and the working conditions on the site the tasks, works or services (actual/required work) are carried out correspond to the preparation (stipulated work),
- information continues to be transmitted in the event of staff changeover or the assignment of new personnel.

Improvisation has no place during execution because it is a source of uncontrolled risk.

Human resources

The employer assigns enough qualified and skilled personnel. They ensure that:

- there is correspondence between the skills of assigned personnel and those required to carry out tasks, works or services (medical fitness, training, authorisation/accreditation, etc.),
- they are physically and mentally capable of applying the risk-analysis based preventive measures to protect their health and safety (and that of their colleagues), and to protect the environment,
- the employment agency (temporary work) is informed of any changes to the original assignment.

Technical resources

The employer ensures that:

- work equipment and material is used in compliance with the regulations and the manufacturer's instructions,
- the availability of equipment and preventive measures corresponds to the risk analysis relating to the execution of tasks, works and services,
- regulatory documents (manufacturer's instructions, certificate of conformity, initial or periodic verification reports, maintenance log, insurance, etc.) are available in the place the tasks, works or services are carried out,
- equipment used is in a good state, monitored and conforms to requirements.

Some work equipment and material is subject to obligatory regulatory checks (buildings, vehicles, machinery, work equipment, protective equipment, etc.). Nonconformities observed during these checks must be considered with a view to their elimination (for example in an action plan).

Organisational resources

The employer ensures that:

- the organisation of site workers corresponds to the tasks/works/services,
- multi-source risks and/or risks related to joint activity are controlled,
- preventive measures associated with HSE risk analysis are implemented (DUER, PDP, PPSPS, work authorisation, permit, etc.),
- exposure levels (noise, vibrations, chemical agents, etc.) are controlled,
- risks linked to the preservation of the environment are considered, notably regarding the prevention of pollution (air/water/soil), waste management (sorting, storage and disposal), etc.

ASSESSMENTS: ORGANISATION OF WORK

3.3	Execution			Notes
3.3.1	Is the planning for tasks, works and services monitored throughout their execution?	10	B	
Preparing to start work				
3.3.2	Have pre-work verifications been carried out?	10	B	
3.3.3	Are work instructions available in the places that tasks, works or services are carried out?	10	B	
3.3.4	Are risk analyses available in the places that tasks, works or services are carried out?	10	B	
3.3.5	Are the defined preventive measures communicated to the personnel?	10	B	
3.3.6	Are the defined preventive measures understood?	10	B	
3.3.7	Are the defined preventive measures applied?	100	V	
3.3.8	Is the correspondence between preparation and the conditions in which tasks, works or services are carried out verified? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
3.3.9	In the event of staff changeover or the assignment of new staff, does the employer ensure continuity of information? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
Human resources:				
3.3.10	Do the human resources (internal and external) correspond to the tasks, works or services?	10	B	
3.3.11	Do the required skills correspond to the tasks, works or services?	10	B	
3.3.12	Do the required authorisations/accreditations correspond to the tasks, works or services?	10	B	
3.3.13	In the event of the hiring of temporary personnel, has the employer informed the employment agency of any changes to the original assignment? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
Technical resources:				
3.3.14	Do the material resources correspond to the tasks, works or services?	10	B	
3.3.15	Is the work equipment operated in compliance with the manufacturer's instructions/guide?	10	B	
3.3.16	Are the regulatory documents available in the places where tasks, works or services are carried out?	10	B	
3.3.17	Is the work equipment kept in a good state?	40	V	

REQUIREMENTS: ORGANISATION OF WORK

3.3 Execution (continued)

Subcontractors

The employer uses the procedure they have defined for selecting, managing and evaluating their subcontractors. The employer verifies that their subcontractor complies with HSE requirements and, if necessary, helps them take compensatory measures.

The employer must declare their subcontractors to the user company and/or the health protection coordinator. They ensure that they participate in risk analysis for tasks/works/services.

The relationship between the company and its subcontractor must be contractual and comply with the regulation in force (notably verifying that obligations regarding illegal labour are met).

Completion of tasks/works/services

When tasks/works/services have been completed, the employer defines and implements procedures enabling joint receipt by the supplier company(ies) and the client. They can be formalised with regard to: the work instructions, the work authorisation, a receipt, etc.

Particular attention is paid to:

- whether the tasks/works/services carried out conform to what was requested,
- cleaning and putting away the equipment,
- cleaning the work site,
- disposal of waste (in compliance with the defined disposal pathways),
- the absence of residual HSE risks.

NB : These points also concern intermittent site cleaning and equipment removal during tasks/works/services.

3.4 HSE review and feedback

The employer carries out a review following the completion of tasks/works/services based, at a minimum, on:

- feedback from the personnel,
- hazardous situations, near misses and accidents,
- the results of measurements taken linked to the health of workers and exposure sheets formalised following certain activities (asbestos, hyperbaric work, ionising radiation),
- environmental impacts (waste management, effluents, pollution, etc.),
- assessments of subcontractors and temporary personnel,
- observations made following audits/inspections, checks (internal or external),
- changes to operating conditions and their management.

This review must, at a minimum, highlight:

- strengths, areas to improve,
- the effectiveness of risk analyses and work instructions,
- key facts,
- nonconformities between preparation analysis (stipulated work) and execution (actual work).

The review helps to use feedback to improve practices. It can lead to a review of risk analyses (DUER, PDP, PPSPS, permits, etc.), future preparation and methods used.

ASSESSMENTS: ORGANISATION OF WORK

3.3		Execution (continued)			Notes
Organisational resources					
3.3.18	Do organisational resources (organisation of site workers, multi-source risks and/or those related to joint activity, associated preventive measures) correspond to the tasks, works or services?	10	B		
3.3.19	Are checks on personnel exposure levels carried out?	20	VD		
3.3.20	Are environmental protection measures applied?	20	VD		
3.3.21	Has the employer verified that their subcontractor complies with HSE requirements? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B		
3.3.22	Has the employer declared all their subcontractors to the relevant parties (UC, health protection coordinator, etc.)? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	5	B		
3.3.23	Does the employer have procedures for the completion of tasks/works/services?	10	B		
3.3.24	Do changes to the operating conditions lead to a revision of execution?	25	VD		
3.4		HSE review and feedback			Notes
3.4.1	Does the employer carry out a review following the completion of tasks/works/services?	10	B		
Does this review include:					
3.4.2	• Feedback from the personnel?	10	B		
3.4.3	• Hazardous situations, near misses and accidents?	10	B		
3.4.4	• The results of measurements taken linked to the health of workers?	10	B		
3.4.5	• Environmental impacts?	10	B		
3.4.6	• Assessments of subcontractors and temporary personnel?	10	B		
3.4.7	• Observations made following audits/inspections, checks (internal or external)?	10	B		
3.4.8	• Changes to the operating conditions and their management?	10	B		
Does this review highlight:					
3.4.9	• Strengths, areas to improve?	5	B		
3.4.10	• The effectiveness of risk analyses and work instructions?	5	B		
3.4.11	• Key facts?	5	B		
3.4.12	• Nonconformities between preparation analysis (stipulated work) and execution (actual work)?	5	B		
3.4.13	Does the use of feedback lead to the improvement of the company's practices?	50	VD		

AREA 4

EFFECTIVENESS OF THE MANAGEMENT SYSTEM

Objective: Evaluate the effectiveness of the management system.

REQUIREMENTS: EFFECTIVENESS OF THE MANAGEMENT SYSTEM

The effectiveness of the HSE management system measures put in place by the employer (areas 1, 2 and 3) is assessed through:

- the analysis of hazardous situations, near misses and accidents, occupational diseases and environmental impacts,
- audits of worksites/workshops and on-site inspections,
- the annual audit focusing on the 5 areas of the system.

4.1 Analysis of hazardous situations, near misses and accidents, occupational diseases and environmental impacts

When an event occurs (a hazardous situation, near miss, accident, occupational disease, environmental impact), the employer immediately puts in place measures to avoid a secondary event.

Whatever the type of event identified, the employer carries out a fact-finding mission to determine the exact circumstances (who, what, where, when, how, with what), and to verify the effectiveness of the immediate action and eventually complete it.

The employer must evaluate the event according to their own criteria – which can be like those used in the DUER – (actual severity, potential severity, frequency, event/feedback, control, etc.) and defines one or several limits beyond which **an in-depth analysis of the causes** is carried out.

The in-depth analysis method is defined by the employer (cause tree, 5-M, Ishikawa, ITaMaMi, AMDEC, 5 whys, etc.).

This analysis makes it possible to determine the fundamental causes (at all levels of the organisation) and the associated preventive action, helping to improve the management system and establish appropriate and lasting preventive action. Its execution is to be monitored.

The in-depth analysis is led by a person or persons who understand the established method, which enables the following to be identified:

- the direct causes,
- the fundamental causes,
- the corrective action to take,
- the preventive action to take.

This allows feedback to be transmitted (HSE newsflash, HSE meetings, etc.) and is recorded. It is the employer's responsibility, when using subcontractors, to ensure that they have equivalent measures in place.

The pertinence of the analysis and the associated action must lead to an improvement in the HSE results in accordance with the company's objectives.

ASSESSMENTS: EFFECTIVENESS OF THE MANAGEMENT SYSTEM

4.1 Analysis of hazardous situations, near misses and accidents, occupational diseases and environmental impacts				Notes
Has the employer gathered information on:				
4.1.1	• hazardous situations?	10	B	
4.1.2	• near misses?	10	B	
4.1.3	• accidents?	10	B	
4.1.4	• occupational diseases?	10	B	
4.1.5	• environmental impacts?	10	B	
4.1.6	Has the employer defined a limit or limits beyond which they carry out in-depth analysis?	10	B	
4.1.7	Is/are the defined criterion/criteria pertinent (actual severity, potential severity, frequency, event/feedback, control)?	50	VD	
Has the employer carried out, applying a method, an in-depth analysis of the facts regarding:				
4.1.8	• hazardous situations?	10	B	
4.1.9	• near misses?	10	B	
4.1.10	• accidents?	10	B	
4.1.11	• occupational diseases?	10	B	
4.1.12	• environmental impacts?	10	B	
4.1.13	Has the method been properly mastered?	10	B	
4.1.14	Does applying the method of analysis help to highlight direct causes?	25	V	
4.1.15	Does applying the method of analysis help to highlight fundamental causes?	25	V	
4.1.16	Does applying the method of analysis help to develop appropriate courses of action?	50	V	
4.1.17	Does this action feature in the company's HSE action plan?	10	B	
4.1.18	Has the employer ensured that their subcontractors have equivalent procedures in place? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	
Does action instigated following the analysis lead to an improvement in results:				
4.1.19	• Safety?	10	B	
4.1.20	• Health?	10	B	
4.1.21	• Environment?	10	B	

REQUIREMENTS: EFFECTIVENESS OF THE MANAGEMENT SYSTEM

4.2 On-site HSE audits

The employer verifies the effectiveness of part of their management system through on-site HSE audits. These audits may take the form of on-site inspections or other types carried out on sites where tasks/works/services (offices, workshops and worksites) are performed.

Do the on-site HSE audits cover the following aspects:

- human: the personnel's knowledge of the risks to which they are exposed, compliance with work procedures/methods, compliance with instructions based on risk analysis, training/authorisation/accreditation, the identification of attitudes to risks, etc.
- organisational: preparation, planning, drawing up instructions based on risk analysis, developing work procedures/methods, sorting and disposing waste, identifying hazardous situations, etc.
- technical: suitability and conformity of equipment, putting in place preventive measures, products used (SDS), identifying hazardous situations, etc.

These verifications take place regularly and cover all the company's personnel and activities, and must help to detect strengths, nonconformities and avenues for progress.

The actions can be immediate or deferred. A record must be kept of them and they can be incorporated into HSE action plan(s). Keeping a record makes it possible to keep track of their recurrence.

For information purposes, the broad guidelines for carrying out an audit are explained in the "advice for No.5" section of the "Masecotte's Advice" booklet.

ASSESSMENTS: EFFECTIVENESS OF THE MANAGEMENT SYSTEM

4.2	On-site HSE audits			Notes
4.2.1	Has the employer put in place on-site HSE audit measures?	10	B	
Do the on-site HSE audits cover the following aspects:				
4.2.2	• Human?	10	B	
4.2.3	• Organisational?	10	B	
4.2.4	• Technical?	10	B	
Do the on-site HSE audits carried out cover the following areas:				
4.2.5	• Safety?	10	B	
4.2.6	• Health?	10	B	
4.2.7	• The environment?	10	B	
4.2.8	Is the frequency of the on-site HSE audits appropriate for the company?	50	V	
4.2.9	Do the on-site HSE audits cover all the company's personnel and activities?	50	V	
Do the on-site HSE audits relay information concerning the following areas:				
4.2.10	• Safety?	10	B	
4.2.11	• Health?	10	B	
4.2.12	• Environment?	10	B	
4.2.13	Do the nonconformities observed during on-site HSE audits lead to action?	40	V	
4.2.14	Does this action feature in the company's HSE action plan(s)?	10	B	

REQUIREMENTS: EFFECTIVENESS OF THE MANAGEMENT SYSTEM

4.3 HSE management system audit

A system audit that covers all the activities within the certification perimeter is obligatory at least once a year in order to:

- highlight good practice and strengths,
- identify and decide on avenues for progress,
- **undertake action to address nonconformities.**

All action that is decided features in the HSE action plan(s) and is monitored.

This management system audit includes a documentation section and a site-based section (offices, workshops and work sites).

It helps to verify whether the objective of each area of the reference guide has been achieved.

- Area 1: Define the organisation of the company's HSE management,
- Area 2: Transmit to all personnel the 'knowledge,' the "know-how" and the "correct attitude" needed to fulfil their professional duties,
- Area 3: Control HSE risks during the performance of tasks, works or services,
- Area 4: Evaluate the effectiveness of the management system,
- Area 5: Determine the HSE management system and continuously improve it.

The annual audit makes helps to verify that all the measures that make up the management system defined by the employer are:

- **appropriate:** that the measures correspond to the company's activity, size, perimeter and organisation, that they are lasting and give results,
- **known:** that the personnel are able to replicate the procedures that concern them (cf.: job description, risk analysis, etc.),
- **applied:** that the methods prescribed in these measures are applied (verified, measured, recorded).

For example:

- Area 1: policy, targets, indicators, steering committee, action plan, documentation resource, information, activities,
- Area 2: recruitment, job description, HSE induction, mentoring/tutoring, training, HSE assessment of personnel,
- Area 3: risk analysis, planning, subcontracting, review/feedback,
- Area 4: analysis of dysfunctions, on-site HSE audits,
- Area 5: analysis of previous annual review(s) and actions undertaken to achieve continuous improvement.

For information purposes, the broad guidelines for carrying out an audit are explained in the "advice for No.5" section of the "Masecotte's Advice" booklet.

ASSESSMENTS: EFFECTIVENESS OF THE MANAGEMENT SYSTEM

4.3	HSE management system audit			Notes
4.3.1	Does the employer carry out an audit of their HSE management system at least once a year?	10	B	
4.3.2	Does the HSE management system audit cover all the activities within the certification perimeter?	50	V	
Does the system audit highlight avenues for progress or nonconformities regarding:				
4.3.3	• Documentation?	25	VD	
4.3.4	• The worksite?	50	VD	
Does the system audit help to establish whether the objective of each area has been achieved?				
4.3.5	• Area 1: Define the organisation of the company's HSE management.	25	V	
4.3.6	• Area 2: Transmit to all personnel the 'knowledge,' "know-how" and "correct attitude" needed to fulfil their professional duties.	25	V	
4.3.7	• Area 3: Control HSE risks during the performance of tasks, works or services.	50	V	
4.3.8	• Area 4: Evaluate the effectiveness of the management system.	50	V	
4.3.9	• Area 5: Determine the HSE management system and continuously improve it.	25	V	
Does the system audit make it possible to verify that the HSE measures put in place for each area are <u>appropriate</u> , <u>understood</u> and <u>applied</u> ?				
4.3.10	• Area 1: policy, targets, indicators, steering committee, action plans, documentation resource, information, activities, etc.	25	V	
4.3.11	• Area 2: recruitment, job description, HSE induction, mentoring/ tutoring, training, HSE assessment of personnel, etc.).	25	V	
4.3.12	• Area 3: risk analysis, planning, subcontracting, review/feedback, etc.	50	V	
4.3.13	• Area 4: analysis of dysfunctions, on-site HSE audits, etc.	50	V	
4.3.14	• Area 5: analysis of the previous annual review(s) and action taken with a view to continuously improve.	25	V	
4.3.15	Do the nonconformities observed during the HSE management system audit lead to action?	40	VD	
4.3.16	Does this action feature in the company's HSE action plan(s)?	5	B	

AREA 5

REVIEW AND CONTINUOUS IMPROVEMENT

Objective: Determine the HSE management system and continuously improve it.

REQUIREMENTS: REVIEW AND CONTINUOUS IMPROVEMENT

Continuous improvement is a permanent undertaking. It contributes to:

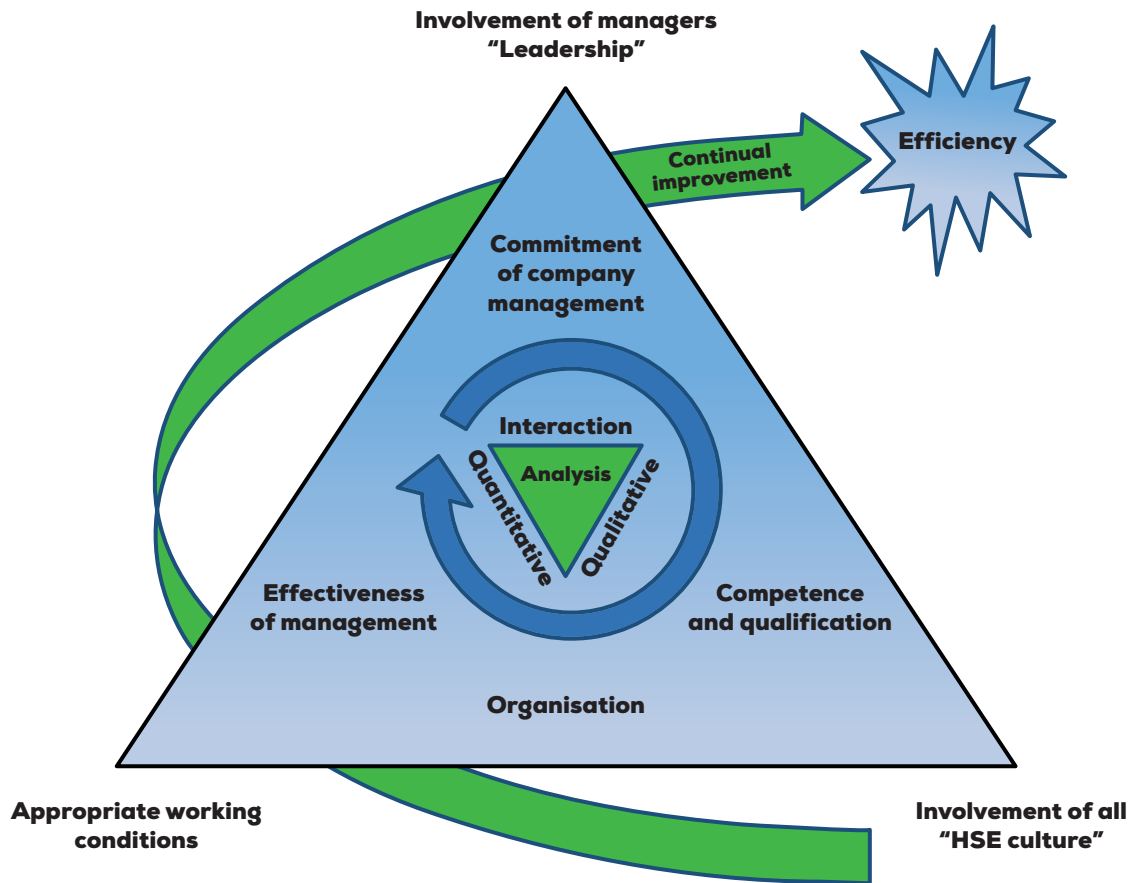
- protecting the health and safety of personnel as well as respecting the environment,
- improving working conditions,
- **the efficiency** of measures: undertaking achievable and appropriate action, taking into account the economic reality while remaining effective.

The concept of continuous improvement is manifested by regularly questioning the company's management system tools that are based on the four other areas of the reference guide. It is applicable to all levels of the company.

This procedure, which is carried out at least once a year (an interim summary may be produced during the year at meetings of the steering committee), is based on a factual examination (input data) of the strong points and points for improvement, enabling the employer to judge the effectiveness and efficiency of its HSE management system.

It enables them to improve by reconsidering (add/modify/remove) their targets and actions (output data).

For information purposes, the broad guidelines for carrying out a review are explained in the "advice for No.6" section of the "Masecotte's Advice" booklet.



5.1 HSE review (input data)

The review is the factual analysis of targets set, the methods used to reach them and the results obtained. It is carried out both quantitatively and qualitatively and **contains, at a minimum, the following elements:**

- the partial or total achievement of the targets,
- the monitoring and the pertinence of the indicators (changes, correlation with the objectives,
- nonconformities observed during verifications of the application of the regulations,
- feedback from the relevant parties (for example: employee representatives, prevention and occupational health service, prevention bodies, authorities, etc.),
- the state of progress of the action plan(s) and its/their overall effectiveness, including that of the previous review,
- the contractual and/or regulatory modifications applicable to the company,
- changes in the company's activities,
- bottom-up feedback concerning HSE, notably good practice,
- workforce monitoring: turn-over, training plan and maintaining skills,
- the results of the assessment of the HSE culture of personnel and temporary workers,
- updating the risk analysis and associated preventive measures according to changes in activity,
- analysing different modifications to operating conditions,
- reviews and feedback following the completion of tasks, works and services,
- feedback following dysfunctions: accidentology, measuring and exposure to hazards, occupational disease, medical restrictions, environmental impact,
- the results of the system audits (on the 5 areas) and other planned verifications of the management system, particularly the last certification audit.

ASSESSMENTS: REVIEW AND CONTINUOUS IMPROVEMENT

5.1	HSE Review			Notes
5.1.1	Does the employer carry out an annual review of their management system?	10	B	
5.1.2	Does this review include a quantitative analysis?	10	B	
5.1.3	Does this review include a qualitative analysis?	10	B	
Does this review, at a minimum, cover:				
5.1.4	• The partial or total achievement of the targets?	25	V	
5.1.5	• The monitoring and the pertinence of the indicators (changes, correlation with the targets)?	25	V	
5.1.6	• Nonconformities observed during verifications of the application of the regulations (regulatory watch and re-examination)?	25	V	
5.1.7	• Feedback from the relevant parties (for example: employee representatives, prevention and occupational health service, prevention bodies, authorities, etc.)?	25	V	
5.1.8	• The state of progress of the action plan(s) and its/their overall effectiveness?	25	V	
5.1.9	• The contractual and/or regulatory modifications applicable to the company?	10	B	
5.1.10	• Changes in the company's activities?	10	B	
5.1.11	• Bottom-up feedback concerning safety, notably good practice?	30	V	
5.1.12	• Bottom-up feedback concerning health, notably good practice?	30	V	
5.1.13	• Bottom-up feedback concerning the environment, notably good practice?	30	V	
5.1.14	• Workforce monitoring: turn-over, training plan and maintaining skill levels?	25	V	
5.1.15	• The results of the assessment of the HSE culture of personnel and temporary workers?	25	V	
5.1.16	• Updating the risk analysis and associated preventive measures according to changes in activity?	50	V	
5.1.17	• Analysing different changes to operating conditions?	25	V	
5.1.18	• Reviews and feedback following the completion of tasks, works and services?	25	V	
5.1.19	• Feedback following safety-related dysfunctions: accidentology?	25	V	
5.1.20	• Feedback following health-related dysfunctions: the measurement of and exposure to hazards, occupational diseases, medical restrictions?	25	V	
5.1.21	• Feedback following environment-related dysfunctions: consumption, pollution?	25	V	
5.1.22	• The results of the system audits (on the 5 areas) and other planned verifications of the management system?	25	V	
5.1.23	• Following up on the nonconformities observed in the last certification audit? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	10	B	

REQUIREMENTS: REVIEW AND CONTINUOUS IMPROVEMENT

5.2 Actions to improve HSE (output data)

According to the HSE review and its conclusions, the employer may decide to make changes to:

- their targets and indicators,
- their policy,
- their HSE action plan(s), notably based on the state of its regulatory conformity,
- their management system mechanisms: documentation resource, information, activities, recruitment, job descriptions, HSE induction, mentoring/tutoring, training, assessments of staff HSE, planning, subcontracting, review/feedback, analysis of dysfunctions, on-site HSE audits, previous annual review(s) and actions undertaken in the context of continuous improvement, etc,
- their work instructions, risk analysis and associated preventive measures,
- resource allocation,
- their organisation.

Following the review, analysis and decisions taken, the employer keeps a record of the information they give to their personnel.

ASSESSMENTS: REVIEW AND CONTINUOUS IMPROVEMENT

5.2	Actions to improve HSE	Notes		
Does the HSE review allow the employer to develop:				
5.2.1	• Their objectives and indicators?	80	VD	
5.2.2	• Their policy?	25	VD	
5.2.3	• Their HSE action plan(s), notably in terms of regulatory conformity?	80	VD	
5.2.4	• Their management system mechanisms?	50	VD	
5.2.5	• Their work instructions, risk analysis and associated preventive measures?	50	VD	
5.2.6	• The allocation of resources? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	20	VD	
5.2.7	• Their organisation?	20	VD	
5.2.8	Are decisions communicated and explained to the personnel? <i>(Question that can be neutralised according to the conditions defined on p10)</i>	50	V	

GLOSSARY

ACCIDENT

Any event that occurs in the workplace or because of work that has caused damage (to people and/or property and/or the environment, etc.).

ACCREDITATIONS

The term "accreditations" is used in specific fields: electricians, pyrotechnics, etc. The certificate must be signed by the employer and by the accredited person.

AUDIT

The audit is a systematic and factual examination based on a reference guide. It is used to establish observations on the basis of the points audited (inventory) in order to identify nonconformities and avenues for progress, and to highlight good practice/strengths.

AUTHORISATION TO OPERATE

Issued by the employer, particularly for operating handling equipment, machines and drivable machinery. Appropriate training for the personnel is required. It must be enhanced and updated whenever necessary.

As a minimum requirement, an authorisation to operate must be issued by the employer to operate the following machinery:

- Driver-operated material handling trucks,
- Tower cranes,
- Mobile cranes,
- Remote-controlled or driver-operated site machinery,
- Mobile elevating platforms for personnel,
- Loader cranes for vehicle loading

This authorisation is granted if:

- the occupational doctor has issued a certificate of medical fitness to the operator,
- the operator has acquired the necessary knowledge and skills through:
 - passing a test to demonstrate they have the knowledge and know-how to safely operate the machinery,
 - familiarity with the worksite and the instructions that must be followed on the site(s) it is used.

This principle may be applied to different tools and machinery of the company, according to the choices made by the employer. This is not to be confused with electrical accreditation.

AUTHORISATION TO WORK

A document dated and signed by accredited people describing HSE risks, preventive measures and authorising the execution of work in a specific place (= permit to work).

AVENUE FOR PROGRESS

Suggestions that can be made to help the employer improve their system.

CO-CONTRACTING

Several companies that draw up a legal agreement to jointly fulfil the same order.

COMPANY

Public or private organisation which carries out economic activity using human resources (personnel, temporary staff or subcontractors), buildings and appropriate equipment.

COMPETENCE

Applying validated know-how in a complex professional situation, with a view to achieving a result or requirement.

CONTINUOUS IMPROVEMENT

Steps taken regularly to improve the overall performance and efficiency of the management system, in accordance with company policy.

CORRECTIVE ACTION

Action undertaken to eliminate the causes of an existing nonconformity to prevent its recurrence.

DELEGATION OF POWER

Delegation of power is a legal act through which an authority (the delegator) gives up part or all of their powers and transfers them to a subordinate authority (the delegatee).

DIRECT EMPLOYEE

A direct employee is an employee who carries out their assignments directly attached, in a hierarchical manner, to an employer.

DOCUMENT REVIEW

Detailed analysis of the set of documents that define the management system put in place.

DOCUMENTATION RESOURCE

All the mechanisms formalising the measures taken to achieve a goal(s).

EFFECTIVENESS

An action (or system) producing the desired effect or expected result. The management system is effective if risks are controlled, results lastingly improve, and the management system is developed within the company. Effectiveness leads to efficiency.

EFFICIENCY

Efficiency means undertaking achievable and appropriate action, considering the economic reality while remaining effective.

EMPLOYEE REPRESENTATIVE BODIES

The Social and Economic Committee is the name of the employee representative body. Since 2017 it has replaced personnel delegates, the company committee and the hygiene, safety and working conditions committee (or when necessary, the sole personnel delegation).

EMPLOYER

The person who employs salaried personnel.

ENVIRONMENT

The milieu (air, water, soil) in which organisms (plants and wildlife) develop. The way people interact with this milieu can have positive or negative consequences.

EXPOSURE

The act of subjecting an individual to an identified risk.

FEEDBACK

Feedback involves systematic and rigorous analysis of an event to learn lessons for the future.

FREQUENCY RATE

- **FREQUENCY RATE 1 (or FR1):**

Number of lost-time accidents per million hours worked.

E.g.: 5 lost-time accidents for 120,000 hours worked.

$$\text{FR1} = \frac{5 \times 1,000,000}{120,000} = 41.6$$

- **FREQUENCY RATE 2 (or FR2):**

Number of declared lost-time and non-lost-time accidents per million hours worked.

- **FREQUENCY RATE 3 (or FR3):**

Number of declared lost-time accidents, non-lost-time accidents and those requiring medical treatment per million hours worked.

HAZARD

The intrinsic property of an element that can compromise the physical integrity or health of people, or threaten the safety of facilities or the environment.

HAZARDOUS SITUATION

A situation in which damage related to one or several hazardous phenomena is possible.

HEALTH

Preserving physical and psychological wellbeing in the short term (safety), medium term and long term (hygiene).

HEALTH AND SAFETY PROTECTION COORDINATION

This is an obligation for clients in construction industry projects. Health and safety protection coordination aims to, for any construction or civil engineering site in which several contractors or independent workers are operating, prevent risks resulting from their joint activity and ensure the application of common measures. To this end, the client appoints a health and safety protection coordinator whose roles, tasks and responsibilities are defined in the French Work Code.

HIRED-MACHINERY OPERATOR

A hired-machinery operator is a non-subcontractor service provider who hires out "machinery with an operator." The HMO must be covered by a risk analysis.

HOURS WORKED

Total hours worked represents the sum of hours worked by employees.

HSE CULTURE OF THE COMPANY

HSE culture means all the HSE values, practices and methods common to all actors (employer, personnel) in the company or organisation. It is promoted through the 5 areas of the reference guide.

HSE MEETING

The HSE meeting is an opportunity for discussion (formal or informal) about Health, Safety or the Environment. Examples: talks, bottom-up feedback, activities, quarter of an hour, etc.

HYGIENE

Industrial hygiene involves anticipating, recognising, evaluating and controlling dangers to health in the work environment with the goal of protecting the health of the personnel in the medium and long term.

INDICATORS

An indicator is a chosen and objective item of information used to periodically observe developments in relation to the targets set (see the "Mascotte's Advice booklet, "advice for No.3" – "Advice for putting indicators in place").

INDIVIDUAL REVIEW

It is used to determine if the targets set (works, HSE, etc.) have been achieved and to set new ones for the following year. It is used to propose training (on the employee's request or that of the employer). It also determines modifications to the post. Whatever the case, it is essential for people to express themselves and is an opportunity for discussion.

INDUCTION

Training session for personnel on risks, rules and associated instructions. This training is provided following recruitment and whenever necessary (change of post, technical change, changes to manufacturing processes, work instructions, regulation concerning the company's organisation).

INFORMATION

Items enabling the upward or downward transmission of information necessary to understanding (posters, talks, emails, safety quarter of an hour, etc.).

INSTRUCTION

Internal memo that helps define good practice and/or ways of operating.

LIST OF POSTS EXPOSED TO SPECIFIC RISKS

The list of posts exposed to specific risks, drawn up by the employer, lists the posts which pose particular risks to the health and safety of the personnel. Casual staff (those on fixed-term contracts or temporary staff) occupying a post that exposes them to specific risks, benefit from enhanced training.

MAJOR NONCONFORMITY

A major nonconformity is a nonconformity with the reference guide that could endanger the system in place, its organisation, its application, its effectiveness or the health and safety of people or the environment.

MANAGEMENT COMMITTEE

Group of people responsible for implementing and running the company's management system.

MANAGEMENT SYSTEM

The general organisational structure as a whole (responsibilities, procedures and resources) which allows the management of risks linked to the organisation's activities in terms of health, safety and the environment.

MANUAL FOR IMPROVING WORKPLACE SAFETY

The whole document in which the reference guide can be found.

MASE (COMPANY HEALTH, SAFETY AND ENVIRONMENT IMPROVEMENT MANUAL)

The document is divided into two booklets and includes: a reference guide, the certification process, Masecotte's "Advice For," an abbreviation guide and a glossary.

MASE/France Chimie Common System Certification

Recognition by a MASE association of the HSE management system.

MEASURING

The act or method of measuring exposure and comparing it with a reference value.

MECHANISM

Written document formalising the measures taken to achieve a target.

MENTOR

See "TUTOR."

MENTORING

See "TUTOR".

MINOR NONCONFORMITY

A minor nonconformity is an HSE irregularity that does not prevent the system from functioning, but could limit its effectiveness.

NEAR MISS

Any event that occurs in the workplace or because of work that could have caused damage (to people and/or property and/or the environment, etc.).

OBSERVATION

A comment that can be considered as guidance on how to make progress.

OCCUPATIONAL DISEASE

A disease is "occupational" if it is the direct result of a worker's exposure to a physical, chemical or biological risk or results from the conditions in which they carry out their professional activity. To be recognised the disease must feature in one of the tables in the French Social Security Code annex (created and modified by decree).

ORGANISATIONAL AND HUMAN FACTORS

These are the factors that condition efficient and safe human activity: Individuals (skills, state of health, etc.), work groups (quality of collectives and debates, solidarity, etc.) the work situation (developed according to human properties and tasks) and living organisation (role of managers, implication of personnel in setting out rules, addressing problems in a participative way, etc.).

PAUSE

Key stage involving obligatory verification to allow the tasks/works/services to continue.

PERMIT TO WORK

See "AUTHORISATION TO WORK".

PERTINENCE OF THE MANAGEMENT SYSTEM

The management system put in place by the employer is considered pertinent if it is coherent and adapted to the needs of the company.

PLANNING

Programming actions or tasks to perform to achieve a target or result.

POLICY

Declaration formalised by the employer describing the fundamental commitments of the company's management system.

PREVENTIVE ACTION

Action undertaken to eliminate the causes of a potential nonconformity to prevent its occurrence.

PREVENTIVE MEASURES

The set of measures taken to anticipate/avoid potential risks. (cf. General Principles of Prevention addressed in §3.1).

PREVENTION PLAN

The prevention plan (PDP) is a process for analysing multi-source and joint-activity risks which must be implemented by the head of the user company (company commissioning the work) with the managers of external companies (companies that carry out the work) performing one or several operations. It must be in written form for all hazardous work (list defined in the decree of 19 March, 1993) or when the operation lasts for more than 400 hours over a period of 12 months.

PROCEDURE

Document setting out, for a given activity, the resources to use, the measures to put in place and the verifications to carry out to achieve the desired result.

RECORD

Document describing an achieved result or providing proof that an action has been carried out.

RE-EXAMINATION

Analysis of the nonconformities between the regulatory requirements applicable to the company and what it actually applies.

REFERENCE GUIDE

One of the components of the Company Health, Safety and Environment Improvement Manual: it contains the requirements and associated questions.

RESIDUAL RISK

Risk that persists when preventive measures have been implemented.

RISK

Risk is the probability of a hazard causing an impact when there is exposure to that hazard (Risk = Hazard x Exposure).

RISK ASSESSMENT AND ACTION PLAN

The risk assessment and action plan (DUER) is a document containing a written transcription of the results of the company's risk assessment.

SAFETY

Safety involves anticipating, recognising, evaluating and controlling dangers to health in the work environment with the goal of protecting the health of the personnel in the short term, and ensuring the wellbeing and protection of the community as a whole.

SAFETY PROTOCOL

Related to loading and unloading activity. The safety protocol is a written document, drawn up by the receiving company and the transporter. It contains all the indications and information resulting from the prior risk analysis of the operation.

SCOPE

All the company activities covered by the MASE/France Chimie common system certification.

SEG

A Similar Exposure Group (SEG) is a group of people, posts or work functions whose exposure is considered to be of the same nature and of a similar intensity. Every employee must be a member of one or several SEGs.

SEVERITY RATE

Number of working days lost per thousand hours worked.

E.g.: 132 working days lost for 120,000 hours worked.

$$SR = \frac{132 \times 1,000}{120,000} = 1.1$$

These four indicators illustrate the frequency of accidents and their severity.

SPECIFIC HEALTH AND SAFETY PROTECTION PLAN

Specific health and safety protection plan (PPSPS): It is drawn up by the company that works on a closed-off and independent construction or civil engineering worksite, based on the General Coordination Plan (PGC).

SUBCONTRACTING

Subcontracting is the performance of a service contractually entrusted to another company (known as a subcontractor). There are different types of subcontracting.

STEERING COMMITTEE

The steering committee is a one of the association's bodies. It carries out different roles (certification, meetings, representation, etc.). Its members, in compliance with eligibility conditions, are designated by the board of directors.

SUPPLIER COMPANY (SC)

A company that provides services (supplier), considered to be external to the user company.

TALK

A talk is a planned and regularly arranged meeting that covers specific issues.

TARGET

General goal set by the company consistent with its policy.

TEMPORARY EMPLOYEE

Temporary work is the result of a temporary-work contract which can only be drawn up for the performance of specific and temporary tasks, known as the assignment, and only in cases defined by law. Employees with a temporary-work contract are called temporary employees. Whatever the reasons for its creation, such a contract cannot have either the purpose or the effect of permanently filling a post linked to the regular and permanent activity of the user company.

TRAINING

Training is a learning process enabling an individual to acquire the knowledge and know-how (accreditation and skills) needed to exercise a profession or carry out a professional activity.

TUTOR (mentor)

The tutor is an experienced employee (good job and HSE knowledge) who facilitates the integration of another employee (permanent contract, fixed-term contract, temporary staff, trainee, new assignment) into the company.

USER COMPANY (UC)

Project owner / principal (client).

WORK DOCUMENTS

Set of documents needed to carry out an action (sequence of operations, procedures, instructions, drawings, diagrams, work instructions, etc.).

WORK INSTRUCTIONS

Work instructions are a document that outlines the sequencing of tasks, works or services. These work instructions can be linked to a risk analysis and to HSE measures/controls put in place.

WORKSHOP

A place or building where workers carry out work in compliance with rules specific to their profession.

WORKSITE

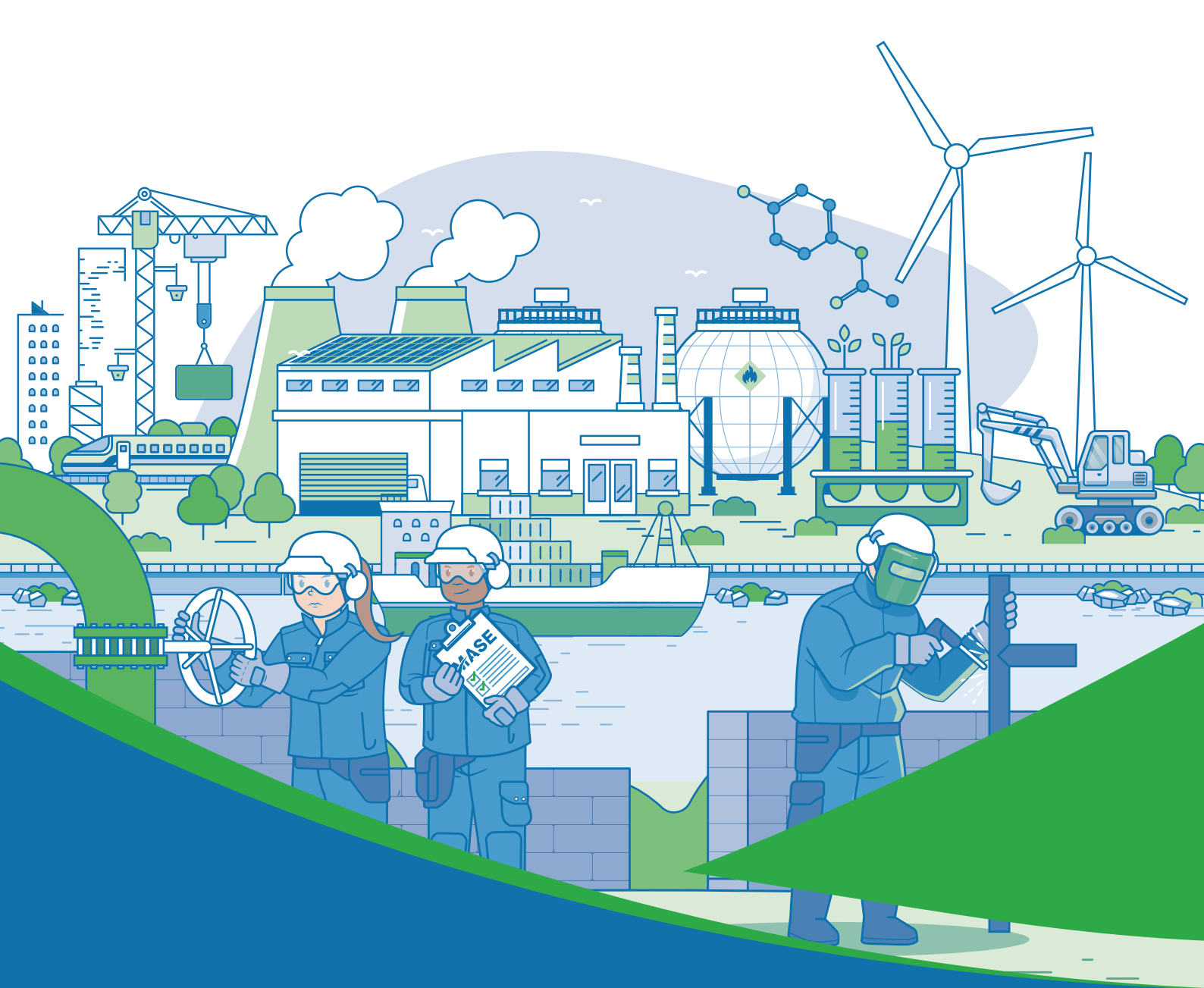
Site of work performed outside the company's premises – construction, operation or demolition site – place where various materials are stored.



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