

HSE PROCESS

Process Description

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Valid for: Avinor AS, Svalbard Airport

1. Purpose

Ensure that strategic and overarching plans comply with laws and agreements, and that they are adhered to and followed up. The goal is to strengthen the health, environment, and safety culture and to ensure that HSE is clearly integrated into daily work routines across all levels.

2. Description

The HSE process area includes a grouping of processes:

- HSE-based risk management
 - Health-promoting work
 - Personal safety
 - Chemical and biological work environment
 - Safety representatives
 - HSE/SHA in projects
 - Physical work environment
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3. Implementation

3.1 HSE-based Risk Management

1. Safety Inspections

- Safety inspections are an important part of assessing the work environment and aim to identify and follow up on any deficiencies or unsafe conditions.
- They are also a preventive measure in HSE work.
- The manager is responsible for ensuring that safety inspections are conducted in collaboration with the safety representative.
- At Avinor, at least one safety inspection must be conducted annually for each safety area.

- Larger safety areas may require multiple inspections.
- Additional inspections may be necessary if significant changes occur in the workplace.

Execution:

- The manager is responsible for conducting the safety inspection.
- Must be conducted regularly and at least once a year.
- Relevant parties must be invited to participate.
- The manager and the safety representative for the area must participate.
- A report must be written and registered by the manager in the 360 system.
- Any deviations identified during the inspection must be registered in the IFS system.

Documents:

- IN01720 HSE-Based Risk Management - Safety Inspection
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2. Safe Job Analysis (SJA)

- SJA is used to assess the risks of a specific work task.
- It does not replace general risk assessments.
- The analysis is a systematic and step-by-step review of all hazards associated with a work task.
- SJA is primarily conducted before starting a specific task but must also be performed if uncertainties arise during the work.

Key considerations in SJA:

- What can go wrong?
- What causes it to go wrong?
- How can we prevent it from going wrong?
- Decide on safety measures and assign responsibility and deadlines for implementation.

Execution:

- SJA is conducted:
 - When risk elements are not sufficiently addressed in existing procedures or work descriptions.
 - When changes occur in the work or conditions differ from the original plan.
 - When dangerous conditions or unexpected situations arise during work.
- All involved in the work must participate in the SJA.

- For corrective maintenance, the need for SJA is assessed by the responsible manager in collaboration with those performing the work.

Documents:

- SS01253 HSE - Questions for Idea Brainstorming
 - SS01252 HSE - Needs Assessment for Safe Job Analysis
 - SS01251 HSE - Template for Safe Job Analysis
 - IN01914 HSE - Safe Job Analysis
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3. HSE Risk Assessment / Risk Analysis

- All units in Avinor must maintain an updated risk profile in accordance with the Internal Control Regulations and the strategic plan.
- Each unit must identify hazards and assess risks to personal safety in the workplace.
- Risk assessments must identify risk-reducing measures.

Execution:

- Identify hazards.
- Analyze hazards.
- Evaluate operational risk.
- Manage operational risk.
- Monitor hazards/operational risk.

Documents:

- PB00024 Operational Risk Management - Process
 - IN00072 Operational Risk Management - Grading and Acceptance Criteria
 - SP00040 Operational Risk Management - Template for Risk Analysis
 - VD00470 Operational Risk Management - Risk Assessment of Work Environment
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4. Coordination Responsibility

- Avinor has coordination responsibility at all airports it owns and operates.
- This includes ensuring that other actors/tenants and hired personnel comply with applicable laws.

Execution:

- Each employer must ensure their own operations comply with applicable laws to ensure a safe work environment for their employees.

- Necessary and mutual information must be shared between the main company and other actors.
- Coordination agreements must be signed with all actors in connection with contract agreements

3.1 HSE-Based Risk Management (Continued)

5. Work Permits

- A work permit (WP) is a written authorization that must be in place before performing defined work considered high-risk.
 - Work can only commence once prior approval has been granted, and operational and safety requirements have been met, documented, and cleared.
 - A WP serves as an operational safety barrier against unwanted incidents.
 - It sets requirements for both the personnel performing the work and the operational and safety preparations to ensure the work is carried out safely.
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6. Hazardous Work

- Hazardous work involves operations that pose a particular risk to life and health.
- Such work must be risk-assessed, and risk-reducing measures must be implemented to bring the risk to an acceptable level.
- The manager is responsible for ensuring that the risk is at a defensible level.

Execution:

- All hazardous work must be risk-assessed before starting.
- If the work involves particular risks to life or health, a written instruction must be prepared detailing how the work should be performed and what safety measures should be implemented.
- For certain types of hazardous work, a work permit (WP) is required, such as:
 - Hot work
 - Work at height
 - Entry into confined spaces
 - Work in culverts

Documents:

- IN02837 HSE - Hazardous Work - Work in Culverts
- IN01443 HSE - Use of Transport Doors in Terminal Building Facades
- IN01508 HSE - Work in Pump Stations
- SS01244 HSE - Hazardous Work - Stopping and Reopening Work Sites

- IN01908 HSE - Hazardous Work - Stopping/Resuming Work with Immediate Danger to Life and Health
 - PR00321 HSE - Hazardous Work - Work in Culverts
 - IN02385 HSE - Hazardous Work - Work at Height
 - IN01976 HSE - Hazardous Work - Work in Runway Light Wells at Oslo Airport
 - IN02626 HSE - Hazardous Work - Access Measures
 - SS01713 HSE - Hazardous Work - Hot Work
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3.2 Health-Promoting Work Environment

7. Illness

- Avinor is an IA (Inclusive Workplace) company, which means both employees and managers actively work to reduce sick leave, strengthen job attendance, and improve the work environment while preventing exclusion and dropout from the workforce.
- Illness related to the work environment must be quickly identified so that measures can be considered, and the employee's rights are safeguarded.

7.1 Frequent Short-Term Absence

- Defined as absence exceeding three instances of up to eight days within three months.

Execution:

- Handled according to the attached document.

Documents:

- PR00378 Leadership and Competence (HR) - Frequent Short-Term Absence
 - SS01639 Leadership and Competence (HR) - Minutes and Action Plan for Clarification Meetings
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7.2 Occupational Illness

- Occupational illness can result from acute or long-term negative influences in the work environment.
- It is crucial to quickly identify illnesses related to work so that measures can be implemented, and the employee's rights are followed up by the immediate manager.

Documents:

- 8.5.1 Leadership and Competence (HR) - Occupational Illness
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7.3 Follow-Up of Sick Employees

- As an IA company, Avinor actively works to reduce sick leave, strengthen job attendance, and improve the work environment while preventing exclusion and dropout from the workforce.
- Illness related to the work environment must be quickly identified so that measures can be considered, and the employee's rights are safeguarded.

Documents:

- PR00079 Leadership and Competence (HR) - Follow-Up of Sick Employees
 - Intranet: Sick Leave Follow-Up in IA in GAT
 - Intranet: Follow-Up Plan NAV
 - Intranet: Form: Follow-Up Plan Avinor
 - Intranet: Follow-Up of Sick Employees for Businesses in Akershus
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3.3 Personal Safety

9. Safety Rounds

- As an essential part of preventive work, safety rounds must be conducted at least four times per year at each airport.

Execution:

- Conducted according to the attached document.

Documents:

- IN04524 Personal Safety - Safety Round
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3.3 Personal Safety (Continued)

10. Personal Protective Equipment (PPE)

- Personal protective equipment refers to all equipment, including accessories, worn or held by employees to protect them against one or more hazards that may threaten their safety and health during work.
- Employees are required to use this equipment.

Execution:

- Conducted according to the attached procedure.
- The procedure includes requirements for the use of work equipment, training, expert inspections, and certification.

Documents:

- PR00333 HSE - Personal Safety - Workwear and PPE

- SS01337 HSE - Personal Safety - Selection of Workwear and PPE
 - IN01963 HSE - Personal Safety - Use and Maintenance of Hearing Protection
 - IN01964 HSE - Personal Safety - Use and Maintenance of Respiratory Protection
 - Folder: HSE - PPE - Local Documents
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11. Work Equipment

- Avinor is obligated to provide necessary work equipment, ranging from data glasses to handling trucks and cranes.
- Some equipment requires certified safety training.
- All safety training must be documented.

Execution:

- Employees must not be assigned high-risk work or allowed to use equipment requiring special precautions unless the manager ensures adequate safety training has been provided and documented.

Documents:

- PR00423 HSE - Use of Work Equipment
 - SS01838 HSE - Personal Safety - Overview of Hazardous Equipment
 - SS01841 HSE - Template - Safety Training for Work Equipment
 - Folder: Personal Safety - Safety Training - Equipment
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12. Personal Injuries

- Personal injuries that occur suddenly and unexpectedly during work and require medical treatment must be reported as HSE deviations with personal injury in Avinor's deviation management system.
- Injuries not requiring medical treatment should be reported as HSE deviations with first aid injuries.

Execution:

- Conducted according to the attached model/document.

Documents:

- SS00918 HSE - Personal Safety - Personal Injury to Other Actors
- SS00916 HSE - Personal Safety - Personal Injury to Own Employees
- SS00917 HSE - Personal Safety - Personal Injury to Passengers
- PR00276 HSE - Personal Safety - Reporting and Notification of Personal Injury

- VD00333 HSE - Personal Safety - Definition of Personal Injury
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13. Violence and Threats

- Avinor employees may be exposed to violence and threats in interactions with the public and passengers.
- This can lead to serious physical, psychological, and social consequences for those affected.

Execution:

- Units must assess the risk of employees being exposed to violence or threats.
 - Employees must receive necessary training in preventing and handling violent and threatening situations.
 - Employees and their representatives must be informed about the routines in place to prevent, handle, and follow up on violent and threatening situations.
 - Employers must ensure that employees exposed to violence or threats receive necessary follow-up, considering the physical and psychological strain caused by the incident.
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14. Lone Work

- Lone work occurs when an employee is alone in a work situation, such as performing a task outside or being alone in a building.
- Lone work can present specific challenges, particularly related to safety.
- If no risk assessment or procedure/instruction exists for the task, a Safe Job Analysis (SJA) must always be conducted before starting the work.

Documents:

- SS02124 HSE - Lone Work
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3.4 Chemical and Biological Work Environment

15. Chemical Handling

- Chemicals can pose a risk to employee safety, health, and the environment.
- The degree of risk depends on the properties of the substance and the level of exposure.
- Employees using or coming into contact with chemicals must handle them safely.
- Managers are responsible for ensuring safe handling of chemicals.

Execution:

- Conducted according to the attached documents.

Documents:

- IN03991 HSE - Storage of Chemicals
- IN01503 HSE - Chemical Handling
- PR00288 HSE - Chemicals
- VD00241 HSE - Risk Assessment of Products in the Chemical Register
- PR00289 HSE - Exposure Scenarios
- VD00238 HSE - Substitution
- VD00240 HSE - Adding New Products to the Chemical Register
- VD00239 HSE - Deleting Products from the Chemical Register

3.4 Chemical and Biological Work Environment (Continued)**16. Biological Factors and Infection Control**

- Biological factors include microorganisms (bacteria, viruses, fungi, and microscopic parasites) and components from microorganisms that can cause health damage to humans.
- These factors are divided into infectious and non-infectious biological factors.
 - Infectious biological factors can lead to infectious diseases.
 - Non-living biological factors can cause other health issues.
- At Avinor workplaces, infectious biological factors are the primary concern.
- Typical examples of work involving exposure include tasks in sewage wells, cleaning personnel, and staff handling toilet service vehicles.

Common sources of exposure:

- Feces, blood, saliva, etc., from sick animals and humans, as well as healthy carriers.
- Needle sticks and sharp objects in waste.

Important routines to limit exposure:

- Clean and dirty zones to prevent contamination (workwear and locker rooms).
- Environmental measures (cleaning, disinfection, and waste management).
- Hand hygiene.
- Personal protective equipment (protection for hands, mouth, nose, and eyes).

Execution:

- Conducted according to the attached documents.
- Units must assess the risk of employees being exposed to biological factors.

- Vaccines must be offered to employees whose tasks involve exposure to biological factors that may pose a health risk.
- Vaccination is carried out by the occupational health service contracted by the unit, and costs are covered by the employer.
- Units must ensure that collaborating actors follow local instructions for using emptying stations/sewage wells for aircraft toilets.

Documents:

- IN03427 HSE - Biological Factors and Infection Control - Cleaning and Waste Management
 - IN03428 HSE - Biological Factors and Infection Control - Work with Water and Sewage
 - IN03426 HSE - Biological Factors and Infection Control - Use of Emptying Stations/Sewage Wells for Aircraft Toilets
 - Folder: HSE - Biological Factors and Infection Control - Local Documents
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3.5 Safety Organization

17. Safety Representatives

- Safety representatives represent all Avinor employees within their safety area, regardless of union affiliation.
- Managers are responsible for ensuring that the safety representative's right to participate is upheld.

Levels of safety representatives at Avinor:

- Avinor's (company-wide) Chief Safety Representative (AHVO).
- Division/Airport Chief Safety Representative (HVO) – applies to all airports in Groups A and B, and a shared HVO for DRL.
- Unit Safety Representative (VO).

Execution:

- Each airport must have at least one safety area.
- Safety areas apply to all Avinor employees working at the airport.
- Units not geographically located at an airport must have at least one safety area.
- Safety representatives are elected in accordance with regulations on organization, management, and participation (§3-2).

Documents:

- LD00070 HSE - Leadership
- IN03540 HSE - Involving the Safety Representative

18. Working Environment Committees (AMU)

- A working environment committee is a collaborative body between employees and employers to advise, decide, and participate in important matters concerning the working environment.
- All Avinor units must have an AMU.

Levels of AMU at Avinor:

- Central Working Environment Committee (SAMU).
- Division Working Environment Committee (DAMU).
- Local Working Environment Committee (AMU).

Execution:

- Conducted according to the attached documents.

Documents:

- IN02164 HSE - Safety Organization - Organization of SAMU/DAMU/AMU
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19. Chemical Committee

- The purpose of the Chemical Committee is to contribute to the efficient management of chemicals and their use at Avinor.
 - The committee is a subcommittee of SAMU and has tasks delegated from SAMU.
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20. AKAN (Workplace Addiction Issues)

- AKAN refers to Avinor's work on preventing and addressing substance abuse and addiction issues.
- The goal is to prevent misuse of substances and gambling, maintain a substance-free work environment, and assist employees struggling with or at risk of developing problems related to substance abuse or gambling.

Execution:

- Conducted according to the attached documents.

Documents:

- PR00407 Leadership and Competence (HR) - Guidelines for Substance Use and Gambling
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21. Peer Support

- Peer support is used in connection with work-related critical incidents incidents

3.5 Safety Organization (Continued)

20.2 Follow-Up (AKAN)

- Suspected or actual violations of Avinor's guidelines for substance use and gambling must be followed up.

Execution:

- Conducted according to the attached documents.

Documents:

- PR00406 Leadership and Competence (HR) - AKAN Follow-Up
 - PR00407 Leadership and Competence (HR) - Guidelines for Substance Use and Gambling
 - AKAN: Guide to the AKAN Model
 - Intranet: Reporting of Critical Conditions
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21. Peer Support

- Peer support is used in connection with work-related critical incidents in the operational environment.
- All peer supporters at Avinor are regularly trained in CISM (Critical Incident Stress Management).
- The arrangement ensures the employer's obligation to provide preparedness for its personnel, in addition to assistance from occupational health services or other health support.

Execution:

- Conducted according to the attached model/document.

Documents:

- IN00485 HSE - Peer Support
 - VD00143 HSE - Peer Support at Avinor
 - IN00487 HSE - Peer Support - Central Support Team (SST)
 - VD00144 HSE - Peer Support - Support Conversations
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22. Occupational Health Service (BHT)

- The occupational health service is used as an expert and advisory body in preventive health, environment, and safety work.

- The manager has an independent responsibility for the work environment in the organization and must involve the occupational health service in:
 - Planning and implementing changes in work and the work environment.
 - Developing guidelines for work processes.
 - Mapping the work environment, conducting occupational health assessments, and evaluating risks.
 - Preventing health damage.
 - Monitoring and following up employees' health in relation to work situations and exposures.
 - Adapting work for individuals and assisting in the organization's IA work.
 - Providing information and training in health, environment, and safety (HSE).
 - Responding to inquiries from employees, safety representatives, and working environment committees.
 - Maintaining a personnel register on behalf of Avinor.
 - Having a permanent seat in AMU.

Documents:

- VD00472 HSE - Safety Organization - Mapping of Occupational Exposure
- SP00317 HSE - Requirements Specification for Agreements with Occupational Health Services (BHT)

3.6 SHA (Safety, Health, and Working Environment in Projects)

23. Construction Projects

- This process ensures the safety interface between construction projects and airport operations, as well as compliance with formal requirements related to construction projects at Avinor.
- The process applies to both cases where an airport initiates and executes a construction project (where the airport manager is the client) and cases where the project and development department handles project management and acts as the client.

Definition of Client:

- A client is defined as "any physical or legal person who commissions construction work."

Scope:

- "Any workplace where temporary or changing construction work is performed," including:

- Construction of buildings.
- Interior, decoration, and installation work.
- Assembly and disassembly of prefabricated elements.
- Demolition, dismantling, remodeling, and restoration.
- Sanitation and maintenance (excluding minor or routine work).
- General construction activities.
- Excavation, blasting, and other groundwork.
- Other work related to construction or building activities.

Execution:

- Conducted according to the attached documents.

Documents:

- SP00044 HSE - Construction Projects - Template - Agreement for the Client's Representative
- SP00047 HSE - Construction Projects - Template - Agreement for the Client's SHA Coordinator (Design Phase)
- SP00049 HSE - Construction Projects - Template - Agreement for the Client's SHA Coordinator (Execution Phase)
- SP00046 HSE - Construction Projects - Template - SHA Plan
- SP00045 HSE - Construction Projects - Template - Status Report from SHA Coordinator (Design Phase)
- SP00048 HSE - Construction Projects - Template - Status Report from SHA Coordinator (Execution Phase)
- VD00372 HSE - Conditions on Construction Sites / Specific Measures
- SP00661 HSE - Interface Between Development and Airports During Project Execution
- SS02127 HSE - Checklist for the Construction Client Regulations

24. Work-Related Crime / Social Dumping

- Work-related crime is defined as:
 - Actions that violate

3.6 SHA (Safety, Health, and Working Environment in Projects) (Continued)

24. Work-Related Crime / Social Dumping

- Work-related crime is defined as:

- Actions that violate Norwegian laws regarding wages and working conditions, social security, taxes, and fees, often carried out in an organized manner, exploiting workers, creating unfair competition, and undermining societal structures.
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3.7 Physical Work Environment

25. Lighting Conditions

- Employers must ensure that lighting complies with applicable standards for the relevant workplace.
- Employees' need for light/brightness changes throughout different life stages, and this must be taken into account and assessed.
- Lighting must ensure a safe workplace while also contributing to physical health, proper circadian rhythm, and natural variation in daily life.

Execution:

- Employers must ensure fully adequate lighting conditions in the workplace.
-

26. Noise

- Unwanted sounds are considered noise.
- Noise can originate from machinery, work equipment, premises, surroundings, production, etc.
- The longer the exposure time to a noise source, the greater the risk of harm.

Execution:

- If there is reason to believe that noise levels are too high, the employer must conduct noise measurements to determine employees' noise exposure in relation to the lower action levels.
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27. Indoor Climate

- A good indoor climate reduces health issues and contributes to increased attendance and well-being.
- Indoor climate includes temperature, drafts, humidity, air quality, and unpleasant odors, as well as protection against toxic and/or harmful substances.

Execution:

- Employers must establish a satisfactory indoor climate, including temperature, drafts, humidity, air quality, and unpleasant odors, as well as protection against toxic and/or harmful substances.

Documents:

- PR00402 HSE - Asbestos
 - IN02208 Operations of Service Offers and Commercial Services - House Rules for the Terminal
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28. Ergonomics

- Employers are responsible for organizing work in a way that minimizes repetitive tasks and ensures training in proper lifting and movement techniques.
- Employers should identify necessary changes to improve conditions and encourage employees to report when physical limits are reached.
- Managers must ensure a fully adequate work environment that helps reduce errors and overexertion among employees.
- Heavy and monotonous work, highly stressful work positions, and time pressure must be considered.

Execution:

- Employers must assess heavy, repetitive, and monotonous work tasks.
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29. Vibrations

- Employers must assess and document the extent to which employees are exposed to vibrations and evaluate the risk factors associated with such exposure.
- The effects of vibrations depend on the vibration level and exposure time. Special attention should be given to hand-arm vibrations and whole-body vibrations.

Execution:

- Assess and document exposure levels in relation to action and limit values.
 - Conduct risk assessments.
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30. Radiation Protection

- Employers must ensure that employees and other associated individuals who may be exposed to radiation have sufficient competence in radiation protection.
- Sufficient competence includes knowledge of safe handling of radiation sources and protective equipment.
- A personnel register must be maintained for individuals exposed to ionizing radiation.

Documents:

- PR00422 HSE - Radiation Protection
- IN04115 HSE - Appendix 1 to Equipment Handling

- IN04114 HSE - Appendix 2 to Equipment Handling
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4. Interfaces and References to Other Processes and Documents

- HSE Leadership
- HSE Requirements
- HSE Process
- HSE - Mandatory Abstinence - Leadership
- HSE - HSE Information (for posting) - XX Airport