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DQS COMPACT

DQS Holding GmbH

MANAGEMENT SYSTEMS SOLUTIONS

WHAT ARE THE BENEFITS OF STANDARDS?

Certification under a recognised and respected quality management system - such as ISO - offers numerous benefits to businesses

ISO standards develop through a thorough and arduous process that requires the experience and knowledge of relevant experts from around the globe. This process ensures that ISO standards are a credible and consistent framework for business implementation.

ISO standards have been developed so that businesses can function optimally and meet the expectations of the consumer. Implementing ISO standards go beyond these benefits; however, as the very implementation thereof enables enterprises to become more efficient and productive, offering a competitive advantage. ISO certification can also be implemented as a marketing advantage, as these standards are well-known and well respected, reassuring customers that your business adheres to the highest quality standards. happen!

Internally and externally, ISO standards offer a range of benefits to companies all around the world. ISO standards ensure that consumers are confident in their products, trusting that the products they buy are safe, reliable and of good quality, while regulators trust in ISO standards to assist with the development of better regulation.

The key advantages of ISO standards include:

- Faster problem detection
- Improved customer satisfaction
- An improved understanding of customer needs
- An improved perception of the company
- Improved development, manufacturing and supply of products and services
- Product and service processes are more efficient, cleaner and safer
- The safeguarding consumer and users of products and services
- Promoting industry innovation
- Improved relationships with suppliers
- All company processed are evaluated, standardised and explained to personnel
- Easier and faster to train personnel
- Improved communication
- Improved participation by employees
- Enabling businesses to compete in markets around the world
- Provides quality, safety and reliability assurances

ISO standards have been created in order to address potential problems and improve business and processes across various industries. **At DQS, we address the needs of numerous sectors**, including Quality Management, Occupational Health and Safety, Environmental Management, Information Security, Food Safety and Asset Management.

IN THIS ISSUE

ISO 45001 READINESS REVIEW: SO YOU CAN TRANSITION SAFELY AND EASILY

DQS offers a Readiness Review that…

- determines the maturity of your management system.
- provides qualified feedback in each subject area, by way of a report.
- gives an auditor's estimate on how likely a successful certification audit will be.
- is well suited for in-house follow-up of individual subjects.
- clearly defines the priorities for this follow-up.
- allows for optimum use of resources. Setting priorities based on a clear evaluation of subject areas means resources can be focused on where they are most needed, and not lost elsewhere.
- creates elbow room. Scheduling a Readiness Review early gives you plenty of time for corrections.
- takes away pressure. An immediate transition, i.e. without this review, gives you only 90 days to close any open subject areas.
- delivers tangible results that can be communicated easily to top management and stakeholders.
- can be an incentive for top management to correct negative developments.
- allows everybody involved to familiarize themselves with the subject well in advance of the audit.
- is an early, official starting signal for the transition to the new norm. A wake-up call for those not yet fully aware.

ISO 45001: Occupational Health and Safety as a Strategic Leadership Topic

Determining risks and opportunities of the OHS management system and their evaluation are basic requirements of ISO 45001. In practice, however, it is decisive how an organization eventually handles the results of that evaluation.

How are measures planned and implemented to e. g. eliminate sources of danger and reduce SGA risks? In this respect, the SGA standard ISO 45001 has very specific ideas, despite the high degree of freedom it offers adopters in other respects - not least regarding classical workplace safety and legal aspects.

The great achievement of MACE obtaining the ISO 45001 with DQS

"For MACE, there are many benefits to being certified the ISO 45001:2018. Firstly, it makes sure occupational health and safety is firmly at the heart of the organization's mission. It also allows for more robust OHS processes and controls and helps drive development of systematic processes that consider the broader context, considering risks, opportunities, legal requirements and more. The introduction of ISO 45001 also presents an opportunity for MACE workers to get more closely involved and engaged with health and safety at work."

Mansour Yasser Al Halabe
Head of HSE Department
Mechanical and Civil Engineering Contractors Company L.L.C

ISO 45001: USE PLANNING ACTION TO REDUCE OH&S RISKS

"**Planning action**", as the new standard calls it, is listed as a logical consequence of the requirements of chapter 6.1. "Actions to address risks and opportunities". As part of an entire sub-chapter that addresses hazards, OH&S risks and opportunities, as well as legal obligations and other requirements, "Planning action" is focused on determining risks and opportunities in order to achieve the intended results of the OH&S management system, preventing undesirable effects, and achieving ongoing improvement. To do so, "Planning action" also takes into account the requirements of chapters 4.1 "Context," 4.2 "Interested Parties" and 4.3 "Application of the OH&S Management System".

Systematic view of hazards

First, a hazard must be identified as such. In order to achieve this, an ongoing and proactive process, characterized by planning ahead and targeted action, must be defined, implemented and maintained. According to the definition of ISO 45001, a hazard is a "source with a potential to cause injury and ill health". Note 1 to this definition adds that hazards include causes that have "the potential to cause harm or hazardous situations, or circumstances with the potential for exposure leading to injury and ill health" - which has included psychological stresses for some years now. In the risk assessment of an OH&S management system, hazards are therefore unquestionably at the heart of the issue.

If a hazard is identified, it must be evaluated based on its own process. This also needs to take the effectiveness of already implemented actions into account (chapter 6.1.2.2). However, the standard does not specify how an organization is to approach the evaluation of hazards. It only requires that methods and criteria for the evaluation of OH&S risks (in this case, hazards) "shall be defined with respect to their scope, nature and timing to ensure they are proactive rather than reactive and are used in a systematic way." In contrast to the action planning following the evaluation (keyword: hierarchy of actions*), the standard gives a company free rein as to how this task is accomplished.

Planning suitable actions

In the final analysis, the company must determine how to address or reduce this risk. This needs to be done in view of the suitability of the actions, which also requires a separate process. When planning actions, the company must "take into account the hierarchy of controls and the outputs of the OH&S management system" in accordance with chapter 6.1.4. In addition, it is necessary to plan whether or in what form these actions can also be incorporated, for example, in work instructions or in actions to increase competence. In the annex A.6.1.4 to ISO 45001, it is also proposed that: "other controls can take the form of measuring or monitoring", and refers to chapter 9. Also, an organization shall consider best practices, technical capabilities, and financial, operational, and business requirements when planning actions.

* *- Hierarchy of actions: a certain sequence of categories of actions, which is known under the abbreviation "**STOP**"*

STOP - AN EASILY REMEMBERED ABBREVIATION

ISO 45001 lists the hierarchy of actions in chapter 8.1.2, adopting the STOP principle with one very important change: ISO 45001 designates the first and best of all actions, namely the elimination of the risk directly at the source. Only when this is not possible does the STOP principle come into play.

***S** stands for "substitution": If, for example, a hazardous substance can be replaced by a less hazardous (even better: non-hazardous) substance, then this is the first step in the hierarchy of actions according to STOP.*

***T** stands for "technology": If substitution is not possible or only to a very limited extent, the next stage is to keep or disconnect employees from a danger, by technical means. These can be, for example, protective devices that keep a dangerous substance away, e.g. by suction, or similar.*

***O** stands for "organization(al)": If the dangerous substance cannot be effectively kept away from employees, the next step in the hierarchy relies on organizational actions to reduce the effect on the employees. These may be actions that reduce, for example, the number of persons exposed to the hazard, or those that limit the length of stay in the danger zone.*

***P** stands for "personal". The standard divides this "P" into sub-items (d) administrative actions and (e) personal protective equipment (PPE): the final stage of the hierarchy of actions in STOP may be considered as a complement to the above actions and is aimed in particular at training for dealing with hazards and the use of personal protective equipment. This last is reiterated separately in the note on chapter 8.1.2, since the provision of free PPE is a legal obligation in a number of countries (e.g. Germany).*

State-of-the-art actions

Chapter 6.1.4 also shows that the planning of actions must take into account a number of other aspects in addition to the hierarchy of actions. These are "best practices" such as "technological opportunities" and "financial, operational and business requirements." What does this mean in concrete terms?

This means, in principle, that the planning of actions must be carried out along these aspects, i.e. it must be adapted and proportionate to the situation in the company. However, since the requirement applies only within the scope of the operational possibilities, the cost for using outdated, possibly less effective installations or devices must also be assessed.

In summary, we can see that ISO 45001 offers an excellent possibility of integrating relevant actions into the existing management system or general business processes in order to ensure compliance with the legal requirements, taking into account the operational circumstances. The standard explicitly mentions environmental management, quality management, business continuity, risk and financial management and human resources management.

Andreas Ritter, DQS-Expert / Auditor
Dr.-Ing. Eric Werner-Korall, DQS Auditor

HIERARCHY OF ACTIONS FOR PSYCHOLOGICAL STRESS

Mental stress can occur in many ways. Often, actions designed to eliminate or reduce these burdens relate to everyday situations, as the following example shows: personal customer contact, e.g. at the checkout of a supermarket, possibly with a location in a social focal point. The task: to minimize the psychological burden on cashiers by criminal, aggressive or otherwise conspicuous customers.

What hierarchy of actions is conceivable?

As with a "classic" hazard, an attempt must first be made to eliminate it at the source. In the given case, this would mean fully automating the payment process – which would be tantamount to abolishing the workplace at the checkout. If that is not possible, the **STOP principle** may offer solutions:

- **Substitution**: A replacement of aggressive or criminal customers by less conspicuous customers seems curious at first, but possibly banning them from the establishment applies to those whose aggressive behavior is already known.
- **Technology**: The use of technical aids can provide both mental and actual security from aggressive or criminal customers who cannot be kept away: e.g. structural actions in the form of protective windows, installation of emergency call facilities and/or camera monitoring.
- **Organisation**: Organizational actions such as the presence of security personnel in the entrance or checkout area helps to reduce the psychological burden on the cashier. Shorter operating times at the checkout reduce at least the duration of the load.
- **Personal**: Targeted training in dealing with difficult customers gives staff more security in de-escalation. However, the use of personal protective equipment seems less helpful.

DQS LEBANON CELEBRATES 15 YEARS WITH FOOD SAFETY MILESTONE

Station Restaurants crossed milestones together with DQS and earned the DQS Certificate conforming that they met ISO 22000 Food Safety Management System Requirements – one success story out of many for the office located in Beirut. Station Restaurants have set a challenge to meet the highest food safety requirements in order to ensure that their food is safe for their customers. Station Restaurants Team, along with the collaboration with Global S accepted the challenge and worked with DQS auditors and experts to ensure that all the items on their menu are safe and a part of an integrated management system.

Every restaurant must follow food safety guidelines and regulations to ensure the well-being of the customer and earn their trust. Although there might be plenty of food safety certification bodies out there, DQS is unique in what it stands for and what it offers. DQS always ensures the highest technical competence and standards understanding for auditors. Not only that, but DQS also ensures that companies are meeting standards and industries' requirements by having a technical review process overseeing the audit process, findings, and auditors' recommendation.

Through the audit process and technical review process, the food safety management system certification with DQS assures customers and the stakeholders that they can trust that food safety requirements have been fully met, which will give companies a competitive advantage in the market.

DQS Auditors made sure that everything was done according to the food safety requirements applicable to the sector in which Station Restaurants operate in.

With all of the team work, Station Restaurants pulled through, until they met DQS standards for ISO 22000 Food Safety Management System Requirements, and the certificate was issued. Up to now, two branches have been certified, and in the near future, the rest of the branches will follow.

Want to know more about Food Safety Certification?

Please click on the link to contact the local DQS office near you.

www.dqs-holding.com/international

WHAT ARE THE DIFFERENCES BETWEEN HACCP AND ISO 22000?

HACCP and ISO 22000 are both food safety standards that any food production or food handling company can implement. Hazard Analysis and Critical Control Points (HACCP) was established in the 1980s, initially instigated by scientists working for the Pillsbury company while ISO 22000 was introduced in 2005.

Many companies implement these standards at the same time and these two standards both address food safety hazards and controls. As such, it may be difficult to distinguish between the two; there is however a marked difference.

HACCP is one part of ISO 22000

HACCP has three main principles, namely:

- Identify and assess hazards associated with the food product
- Determine critical control points to regulate the identified hazards
- Establish a system to monitor the critical control points.

HACCP identifies hazards that may threaten food safety and implements control points. These hazards may include sources of bacteria, physical, allergenic or chemical contamination. HACCP can be used alone or with other regulations. HACCP is the subsection of ISO 22000 that addresses these hazards and creates procedures to monitor critical control points.

ISO 22000 is a broader, international system

ISO 22000 incorporates the principles and regulations of HACCP but is a broader framework used as a management system. ISO 22000 allows for constant performance improvement in the management of food safety and food manufacturing. This standard follows the model of ISO 9001 and other ISO Standards as of the publication of ISO 22000:2018. ISO 9001 is a quality standard that can be employed by corporations in any business and incorporates the eight quality management principles of this standard. ISO 22000 consists of numbered sections that correlate with sections of ISO 9001 for easier integration.

ISO 22000 is a worldwide standard, issued by the International Organisation for Standardisation and includes the requirements of other global standards whereas HACCP originated in the United States, derived from the guidelines and regulations of the Department of Agriculture and the Food and Drug Administration (FDA). The HACCP System has now been adopted globally via the Codex Alimentarius Commission as a validated and verified approach to hazard identification and mitigation within Food Safety and is often used in Pharmaceuticals manufacturing as well. Every country has been given permission to adopt HACCP as a Voluntary Standard to be implemented as part of the Legislative and/or Regulatory infrastructure as countries see fit.

DQS - Your specialist for FOOD SAFETY CERTIFICATION & AUDITS
BRC, IFS (Food, Broker, Cash & Carry...), ISO 22000, HACCP and more...

DQS Maghreb at PetroServ & HSE Expo in Sfax

When the **International Exhibition of Health, Safety, and Environment in the Workplace** opened for the first time in Tunisia this year, DQS Maghreb was proud to represent the Group and its services as the only certification body at this major event.

Sfax is a strategic and central location for the Maghreb oil region (Libya, Tunisia, Algeria, Morocco, and Mauritania), which is why in the course of four consecutive days, the DQS team was able to welcome CEOs and HSE experts from many key players in the oil and energy services industry. Some were looking to fill their certification needs, while others – especially government representatives, consultants and service providers – wanted to learn more about **how audits and certification to international standards can help protect people and the environment**.

The highly publicized expo received the attention of several media channels. Mr. Iheb Tanfous, the Business Development Manager at DQS Maghreb, and Ms. Emna Chtourou, the Sfax Office Manager, appeared twice on radio during the event to present DQS and its activities, and to talk about the importance of a positive HSE culture in the workplace.

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IMAGES

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Follow your local DQS office's activities and stay up-to-date!

DQS: Global presence - Local expertise

DQS is one of the leading certification bodies for management systems worldwide. With 85 offices in 60 countries, and 2,500 auditors and experts worldwide, DQS is your trusted partner for sustainable success. DQS Holding, based in Frankfurt, provides the strategic leadership for all DQS offices worldwide. We strive for one common goal: to improve our customers' management systems and organizational health by offering value-adding assessment services

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