

# HSEQ CULTURE

[www.dietsmann.com](http://www.dietsmann.com)

MAINTENANCE IS OUR CORE BUSINESS, HSEQ ARE OUR CORE VALUES

  
**Dietsmann**  
Maintaining Energy



# OUR CORE BUSINESS

Dietsmann is the leading independent specialist in Operation & Maintenance services for continuous-production plant in the oil & gas, conventional and nuclear power generation industries.

Maintaining and increasing energy production is our core business. We are dedicated to planning and managing the Operation & Maintenance of continuous-production plant in the oil & gas, conventional and nuclear power generation industries in a way that ensures that safe operational performance is optimized, availability is maximized and cost is minimized. In short, we specialize in maintaining our clients' production facilities and power plants so that they do what they should at minimum cost.

Our thorough knowledge of all the major types of plant, equipment and components means that otherwise disparate and specific maintenance activities can be consolidated, coordinated and managed by one trusted independent partner.

Operation & Maintenance is a comprehensive, specialized activity that starts with understanding the plant and its processes as well as the objectives of the owner. Effective maintenance increases the 'up-time' of the facilities - the time the plant is available for production. In addition to increasing operating revenue, professional maintenance also extends the productive lifetime of the assets. The result is a reduction of the clients' capital expenditure.

A number of major international and national energy companies and other clients entrust us with the Operation & Maintenance of their production facilities. This allows them to focus on their own core activities while benefiting from the over 40 years of experience Dietsmann has accumulated in operating and maintaining hundreds of production installations around the world. This has enabled us to develop an unrivalled understanding of how, when and where to apply the most effective operational methods and specialist maintenance technology.

We are not only committed to reducing the environmental impact of our clients' plant, we are also committed to conducting our own activities in a manner that avoids any harmful effect on the environment.

We minimize the production of waste by the effective use of resources and materials and promote the recycling of materials when waste cannot be eliminated. We dispose of waste materials in an environmentally-responsible manner and reduce polluting emissions to air, water or land to a practicable minimum. We strive for the continuous improvement of methods for identifying, assessing and controlling environmental impact.

# DIETSMANN'S QUALITY CULTURE

Our quality culture contributes towards the effectiveness of our quality management system and the continuous enhancement of the quality of our services.



## DIETSMANN QUALITY POLICY

Dietsmann's Quality Policy focuses on the continual enhancement of the quality of the Company's services through the implementation of the high standards applicable to all Dietsmann branches and projects. The implementation and maintenance of Quality Management Systems ensures that the quality of all Dietsmann projects is continuously improved, measured, evaluated and validated for effectiveness both internally and externally.

## DIETSMANN CERTIFICATION

The Dietsmann Management System covers the entire range of the products and services offered by all certificated Dietsmann subsidiaries.

- Continual improvement of the quality of products and services offered to clients;
- Dietsmann's involvement in the long-term quality approach;
- Dietsmann's commitment to maintaining the focus on enhancing client satisfaction.

## MONITORING AND MEASURING QUALITY PERFORMANCE

**Dietsmann ensures the continuous measurement of process performance through:**

- Quality objectives and related indicators;
- Analysis of the results of internal quality audits;
- Analysis of the results of external audits (certification organizations, clients).

### Integrated management system

ISO 9001, ISO 14001 & ISO 45001	Bulgaria, France, Russia, Romania
ISO 9001:2015	Angola, Republic of Congo, Monaco, Nigeria, Gabon
MASE (Company Safety Improvement Manual)	France

Dietsmann certification can be viewed on [www.dietsmann.com](http://www.dietsmann.com)

Dietsmann's Management System integrates the new initiatives related to socially-responsible behavior (ISO 26000) and initiatives related to energy management systems requirements (ISO 50001).

## THE ADDED-VALUE OF DIETSMANN'S CERTIFICATION FOR CLIENTS

- Continual respect of clients' requirements;
- Guaranteed compliance of Dietsmann's Management System with ISO 9001 International Standards;

## MEASURING CLIENT SATISFACTION

Dietsmann's subsidiaries carry out specific client satisfaction surveys. The method for evaluating client satisfaction is continually being improved (examples: IT internal satisfaction survey, HR Training internal satisfaction survey, internal and external client satisfaction surveys).



# DIETSMANN'S HSEQ CULTURE FOR ALL EMPLOYEES

EMPOWERING OUR TEAMS TO BE THE CORNERSTONE OF OUR HSEQ SYSTEM

Our main priority is to carry out our activities without accident or incident. To achieve this our employees have to know their HSEQ responsibilities and duties and they have to master HSEQ tools. To ensure this is the case Dietsmann has implemented its own set of HSEQ Culture programs - one program for each hierarchical level - as defined in our HSEQ Culture training matrix. First of all, every employee, whatever their position, receives an HSEQ Induction training. Employees are divided into three categories according to whether they work on operational sites, in the office or are a member of the Group's management team.

## HSEQ CULTURE FOR OPERATIONAL STAFF

Dietsmann's HSEQ Culture for operational staff comprises four different training courses to cover different operational positions:

- **Operational Management HSEQ** for Site Managers and Contract Site Representatives
- **Leader HSE** for Supervisors
- **Garant HSE** for Foremen
- **Performer HSE** for Technicians



## HSEQ CULTURE FOR OFFICE STAFF

Dietsmann does not focus solely on operational staff, it also believes occupational risks in the office must be taken into consideration.

Two levels of training have been defined for staff working in Dietsmann's offices:

- **Office HSEQ Training Level I** for all office employees
- **Office HSEQ Training Level II** for Department Heads



HSEQ CULTURE  
**MANAGERS**

HSEQ CULTURE  
**OFFICE STAFF**

HSEQ CULTURE  
**OPERATIONAL STAFF**

**HSEQ INDUCTION**  
FOR ALL

## HSEQ CULTURE FOR MANAGEMENT

Because a Manager has to act as a Team Leader and should set an example to the team, Dietsmann has implemented a HSEQ Culture Program for the Management including the Top Management:

- **Management Level I** for Strategic Business Unit Managers (SBU) and Project Managers
- **Management Level II** for Group Managers, Regional Business Unit Managers (RBU) and Country Managers

## HSEQ CULTURE FOR ALL EMPLOYEES

**HSEQ Induction:** Every new employee, whatever their position, receives an HSEQ Induction. After the HSEQ Induction every employee is given a Safety Handbook containing the key points of the HSE Rules.

**MANAGEMENT  
HSEQ LEVEL II**

GROUP MANAGER  
REGIONAL BUSINESS UNIT (RBU) MANAGER  
COUNTRY MANAGER

**MANAGEMENT  
HSEQ LEVEL I**

SBU,  
DPT SBU,  
PROJECT MANAGER,  
PROJECT COORDINATOR,  
DPT PM

**THE HSEQ CULTURE IS WHAT WE THINK  
AND WHAT WE DO  
WHEN WE THINK NO ONE IS WATCHING US!**














# 12 SAFE MAINTENANCE RULES

## A SAFETY IDENTITY LINKED TO OUR CORE BUSINESS



Dietsmann has developed twelve rules that cover HSE aspects directly linked to its maintenance activities. The Dietsmann 12 Safe Maintenance Rules are supplementary to clients' rules and do not replace them. Dietsmann's priority is to ensure the application of its clients' rules on site is in perfect harmony with Dietsmann's rules.

### OUR 12 SAFE MAINTENANCE RULES CONCERN:

- |  |                     |   |                             |   |                                    |
|--|---------------------|---|-----------------------------|---|------------------------------------|
|  | Safe system of work |  | PPE                         |  | Chemical exposure                  |
|  | Pre-job meeting     |  | Portable working tools      |  | Work at height                     |
|  | Hazard isolations   |  | Lifting operations          |  | Confined spaces                    |
|  | Incident reporting  |  | Driving a motorized vehicle |  | Cleaning and tidying working areas |



# THE 9 IOGP LIFE-SAVING RULES FOR THE OIL & GAS INDUSTRY



## LIFE SAVING RULES



The IOGP launched a simplified set of Life-Saving Rules to inform workers in the oil & gas industry regarding actions they can take to protect themselves and their colleagues from fatalities.

## THE 9 IOGP LIFE-SAVING RULES CONCERN:



Bypassing Safety Controls



Energy Isolation



Safe Mechanical Lifting



Confined Space



Hot Work



Work Authorisation



Driving



Line of Fire



Working at Height

# THE DIETSMANN HSEQ GALAXY

## THE GRAVITY BEHIND OUR BUSINESS

The HSEQ management system provides the framework for how the different aspects of HSEQ are addressed in Dietsmann's offices and workshops throughout the duration of projects.

The Dietsmann culture is based on the firm belief that health, safety and environment requirements should come before all economic considerations. Dietsmann takes a proactive approach to guaranteeing a safe, healthy working environment and the best service quality.



Leadership & commitment

HEALTH

Anti-corruption

SAFETY

Ethics

SUSTAINABLE DEVELOPMENT

Regulation monitoring

Training

Rules & procedures







**Risk assessments**

**HSEQ awareness**

**QUALITY**

**ENVIRONMENT**

**Customer satisfaction**



**SECURITY**

**Audits & inspections**



**Emergency response plan**



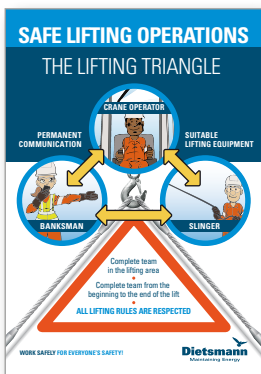
**Performance monitoring**

# ANNUAL SAFETY CAMPAIGNS

## AN ANNUAL HSE FOCUS FOR A WORLD CLASS HSE PERFORMANCE

Each year Dietsmann selects the “HSE Subject of the Year”. This HSE subject is then the focus of the year’s HSE annual communication campaign to reinforce Dietsmann employees’ awareness. Throughout each annual campaign, Dietsmann and all its affiliates focus on one specific subject.

### LIFTING OPERATIONS CAMPAIGN



- Prepare the lifting action
- Evaluate the load
- Ensure the load is a single block
- Select the lifting equipment
- Carry out a visual inspection of equipment prior to use
- Lifting equipment must be suitable for the job
- Attach the lifting equipment to the load
- Check the lifting angle
- Protect the lifting slings and chains from sharp edges
- Now you can put the lifting equipment under tension

### DRIVING CAMPAIGN



- Speed limits
- Using means of communication
- Driving under the influence of drugs or alcohol
- Convoys / escorts
- Driving a forklift at work

### HANDLE WITH CARE CAMPAIGN



- Assess the load: its weight, size, shape, grip
- Look around: check the floor surface, check your route for obstacles
- Think and lift: the movements, position, tools, beware
- Take your back back home

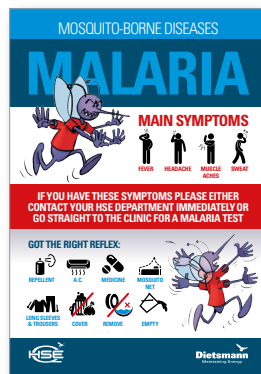


## HAND CARE CAMPAIGN



- Portable working tools
- Chemical or thermal burns
- Gloves
- Infections
- Rotating machinery
- Electrical risk
- Immobilized working tools
- Pinching and crushing
- Working methods
- Hygiene

## MALARIA PREVENTION CAMPAIGN



- Awareness: recognizing malaria
- Bite prevention: controlling mosquitoes
- Diagnosis: early recognition!
- Chemoprophylaxis: use preventive medication

## FLU PREVENTION CAMPAIGN



- Severe annual disease
- Symptoms recognition
- Diagnosis & Treatment
- Vaccine is the most effective way to prevent the flu
- Seasonable flu vaccine to be done each year



# DIETSMANN'S OCCUPATIONAL HEALTH PROGRAM

Dietsmann provides all its employees with a safe and healthy workplace, both onshore and offshore, together with high standards of occupational hygiene. Key performance indicators and targets for HSEQ issues are set together with clients and measured, benchmarked and reported against the best available standards stipulated by national and international legislation.

In order to establish an occupational health program that encompasses the wide range of environments in which Dietsmann operates, all subsidiaries are provided with a structure that should be followed for all employees to ensure their continued health while working. This corporate program is supplemented on a per country basis with additional components relating to occupational health based on the specific legal, environmental and cultural contexts in the country concerned.

## **FITNESS TO WORK**

It is a mandatory requirement that all Dietsmann employees and contractors undergo a medical check-up and are declared fit to work by the Doctor before starting work.

Medical check-ups include:

- Laboratory investigations
- Cardiovascular function
- Respiratory system function / Lung X-Ray
- Eyesight tests
- Hearing tests
- Abdominal examination
- Vital signs (pulse, blood pressure etc.)
- Drug and alcohol usage tests



Medical check-ups are repeated either annually or every two years depending on the subsidiary, the local context, the employee's age and type of work, and the contract requirements.

## **HEALTH MONITORING AND RECORDS**

Stringent records are kept of all medical check-ups in order to ensure all employees have valid fitness to work certificates and to maintain records of hearing test results as part of a hearing conservation program aimed at preventing employees from suffering noise-induced hearing loss.

Several additional health control programs are also implemented:

### **TUBERCULOSIS CONTROL PROGRAM**

Identified during the chest X-ray and, if necessary, followed-up by the specific testing for tuberculosis of the employee concerned and his/her colleagues.

### **DRUGS AND ALCOHOL CONTROL PROGRAM**

To ensure adherence to Dietsmann's policy regarding substance abuse, the program involves testing as part of the regular medical check-up and randomly at other times when activities involving specific risks are performed or an accident has taken place.

### **SICK LEAVE MONITORING AND CONTROL PROGRAM**

Absence due to sickness is recorded and the causes closely monitored so any work-related factors can be identified. Follow-up procedures and annual targets have been established to reduce employee absence due to sickness.



# CORPORATE SUSTAINABILITY

As Dietsmann is in the energy business we understand and accept that the Company operates in a sector in which it must meet the highest levels of expectation from all its stakeholders with regard to social responsibility and sustainability. In conducting its business Dietsmann is inspired by and committed to upholding the principles of integrity, respect, loyalty, efficiency and transparency.

Since the Company became a signatory to the United Nations Global Compact at the end of 2011 we have worked continuously on the further development of our Corporate Social Responsibility (CSR) strategy – our sustainability strategy - by formulating our global approach, structuring our responsibility-oriented actions and integrating the Global Compact's principles in the areas of human rights, labor rights, environment and anti-corruption into our business strategy, culture and daily operations.

Dietsmann complies with the stipulations of the Dutch Corporate Governance Code, the principles and best practices of good Corporate Governance, ethics and anti-corruption legislation and regulations, and all applicable legislation in every country in which we operate.

This compliance, as well as the measures that have been included in Dietsmann's overall strategy in order to ensure we achieve the highest standards of Corporate Social Responsibility and integrate the principles of the United Nations Global Compact into our day-to-day work, plays an intrinsic role in Dietsmann's long-term vision and strategy and is summarized in its Corporate Sustainability Report.

Dietsmann is also committed to meeting the United Nations Sustainable Development Goals linked to its activities.





# DIETSMANN'S ENVIRONMENTAL AWARENESS CULTURE

Since its foundation Dietsmann has never received a Notice of Violation for environmental issues nor has it been subject to any monetary or other sanctions for non-compliance. The operation and maintenance activities Dietsmann carries out for its clients are always conducted in the most environmentally-sustainable manner in order to minimize any damage to local ecosystems.

Awareness of the potential impacts of its activities around the world has led to Dietsmann drawing-up both an environmental protection policy and a dedicated environmental management system at a Group level. The policy is in-line with ISO 14001 and Dietsmann's HSEQ charter.

## ENVIRONMENT PROTECTION POLICY

The environment is of major concern to Dietsmann in all of its activities. Dietsmann upholds the United Nations Global Compact Charter & the Rio Declaration on Environment and Development and strives to minimize the Company's environmental footprint.

## ENVIRONMENTAL STRATEGY

Dietsmann's strategy of implementing its corporate policy related to environmental protection and its environmental management system in all its activities is closely monitored through the formulation of environmental

objectives, performance monitoring and the on-going review of current environmental legislation and regulations applicable to Dietsmann's activities.

## TRAINING AND PROMOTION

Environmentally-responsible practices are established through training and induction.

- Turning off lights to reduce energy consumption;
- Effective waste segregation;
- Awareness of natural habitats.

## WASTE MANAGEMENT

Waste is removed from sites and disposed of by fully-licensed contractors operating in accordance with the relevant national legislation. All the subsidiaries are encouraged to reduce waste where possible through the setting of annual targets.

# OVERVIEW OF REFERENCES WORLDWIDE

[www.dietsmann.com](http://www.dietsmann.com)

## THE NETHERLANDS (GROUP HOLDING)

Wilhelminasingel, 19  
4818 AC Breda  
The Netherlands  
tel: +31 76 530 19 88  
fax: +31 76 521 63 88

## MONACO (GLOBAL SUPPORT & COORDINATION OFFICE)

Gildo Pastor Center  
7, rue du Gabian  
MC 98000 Monaco  
tel: +377 93 10 10 10  
fax: +377 93 10 10 11

## UNITED ARAB EMIRATES (SUPPORT & COORDINATION OFFICE)

Office 4002, JBC-1 Tower  
Cluster G, JLT, DMCC  
P.O. Box 450171  
Dubai  
UAE  
tel: +971 (0)4 458 1662

## ANGOLA

**Sonadiets Limitada**  
Rua Augusto Silverino Ferreira  
10/12 - 1º Andar  
Maculusso, Luanda  
Angola  
tel: +244 222 440 657

## BOLIVIA

Calle M. Terrazas, 14  
Barrio Equipetrol  
Santa Cruz de la Sierra  
Bolivia  
tel: +591 3 3705115

## BULGARIA

**Dietsmann**  
1202 Sofia, Serdika district  
14 Kozloduy Street, floor 3  
Administrative building - Block A  
Bulgaria  
tel: +359 888 98 06 06  
+359 28 13 35 77  
fax: +359 28 13 35 06

## (CORRESPONDENCE ADDRESS)

„Flora Panorama“  
8000 city of Burgas, h.d. Lazur  
11 Veliko Tarnovo Street  
floor 1, Office 4/5  
Bulgaria

## CONGO (THE REPUBLIC OF)

Avenue de Loango  
Boite Postale 1775  
Pointe Noire  
The Republic of Congo  
tel: +242 22 294 44 71  
fax: +242 22 294 43 50

## CYPRUS

Krambis Building, Office 201  
Stasikratous Street 20  
1065 Nicosia  
Cyprus  
tel: +357 222 50 446

## FRANCE

**Salies du Salat**  
Zone Industrielle  
31260 Salies du Salat  
France  
tel: +33 5 61 98 46 70  
fax: +33 5 61 97 48 43

## Toulouse

8, rue Paul Mesplé  
31100 Toulouse  
France  
tel: +33 5 61 43 81 10  
fax: +33 5 61 43 81 12

## GABON

Base Industrielle BP 1138  
Port Gentil  
Gabon  
tel: +241 77 17 08 80

## GHANA

**Dietsmann Ghana**  
36, Cantonments Crescent  
P.O. Box CT 6622  
Cantonments, Accra  
Ghana  
tel: +233 (0) 30 276 5383  
fax: +233 (0) 30 276 2810

## ITALY

Via Abruzzi nr 25  
00187 Roma  
Italy  
tel: +39 06 42020452  
fax: +39 06 42010196

## KAZAKHSTAN

**Atyrau**  
Kanysh Satpayev Street  
Building, 17B  
060012 Atyrau, Atyrau Oblast  
Republic of Kazakhstan  
tel: +7 7122 586 349/50  
fax: +7 7122 586 348

## Aksai

Druzhba Narodov Street  
2nd floor 27/2, 090300 Aksai  
West Kazakhstan Region  
Republic of Kazakhstan  
tel: +7 71133 75 5 98  
+7 71133 75 5 97

## KUWAIT

Al-Sharq Area - Block 5  
Jaber Al-Mubarak Street Plot 11  
Al-Shorouq Tower 2 - Floor 12  
Kuwait City  
Kuwait  
tel: +965 222 54 290

## LIBYA

**Dietsmann Libya**  
Ahmed Ben Yazeed Street  
Hay Al Andalusi No.2, Tripoli  
P.O. Box 93446 Tripoli Tower  
Libya  
tel: +218 21 4782813/4/5  
fax: +218 21 4782816

## MOZAMBIQUE

Rua Zedequias Manganhela, 267  
Kampfumu, Maputo  
Mozambique  
tel: +258 84 3232750

## NIGERIA

**NetcoDietsmann**  
NDPHC Building (Nigeria Delta  
Power Holding Company)  
First Floor, Plot 1490  
Samuel Ademulegun Street  
Central Business District  
FCT Abuja  
Nigeria  
tel: +234 (0)80 988 855 32  
+234 (0)80 988 855 31

## QATAR

Al Jazi Tower  
15th floor West Wing  
P.O. Box: 24781, Doha  
State of Qatar  
tel: +974 44065111

## ROMANIA

Cubic Center  
18 Pipera Boulevard  
Jud. Ilfov  
077190 Oras Voluntari  
Romania

## RUSSIA

BC "GlassHouse"  
Lyusinovskaya, 36/1  
Moscow, 115093  
Russia  
tel: +7 495 287 84 75

## SOUTH SUDAN

Juba Regency Hotel  
Kololo Road  
Kololo - Central Equatoria State  
Juba  
Republic of South Sudan  
tel: +211 (0)920 010 292

## SWITZERLAND

7, rue des Alpes  
1201 Geneva  
Switzerland  
tel: +41 22 73 83 591  
fax: +41 22 73 83 59



Issued: November 2020

  
**Dietsmann**  
Maintaining Energy