



LONE WORKING AND OR IN REMOTE LOCATIONS
DACC (DUBAI SOUTH) Code of Practice
Document Reference No.: DACC.DS.PROJ.OHSE.CST.28.LW

DUBAI AVIATION CITY CORPORATION OHSE CODE OF PRACTICES



DATE: 20.10.2021

DACC CODE OF PRACTICE – LONE WORKING AND OR IN
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1.0 INTRODUCTION

- (a) This Code of Practice (CoP) are mandatory to all duty holders, entities or organizations constructing within the Dubai South jurisdiction. This CoP is designed to incorporate requirements set by Dubai Aviation City Corporation (DACC) Occupational Health, Safety and Environment (OHSE) Department and Dubai South Management. If requirements of this document conflict with requirements set by another regulatory authority, employers / organizations are required to follow the more stringent requirement.
- (b) The duty holders, employers, entity or organization refers to the developer, client, stakeholder, consultant and contractor who construct within Dubai South jurisdiction.
- (c) The Client also refers to any tenant / occupants / lessee within Dubai South jurisdiction with construction activities within their premises.
- (d) This CoP establishes the requirements and standards so that the risks associated with lone working and/or in remote locations are identified, assessed and that precautionary measures are developed to avoid employees working by themselves without close supervisions, buddy system or direct supervisions. If lone working and/or in remote locations is not preventable, appropriate, and effective communication and emergency procedures shall be developed and implemented.
- (e) There are many situations where people can find themselves “working alone” and some examples are set out below:
 - (i) Employees working in site offices, stores, workshops such as, but not limited to cleaners, security, maintenance, or repair personnel, etc. after normal working hours; and
 - (ii) Employees working in site such as, but not limited to plant installation, maintenance/repair, drivers, cleaners, security, workers, etc.
- (f) Developer, client, stakeholder, consultant, and contractor are responsible for activities undertaken on the site for working alone by the employee.

2.0 COMPETENCE, TRAINING AND AWARENESS

- (a) Developers, clients, stakeholders, consultants and contractors shall ensure that OHSSE training complies with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF - Regulations 6 – Competence, Training and Awareness*.
- (b) Developers, clients, stakeholders, consultants and contractors, in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 5 – Leadership, Roles, Responsibilities and Self-Regulations*, shall ensure that all persons are trained to the specific task undertaken and the control measures are implemented by the contractor and verified/checked by the consultants for its effectiveness.
- (c) Developers, clients, stakeholders, consultants and contractors shall ensure that training encompass any hazards that are identified due to lone working and the emergency response and procedures.



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- (d) Developers, clients, stakeholders, consultants and contractors shall ensure that training is conducted in a language appropriate for the employees.
- (e) Developers, clients, stakeholders, consultants and contractors shall ensure that training is refreshed at least once a year or if the employee is unable to demonstrate or failed to follow the instruction given by the contractor due to lone working.
- (f) Training shall be verified regularly by contractor management and the consultant to evaluate the effectiveness of the developed training.
- (g) Developers, clients, stakeholders, consultants and contractors shall ensure that a record of the required training contains the following information:
 - (i) Company, name and company employee ID number;
 - (ii) Emirates ID number / Dubai South ID Pass;
 - (iii) Topic / subject of training;
 - (iv) Training provider;
 - (v) Date of training; and
 - (vi) Person conducting the training.

3.0 REQUIREMENTS

3.1 Roles and Responsibilities

3.1.1 Developers, clients , stakeholders, consultants and contractors

- (a) Developers, clients, stakeholders, consultants and contractors shall undertake their roles and responsibilities in accordance with the general requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 5 – Leadership, Roles, Responsibility and Self-Regulation*.
- (b) Developers, clients, stakeholders, consultants and contractors shall ensure that all persons who are at an increased risk due to working alone are identified and appropriate control measures are implemented to reduce the risk.
- (c) Developers, clients, stakeholders, consultants and contractors shall be responsible for performing a risk assessment in accordance with *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 2 – Risk Management* to identify all the hazards that may be present and to determine the risks associated due to lone working.
- (d) Developers, clients, stakeholders, consultants and contractors shall provide welfare facilities, in compliance with the requirements of, but not limited to:
 - (i) *Article 101 of Federal Law No. 8, for 1980, Regulation of Labor Relations.*



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- (ii) *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSSE.WRH.12.ME - Work Related Medical Emergency Treatment.*
 - (iii) *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 13 –Emergency Management.*
 - (iv) *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.WRW.01.WA - General Workplace Amenities;*
 - (v) *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.WRW.02.WW - Workers Welfare; and*
 - (vi) *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.44.SH - Safety in the Heat.*
- (e) Developers, clients, stakeholders, consultants and contractors shall ensure that prior to work commencement, pre-task briefing shall be conducted by the supervisor to his workforce discussing the safe system of work, PPE to be used, the hazards due to lone working and the emergency procedure in accordance with the requirements of *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.20.TB - OHSE Induction, Pre-Task Briefing and Toolbox Talks.*

3.1.2 Employees

- (a) Employees shall undertake their roles and responsibilities in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 5 - Leadership, Roles, Responsibility and Self-Regulation.*
- (b) Employees shall undertake their specific roles and responsibilities in accordance with the following:
 - (i) Follow information and instruction provided to them by the main contractor regarding lone working;
 - (ii) Ensure they immediately report any hazard or information that may affect, adversely or otherwise, the works being undertaken.
 - (iii) Inspect PPE prior to use in accordance with the contractor's instruction when undertaking the specific task in line with the requirements of *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.36.PP - Personal Protective Equipment.*

3.2 Planning and Assessment

3.2.1 Planning

- (a) Developers, clients, stakeholders, consultants and contractors shall evaluate each project / site to determine if hazards are present and the workplace shall be assessed using risk management practices in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 2 – Risk Management.*



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- (b) Developers, clients, stakeholders, consultants and contractors shall ensure, where lone working has been identified, as part of their risk management program, a full risk assessment is undertaken. The risk assessment shall be developed in line with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 2 – Risk Management*.
- (c) Developer, client, stakeholder, consultant and contractor shall ensure the following:
 - (i) An assessment of the various risks is undertaken and safe system of work and safety rules are established based on the result of documented risk assessment which are safe to all parties involved, other employees or affected including the public;
 - (ii) That effective procedures and control measures are in place which are implemented to manage the work safely and without risk to employee's health.
 - (iii) That all foreseeable emergency situations are identified and appropriate emergency procedures developed to manage these situations;
 - (iv) That for the management of working alone and/or in remote locations requirements are included in the OHSE Plan and in accordance with *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.02.CW – OHSE Management for Construction Work*; and
 - (v) That associated safe systems of work and site rules are included in the Occupational Health, Safety, Security and Environment Plan (OHSSE-Plan) in accordance with *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.01.HP – Occupational Health, Safety and Environment Plan (OHSE-Plan) for Construction* and *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.02.CW – OHSE Management for Construction Work*.

3.3 Risk Assessment

- (a) Developer, client, stakeholder, consultant and contractor shall ensure that lone employees shall not be at more risk than other employees. This may require specific and extra risk control measures. Precautions shall take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and incidents. Contractor shall identify situations where people work alone and consider the issues below:
 - (i) Working Alone Time / Duration;
 - (ii) Isolation and remoteness;
 - (iii) Work location;
 - (iv) Workplace condition;
 - (v) Means of communication;
 - (vi) Personal assault;
 - (vii) Emergency management / procedures;



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- (viii) Monitoring and supervision;
- (ix) Medical fitness;
- (x) Equipment, Machinery and tools;
- (xi) Nature / type of work; and
- (xii) Personal alarm system.

3.3.1 Working Alone Time / Duration

- (a) Developer, client, stakeholder, consultant and contractor shall consider the following:
 - (i) The reasonable length of time for the person to be alone;
 - (ii) Where it is reasonable for the person to be alone at all;
 - (iii) The duration (time) for the person to finish the job;
 - (iv) The legal requirements for the person to be alone while doing certain activities, e.g. working alone inside confined space or during lock-out/tag-out operations, etc.; and
 - (v) The time of day the person will be working alone.
 - (vi) The specific day the person will be working alone
 - (vii) The type and nature of the job that the person will be working alone.
 - (viii) The medical and physical fitness of the person will be working alone.

3.3.2 Isolation and Remoteness

- (a) Developer, client, stakeholder, consultant and contractor shall ensure that when employees are working in remote locations, the employer shall consider whether:
 - (i) The emergency services can approach close enough to his working area (if necessary);
 - (ii) There is a clear understanding about how long the work should take;
 - (iii) There is appropriate access to first aid facility (mobile or fixed) or provision for first aider employees to carry a first aid kit; and
 - (iv) Transport arrangements to and from the workplace are appropriate.

3.3.3 Work Location

- (a) Developer, client, stakeholder, consultant and contractor shall consider the following when lone working is unpreventable:



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- (i) The work location is in a remote or isolated location – take note that a remote location does not have to be far away. Storage rooms that are rarely used, rooms and toilets inside the building under construction, operating tower cranes, etc. are considered remote or isolated;
- (ii) The transportation necessary to get to work location and the transportation needed;
- (iii) The vehicle equipped with emergency supplies such as first aid kit and other medical equipment;
- (iv) The person need to carry some or all of the emergency supplies with them when they leave the vehicle; and
- (v) The consequences of vehicle breaks down.
- (vi) The person need to carry drinking water and required food items.

3.3.4 Workplace Condition

- (a) Developer, client, stakeholder, consultant and contractor shall ensure a safe means of entry and exit to the workplace.
- (b) Developer, client, stakeholder, consultant and contractor shall ensure that there is appropriate workplace amenities such as appropriate lighting, drinking water, food storage, eating, resting and washing facilities in compliance with the requirements of *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.WRW.01.WA - General Workplace Amenities* and *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.WRW.02.WW - Workers Welfare*.

3.3.5 Means of Communication

- (a) Developer, client, stakeholder, consultant and contractor shall consider whether communication is appropriate, and in particular:
 - (i) The lone employee equipped with a communication device such as two-way means of communication;
 - (ii) If it is reasonably practicable to provide closed circuit television (CCTV) system in the remote location and continuous monitoring is implemented; and
 - (iii) The emergency communication systems work appropriately in all situations.

3.3.6 Personal Assault

- (a) Developer, client, stakeholder, consultant and contractor shall consider that:
 - (i) Employees who are thought to be carrying cash, valuable items or information or personal issues with other employee may be at risk from attack.
 - (ii) Persons with medical/psychological/criminal problem may also pose a risk to a lone worker.



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3.3.7 Emergency Management / Procedure

- (a) Developer, client, stakeholder, consultant and contractor shall ensure that in case of any emergency, consideration shall be given to:
 - (i) Whether appropriate preparation has been made to cope with the emergency, e.g. fire, illness, adverse weather condition or incident and the appropriate procedures are established; and
 - (ii) Emergency procedures are in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 13 –Emergency Management*.

3.3.8 Monitoring and Supervision

- (a) Although employees cannot be subject to constant supervision and monitoring, it is still the duty of contractor to provide appropriate control of the work. Supervision complements information, instruction and training that helps to ensure that employees understand the risks associated with their work and the necessary safety precautions are carried out. It can also provide guidance in situations of uncertainty.
- (b) Developer, client, stakeholder, consultant and contractor shall ensure the following:
 - (i) The extent of supervision and monitoring required depends on the risks involved and the proficiency and experience of the employee to identify and handle safety issues;
 - (ii) Employees new to the job, undergoing training, doing a job which presents special risks or dealing with new situations may need to be accompanied at first;
 - (iii) The extent of supervision and monitoring required is a management decision. It shall not be left to individuals to decide whether they require assistance. Safety supervision can generally be carried out when visits are made to check the progress and quality of the work and may take the form of periodic site visits coupled with discussions in which safety issues are assessed; and
 - (iv) Therefore given the relative lack of supervision, extra care are taken to ensure that the lone employee is competent to both carry out the task and to deal with foreseeable problems.

3.3.9 Medical Fitness

- (a) Developer, client, stakeholder, consultant and contractor shall ensure issues that are discussed in relation to medical fitness include, but not limited to:
 - (i) Do the circumstances of working alone, place additional requirements on employees in terms of their physical and/or mental stamina;
 - (ii) Medical condition that makes them inappropriate for working alone;
 - (iii) Pre-employment questionnaire or medical examination be helpful under the circumstances; and



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- (iv) Health screening shall be in accordance with the requirements of *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.WRH.04.HM - Occupational Health Screening and Medical Surveillance*.

3.3.10 Equipment, Machinery and Tools

- (a) Developer, client, stakeholder, consultant and contractor shall ensure the following, but not limited to:
- (i) Where equipment, machinery or power tools are being used, consideration of the electrical safety, guarding of equipment and fire precautions required are paramount in accordance with the requirement of the:
1. *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.13.ES - Electrical Safety;*
 2. *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.23.IT - Inspection, Testing and Tagging;*
 3. *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.35.PT - Portable Power, Electrical and Hand Tools;*
 4. *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.37.PE - Plant, Equipment and Machinery;* and
 5. *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.FLS.01.FP - Fire Prevention and Protection.*
- (ii) The use of flammable, explosive or toxic chemicals are fully assessed. The presence of automatic fire protection systems, e.g. carbon dioxide gas may pose special risks in compliance with the requirements of *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CGF.04.MH - Management of Hazardous Materials;* and
- (iii) Access equipment that is appropriate for handling by one person alone may be required and all lifting operations are performed in an appropriate and safe manner, bearing in mind the limited possibilities for supervision.

3.3.11 Nature / Type of Work

- (a) Developer, client, stakeholder, consultant and contractor shall consider the following:
- (i) The appropriate personal protective equipment availability and the condition;
- (ii) The equipment, tools or machinery to be used;
- (iii) The competency of the person.
- (iv) The risk of the activity involved, such as but not limited to:
1. Works at heights;
 2. Confined spaces;
 3. Works with live electricity;



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4. Works with hazardous substances or materials;
 5. Works with hazardous equipment such as chainsaws or powder actuated guns;
 6. Works with materials/equipment with great pressures such as oxygen/acetylene tanks, LPG, etc.; and/or
 7. Works with public, where there is a potential for violence.
- (v) That fatigue is a reasonably foreseeable to be a factor;
 - (vi) The extremely adverse weather conditions / temperatures;
 - (vii) The risk of an animal attack, insect bite, etc.;
 - (viii) The employee is working inside a locked room and how the emergency respond be able to get in; and
 - (ix) The work involve working with money, valuable items or information.

3.3.12 Personal Alarm Systems

- (a) Developer, client, stakeholder, consultant and contractor shall develop and implement a personal alarm system, which may include:
 - (i) The degrees of sophistication of personal alarm; and
 - (ii) The system most appropriate shall depend on the circumstances it is to be used, e.g. crane operator can used the crane alarm, etc.

3.4 Procedure for Lone Working and/or in Remote Locations

- (a) Contractor shall ensure that where lone working and/or in remote locations has been identified, a procedure shall be developed and incorporate the specific instructions that employees are to undertake in the event of working alone. This instruction may incorporate into a general procedure that is task specific and shall be reviewed and approved by the consultant prior implementation to ensure the effectiveness of the procedure.
- (b) Contractor shall prepare a procedure for the employee to check in on a regular basis where lone working and/or in remote locations is undertaken in a high-risk locations/activities. The check in procedure may include the following items:
 - (i) A daily work plan so it is known where the lone employee will be and when;
 - (ii) Identify one main person to be the contact at the office and a backup contact;
 - (iii) Define under what circumstances the lone employee will check in and how often;
 - (iv) Stick to the visual check or call-in schedule with a written log / register of contact/communication;
 - (v) Have the contact person call or visit the lone employee periodically to make sure that the employee is ok;



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- (vi) Develop an emergency action plan to be followed if the lone employee does not check-in when they are supposed to, this shall incorporate in the emergency management; and
- (vii) Each procedure shall be individual to each employee who will be lone working and shall be updated on a regular basis and approved by the consultant.

3.5 Emergency Management

- (a) Developer, client, stakeholder, consultant and contractor shall ensure that Emergency Management are developed for lone working and/or in remote locations in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 13 – Emergency Management*. Requirements for emergencies as identified through the documented Risk Assessment as required by this CoP.
 - (i) Nominate and appoint competent person and team as emergency response coordinator and emergency response team. Appointment shall be in written and in accordance to the requirements of *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.CST.05.AP - Assigned / Appointment of Responsibilities*.
 - (ii) First aid and medical procedures shall be in accordance with the requirements of *Dubai Aviation City Corporation (DACC) CoP – DACC.DS.PROJ.OHSE.WRH.12.ME - Work Related Medical Emergency Treatment*.
 - (iii) Develop and implement emergency action plan for Fire emergency management.

4.0 RECORD KEEPING

- (a) Contractor shall ensure record keeping in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 8 – Document Control and Record Management* for the purpose of performance review in accordance with the requirements of *Dubai Aviation City Corporation (DACC) OHSSRF – Regulation 14– Performance Management* and *Dubai Aviation City Corporation (DACC) OHSERF – Regulation 19 – Management Review*.
- (b) Contractor shall ensure records of the below but not limited to:
 - (i) Written appointment letter;
 - (ii) Personnel training and awareness;
 - (iii) Regular / Periodic Inspection and maintenance report of plant / equipment;
 - (iv) List / Register of Personnel;
 - (v) Registration and Certificate of equipment;
 - (vi) Damage and repair report of plant / equipment;



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- (vii) Competency of inspector and repair personnel;
- (viii) The PPE issued for the specific activity; and
- (ix) Register / log of equipment, accessories, inspection, maintenance, certificates, etc.

5.0 REFERENCES

NO.	DOCUMENT NAME	DOCUMENT NO.
1	Risk Management	DACC OHSERF– Regulation 2
2	Leadership, Roles, Responsibilities and Self-Regulations	DACC OHSERF– Regulation 5
3	Competence, Training and Awareness	DACC OHSERF– Regulation 6
4	Document Control and Record Management	DACC OHSERF– Regulation 8
5	Emergency Management	DACC OHSERF– Regulation 13
6	Performance Management	DACC OHSERF– Regulation 14
7	Management Review	DACC OHSERF– Regulation 19
8	Fire Prevention and Protection	COP - DACC.DS.PROJ.OHSE.FLS.01.FP
9	Occupational Health, Safety, Security and Environment Plan (OHSSE-Plan) for Construction	COP - DACC.DS.PROJ.OHSE.CST.01.HP
10	OHSSE Management for Construction Work	COP - DACC.DS.PROJ.OHSE.CST.02.CW
11	General Workplace Amenities	COP - DACC.DS.PROJ.OHSE.WRW.01.WA
12	Workers Welfare	COP - DACC.DS.PROJ.OHSE.WRW.02.WW
13	Management of Hazardous Materials	COP - DACC.DS.PROJ.OHSE.CGF.04.MH
14	Occupational Health Screening and Medical Surveillance	COP - DACC.DS.PROJ.OHSE.WRH.04.HM
15	Assigned / Appointment of Responsibilities	COP - DACC.DS.PROJ.OHSE.CST.05.AP
16	Work Related Medical Emergency Treatment	COP - DACC.DS.PROJ.OHSE.WRH.12.ME
17	Electrical Safety	COP - DACC.DS.PROJ.OHSE.CST.13.ES
18	HSE Induction, Pre-Task Briefing and Toolbox Talks	COP - DACC.DS.PROJ.OHSE.CST.20.TB
19	Inspection, Testing and Tagging	COP - DACC.DS.PROJ.OHSE.CST.23.IT
20	Personal Protective Equipment	COP - DACC.DS.PROJ.OHSE.CST.36.PP
21	Plant, Equipment and Machinery	COP - DACC.DS.PROJ.OHSE.CST.37.PE
22	Portable Power, Electrical and Hand Tools	COP - DACC.DS.PROJ.OHSE.CST.35.PT
23	Safety in the Heat	COP - DACC.DS.PROJ.OHSE.CST.44.SH
24	Regulation of Labour Relations	Federal Law No. 8 for 1980