DNV management system

Crisis and Business Continuity

DMSE-19-1 Crisis Management and Business Continuity

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7	2021-12-06	Major re-write as part of the DMSE/O merger and update project.
6	2020-01-30	Revised to take care of changes made in Group documents
5	2019-03-22	Document has been completely revised

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1 OBJECTIVE

The objective of this document is to set out Energy Systems arrangements for ensuring the efficient and effective handling of significant incidents and ensuring related business continuity.

2 APPLICABILITY

This document is relevant for line management and functional specialists responsible for incident management and business continuity within Energy Systems and is supplementary to:

- DMSG-9-P5 Incident Management
- DMSE-12-2 Handling of Quality, HSE and Information Security Cases and Audit Findings
- DMSG-13-P1 Health and Safety
- DMSG-19-P1 Emergency Preparedness and Crisis Management

3 DOCUMENT CLASSIFICATION

Open; information that may be distributed without any restriction. However, the external party shall be trusted not to disclose the information to other parties than for whom the information is intended and be informed thereof.

4 DEFINITIONS

Significant incident

An incident related to Energy Systems services, its employees, externally hired assistants, agents and/or stakeholders, including:

- Incidents with actual or potential significant negative impact due to the quality of a service delivered
- Incidents causing fatality and/or serious personal injury, major loss/damage to either the environment or to stakeholders' property, caused by Energy Systems when delivering a service at an Energy Systems premises (lab) or at a stakeholder site/during inspection of an asset on behalf of a stakeholder elsewhere
- Incidents caused by Energy Systems when delivering a service at a stakeholder site/on behalf of a stakeholder leading to investigations carried out by a governmentally authorized investigation body or other formal investigation bodies
- Incidents made up of one or more unwanted or unexpected information security event(s) that could possibly compromise the security of information and weaken or impair business operations
- Other incidents occurring during delivery of services which have or may be expected to give rise to significant attention in the local or global media and with negative effect to DNV's Brand or reputation, or with potential legal consequences.

5 SIGNIFICANT INCIDENT MANAGEMENT

5.1 Energy Systems Significant Incident Representative

Energy Systems CEO has appointed the Director, Growth Innovation and Digitalisation as Energy Systems Significant Incident Representative and Energy Systems People Director as the deputy.

5.2 Notification and mobilisation

Significant incidents shall immediately be verbally reported through line management as follows:

- Employee to Line Manager
- Line Manager to Regional Director/Business Unit Director
- Regional Director/Business Unit Director to Energy Systems Significant Incident Representative

Where the first level line manager is not available the deputy or next level should be contacted.

Upon notification, the Regional Director/Business Unit Director and Energy Systems Significant Incident Representative, together with other ELT members as necessary, shall assess the situation and on determining a significant incident shall designate an Incident Team Leader, usually the respective Regional Director/Business Unit Director or a Functional Director. The Energy Systems Significant Incident Representative is the ultimate decision maker in this regard. Under certain circumstances, e.g. due to language difficulties or geographical remoteness the Team Leader role may be delegated, but not lower than that equal to an Area/Country Manager.

The Incident Team Leader shall immediately mobilise an appropriately resourced Incident Team.

The Energy Systems Significant Incident Representative shall notify the Energy Systems CEO and ensure the appropriate authority within DNV Group is also notified if deemed necessary. In emergency cases, the DNV Group Emergency Team may be contacted, details for whom can be found here.

5.3 Incident Team composition, tasks and roles

The Incident Team shall comprise all resources deemed necessary and appropriate to the nature of the incident. Appendix 1 contains guidance. DNV Group's Crisis Handling Guidelines can also be used as an aide memoire.

Once mobilised, team members shall prioritise activities to the degree necessary to adequately support the team in managing the incident.

5.4 Incident evaluation and follow-up

The relevant GSAL will take a leading role in the review of incidents related to quality of delivered services, and with support from the Head of Quality, Health, Safety, Information Security and Environment (QHSSE) will review all incidents of a technical nature or related to Energy Systems services. Where investigation or review suggests amendment of standards, policies, operating procedures, or service instructions is required, the GSAL and Head of QHSSE shall instigate appropriate action.

The findings and any learning points from incident evaluation will be shared per DMSE-12-2-A1 Development and Communication of Learning Points, being mindful of confidentiality and limitations following advice from Global Contracting or Group Legal.

6 CRISIS MANAGEMENT DRILLS AND EVALUATION

Energy Systems Significant Incident Representative shall ensure an annual drill or table-top exercise is conducted to test the effectiveness of this procedure and thereafter share any learning points.

The Head of QHSSE shall support this process and review the suitability of this procedure following such drills/exercises.

7 BUSINESS CONTINUITY

Business continuity plans in Energy Systems shall be based on:

- Identification of risks (consequence and frequency)
- Decision on acceptable risk levels
- Implementation of necessary measures/controls

Such plans may distinguish between continuous (no interruption allowed) and resilient (some interruption allowed) provision of services.

As threats and countermeasures may differ from one region/unit to another, each Regional Director shall determine the need for a business continuity plan at regional and/or local-unit level. As a minimum there shall be a regional plan. Focus shall be on IT system and standard office/home-working facilities availability (e.g. server, laptop, internet, telephone, electricity).

Each business continuity plan shall:

- Define the criticality of business processes and their dependence on IT systems and office/home-working facilities
- List associated risks and identify all non-acceptable risks
- Define for each IT system and office/home-working facility related to non-acceptable risks the alternative scenarios for performing these processes for:
    - 1-3 business days
    - 3-20 business days
    - 21+ business days
- Define which resources and facilities are needed to continue operation.

Each business continuity plan shall be documented and reviewed annually. Where deemed appropriate, business continuity plans can be incorporated into unit Red Folders.

8 REFERENCES

DMSG-9-P5 Incident Management

DMSE-12-2 Handling of Quality, HSE and Information Security Cases and Audit Findings

DMSE-12-2-A1 Development and Communication of Learning Points

DMSG-13-P1 Health and Safety

DMSG-19-P1 Emergency Preparedness and Crisis Management

Checklist - DNV Group Crisis Handling Guidelines

9 APPENDICES

Appendix 1: Incident Team composition, tasks and roles (see below)

9.1 Appendix 1: Incident Team composition, tasks and roles

Key incident team members typically include:

- Incident Team Leader
- Response Coordinator (selected by incident team leader, typically a person co-located, with subject knowledge)
- Global Service Area Leader (GSAL) relevant to the incident/service
- Energy Systems Communications Director
- Energy Systems Global Contracting or Group Legal Representative
- Head of QHSSE

Other typical resources, where deemed necessary, include:

- QHSSE and MarComms Business Partners relative to the region
- Technical Expert(s)
- Project Manager (for the project in question)
- Key Account Manager (if a key account)
- Global Data Protection Officer and/or GSS IT (where personal data or information security is involved)
- People Director

Once mobilised, team members shall prioritise activities to the degree necessary to adequately support the team in managing the incident.

Incident team tasks and individual roles

- Secure the input of others who can support response and decision making
- Provide/request support to/from customer/third parties where these have been mobilised
- Maintain customer and other third-party relations and communication
- Gather information on the situation and assess the potential risks and impacts
- Evaluate and agree on actions, including assignment of responsibility and release of resources
- Register the incident in Synergi Life (ref. DMSE-12-2 Handling of Quality, HSE and Information Security Cases and Audit Findings)
- Handle information in a manner which protects confidentiality and avoids speculation
- Initiate incident investigation
- Monitor on-going incident management and review response efficiency and effectiveness

Typical individual roles of key incident team members:

Significant Incident Representative: • Decision maker on points of principle • Instruct the Team Leader, where necessary • Inform and keep updated Energy Systems CEO and DNV Group representative as necessary
Team Leader: • Provide overall leadership and ensure appropriate response relative to incident • Chair meetings and decide on course of action • Approve release of resources and funds within their authority • Secure resource in other BAs/GSS, if necessary • Provide status updates to the Significant Incident Representative • Monitor progress of the incident investigation
Response Coordinator: • Assist the Team Leader with incident management logistics such as: o Registering incoming/outgoing information o Arranging incident team meetings and establishing line and means of communication o Maintaining records of meetings and communications o Tracking actions and preparing status reports o Establishing a secure document/record storage system and maintaining a chronological record of events
Global Service Area Leader: • Engage technical specialist resource as appropriate to the situation • Facilitate and participate in the technical investigation • Take a leading role in incident evaluation and follow-up
Energy Systems Communications Director: • Advise on and manage communication in consultation with the Team Leader and Group CCO • Consult external communication specialists, where necessary
Energy Systems Global Contracting or Group Legal Representative: • Advise on legal implications, privilege, confidentiality, contracts etc. • Consult external legal specialists, where necessary

Head of QHSSE:

- During an incident, ensure internal procedures are followed
- Support the Significant Incident Representative and the Response Coordinator

ESNA Training Matrix

R: Required
O: Optional

				Type of works	Office works / Home office			Travelling to site	Field works - (without electrical works)					Special	Lab works - (without electrical works		
				Applicable to	Office employee	Project Manager	Manager	Travelling employee	Light field workers (end-users visit / site factory visits / pre-consruction sites)	Light field workers (construction or operational sites)	Medium field workers (Installation of meteorological and acoustic equipment at ground level)	Wind turbine / Mast climbers (without electrical works)	PV site workers (no electrical works / no contact with panels / not getting closer to 6ft from electrical systems)	Seattle restricted area workers	All Lab employees	Drivers / Fork / Crane operator	Temp. workers
Training	Type	Duration (h)	Required by	Periodicity													
HSE Induction and Orientation	Internal classroom	1	Law	Initially	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R (for new hires)	R
Basic Health, Safety and Environment (include risk assessment training)	eLearning	0.75	Group	Every 5 yrs	R	R	R	R	R	R	R	R	R	R	R	R	R
Office Ergonomics	eLearning	0.5	ENA	Every 3 yrs	R	R	R	R	R	R	R	R	R	R	R	R	
Back Safety	eLearning	0.75		Initially	O	O	O	O	O	O	R	R	R	R	R	R	
Office Hazard Recognition & Response (include risk assessment training)	eLearning	0.5	Law	Initially	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	
Violence in the Workplace	eLearning	0.75	Law	Initially	R	R	R	R	R	R	R	R	R	R	R	R	
ISO 14001/OHSAS 180001 & DNV GL HSE Management System	eLearning	0.5	Group	Initially	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	
Sustainability in DNV GL	eLearning	0.5	Group	Initially	R	R	R	R	R	R	R	R	R	R	R	R	
Information security (5 modules)	eLearning	0.25	Group	Initially	R	R	R	R	R	R	R	R	R	R	R	R	
Accident Investigation Overview	eLearning	0.75		Initially	O	O	O	O	O	O	O	O	O	O	O	O	
Synergi Life - HSE Incident Module for Managers	eLearning	0.75		Initially			R										
Fire Warden Training - As provided by building owner	External classroom	1		Initially	R (if floor warden)		R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	
Fire Extinguisher training	External classroom	0.5		Initially	R (if floor warden)		R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	R (if floor warden)	
Time Management: Efficient Organization	eLearning			Initially	O	O	O	O	O	O	O	O	O	O	O	O	
Stress Management	eLearning			Initially	O	O	O	O	O	O	O	O	O	O	O	O	
WE in DNV GL (web-based)	eLearning	1	Group	Initially	R	R	R	R	R	R	R	R	R	R	R	R	R
Introduction to Energy's PM standard	eLearning	0.75		Initially	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)
Introduction to DMSE	eLearning	0.5		Initially	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)	R (for hires since Jan 2017)
Managing Individual Performance	eLearning	1		Initially	R	R	R	R	R	R	R	R	R	R	R	R	R
DNV GL Code of Conduct, web	eLearning	0.5		Initially	R	R	R	R	R	R	R	R	R	R	R	R	R
DNV GL's approach to Anti-Corruption and Anti-Trust	eLearning	0.5		Initially	R	R	R	R	R	R	R	R	R	R	R	R	R
Reporting of Misconduct				Initially	R	R	R	R	R	R	R	R	R	R	R	R	R
Harassment awareness course for staff	eLearning	1	Group	every 2 years	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)	R (for California based employees)
Harassment awareness course for manager				every 2 years			R										
Survival guide for new managers	eLearning	4	Recommended	Initially			R										
DNV GL Leadership Expectations	eLearning	1		Initially													
PM Essentials Web Course Energy	eLearning	10		Initially		R (if you failed at PM skills assessor #42430)											
PM The Energy Way	Internal classroom	24	Refer to Crystal King	Initially		R											
Field work Health and Safety (include risk assessment training)	eLearning	2		Initially					R	R	R	R	R	O	R	R	
Personal Protective Equipment	eLearning	0.75		Initially					R	R	R	R	R	R	R	R	
Driving Safety	eLearning	0.75		Initially				R	R	R	R	R	R		R	R	
Field Hazard Recognition - Assessing Personal Risk (include risk assessment training)	eLearning	0.75		Initially						R		R					
Hearing Conservation	eLearning	0.75		Initially						R		R		O			
Hazard Communication and WHMIS	eLearning	0.75		Initially					O	O	O	O	O	O			
Travel to hostile areas	External classroom	1	or internal	Initially				R (if going to RTA)	O (if going to RTA)	O (if going to RTA)	O (if going to RTA)	O (if going to RTA)	O (if going to RTA)				
Introduction to OSHA	External classroom			If required						O		O	O				
OSHA 10 Hour Construction *(replace other trainings)*	External classroom	10		If required						O		O	O				
OSHA 30 Hour Construction *(replace other trainings)*	External classroom	30		If required						O		O	O				
OSHA 10 Hour General Industry *(replace other trainings)*	External classroom	10		If required					O	O	O	O	O		O	O	
Heat and Cold Stress	eLearning	0.75		Initially					R	R	R	R	R		R	R	
Heat and Cold Stress (Washington State)	eLearning	0.75		Annualy					R (for Washington State)	R (for Washington State)	R (for Washington State)	R (for Washington State)	R (for Washington State)		R (for Washington State)	R (for Washington State)	R (for Washington State)
Confined Space entry	eLearning	0.75		Every 3 yrs					R	R	R	R	R		R	R	
Confined Space for wind workers	Internal classroom	1		Every 3 yrs								R					
Excavations & Trench Safety	eLearning	0.75		Initially					R	R	R	R	R				
Hazards of Hydrogen Sulfide (40949526) Introduction to Hydrogen (40949412)	eLearning	0.75		Initially								O (only for sites with H2S hazards)	O (only for sites with H2S hazards)		R (only for sites with H2S hazards)		
Hazards of Benzene	eLearning			Initially								O (if necessary)	O (if necessary)		O (if necessary)	O (if necessary)	
Scaffolds	eLearning			Initially						O (if necessary)	O (if necessary)	O (if necessary)	O (if necessary)		O (if necessary)	O (if necessary)	
Asbestos Awareness	eLearning		law	Initially						O (if necessary)	O (if necessary)	O (if necessary)	O (if necessary)		O (if necessary)	O (if necessary)	
Respiratory Protection (awareness level)	eLearning			Initially						O (if necessary)		O (if necessary)	O (if necessary)		O (if necessary)	O (if necessary)	
Respiratory Protection (includes fit testing)	External classroom			If required						O (if necessary)		O (if necessary)	O (if necessary)		O (if necessary)	O (if necessary)	
ASP Card (Canada)	External classroom	30		If required						O (if required by client)		O (if required by client)	O (if required by client)		O (if necessary)	O (if necessary)	
Machine Guarding				If required										O	R	R	
Laboratory SHE	eLearning			Initially										O	R	R	
Ionizing Radiation	eLearning			Initially											R	R	
First Aid + AED + CPR	External classroom	8	Group	Every 2 yrs					R	R	R	R	R	R	R	R	

Blood-borne Pathogens (Required with First Aid/Remote First Aid)	eLearning	0.75		Initially					R	R	R	R	R	R	R	R		
Basic Electrical Safety	eLearning	0.5		Initially						R	R	R	R	R	R	R		
Electrical Installations: Energized Parts - Qualified Persons	eLearning	0.5		Initially						R	R	R	R	R	R	R		
Electrical Safety: Flexible Cord Equipment	eLearning	0.5		Initially						R	R	R	R	R	R	R		
Electrical Installations: Training and PPE	eLearning	0.5		Initially						R	R	R	R	R	R	R		
Electrical Awareness for wind worker	Internal classroom	1		Initially									R					
NFPA 70E: Standard for Electrical Safety in the Workplace	External classroom	8		Every 2 years											R			
Qualified Electrical Worker (QEW) Level A (classroom) (Need NFPA + LOTO authorized + written exam + practical test)	Internal classroom	8		Every 2 years														
Qualified Electrical Worker (QEW) Level B (>240V) (Need QEW level A + written exam on arc flash + X interventions as QEW A)	Internal classroom	10		Every 2 years														
Lockout/Tagout (LOTO), Affected Employee	eLearning	0.75		Initially						R	R	R	R					
Lockout/Tagout (LOTO), Authorized Employees	Internal classroom	1		Every 2 yrs														
Walking & Working Surfaces	eLearning			Initially					R	R	R		R			R	R	
Ladder Safety	eLearning			Initially					R	R	R		R			R	R	
Fall Protection- Climb and Rescue- **Wind**	External classroom			Every 2 yrs								R						
Fall Protection- Climb and Rescue- **Solar**	External classroom			Every 2 yrs									R (if works higher than 4ft)					

	Year / *Anno* (*2018*)	Year / Anno (*2019*)	Year / *Anno* (*2020*)	Year / Anno (*2021*)	Year / Anno (*2022*)
MANHOURS WORKED / *ORE LAVORATE*	22 279 151	21 920 685	20 639 079	21 088 178	22 011 942
FATALITIES / *FATALITA'*	0	0	0	0	0
LTI - *Lost Time Injury*	19 employees 4 contractors	19 employees 3 contractors	14 employees 1 contractors	10 employees 3 contractors	12 employees 1 contractors
DISABILITY / *DISABILITA'*	15	13	17	24	33
LTI FR	0.9*	0.9*	0.7*	0.5	0.5
MTC - *Medical Treatment Cases*	Na	16 employees 0 contractors	4 employees 1 contractors	8 employees 4 contractors	4 employees 3 contractors
RWC - *Restriction Work Cases*	Na	1 employees 0 contractors	4 employees 1 contractor	3 employees 0 contractors	4 employees 0 contractors
TRC FR	2	2	1.89	2.13	2.41
NM - *Near Miss*	380	381	302	294	334
NM FR	17	17	15	14	15

*From January 2018, LTI cases involving other workers (non-DNV GL employees) will be reported and investigated but will not be included in the LTI frequency.

DNV management system

Health and Safety

DMSG-13-P1 Health and Safety

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Revisions in this document:

Rev. no.	Date	Description of revision
3	2023-07-13	Amendments in Section 2.1 emphasizing employees and line managers obligations related to work scheduling and planning to manage fatigue and resilience.
2	2023-01-03	Crisis management moved to an independant process. Overall review and updates to align with the S&R policy and other governance documents.
1	2021-02-19	GSS IT's role in handling IT infrastructure and information security related crisis clarified in section 2.5

1 OBJECTIVE

The objective of the document is to define principles and requirements related to the management of the Safety, Occupational Health and Resilience of DNV employees and those who work for and on behalf of DNV.

2 PRINCIPLES AND REQUIREMENTS

2.1 Safety, occupational health and resilience

PRINCIPLES

- No work is so urgent or important that we cannot take the time to do it in a way that is safe and healthy.
- Employees and those working on behalf of DNV feel confident and empowered to stop work and to intervene where inappropriate behaviours or unacceptable conditions related to safety and health at work are encountered.
- DNV supports openness and active engagement on safety, health and resilience matters, empowering all employees who work for or on behalf of DNV to look after themselves and each other.
- Line Managers and employees shall plan and schedule work to minimize exposure to situations with a high risk of fatigue.

- DNV ensures that risks to safety, occupational health and resilience are managed and that areas for improvement are prioritized.

REQUIREMENTS

- Employees and those working on behalf of DNV are expected to continuously assess the risk relating to their safety and occupational health.
- Employees and those working on behalf of DNV are responsible for taking the necessary actions to protect themselves and others from harm.
- DNV shall provide employees and those working on behalf of DNV with the necessary support, tools and resources to facilitate and manage safety and occupational health risks.
- Line managers are responsible for encouraging and actively engaging employees in the management of the employees' safety and occupational health.
- Work hours shall be in compliance with the local regulatory requirements.
- In addition, planning of work activities shall reduce the potential for fatigue to foster employee resilience. The measures include, but are not limited to, incorporating regular breaks, limiting the number of consecutive night shifts, and allowing for sufficient hours of rest within a 24-hour period.
- Employees shall be encouraged to make use of available tools, training and resources to develop their individual resilience and to stay fit for work.
- Employees and those working on behalf of DNV are responsible for recording hazards, near misses and incidents that affect or could affect the safety, health and resilience into Synergi Life.
- Line Managers shall respect, use and act upon employee feedback in order to improve safety, occupational health and resilience-related support, tools and resources in DNV.
- Line Managers shall actively work to avoid and limit exposure to psychosocial stressors.

REFERENCES

Safety & Resilience policy
Resilience framework landing page
Synergi Life case registration
Incident and hazard investigation for Synergi Life cases

2.2 Field work, laboratories and test sites

PRINCIPLES

- Employees and those working on behalf of DNV are provided with the necessary training, support, tools and resources to facilitate and manage the safety and occupational health-related risks associated with work in the field, laboratories and test sites.
- Human factors are considered when planning and undertaking field work and laboratory/test site work.

REQUIREMENTS

- Business areas shall provide instructions, guidance or similar for managing field work health and safety risks and how to exercise the authority to stop work.
- Employees and those working on behalf of DNV who are involved in activities that have the potential for fatal or other serious consequences, shall have the required competence, capability and training to undertake the work.
- PPE shall be made easily available to all employees and those who work on behalf of DNV.
- Laboratories/test sites shall maintain documented arrangements for the efficient and effective management of occupational health and safety risks, for legal compliance as well as for improvement measures.
- Laboratory/test site infrastructure, equipment, processes and emergency arrangements shall be maintained, monitored and reviewed. Particular attention shall be given to occupational health and safety-critical operations and the management of change.
- Risk assessments shall be performed to determine what action is required to reduce risk related to safety and occupational health to an acceptable level.

REFERENCES

Maritime Quality and Safety
Energy Systems HSE

2.3 Travel and driving

PRINCIPLES

- Employees and those working on behalf of DNV are responsible for assessing whether they are fit for travel, and they shall adequately assess the safety and health risks associated with traveling and driving.
- Employees and those working on behalf of DNV are provided with the necessary training, support, and resources to facilitate and manage the risks associated with travel and driving.

REQUIREMENTS

- Employees shall use the DNV travel portal to identify travel restrictions and health requirements for their country of destination, and follow DNV's travel approval procedures.
- Recommendations for hotels, taxis, and public transport should be requested from local DNV offices, designated travel agencies or the customer.
- Booking of travel and accommodation shall only be made through designated/DNV approved travel agencies. The customer may make the travel arrangements for low-risk destinations.
- Employees shall download the ISOS app and regularly check-in through the app when travelling.
- Employees shall consult the Country Chair about travel to regions that DNV and/or ISOS have identified as high risk.
- Employees who experience an emergency safety and/or medical situation while in the country of travel, shall contact the insurance company and ISOS, in addition to their line manager and/or Country Chair and/or local DNV office if present.

- Before driving, employees shall consider whether they are fit to drive safely and make alternative arrangements if necessary.
- Driving under the influence of alcohol and/or illicit drugs and medication is prohibited.
- Safety belts shall always be used.
- Texting, e-mail handling, and web surfing while driving is prohibited as mobile phones should not be used for these purposes whilst driving.
- No more than 50% of the EC, ELTs, and teams/units travelling together should travel on the same flight.

REFERENCES

ISOS landing page
Travel pages

2.4 Risk register and risk assessment

PRINCIPLES

- No activity shall be undertaken unless associated risks have been identified and reduced to an acceptable level.

REQUIREMENTS

- Risk assessments shall be undertaken at the planning stage of activities and documented, and, to the extent possible, involve people associated with the activity.
- Group People Safety and Resilience is responsible for the hazard identification and risk assessment process associated with aggregated field and common operations (office, travel and driving), as generated from the risk assessments delivered by the BAs and GSS.
- BA HSE and laboratory/test site managers are responsible for the hazard identification and risk assessment process associated with work in the field and in laboratories/test sites.
- GSS are responsible for country-level hazard identification and risk assessment associated with common office operations, travel and driving.
- An HSE (Health, Safety, Environment) risk register shall be maintained, as a minimum, at the BA level for field issues and at country level for common risks.
- Synergi Life shall be used as a tool for recording risks.

REFERENCES

Synergi Life

2.5 Management of legal compliance

PRINCIPLES

- DNV shall, as a minimum, comply with all relevant Safety and Health legislation in all our countries of operation

REQUIREMENTS

- Within each country, there shall be mechanisms in place for GSS to ensure:
  - Identification of HSE legal requirements applicable to DNV in each country (across business areas)
  - Communication of applicable requirements to concerned functions/units for review and actions as necessary
  - Evaluation of the compliance status at defined intervals and documentation, as appropriate
  - Reporting compliance or non-compliances to stakeholders as required legally or otherwise
- The Business Areas are responsible for ensuring compliance for operational matters (i.e., field and laboratory risks).
- The Country Chair function is accountable for confirming compliance with all relevant HSE legal requirements in a country. GSS is responsible for supporting Country Chairs in documenting compliance for common risks.

REFERENCES

HSE Roles and Responsibilities

2.6 Competence and training

PRINCIPLES

- The competence level of employees and those working on behalf of DNV shall be appropriate to safety, occupational health and resilience risks associated with the tasks performed.

REQUIREMENTS

- All employees and those working on behalf of DNV shall complete the Basic Safety and Resilience Course, which is to be repeated every five years.
- Provision shall be made to maintain and develop competence on safety, occupational health and resilience.
- Safety, occupational health and resilience competence and training requirements shall be identified.
- Managers shall ensure that employees and those working on behalf of DNV meet training requirements for safety and occupational health, and that an appropriate level of supervision is provided.
- Individual training records of DNV employees shall be available in Partner.

REFERENCES

My Learning

2.7 Continuous improvement

PRINCIPLES

- We aim to improve our safety, occupational health and resilience performance through:
    - Setting objectives that are appropriate to the nature of our activities and through the implementation of plans to achieve these objectives
    - Measuring and monitoring the efficiency and effectiveness of our key processes and implementing improvement initiatives
    - Using incidents, including near misses, as an opportunity to learn from the experience
    - Employee consultations and active employee involvement

REQUIREMENTS

- Our safety, occupational health and resilience improvement objectives shall be aligned with our overall sustainability goals and ambitions.
- Periodic reviews shall be carried out of safety, occupational health and resilience performance, achievement of objectives and status of implementation of plans.
- Work-related incidents, near misses and ill health related to occupational health and safety shall be reported and followed up in Synergi Life. This includes cases related to stress.
- Corrective actions shall be in line with the potential consequences of the incident or non-conformities encountered and the effectiveness of these actions shall be checked.
- System/process/project audits carried out by Group/BA functions shall include office tours that cover the full scope of safety, occupational health and resilience.
- Managers shall promote open and two-way engagement in the improvement of occupational health and safety in DNV.

REFERENCES

Synergi Life
HSE Gateway
Resilience Gateway