

INTERNATIONAL RESCUE COMMITTEE

Lebanon

Support for Social Recovery Needs of Vulnerable Groups Phase II Project (P506127)

Occupational Health & Safety

Action Plan

Updated in June 2025

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Introduction

As per the Environmental and Social Commitment Plan (ESCP), this document sets out the requirements that can be abided by the partners while implementing their project under the “Support for Social Recovery Needs of Vulnerable Groups Phase II (SRP 2)” project of the World Bank.

The aim of the Occupational Health and Safety (OHS) Action Plan is to ensure that IRC and its partners protect the occupational health and safety environment and take into account the occupational health and safety needs of the employees.

The IRC and its partners shall aim to maintain a safe, healthy and secure work environment for all employees working under the project.

The goal is to create an environment and culture where all employees, and non-employees who work within the project, can be free from injury and illness.

Purpose

The purpose of the OHS Action Plan is to provide safety guidelines and procedures for employees and to clearly define roles and responsibilities for its implementation.

This Action Plan focuses primarily on protecting employees in the workplace from various risks such as accidents and injuries, in addition to maintaining their rights for a safe working environment.

This document presents workplace health and safety policies and procedures that provide guidance to all employees. The partners shall commit to ensure having and maintaining sound health, safety and environment practices in place. The aim is to ensure roles and responsibilities are clearly defined and all parties understand their obligations in creating a safe work environment.

Scope

The Labor Management Procedures document and the IRC OHS Guidelines will be implemented throughout the project as stated in the ESCP. In addition, the policies and procedure in this document apply to all activities carried out in the project. The health, safety and environment plan is set out in multiple parts. It should be noted this OHS Action Plan may be adjusted during the project execution phase to ensure maximum efficiency.

It should be noted this OHS Action Plan may be adjusted during the project execution phase to reflect new risks, emerging health threats, or changes in operations, and to ensure continued alignment with World Bank ESS requirements.

Workplace Health, Safety and Environment Guidelines

The IRC and its partners shall commit to support the health, safety, and welfare of the employees including temporary workers, visitors and third parties.

The IRC and its partners shall continuously support improvements of workplace health and safety by adopting a planned systematic approach to workplace health and safety.

The IRC and its partners shall commit to:

- Complying with the OHS Action Plan guidelines;
- Documenting, implementing and communicating the OHS Action Plan to all employees;

- Proactively pursuing the identification of all hazards and eliminate or, if not possible, manage the risk to as low as reasonably practicable;
- Consulting with and promoting active participation of employees in the management of their own and others' health, wellbeing and safety;
- Providing resources to achieve a systematic approach to health, personnel safety and process safety management to ensure continual performance improvement;
- Developing a culture where all employees are constantly aware of safety hazards around them and act accordingly at and away from work.

Leadership Commitment

The senior leadership team of the partners shall accept the responsibility for the implementation, promotion and effective management of workplace health and safety. It is the partners' responsibility to ensure that steps are taken and implemented to reduce the risk of incidents and maintain a safe working environment.

Implementing the OHS Action Plan also generates numerous benefits to the partners' institutions, including:

- Reduced risk of accidents, and injuries by identifying and mitigating potential hazards;
- Improved productivity and efficiency due to fewer employees being absent from work due to injury or illness;
- Minimized costs associated with accidents and injuries;
- Enhanced employee relations and morale as a safer work environment creates a less stressful work environment;
- Proper health and safety of employees at work by minimizing risks associated with communicable diseases, including respiratory infections (such as COVID-19, influenza, tuberculosis) and waterborne illnesses, through effective hygiene, vaccination, and workplace controls.
- Sound worker-management relationships enhance the development benefits of a project through treating all employees fairly and providing safe and healthy working conditions.

Every partner's senior leadership will work with employees in pursuing the following courses of action:

- Provide and maintain a safe and healthy working environment;
- Monitor factors that may affect employees' workplace health, safety and welfare;
- Provide safe facilities and equipment, and ensure it is maintained in a safe condition;
- Record and investigate accidents and incidents and implement appropriate corrective actions.

Responsibilities

The responsibilities of partners' senior leadership are:

- Onsite implementation of the OHS Action Plan;
- Provide commitment, direction and leadership to site supervisors, coordinators and employees to empower them to achieve and maintain a safe and healthy work environment;
- Allocate sufficient resources for the practicable elimination of workplace hazards and risks;
- Maintain appropriate workplace health and safety records;
- Identify, assess and control workplace hazards and risks;
- Report, record and investigate incidents and injuries;
- Maximize efforts to be able to designate an OHS focal point.

The responsibilities of partners' Project/Site Coordinator are:

- Ensure employees are provided with proper information, instruction, training and supervision to enable them to perform their work in a safe manner;

- Identify, assess and control workplace hazards and risks;
- Report, record and investigate incidents and injuries;
- Maintain appropriate workplace health and safety records;

The responsibilities of the partners' employees are:

- Read, understand and comply with the OHS Action Plan;
- Do not place at risk their own health and safety, or that of any other person in the workplace;
- Promptly report workplace hazards to their leaders;
- Report and record workplace incidents and injuries;
- Undertake training as required in safe work practices

Communication, Participation and Consultation

Consultation

The partners will consult with all their workers health and safety issues for this project on an ongoing basis:

- Through meetings where anyone can raise issues for discussion;
- Informally during the planning of activities;
- When changes to workplace arrangements could affect the health and safety of workers;
- During investigations into any incident to establish details of the incident or to formulate corrective action to prevent the incident re-occurring.

Health & Safety Training

Induction Training

The partners' senior leadership shall share this document in an accessible manner (to be translated as needed) with all the employees working under this project. The workplace training plan will require all employees on this project to read and understand this document and discuss any inquiries with the senior leadership team.

Office Facilities

In order to maintain a safe environment, the partners' workplaces shall include the below:

- Fire extinguishers shall be placed in the workplace on each floor.
- Trained first aid personnel shall be employed on the project and their names and location displayed in the workplace, if possible.
- First aid supplies will be placed in the workplace on each floor.

Hazard Identification and Risk Management

A hazard can be defined as something that has the potential to cause harm, injury or damage to people or property. Hazard management is a fundamental element of an effective workplace health and safety management system. Identifying, assessing and controlling workplace hazards and risks will eliminate or reduce the likelihood of their causing harm to employees who could become exposed to them.

The risk management process should be as follows:

1. Identify the hazard within the workplace
2. Assess the risk

3. Eliminate or control the risk (using a hierarchy of control¹)
4. Review and evaluate the effectiveness of the controls

Controlling Workplace Hazards

Workplace hazards arise as a result of the activities performed, equipment used and the physical and environmental conditions of the workplace. The factors that create hazards can best be controlled by managers and employees onsite, therefore the partners shall ensure training is provided to all employees and managers to ensure they have adequate skills and knowledge in hazard identification.

Types of Risks

For this project, examples of types of workplace hazards and risks include:

- Moving heavy objects, overreaching causing strains and sprains (manual handling);
- Work organization including hours of work, work loads, and the nature of the tasks undertaken;
- The physical environment including housekeeping;
- Unsafe work practices.

Key labor risks for this project include:

1. **Occupational health and safety:** Risks related to safety and health in the work environment could arise when workers are providing services on-site – in the project shelters, social service provision locations, or mobile medical units. This OHS Action Plan aims to maximize the occupational health and safety working conditions. The partners shall share this document in an accessible manner with all its staff and if needed, to also provide a training session.
2. **Mental Health and Wellbeing:**
Recognizing the growing importance of mental health, partners shall monitor psychosocial risks and provide access to support resources such as stress management programs, counseling, and employee assistance services to promote overall wellbeing.
3. **Remote and Hybrid Work Arrangements:**
For employees working remotely or in hybrid settings, partners shall provide guidance on safe ergonomic setups and hazard awareness to mitigate risks associated with non-traditional work environments.
4. **Security Risks Due to Hostilities:**
Given the ongoing hostilities and instability in certain project-targeted areas of Lebanon—particularly in the Beqaa—there are heightened security risks for personnel, especially those working in the field. Relevant partners operating in these areas shall conduct regular security risk assessments, implement and disseminate safety protocols, and ensure that all staff are informed of contingency measures, including evacuation procedures and secure communication channels.

¹ The hierarchy of control is a system for controlling risks in the workplace. The hierarchy of control is a step-by-step approach to eliminating or reducing risks and it ranks risk controls from the highest level of protection and reliability through to the lowest and least reliable protection. The hierarchy of controls has five levels of actions to reduce or remove hazards: Personal protective equipment (PPE), Administrative controls, Engineering controls, Substitution, Elimination. Referenced from: <https://www.worksafe.vic.gov.au/hierarchy-control>

General Safety Guidelines for Employees

Access

It is imperative for all employees to ensure they do not run-on work sites and use appropriate paths.

All unsafe or inadequate access ways should be reported to the manager or immediate supervisor immediately.

Housekeeping

Housekeeping is an essential safety requirement for all safe work environments. An untidy work area can cause accidents, inefficiencies, and creates fire and other hazards. Wet floors, spills, and clutter may cause slips, trips and falls. It is important to keep work areas clear of clutter and equipment.

All employees are responsible for keeping their workplace and amenities clean and tidy. Food scraps, drink bottles, empty cartons or cans must be placed in the bin. Employees should use bins provided and not leave rubbish on the ground.

Manual Handling and Lifting

Manual handling is defined as any work activity that requires human force to lift, lower, carry, push, pull, restrain or hold a load. Regulations require employers and employees to identify, assess and control risks involved in manual handling. Manual handling risks assessments takes into account the actions and movements for the task, workplace layout, duration, frequency, load characteristics, location and distances to be moved.

Many injuries are caused by incorrect methods of lifting and moving awkward and heavy loads.

Avoid injury by observing the following rules:

- Size up the load- if it is too heavy get help
- Position your feet as close as possible to the load
- Adopt a balance position with your knees bent
- Get a safe, secure grip, diagonally opposite the object with the palms of your hands.
- Beware of sharp edged materials – wear safety gloves if appropriate only
- Keep your upper body erect and as straight as possible
- Tuck your chin in, draw push your shoulders back and use your body weight to take-up load weight
- Complete the lift with your back held straight
- Hold and carry the load close to your body to reduce the strain on your arms, shoulders and back
- Use your weight to counter-balance the load weight by leaning slightly backwards as you move.
- Use your feet to change direction – do not twist your body, hips or shoulders
- Avoid carrying loads that obstruct your view, particularly on inclines, declines and stairways.
- Avoid repetitive lifts from below mid-thigh height and above shoulder height.
- Avoid single handed repetitive lifts and avoid lifting while leaning over to reach the load.
- Use team lifts for heavy, long or awkward loads and control and co-ordinate team movements by signals.

Drugs and Alcohol Consumption

To ensure the ongoing safety of all our employees, the consumption of alcohol or recreational drugs are not permitted in the workplace at any time. All employees reporting to work must be free of alcohol and drugs. Measures to identify whether alcohol or drugs are being taken will include:

- Employee experiencing poor coordination, poor concentration and/or visual disturbance;

- Near miss incidents;
- Violence;
- Habitual lateness or absences;
- Neglect of personal grooming.

Appropriate means will be taken to remove the individual from the workplace and ensure actions are not repeated.

Mental Health and Wellbeing

Mental health is an essential aspect of a safe and supportive work environment. All employers, including project partners, shall recognize and monitor psychosocial risks in the workplace. They should ensure that employees have access to appropriate support resources, such as stress management tools, counseling services, and referrals to external mental health professionals when needed.

Remote and Hybrid Work

For employees working remotely or in hybrid settings, partners and management shall provide guidance on maintaining safe and ergonomic home workspaces. This includes raising awareness of potential hazards such as prolonged screen time, poor posture, lack of physical activity, and social isolation. Employees should be supported with practical tips, checklists, and, where feasible, access to necessary equipment or resources to ensure a healthy and productive remote work environment.

Smoking

The partners shall commit to protecting the health and safety of all its employees and others who may be affected by environmental tobacco smoke at work by creating a smoke-free workplace. Smoking is prohibited in the workplace and is only permitted in designated areas.

Electrical Safety

This project does not involve any electrical safety risks.

Clothing and Personal Protective Equipment (PPE)

If any activity within the project requires the use of PPE, the PPE must be in accordance with the task being carried out. The partners shall ensure that PPE is provided whenever needed to the concerned personnel.

Machinery and Power Tools

This project does not include the use of any dangerous moving parts of machinery, such as gears, belts, pulleys, sprockets, counterweights, chains, and shafts.

Environmental Factors

Environmental and seasonal factors that can contribute to heat problems include:

- High air temperatures
- Higher relative humidity levels
- Low air movement

The activities under this project does not impose such risks on the employees.

Heat Related Illness

The project activities do not impose any risks of heat stress on employees.

Hazardous Substances

The project activities do not include any potential physical or toxic hazard.

Emergency Procedures

Prior to commencing work at any workplace all employees need to know what to do in an emergency.

First Aid

- If the partners have employees who have undergone first aid training, the identity of these employees, their names and location, shall be displayed in a visible work area so that they can be contacted in the case of an emergency in the workplace.
- First aid supplies will be placed in the workplace.
- First aid box shall be available. It shall contain all the emergency medicines, artificial respiration apparatus, bandages, gauss swabs etc. Items removed from the first aid kit will be documented in the First Aid Kit logbook linked to the incident reporting system. The designated First Aid Officer will review the logbook and the kits fortnightly and restock with appropriate items. If a significant depletion of the first aid kit resources is made at one time the stock will be replenished orders will be made immediately after incident.

Incident reporting

- All workplace related accidents where an employee, contractor or visitor is injured must be reported immediately to the relevant manager and project manager and an accident/incident report form must be completed within 24 hours of the accident. Incident Report Form (presented in Annex A) should be submitted to the focal point assigned by the senior leadership.
- Employees are required to report 'near misses' when an incident occurs. This is when a serious accident could have occurred had it not been for intervention.

Fire Emergency Procedure

Fire extinguishers signs shall be included in all the offices, in addition to an office plan clearly showing the exits.

The fire emergency procedure shall be shared with all employees and reminded regularly:

- Where a fire is detected, the person should attempt to extinguish the fire only if it is safe to do so and the fire is containable.
- The person must notify the project manager/coordinator immediately.
- If required, the project manager will make an announcement for all employees to evacuate the premises immediately and meet at the "Fire Assembly Point".
- Assembly Points and the location of fire extinguishers will be made clear by the senior management to all the employees during regular trainings.
- All employees must stop work immediately and evacuate.
- Employees are advised to leave everything onsite and make their way calmly and quickly to the "Assembly Point".
- The project manager must notify the Fire Services as soon as practical.
- The project manager will conduct a headcount to ensure no one is left behind. If anybody is found missing the project manager will inform emergency services.
- An incident/accident report form will be filled out by the project manager and personnel on the site at the time.
- A review will be carried out of the effectiveness of the process and any improvements or corrective actions will be recorded for future implementation.

Security Awareness and Safety in Hostilities Affected Areas

Due to ongoing hostilities and instability in certain project-targeted areas, particularly in the Beqaa, employees may face increased security risks, especially while conducting fieldwork. It is essential that all personnel follow security protocols to minimize risk and ensure personal safety. Partners shall ensure that:

- Security protocols and contingency measures are shared with all staff prior to deployment or field visits.
- All employees receive context-specific security briefings and are aware of the potential risks in their area of operation.
- Emergency evacuation procedures are known and rehearsed by all staff working in affected regions.
- Staff maintain regular communication with supervisors and check in/out during field visits as required.
- A system is in place for quickly reaching the emergency focal point in case of a security incident.

Employees are strongly encouraged to:

- Avoid high-risk areas and large public gatherings where tensions may escalate.
- Follow local news and security advisories closely.
- Always carry identification and emergency contact numbers.
- Report any suspicious activity, threats, or incidents immediately to their supervisor or the designated focal point

Emergency Contact Details

The below table is to be completed, shared with all the employees and also displayed in the workplace.

EMERGENCY CONTACT NUMBERS	
Ambulance	140
Police	112
Fire Service	175
Civil Defense	125
INTERNAL INFORMATION	
Focal Point for Emergencies	
Contact Details	

OHS Action Plan Table

Action Plan for Prevention/Minimization of Potential Labor Hazards	Responsible Party	Timeline
Hazard Identification and Risk Management		
Regular assessment of potential risks in the workplace. Potential labor risks specific for this project are the following: - Moving heavy objects, overreaching causing strains and sprains (manual handling); - Work organization including hours of work, work loads, and the nature of the tasks undertaken; - The physical environment including housekeeping; - Unsafe work practices; - Occupational health and safety	Senior leadership /OHS Focal Point	During project implementation
Access		
Ensure employees do not run-on work sites, and use appropriate paths	Senior leadership /OHS Focal Point	During project implementation
Report all unsafe or inadequate access ways to the manager, OHS focal point or immediate supervisor immediately	Senior leadership /Employees/OHS Focal Point	During project implementation
Housekeeping		
Ensure work areas are kept tidy and clear of clutter and equipment	Senior leadership /OHS Focal Point /Employees	During project implementation
Manual Handling and Lifting		
Identify and control risks involved in manual handling by assessing the actions and movements for the task, workplace layout, duration, frequency, load characteristics, location and distances to be moved	Senior leadership /OHS Focal Point/ Employees	During project implementation
Drugs and Alcohol Consumption		
Ensure all employees reporting to are free of alcohol and drugs.	Senior leadership /OHS Focal Point	During project implementation

Mental Health and Wellbeing		
Recognize psychosocial risks and ensure access to mental health support (e.g., stress management tools, counseling services, or external referrals).	Senior Leadership / HR / OHS Focal Point	During project implementation
Remote and Hybrid Work		
Provide guidance on safe, ergonomic home setups and raise awareness of risks such as screen time, poor posture, and social isolation. Share tips, checklists, and offer support where feasible.	Senior Leadership / HR / OHS Focal Point	During project implementation
Security Risks Due to Hostilities (only for high-risk areas)		
For partners operating in project-targeted high-risk areas, particularly in the Beqaa, conduct context-specific security briefings and training for field staff, covering personal safety, risk mitigation, and incident reporting. Ensure all relevant staff are informed of emergency protocols, evacuation plans, and secure communication channels. Provide secure transport and require field check-in/check-out procedures. Ensure access to psychosocial support for employees exposed to conflict-affected environments.	Senior Leadership / OHS Focal Point / Security Focal Point / Field Managers	During project implementation
Smoking		
Ensure that smoking is prohibited in the workplace and is only permitted in designated areas	Senior leadership /OHS Focal Point	During project implementation
Electrical Safety		
This project does not involve any electrical safety risks	NA	NA
Clothing and Personal Protective Equipment (PPE)		
Ensure that PPE, in accordance with the task being carried out, is provided whenever needed to the concerned personnel	Senior leadership /OHS Focal Point	During project implementation
Machinery and Power Tools		
This project does not include the use of any dangerous moving parts of machinery	NA	NA

Heat Related Illness		
The project activities do not impose any risks of heat stress on employees	NA	NA
Hazardous Substances		
The project activities do not include any potential physical or toxic hazard	NA	NA
First Aid		
If there are employees who have undergone first aid training, the identity of these employees, their names and location, shall be displayed in a visible work area so that they can be contacted in the case of an emergency in the workplace	Senior leadership /OHS Focal Point	During project implementation
Ensure the availability of First aid supplies in the workplace	Senior leadership/ /OHS Focal Point	During project implementation
Ensure the availability of a First aid box. It shall contain all the emergency medicines, artificial respiration apparatus, bandages, gauss swabs etc. Items removed from the first aid kit will be documented in the First Aid Kit logbook linked to the incident reporting system	Senior leadership/ /OHS Focal Point	During project implementation
Incident reporting		
Report all workplace related hazards and accidents immediately to the relevant manager and project manager	Senior leadership /OHS Focal Point/ Employees	During project implementation
Fill an accident/incident report form within 24 hours of the accident	Senior leadership /OHS Focal Point/ Employees	During project implementation
Fire Emergency Procedure		
Fire extinguishers shall be placed in the workplace on each floor	Senior leadership /OHS Focal Point	During project implementation
Prepare and share a fire emergency procedure with all the employees and remind them regularly	Senior leadership /OHS Focal Point	During project implementation
Include clearly fire extinguishers signs in all offices	Senior leadership /OHS Focal Point	During project implementation
Include office plan maps showing the exits	Senior leadership /OHS Focal Point	During project implementation

Emergency contact details		
Display in the workplace a list of emergency contact details (ambulance, police, fire service, and an internal focal point from the organization)	Senior leadership /OHS Focal Point	During project implementation

Annexes

Annex A

Details of incident (e.g. to a worker or visitor) and treatment		
Date of incident		
Time of incident		
Nature of incident	☐ Near miss ☐ First aid ☐ Medical treatment/doctor	
Name of injured person		
Address		
Occupation		
Date of birth		
Telephone		
Employer		
Activity in which the person was engaged at the time of injury		
Exact site location where injury occurred		
Nature of injury—e.g. fracture, burn, sprain, foreign body in eye etc.		
Body location of injury		
Treatment given onsite and Name of Treating Person		
Referral for further treatment? ☐ Yes ☐ No	Name of doctor or hospital	Medical certificate received? ☐ Yes ☐ No
Injury management required? ☐ Yes ☐ No	Return date	
Witness to incident (Include all witnesses)		
Witness name and contact		

Details of incident	
Date of incident	
Time of incident	
Details of damage to equipment or property	
Name of person who received the report	
Description of incident	