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# Total Safety Services

## Monthly News letter

DECEMBER 2010

*Brought to you by the Total Safety Services Team*



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# TSS WORD

This is a very exciting and busy time for the staff of Total Safety Services; we have now established the company as what we believe to be the best Health and Training resource within SFAX and Tunisia and are currently carrying out many training courses such as NEBOSH General Cert and International Cert, Accident Investigation, Risk assessment and Risk Assessment coaches' course and many others (there are too many to list on this page) and these courses are keeping all of the Total Safety Services team busy.

Our web site ([www.totalsafetyservices.com](http://www.totalsafetyservices.com)) is also fully up running and operational the web site includes such things as what we do, the services we provide, course details and a special section for our students to use for exam revision which seems to be very helpful and popular.

And now the Team at Total Safety Services has established this newsletter which will be sent out every month to our past, present and future students, clients and anyone who requests it from us, so please feel free to pass this information on to anyone who wants the newsletter sending to them or ask them to send a request to us on [admin@totalsafetyservices.com](mailto:admin@totalsafetyservices.com) / [mail@totalsafetyservices.com](mailto:mail@totalsafetyservices.com)

If you have any feedback regarding the newsletter or would like something included then please contact us.

The Total Safety Services would also like to send a special Thank you to **Oilfieldmag.com** who have given us great support while we were establishing the company and for their continued support.

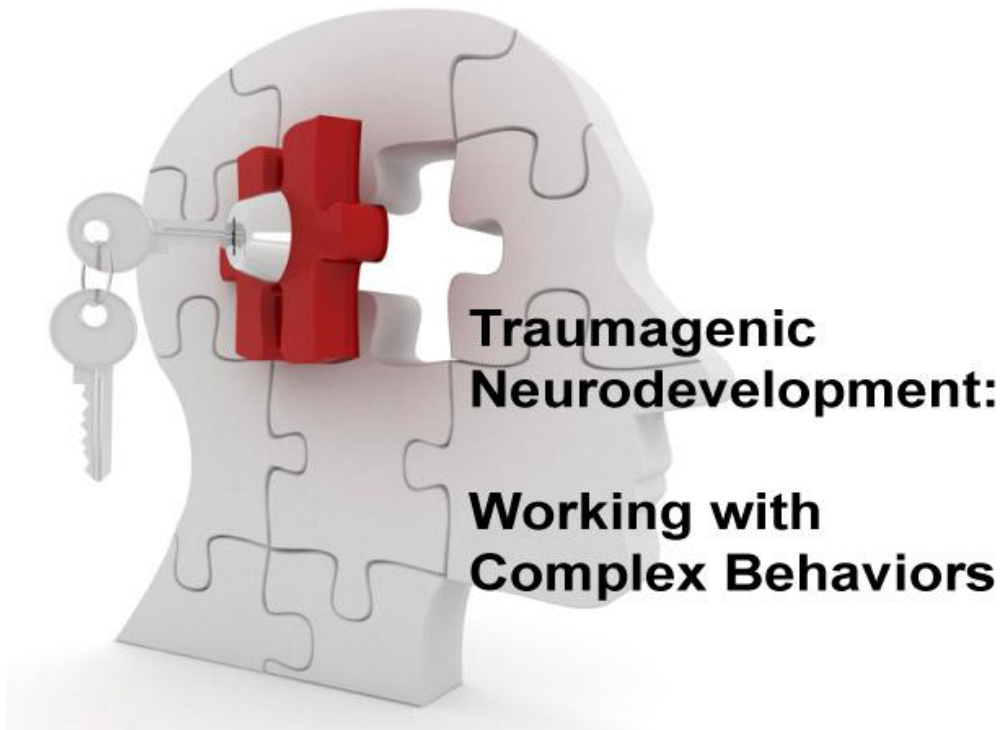
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# Monthly Safety Topic:

## Behavioral safety - Play safe

A key part of developing and sustaining a strong safety culture is addressing worker behaviour, and a key way of doing that is providing effective and engaging training. Glen Robertson suggests that one way organisations can become 'good at learning' is through drama and story-telling. Behavioural safety programmes provide tools that help organisations focus on worker behaviour. Through training and other interventions, the aim is to change

behaviour and so reduce risk. Often, a system of observation, intervention and reward is used by management and supervisors to identify and encourage safe behaviour. How successful such programmes are in creating a safer work environment, however, depends on the level of attention paid to the



range of individual,

Organisational and environmental factors that influence worker behaviour.

An organisation's culture, too, will support or undermine health and safety messages on many different levels.

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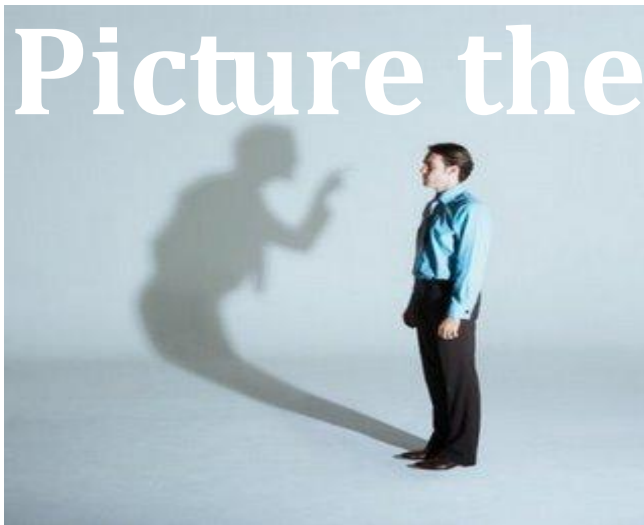
The Health and Safety Executive defines 'safety culture' as: "The product of individual and group values, attitudes, competencies and patterns of behaviour that determine the commitment to, and the style and proficiency of,

An organisation's health and safety programs." Given this complexity, it is not surprising that the interaction between human factors and the implementation of safety management systems is still poorly understood. To embed and sustain safety culture organisations need to become good at learning.

On one level, this means people need to be good at analysing the root causes of incidents, and at identifying, communicating and implementing necessary changes. At another level, it means the culture itself needs to encourage people, wherever they are in the organisation, to ask questions and to be involved in conversations about practice. In other words, what they do and why they do it. Knowledge about our own values, attitudes, and routine work practices (or "the way we do things round here") is embedded in our behaviour. It is only when something goes wrong that we start to ask questions, and we have an opportunity to discover how: making an assumption about a situation stops us from asking a critical question;

- Operational circumstances (e.g. it is towards the end of a shift, worker fatigue, being preoccupied with a worry) impact on the way we carry out a routine task;
- there is a gap between what we say we do and what we actually do;
- Our own behavior is heavily influenced by the culture we work in; and
- Our own perspective turns out to be unfounded.

## Picture the scene



Story-telling delivered via a structured programme of drama and facilitated-action learning is an approach that can be used to highlight the human factors behind behavioural safety, raise questions and stimulate discussion, and create an emotional engagement and motivation for change. Through drama,

the cultural practices, attitudes and ways of communicating that characterise the work

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environment can be depicted. The process can help workers (including supervisors and managers) develop the awareness, knowledge and skills they need to be able to improve their work relationships and, in turn, health and safety practice.

With drama, the action is interactive, allowing those watching to influence and get involved with the story in real time,

As it unfolds in front of them. At various stages, they can stop, rewind, or forward the action, offering comments, suggestions and challenges to the characters about their management of the situation. The actors then improvise around their suggestions, showing the possible consequences.

Through this interactive process, front-line workers, supervisors and managers can:

- Understand how their own work culture operates;
- Identify strengths and weaknesses;
- Clarify the changes required; and
- Develop awareness of how their values, attitudes and behaviour impact on other people, and on work practice.

Everyone has the ability to relate to stories, regardless of their confidence with reading, writing, speaking in a group, or their cultural background or history. Through stories, people make personal connections and they pay attention to what is important to them. As a workplace training and engagement method, they can:

- Be a good starting point for getting people to explore and express their experiences, and to think about their own values. This is particularly important in situations where people may not be used to discussions of this kind;
- Provide a link to investigate a whole range of issues. What people notice and respond to, and the connections they make, will differ widely, and that, in itself, provides good learning for a group;
- encourage people to share their own experiences and engage emotionally with the issues to be explored; and
- Help people look at a situation from different perspectives and so broaden the field of interest.

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In showing behaviors and cultural norms that people recognise, drama raises critical questions and stimulates discussion.

For example:

- ✓ “Is there anything about your job you think is unsafe?”
- ✓ “What do you think could be done to improve safety in your workplace?”
- ✓ “Have you observed any near misses and, if so, did you report them?”
- ✓ “What stops you from challenging colleagues on their safety practice?”
- ✓ “What risks do you take with your own or others’ safety (at home and at work), and why?”

Because the drama encourages people to respond on an emotional level, the discussions they have tend to be more strongly connected to the complex reality of what happens at work. In high-risk industries in particular, where the human cost of real incidents can be devastating, drama enables people to address the horror of a fictionalised incident – and learn from it – without having to experience something like it in real life.

The emotional impact can still be felt, difficult questions can be asked, and a lasting change to behaviour can be provoked, all within a safe learning environment.

## The Challenges

As with any learning and development approach, if drama is to be effective it needs to be well facilitated and sit inside a sound educational framework. The discussions generated can be wide-ranging and, in the time available, it can be a challenge to keep people focused on the task at hand.

Drama also provides an opportunity for people to share views (often for the first time) with colleagues, managers and partners, so it is important to maintain an environment in which people feel able to express strong views and disagree with one another.



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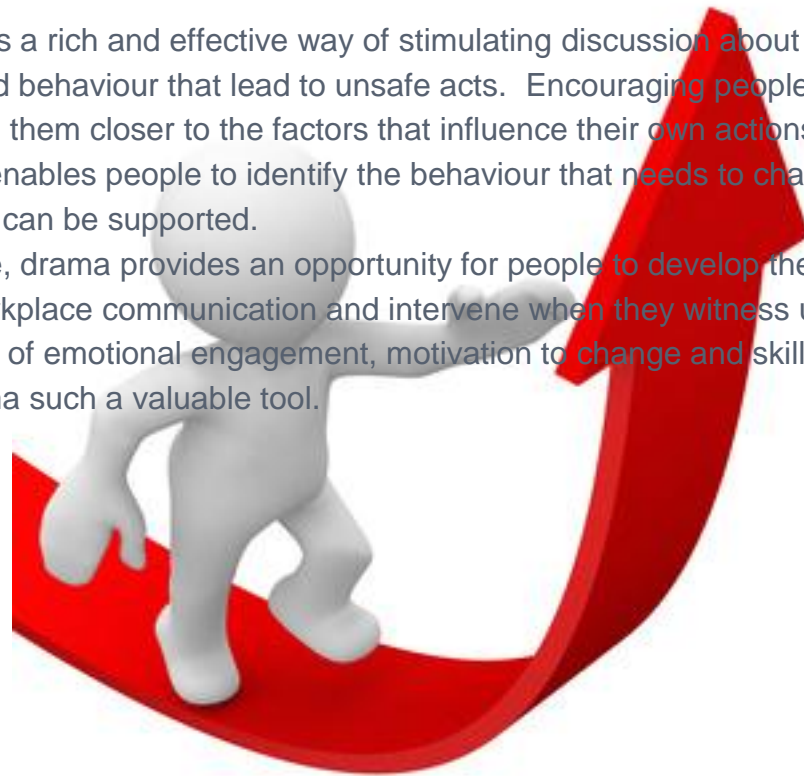
Furthermore, individuals need support in order to reflect on their responses to the drama and identify what is relevant, in terms of practice improvement. If insufficient attention is paid to this, then drama is unlikely to lead to behavioural change.

Finally, the drama/scenario itself must be well researched and devised; presenting believable characters and behaviour that is recognisable.

# Conclusion

Drama offers a rich and effective way of stimulating discussion about safety culture and the attitudes and behaviour that lead to unsafe acts. Encouraging people to feel (as well as think) brings them closer to the factors that influence their own actions. In this context, discussion enables people to identify the behaviour that needs to change and to agree how that change can be supported.

Furthermore, drama provides an opportunity for people to develop the skills they need to improve workplace communication and intervene when they witness unsafe acts. It is this combination of emotional engagement, motivation to change and skills development that makes drama such a valuable tool.



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# New Legislation

## New legislation introduces EU obligations for chemicals

13 October 2010

The Minister for Labor Affairs in Ireland has announced the publication of the Chemicals (Amendment) Bill 2010, which requires manufacturers and importers to notify the European Chemicals Agency about the classification of all hazardous substances that they possess. Minister Dara Calleary revealed that the main purpose of the Bill is to enforce EU regulations in the chemicals sector. These include:

- **EU regulation on the classification, labelling, and packaging (CLP) of substances and mixtures;**
- **a replacement EU Regulation on the Export and Import of Dangerous Chemicals implementing the Rotterdam Convention; and**
- **Periodic technical amendments to these and to the EU REACH and Detergents Regulations.**

The changes will harmonise the criteria for classifying substances and mixtures as hazardous, and the rules on labelling and packaging. Minister Calleary said: "If you are a manufacturer or importer, you must notify the European Chemicals Agency of the classification of all hazardous substances that you place on the market, within one month of placing them on the market.

"That applies from 1 December 2010, which means that all such substances, on their own,

Or contained in hazardous mixture above certain applicable concentration limits, and regardless of the annual tonnage manufactured or imported, must be notified.

"It is very important for our industry to meet the CLP notification deadline. The European Chemicals Agency will maintain an inventory of all notified classifications and this inventory is one of the cornerstones of CLP."

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# In Court!!!



## Case 1: Fall of Heavy Object causing worker to become trapped

Three companies have appeared at Portsmouth Crown Court after a worker was seriously injured when he became trapped under a prefabricated wall. The court heard that the incident took place during the construction of a new computer room at BAE Systems Properties Ltd's site in Broad Oak, Portsmouth, on 20 August 2008. Principal contractor, EMCOR Facilities Services Ltd, and sub-contractor, BS Interiors (South) Ltd, were attempting to build and install a prefabricated wall in the room. They decided to erect the 10.4-metre-long, 2.8-metre-high wall flat on the floor



owing to the design of the building. Once they had completed building the wall seven workers, including EMCOR employee Martin Cox, attempted to manually lift the 1136kg wall into place. They raised the structure to waist height and were changing their grip when they decided it was too heavy and aborted the lift. As they lowered the wall, it caught Mr. Cox's bent legs and he became trapped underneath. He suffered dislocated ankles and fractures to his left foot, and needed to use a wheelchair for a year owing to the severity of his injuries. He returned to work after 15 months but is still only able to perform light duties. HSE specialist inspector for occupational health, Anne Bartlett, revealed that because BAE Systems failed to appoint a Construction Design and Management coordinator, it assumed the responsibility for ensuring that the design was built without presenting a risk to those carrying out the building work. She said: "This

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case illustrates the importance of identifying hazards at the planning stage. This is the key aim of the Construction (Design and Management) Regulations 2007. "If a proper risk assessment had been carried out, those involved would have realized that manual handling of the wall would have created a real and obvious risk to those present. It defies common sense and was extremely foolhardy. "As a result for this failure Mr. Cox sustained serious injuries that will affect him for the rest of his life, but which could so easily have been avoided." BAE Systems Properties Ltd appeared in court on 9 November and pleaded guilty to breaching reg. 20(2)(c) of the CDM Regulations 2007, for failing to appoint a CDM coordinator and, subsequently, for not ensuring that the work was carried out safely. It was fined £8000 and ordered to pay £6110 in costs. EMCOR Facilities Services appeared at the same hearing and pleaded guilty to breaching reg. 22(1) (a) of the same regulations, for failing to properly manage the job in its role as principal contractor. It was fined £15,000 with costs of £6110. BS Interiors (South) Ltd pleaded guilty to breaching reg. 4 of the Manual Handling (Operations) Regulations 1992, and was fined £1500. The Judge did not award costs due to the firm's lack of financial means.

**Case 2: Fall of insecure load**

A Warwick bathroom firm has admitted it failed to provide training and a safe system of work for unloading Lorries after a worker suffered crush injuries.

On 9 February, Quoba Ltd employee Daniel Groves was helping to unload shower enclosures from a lorry at the firm's warehouse in Hermes Court, Warwick. The enclosures, which varied in size and weighed between 25kg and 50kg, were attached to wooden pallets with shrink wrap. The



The lorry driver cut away the wrapping and began passing the boxed enclosures down to Mr. Groves who was stood on the ground. As the driver removed the shrink wrap, several enclosures fell off one of the pallets and landed on Mr. Groves. He put his hands up to protect himself from the falling load but was knocked over and trapped underneath the boxes. A colleague freed Mr. Groves who was taken to hospital where he received treatment for damaged ligaments in his wrists. He was unable to return to work for a month owing to his injuries. Police attended the scene and reported the incident to

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Warwick District Council. An environmental health officer from the council visited the site the following day and issued an Improvement Notice, which required Quoba to carry out a risk assessment and introduce a safe system of work for unloading Lorries. The investigation also found staff had not received training on how to safely unload deliveries from Lorries. Quoba appeared in front of Leamington Spa Magistrates on 21 October and pleaded guilty to breaching s2 (1) of the HSWA 1974 and reg. 3(1)(a) of the MHSWR 1999. It was fined a total of £4000 and ordered to pay £2500 in costs. The firm had no previous convictions and co-operated with the council's investigation. It has subsequently introduced a safe system of work, which requires all deliveries to be made by Lorries that have a tail lift. A forklift truck is then used to transfer the pallets on to the ground from the tail lift so the boxes can be unloaded at ground height. The company has also provided staff with the required training.

**Case 3: Company fail to risk assess Corrosive chemical**



A -Midlands Company has admitted to failing to protect its employees after two young workers suffered chemical burns while cleaning an air-conditioning system. Rugby Magistrates' Court heard that Fretus Ltd was contracted to carry out a service on an air-conditioning unit at an office in Leamington Spa on 1 October 2009. The job was given to two teenage workers were began cleaning air-conditioning coils with a highly corrosive chemical.

Two hours into the job they complained to their supervisor that their hands were hurting. They were told to wash their

hands and then complete the job. By the time they had finished the service, some five hours later, they had suffered burns and blisters to their hands. They went to hospital for treatment, where one of the workers remained for six days, while the other was released after two days.

Fretus reported the injuries to Warwick District Council under RIDDOR and the council began an investigation. The firm told investigators that its supplier had run out of the

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alcohol-based chemical, which it normally used to clean air-conditioning systems, and it had been provided with a replacement product for the work. The investigators found that the chemical was clearly labeled as containing 'phosphoric and hydrofluoric acid' but the company neither carried out a risk assessment on the use of the product nor warned its workers that they needed to wear protective gloves when using the chemical. Fretus appeared in court on 4 November and pleaded guilty to breaching s2 (1) of the HSWA 1974. Owing to the company's financial situation, magistrates decided not to impose a fine but instead issued a 12-month conditional discharge. They also ordered the company to pay full costs of £4500. In mitigation, Fretus argued that the prosecution was unnecessary as it had a previously exemplary health and safety record. Following the incident it acquired the services of a safety consultancy and carried out a risk assessment on every chemical that was in its possession. It now sure that all its vans are provided with safety data sheets, which explain the dangers of each chemical and warn workers if PPE is required when using a product .After the hearing, Warwick District Council portfolio holder of the environment, councilor Michael Coker, said: "It was clearly foreseeable that the use of this highly corrosive cleaner, without appropriate control measures, would result in serious injuries. This case clearly demonstrates that companies must ensure that hazardous substances are used safely

### **Case 4: Construction Company fined £1 following death of a contractor**



A construction company has been fined just £1 following the death of a contractor at a site in Lancashire. The incident took place during the construction of three new office buildings at the Altham Industrial Estate, near Altrincham. Glenmill Group (Developments) Ltd was the principal contractor at the site and had sub-contracted Howorth Scaffolding Services Ltd to erect scaffolding during the construction of the buildings. On 10 May 2006, two of the three buildings had been completed, and Peter Walton was working as a sub-contractor on the final building. He was fixing wall-plates to the building's steel framework so that trusses could be

installed to hold the roof in place. While he was working he stepped on an unsecured

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scaffolding board and fell five meters to the ground. He struck his head during the fall and died in hospital five weeks later. The HSE attended the scene on the day of the incident and discovered that the scaffolding had numerous safety failings. Inspectors found that the board that gave way under Mr. Walton had not been properly tightened. There was also a lack of adequate edge protection across the scaffold, and it had unsafe foundations. A Prohibition Notice was issued immediately, which required the scaffold to be made safe before work could resume. HSE inspector Ian Connor said: “Both these companies contributed to Peter Walton's death by failing to follow the proper safety procedures for putting up scaffolding. “Howorth Scaffolding should have made sure that it constructed the scaffolding properly. And, as the principal contractor for the site, Glenmill Group should have ensured it was safe before allowing construction workers on to it.

“This is an extremely sad case, which, once again, shows how important it is to follow health and safety regulations. It's vital that construction companies do more to prevent deaths and injuries in the future.” Both firms appeared at Preston Crown Court on 25 October and pleaded guilty to breaching s3 (1) of the HSWA 1974. Howorth Scaffolding was fined £25,000 and ordered to pay £13,793 in costs. Glenmill Group was fined £1 and was also ordered to pay £13,793 towards costs. The judge said the fines had to take into account the companies' current financial means.

The court had been told that any significant fine imposed on the Glenmill Group would cause it to go out of business. Neither company had any previous convictions, nor did both cooperate with the HSE's investigation. Howorth Scaffolding took action to make the scaffold safe, and Glenmill Group appointed an independent safety inspector to assess the scaffold before work resumed. Following the hearing, Mr. Walton's widow Christine said: “I know this prosecution won't bring him back but it will help to give me some sort of closure, and to bring this type of incident to the forefront. Sadly, Peter's death is just one of many needless deaths that occur in the construction industry due to slack adherence to health and safety regulations. “Hopefully, what happened to Peter, and is still happening on construction sites, will make people realize that health and safety laws are there to protect us and are not to be scorned and scoffed at.”

However, Mrs. Walton has also been quoted in the national press as saying the £1 fine is an “outrageous” and an “appalling joke”. Pressure group Families against Corporate Killers (FACK) agreed saying it wouldn't deter other companies from making the same mistakes. A statement said: “Insulting fines are not rare and won't deter other employers, or make them comply with the law to stop killing, injuring, or making workers ill in what are totally preventable incidents and occurrences.” The British Safety Council also criticized the court's decision.

Head of policy and public affairs, Neal Stone, said: “The fine of £1 sends out all of the wrong messages. Thousands of workers are still being injured or made ill by work - the 2009/10 statistics are evidence that Peter Walton's preventable death was not an exception but sadly an all too frequent occurrence in a society that has still to grasp the harm and loss that poorly managed health and safety brings. A £1 fine is an insult to Peter Walton's family.”

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## **Tunisia: Sanctions Against Institutions that violate the Occupational Health & Safety at work**



Submit a Tunisian legislature to the House of Representatives and advisers to the draft law regarding the completion of the provisions of Chapter 234 of magazine work, so as to avoid all the shortcomings and breaches that occurred and still occur in some economic institutions and the pens of Public Works of the ignorance of the elements of occupational

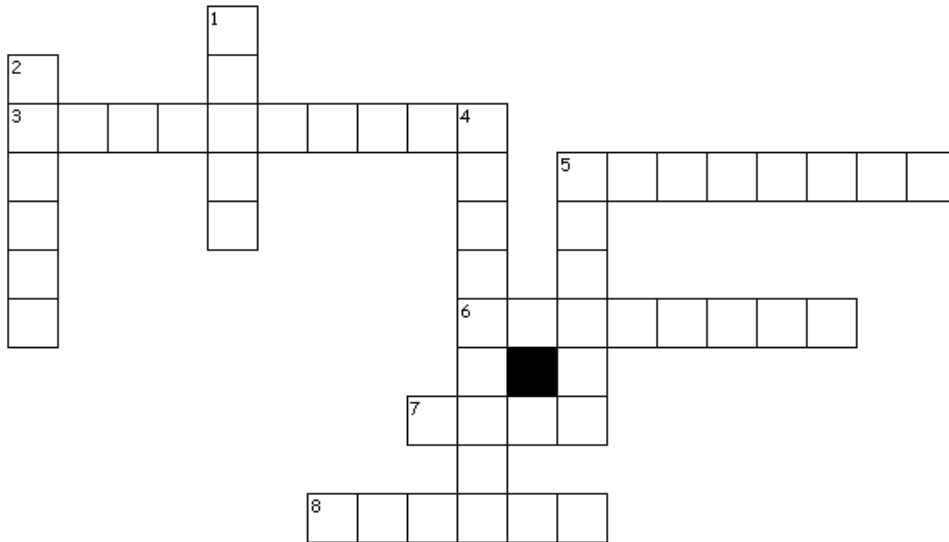
safety and health, and dragged them from accidents fill incurred whereby the expenses of up to tens of millions of dinars annually.

The bill aims to ensure the application of and respect for the procedures and measures related to strengthening the prevention of occupational risks by strengthening the influence of inspectors work and doctors of inspectors work in monitoring the economic institutions of the legislation on occupational health and safety Us will promote prevention of occupational hazards and thereby reduce industrial accidents and occupational diseases and the consequent them from damage to the human resources and loss of work days and the material losses incurred by the national group.

As to Chapter 152-2 of the Labour Code has included commitments carried on the lessor for taking the necessary measures to protect workers and protect them from occupational hazards and that the Labour Code does not provide currently on the sanctions in the form of prejudice to these obligations, required of this draft law, the reference to Chapter 152-2 of the Journal of the job within Chapter 234 of the same magazine, which sets penalties for violation of the provisions dictated Journal of Employment and is written in the money.

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# HEALTH & SAFETY CROSSWORD



## Across

3. Chairs should be ..... to ensure that they are the correct height
5. Poor posture or a badly designed chair can cause this
6. Employees should receive this before using any computer equipment
7. These should be tucked safely under the desks to prevent people falling over them
8. These should be fitted to windows to prevent sunlight shining on the monitor screen

## Down

1. People who wear glasses should have regular eye.....
2. These should not be allowed to trail across the floor
4. Staring at the monitor for too long can cause this
5. Regular ..... should help to alleviate many health problems caused by overuse of the computer

**If you solve this cross word you can win 50% off the price of your next TSS course**

**GOOD LUCK!!!**

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# Total Safety Services up and coming courses

<i><b>Date</b></i>	<i><b>Time</b></i>	<i><b>Course Title</b></i>
1 <sup>st</sup> , 2 <sup>nd</sup> + 3 <sup>rd</sup> December	6p.m to 9p.m.	<i>Risk Assessment coaches course</i>
9 <sup>TH</sup> December	6p.m to 9p.m.	<i>Power and Hand tool safety</i>
13 <sup>TH</sup> December	6p.m to 9p.m.	<i>Working @ Height</i>
14 <sup>TH</sup> December	6p.m to 9p.m.	<i>Confined space</i>
4 <sup>th</sup> , 5 <sup>th</sup> and 6 <sup>th</sup> January	09.00 to 16.00	<i>Internal Auditor</i>
10 <sup>th</sup> and 11 <sup>th</sup> January	6p.m. to 9p.m.	<i>Hazards communication and awareness</i>
12 <sup>th</sup> and 13 <sup>th</sup> January	6p.m to 9p.m.	<i>Scaffolding awareness</i>
17 <sup>th</sup> , 18 <sup>th</sup> and 19 <sup>th</sup> January	6p.m to 9p.m.	<i>Behavioural based safety</i>
20 <sup>th</sup> and 21 <sup>st</sup> January	6p.m to 9p.m.	<i>Electrical Safety</i>
24 <sup>th</sup> and 25 <sup>th</sup> January	6p.m to 9p.m.	<i>Construction Safety</i>
27 <sup>th</sup> and 28 <sup>th</sup> January	6p.m to 9p.m.	<i>Fire Safety</i>

► **NEBOSH** *General, International, Construction and other NEBOSH courses*  
Available anyone wishing to sit these courses should contact us for prices and  
*Availability.*

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## Your Input!!

This section of the newsletter has been left for our readers,

If any of you have any Safety articles, discussions, quizzes, photos or anything else that you would like to enter in to our news letter then please email them to us and we will do our best to include them into the next month's issue of the Total Safety Services news letter.



## Useful web links

In this section we will aim to give you useful web links. Addresses where you can obtain Health and Safety information and Health and Safety jobs, if you have any links or addresses that you would like us to put on this page please email them to us.

- a) [www.totalsafetyervices.com](http://www.totalsafetyervices.com)
- b) [www.hse.gov.uk](http://www.hse.gov.uk)
- c) [www.oilandgasjobsearch.com](http://www.oilandgasjobsearch.com)
- d) [www.oilcareers.com](http://www.oilcareers.com)
- e) [www.oilfieldmag.com](http://www.oilfieldmag.com)
- f) [www.worldwideworker.com](http://www.worldwideworker.com)
- g) [www.iosh.co.uk](http://www.iosh.co.uk)

**Enjoy your reading & thank you for your  
time, wait for our next edition**

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