

# First Aid Policy, Arrangements & Procedure

## ***Standard Operating Procedure***

[Company]  
[Company Address]  
[Company E-mail]  
[Company Phone]

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### Revision Summary

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## 1. Policy

[**Organization**] is expected to provide safety and health protection to its workers at the workplace and ensure the workers are safe during work at worksite. In case they get injured they are provided with good standards of treatment. Organization will provide facilities to its workers in this regard.

Organization is committed to provide its workers with;

- Analyze the work activity, work place, workers strength at the workplace and visible/hidden hazards;
- Comply with the legal requirements and labor laws;
- First aid arrangements at the workplace;
- Fully contested first aid kits, first aid room and medicines;
- Fully trained and registered first aiders at workplace;
- Eye wash, face wash, and body showers at the workplace;
- Training provision to workers alongside the first aiders;
- Emergency transportation arrangements to shift worker to nearest medical care center for better treatment;

## 2. Scope

The policy and relevant procedure is applicable to every worker at the worksite, management personnel at the office, contractors, and sub-contractors working at the worksite in any situation.

## 3. Purpose & Objective

The purpose of this document titled [**First Aid Policy, Arrangements, & Procedure**], is to provide information, and guidelines for first aid arrangements in the light of the legal requirements and labor law of the country, set rules and methodologies for first aid facility at worksite.

The objective is to achieve the minimum standards of first aid provision at least, in compliance with the national legislation and provide first aid facilities to the workers at the worksite. The first aid facilities should be satisfactory and enough to facilitate the number of people working at worksite.

## 4. Definitions

### 4.1. Emergency Situation

An unplanned, unwanted, abnormal event different from the routine activities with the potential to cause harm to the workforce, equipment, and public including minor injuries, casualties, financial loss and damage to the environment.

### 4.2. First Aid (FA)

First aid (FA) is the process to provide the medical assistance to the injured person or casualty to prevent the deterioration, promote recover, and save life. e.g., treatment to injured person to prevent bleeding. First aid doesn't administrate the use of drugs, neither after treatment care (ATC) for injured people.

### 4.3. First Aider

A first aider is registered, trained, experienced person who has skills to provide first aid to the injured, ill, person to prevent deterioration, promote recover, and save his/her life.

#### Emergency Service

Any public emergency service that can provide assistance and service in countering the emergency situation. e.g., Ambulance, Firefighting, Search and Rescue, Police etc.

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## 5. Roles and Responsibilities

### 5.1. CEO/MD

Head of the organization must ensure the hazards and loss causing elements are identified and countering arrangements are provided onsite to keep people safe. Not only this, the first aid arrangements are identified and made as well as mentioned in Risk Assessment and Method Statement. Not only this, the first aid kits, are available at worksite, in vehicles and ready to be used at any time.

1. Provide information and guidance about identifying the hazards that can lead to any emergency situation, through the risk assessment method.
2. Consultation with the lower management and help in preparing & Implementing emergency procedures.
3. Provision of the first aid arrangements, first aider, training and resources.
4. Ensure the contested first aid kits are available on the worksite.
5. First aid room, and other arrangements are in place.

### 5.2. Safety Officer (SO)

1. Deliver the Organization's first aid policy to the all workers in induction training.
2. Prepare the training plan and conduct trainings on regular intervals.
3. Identify the needs of the first aid arrangements and provide guidelines to the staff members.
4. Assistance to all departments in identifying the first aid requirements.
5. Appoint people for first aid training purpose.
6. Provide help in countering the emergency situation.
7. Inspect the first aid kits and review the inventory relevant to the worksite and activity nature.
8. Review the First Aid procedure due to any change e.g., work activity change, medical case, accident.

### 5.3. First Aider

1. Provide first aid services to workers onsite.
2. Maintain first aid kits to approved standards, and ready for use in an situation.
3. Always deal with any emergency situation at the workplace in a safe manner.

### 5.4. Workers

1. Always be aware of the organization's first aid policy.
2. Co-operate with HSE department and organization in maintaining high standards of the first aid arrangements.
3. Report all kind of incidents so that their prevention is prevented.
4. Report all kind of missing stocks to ensure they are replaced immediately.

## 6. Emergency Situations

- ✓ Fire and explosion leading to skin burn.
- ✓ Flooding
- ✓ Structure collapse leading to injuries and bleeding.
- ✓ Vehicle collision leading to injuries and bleeding.

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- ✓ Injury and medical condition cuts, bruises, heart attack.
- ✓ Contact with corrosive substance, e.g., contact with acid.
- ✓ Contact with the electrical appliances leading to electrocution
- ✓ Illness e.g., headache, body pain etc.

## 7. Procedure

### 6.1. Emergency Situation Detection

1. Workers will detect the emergency situation.
2. Injured person will inform about his situation to colleagues.
3. First aider will see the injured or emergency situation.

Either the workers will shift the injured person to the first aid room if possible, or the first aider will be informed about the situation using various communication means including alarm, whistle, loudspeaker, wireless, mobile, or telephone generally. If the injured person is being shifted to the first aid room, the first aider will ready the things in the meantime. If the worker is not being moved due to critical reasons, the first aider will rush to the emergency location. The workers taking care of the injured person will tell about the following elements;

1. Location of incident
2. Type of injury
3. Current condition

The first aider will take the first aid kit with him and respond to the casualty spot to prevent deterioration.

First aider

### 6.2. Emergency Dealing

1. The first aider (FA) will observe and examine the emergency situation to decide if the situation requires;
  - a. First aid in case of minor injury or illness.
  - b. Refer to the nearest medical center for proper treatment.
  - c. Advise the person to go to rest room.
  - d. Advise the person to return to home.
  - e. Call the emergency services.
2. Worker will be accompanied by one colleague as attendant if he is directed to;
  - a. Nearest medical center for proper treatment
  - b. Go home
  - c. Return to work
3. The accompanying person will stay with the injured/ill person until the nurse/doctor attend him/her at the hospital or any his/her relative arrives to be with him/her.
4. If the injured/ill worker is not coming back to office/work, the accompanying worker will report back to the head office and resume work activity.
5. The first aider will nominate any one to inform the relatives of the injured person if he/she is being hospitalized.
6. All kind of first aid treatment should be documented and record should be maintained.
7. First aider will also inform the safety officer about the incident and assist in incident investigation.

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### 6.3. Emergency Response Service

If emergency response service is required due to deteriorating condition of the injured/ill person, first aider will nominate a person to alert the emergency service. Following information shall be communicated to the emergency response service;

- a. Accurate location of incident
  - b. Type of casualty
  - c. Condition of the injured/ill person
  - d. What treatment has been given
  - e. Details about any potential hazard onsite still existing
1. Don't hang up the phone until the whole details have been communicated to the emergency service operator.
  2. Everyone will be informed about the arrival of emergency service at site so that passage for emergency service vehicle is kept clear.
  3. Nominated person should receive the emergency service at the worksite main entrance and direct them to the immediate area.

## 8. Training

Organization will ensure all of the first aiders and other workers are trained for first aid and rescue training on regular basis. Their training record is managed and on regular intervals refresher training sessions are held. If there is any incident, or change in the legal requirements, their refresher training is conducted in light of new requirements.

## 9. Document Review

Document will be review by the competent authority;

- One time in a year
- After any incident at worksite
- After changes in work activity or worksite nature

After changes in the legal requirements