

# QUALITY, SAFETY, ENVIRONMENT MANUAL

**SCET**   
**TUNISIE**

MQSE-EN  
I.E 0



**QSE**

SOCIETE CENTRALE POUR L'EQUIPEMENT DU TERRITOIRE - TUNISIE

## ***SUMMARY***

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## 1 - SCET-TUNISIE: BRIEF INTRO

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Established in 1972, SCET-TUNISIE (Société Centrale pour l'Équipement du Territoire-Tunisie) is a multidisciplinary design company in the field of engineering.

The Company's areas of activities are:

- Buildings,
- Transport Infrastructures,
- Agricultural Development,
- Urban and Agricultural Hydraulic,
- Environment,
- Urban Planning,
- Economy,
- Strategic, sectoral and various studies etc.

The Company's areas of intervention are mainly located in Tunisia and sub-Saharan African countries. 80% of the total turnover is due to export missions. Our services cover a wide range of missions at several levels:

- Feasibility studies, preliminary design, implementation design, strategic and economic various studies etc.
- Institutional support and technical assistance,
- Works supervision.

### 1.1 - Our main clients

**In Tunisia :** Ministries (Land Planning, Agriculture, etc.) and affiliated departments, public and par public organizations, various private clients such as banks, public works companies, real estate and tourism developers.

**Internationally :** Mainly public institutions in sub-Saharan African countries on projects often funded by international donors.



## 1.2 - Our organization

SCET-TUNISIE is organized into operational Departments ensuring the production of the company's services and into functional departments whose main mission is to provide assistance to the operational departments. All of the Departments and Directorates activities are managed by the executive board, which determines and sets the company's strategy and objectives.

- **Operational Departments**

**The operational Departments ensure the main production and implementation of the company's services, they are at the core of our business.**

**BUILDING DEPARTMENT (DEB)** : Conducts studies, provides technical assistance and ensures works' supervision missions in the field of building and civil engineering. It is a multidisciplinary Department within which each engineer and technician is specialized in an area i.e. structure, electricity, phone and computer wiring, fluids, air conditioning, sanitary plumbing, etc.

**ENVIRONMENT, HYDRAULICS & AGRICULTURE DEPARTMENT (DEHA)** : Conducts studies, provides technical assistance and ensures works' supervision missions in the field of agricultural and urban hydraulics, sanitation, environmental impact assessments and agricultural development.

**INFRASTRUCTURES & TRANSPORT DEPARTMENT (DIT)** : Conduct studies, provides technical assistance and ensures works' supervision missions in the field of roads system, engineering structures, roads and main services, railways as well as ports and airports infrastructures.

**ECONOMIC, SOCIAL DEVELOPMENT AND URBAN PLANNING DEPARTMENT (DEDSA)**: Conducts economic, sectoral, strategic and organizational studies in much varied fields such as transport, industry, employment, training, planning and urban development, etc.



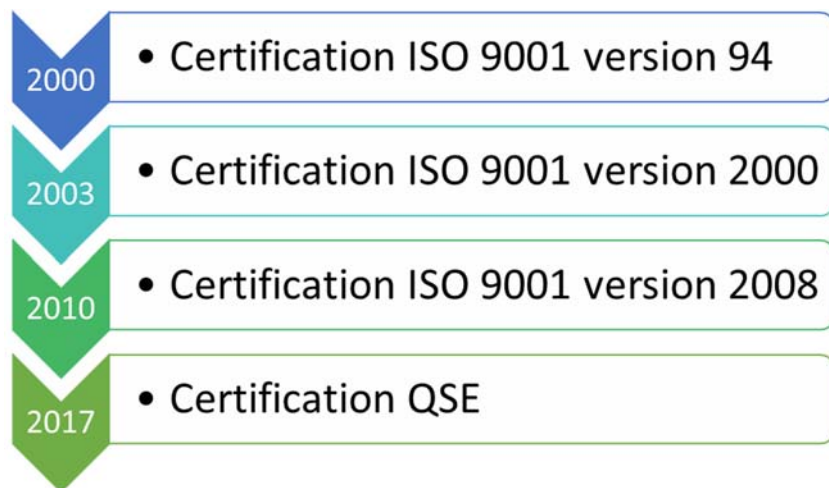
- **Supporting Departments**

These three departments provide complete assistance to the operational departments and the executive board for a smooth running of work and successful implementation of services.

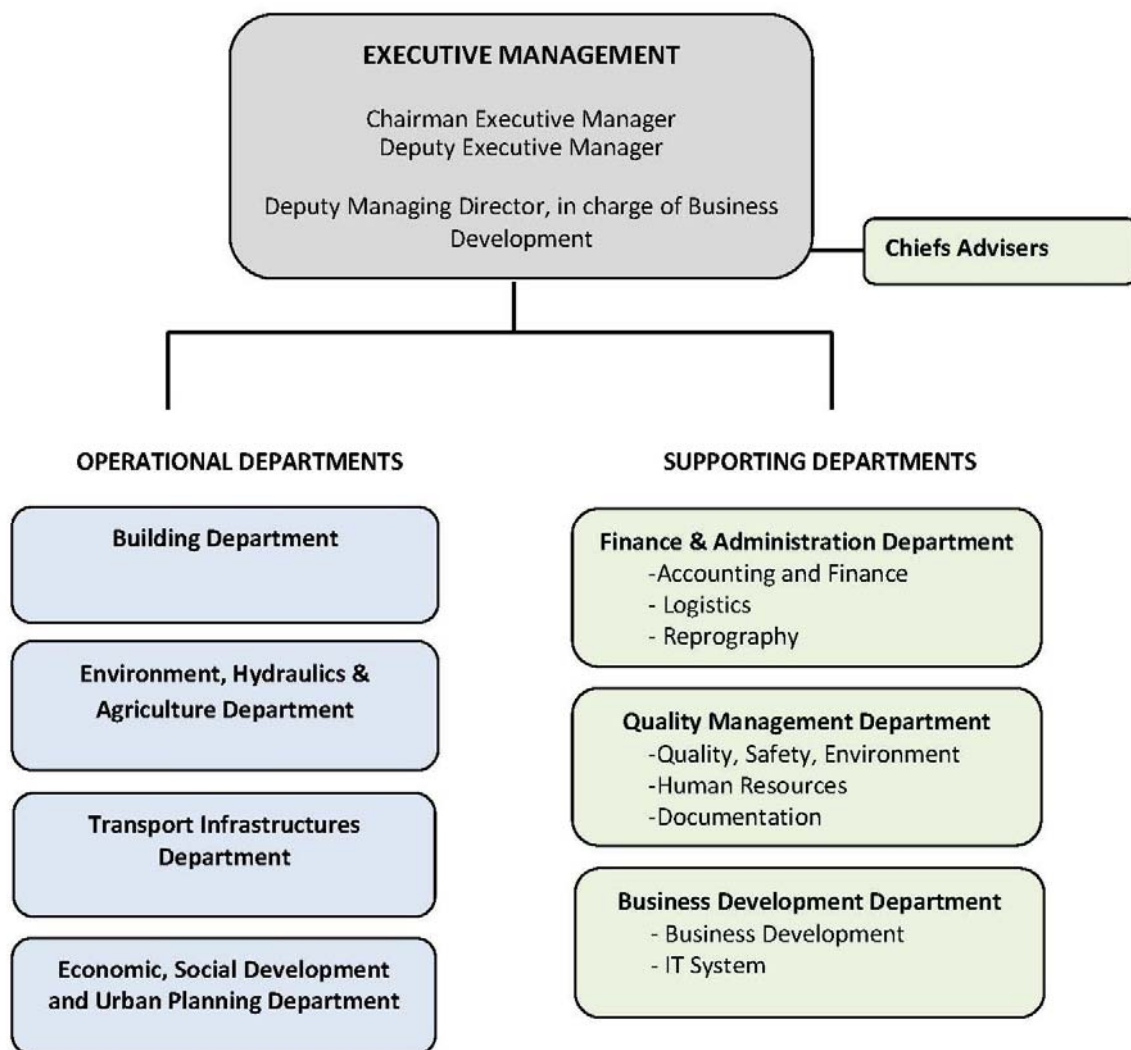
**DEVELOPMENT DEPARTMENT (DDEV)** : Develops the company's position on foreign markets, prospects and promotes activities with international major contractors and lenders, ensures the preparation and supervision of tenders in collaboration with the company's various operational Departments, and participates in contract negotiations. DDEV manages export sales and is also responsible for the IT System.

**QUALITY MANAGEMENT DEPARTMENT (DIQ)** : Created in 1999 as part of the Company's goal in seeking sustainability by implementing an Integrated Quality Management System. DIQ is also in charge of the human resources and documentation service.

**ADMINISTRATIVE AND FINANCIAL DEPARTMENT (DAF)** : Ensures financial and accounting management of the company as well as administrative management of staff. The DAF also provides administrative and logistical support to other structures. SCET-TUNISIE Safety Manager reports to this Department.



The QSE certification awarded to SCET-TUNISIE constitutes an important development marking our commitment to respect the environment and guarantee the Health and Safety at work of our teams. This commitment not only concerns our work environment but is also deployed at the core of our business.



### 5.3 - Professional Approvals and Recognition

SCET-TUNISIE is approved by most Tunisian administrations on behalf of which it performs its services. Our company is also registered in the Consultants databases of the administrations of different foreign countries and of numerous financing organizations including:

**IBRD** : International Bank for Reconstruction and Development,

**AfDB**: African Development Bank,

**IDB**: Islamic Development Bank,

**BADEA**: Arab Bank for Economic Development in Africa,

**AFESD**: Arab Fund for Economic and Social Development,

**IFAD**: International Fund for Agricultural Development,

**OPEC**: Organization of Petroleum Exporting Countries,

**BOAD**: West African Development Bank,

**KFAED**: Kuwait Fund for Arab Economic Development,

**SFD**: Saudi Development Fund,

**UNDP**: United Nations Development Program,

**UNIDO**: United Nations Industrial Development Organization.

Etc.



## 2 - CONTEXT, CHALLENGES AND STAKEHOLDERS

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With an affirmative international presence, numerous activities, a constant evolving environment, SCET-TUNISIE is setting a Development Strategy which falls right into a visionary approach integrating all stakeholders. To face future challenges and remain in a vision of renewal, innovation and improvement, SCET-TUNISIE formalized this new approach and set up a real strategic instrument board, tool of governance of the company. This reflection on the external and internal challenges of the Company is divided into 3 strategic axes:

- SCET-TUNISIE axes of development,
- Commercial strategy,
- Improvement of performances and sustainable development.

This vision is formalized by a document called “Context, Opportunities, Risks and Stakeholders Matrix”.  
(document codification C.O.R)

## 3 - APPLICATION AREA OF THE ENVIRONMENTAL SAFETY QUALITY MANAGEMENT SYSTEM (ESQMS)

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**All the requirements of ISO 9001, ISO 14001 and OHSAS 18001 are applicable to SCET-TUNISIE ESQMS for the following activities:**

**Studies and control of the works in the fields of Building, Infrastructure, Transport, Hydraulics, Agricultural and Rural Development and Environment.**

**Studies in the fields of Town and Country Planning, General Economic Studies, Technical Assistance.**



**These components are also applicable in the Company's premises, implemented as part of our various projects under study and enforced during the works control missions in Tunisia and abroad.**

## 4 - QUALITY SAFETY ENVIRONMENT POLICY

..... Our commitment to QSE, high challenges  
undertaken with all of our team .....



*Our services quality and reliability have always been part of the strategic objectives of our company. In August 2000, we obtained ISO 9001 certification. Ever since then, and thanks to the commitment and mobilization of all the teams, we have developed and continued our Quality Management approach to finally lead to the implementation of an Integrated Management System covering Quality, Safety and Environment.*

The objectives making the foundations of our approach:

- Satisfy our Client's expectations by offering them a high quality services,
- Stand out in an increasingly fierce and competitive market, both in Tunisia and abroad, by offering our clients high quality service with competitive prices,
- Provide services that meet the requirements of safety, reliability, functionality and optimization of costs and deadlines in compliance with the standards and regulations in force. Prevent risks that may affect the staff's health and safety as well as environmental hazards,
- Integrate the evolution of our professional environment into the functioning of SCET-TUNISIE,
- Look for "zero defects" and seek excellence through a strategy of continuous improvement by consolidating and improving the functioning of the company.

Reaching these objectives depends on increasing the competitiveness of our company and improving its brand image. Our company's interests are aligned with those of our clients.

On the operational level, these objectives must be illustrated by:

- Proficiency of our projects (quality, costs, deadlines, control and validation of our services),
- Respect of our commitments to clients and partners by adopting an environment-friendly approach and guaranteeing the safety of our teams,
- Implement a business strategy adapted to the company's markets and development objectives,
- Development of the Company's human resources and the permanent improvement of the skills acquired,
- Provision of production means and tools adapted to the requirements of the company's trades,
- Continuous improvement of our Integrated Quality, Safety, Environment Management System

Aware of the role of SCET-TUNISIE as an economic and development actor on an international scale, we integrate the approach "Corporate Social Responsibility" (CSR) in our continual improvement process and we will make sure to deploy it within our organization and our activities.

SCET-TUNISIE is counting on the renewal of the commitment of all the team in this approach while fully respecting legal, regulatory and ethical requirements.

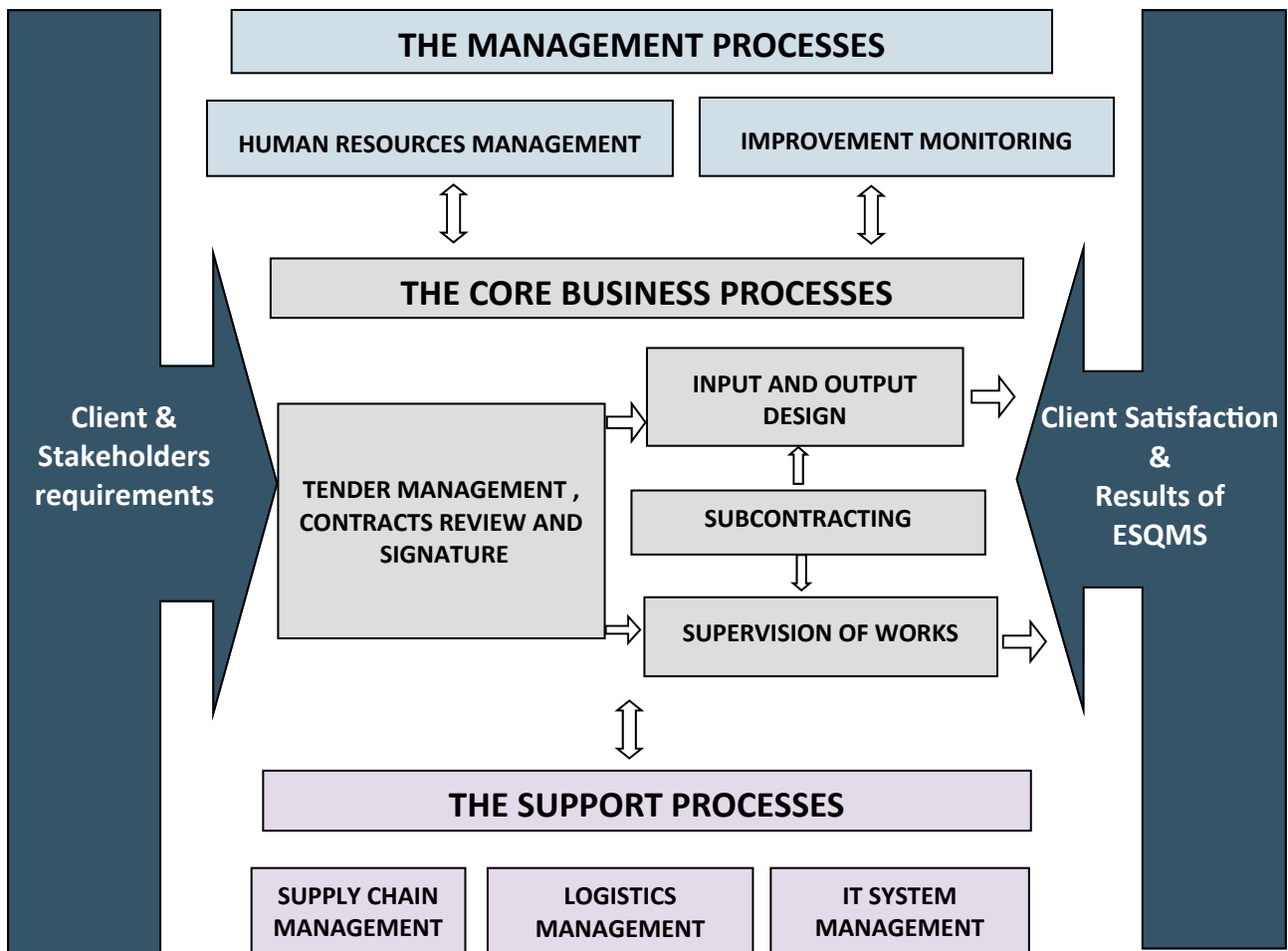


## 5 - PROCESS APPROACH

The Environment, Safety Quality Management System implemented by SCET-TUNISIE is based on the process approach. Three types of processes are defined:

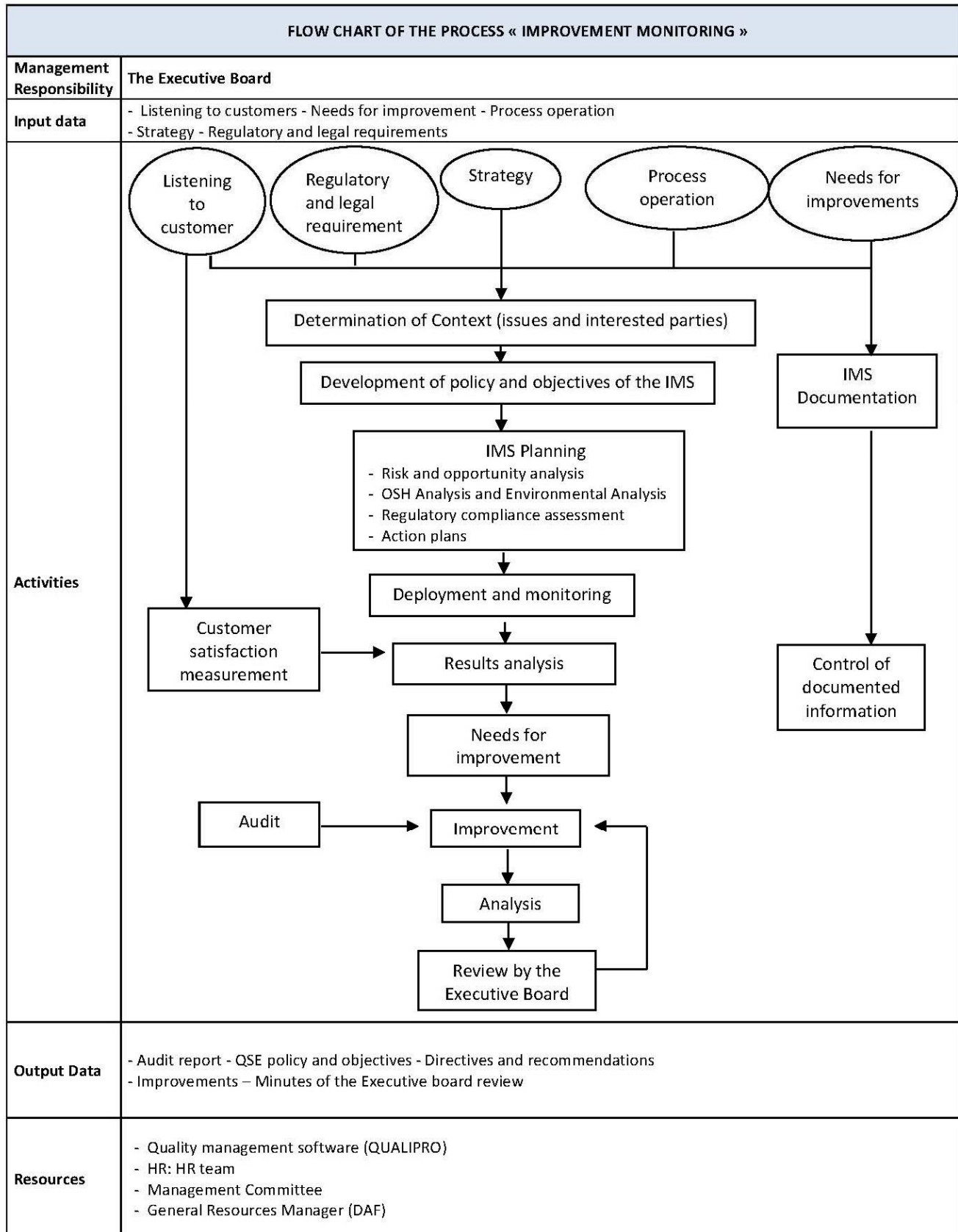
- Management processes
- Core Business processes
- Support processes.

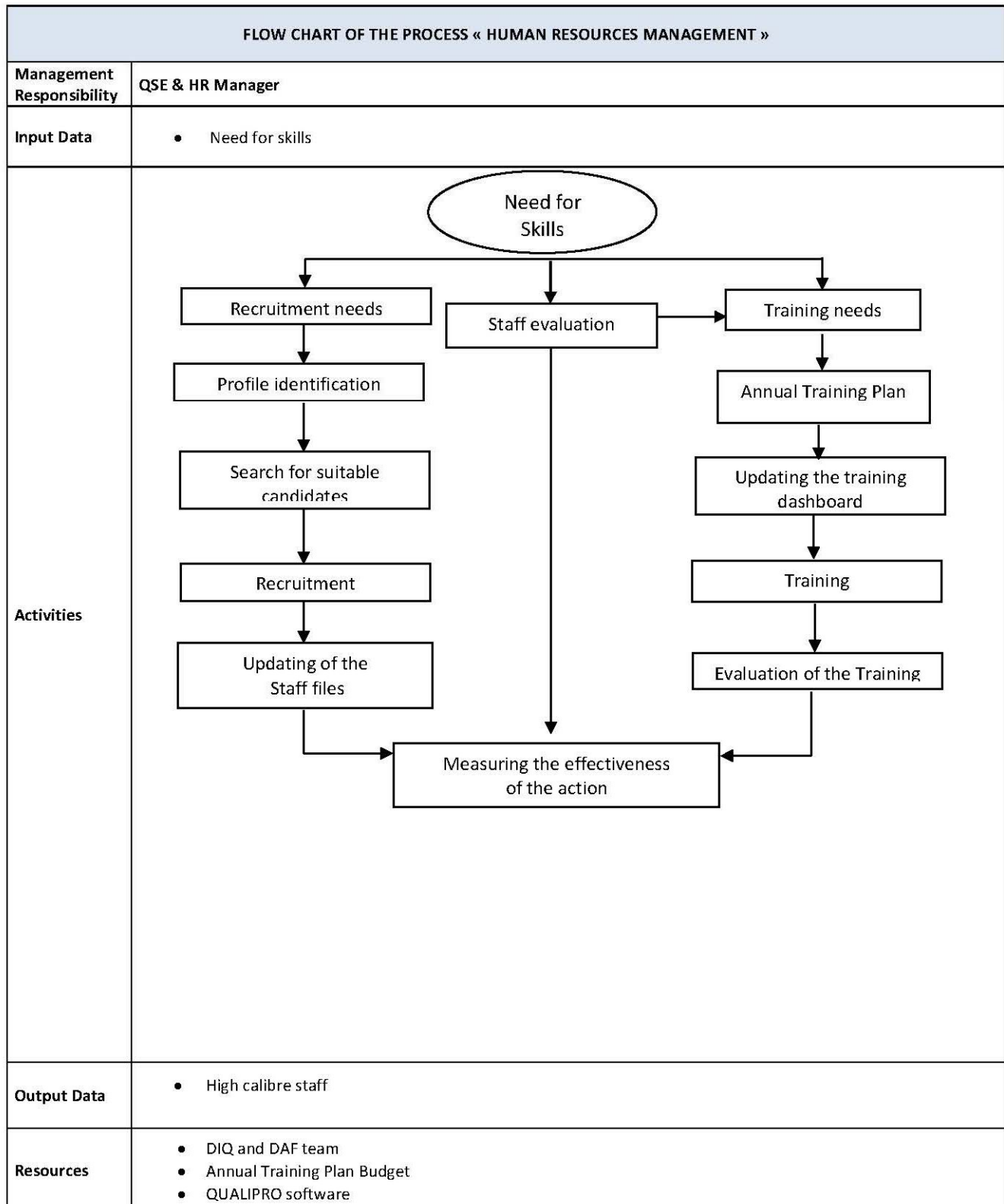
### 5.1 - Our processes map

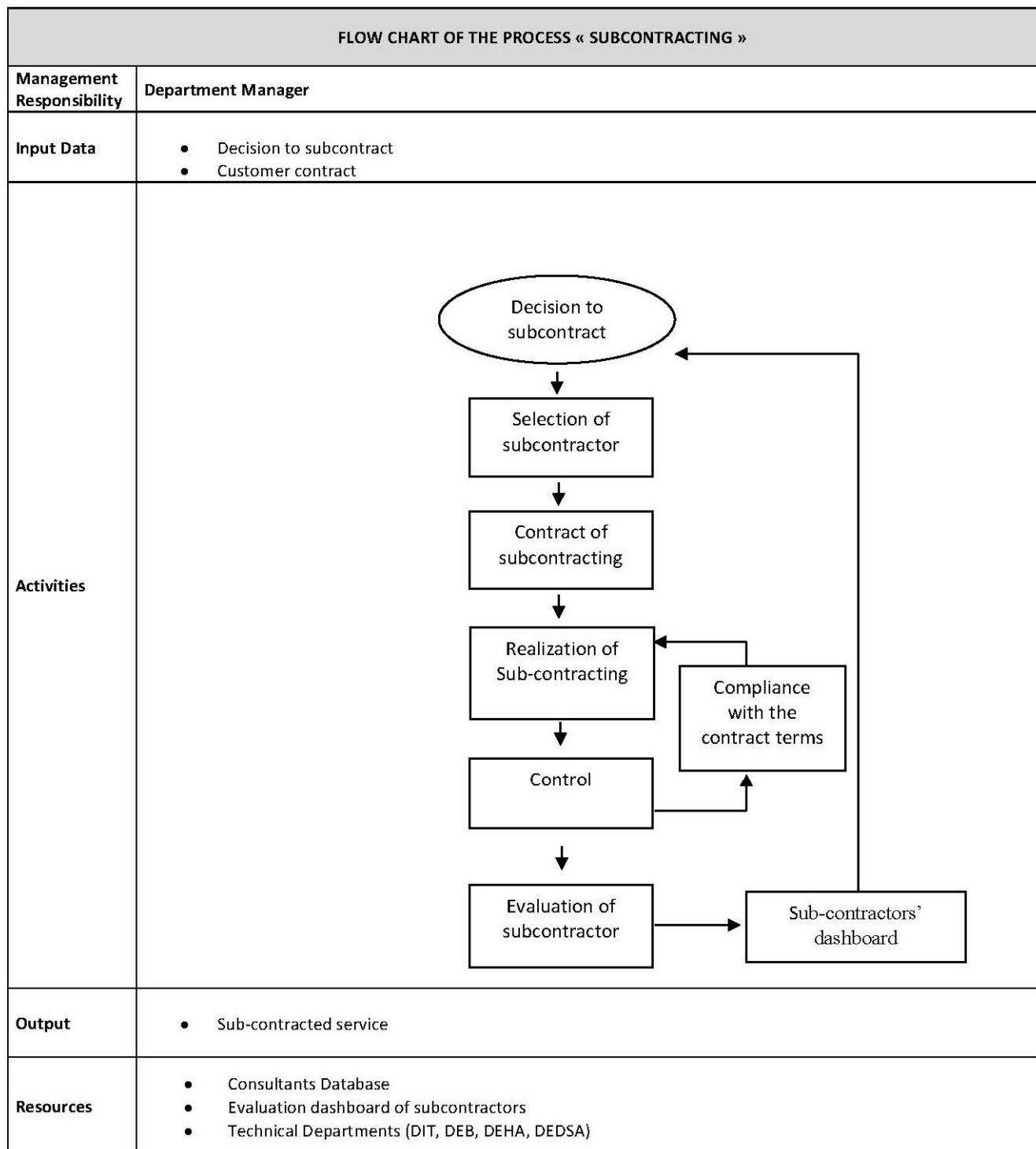


## 5.2 - Flow Charts of SCET-TUNISIE

### Management processes





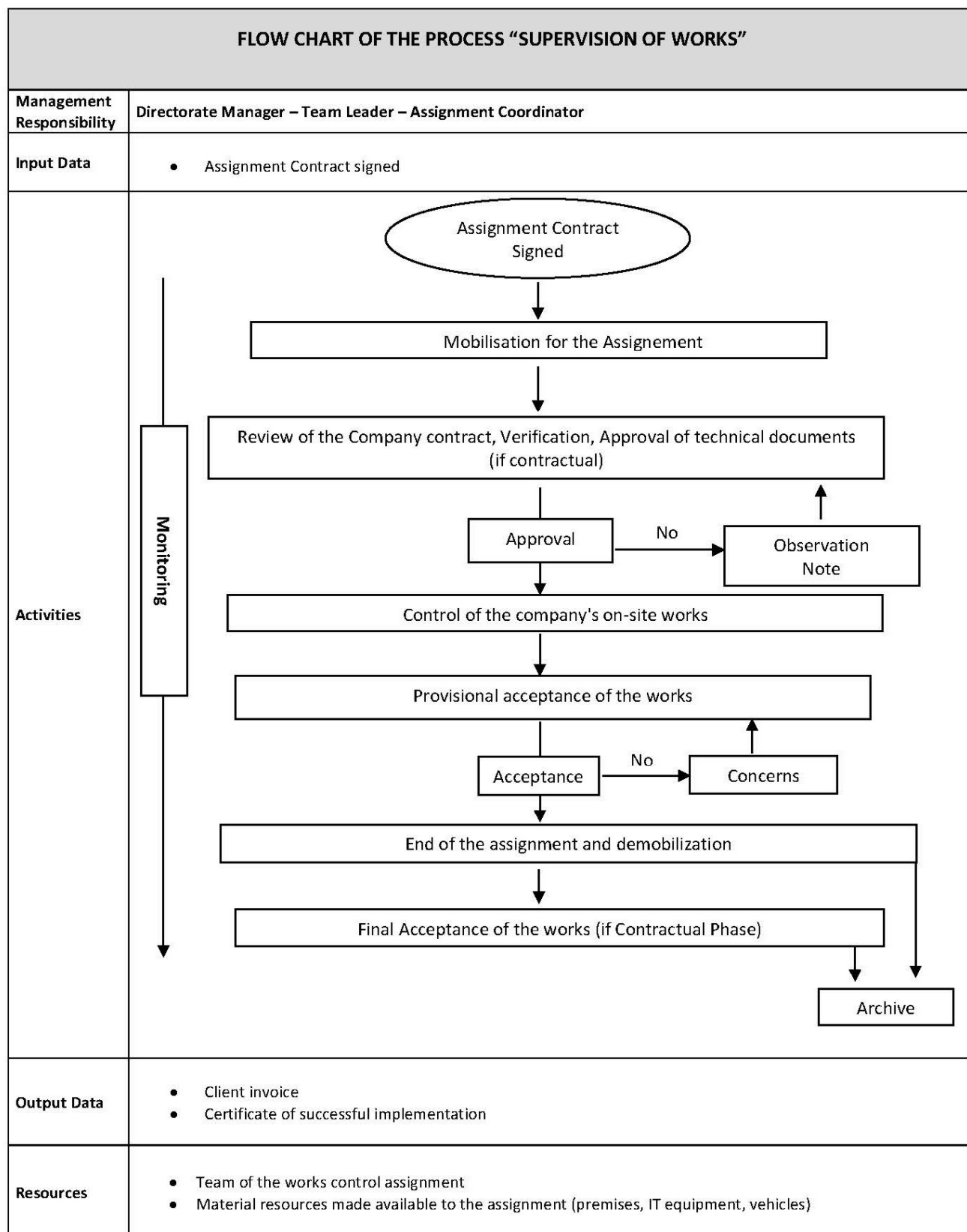


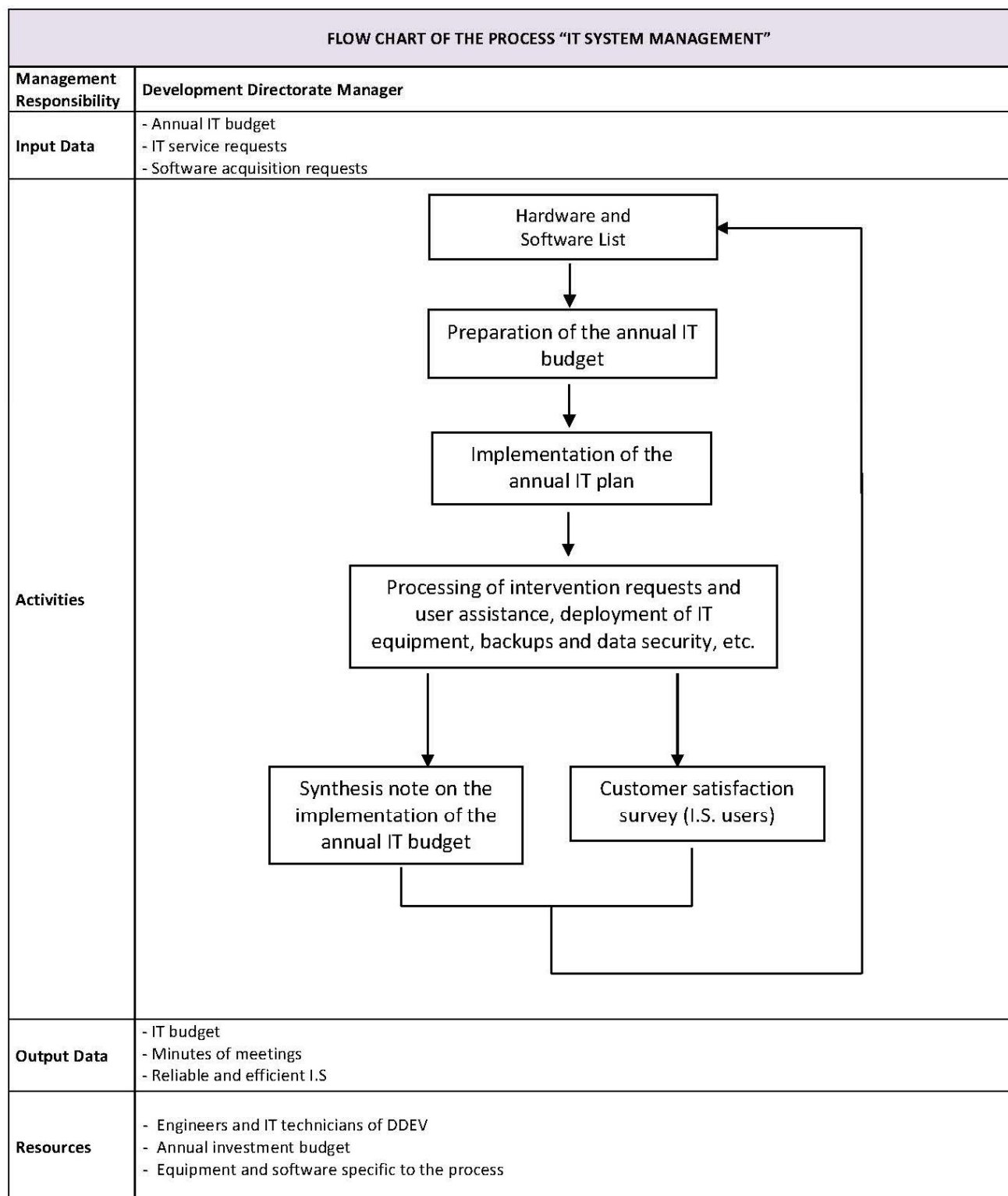
**FLOW CHART OF THE PROCESS “TENDER MANAGEMENT, CONTRACTS REVIEW AND SIGNATURE”**

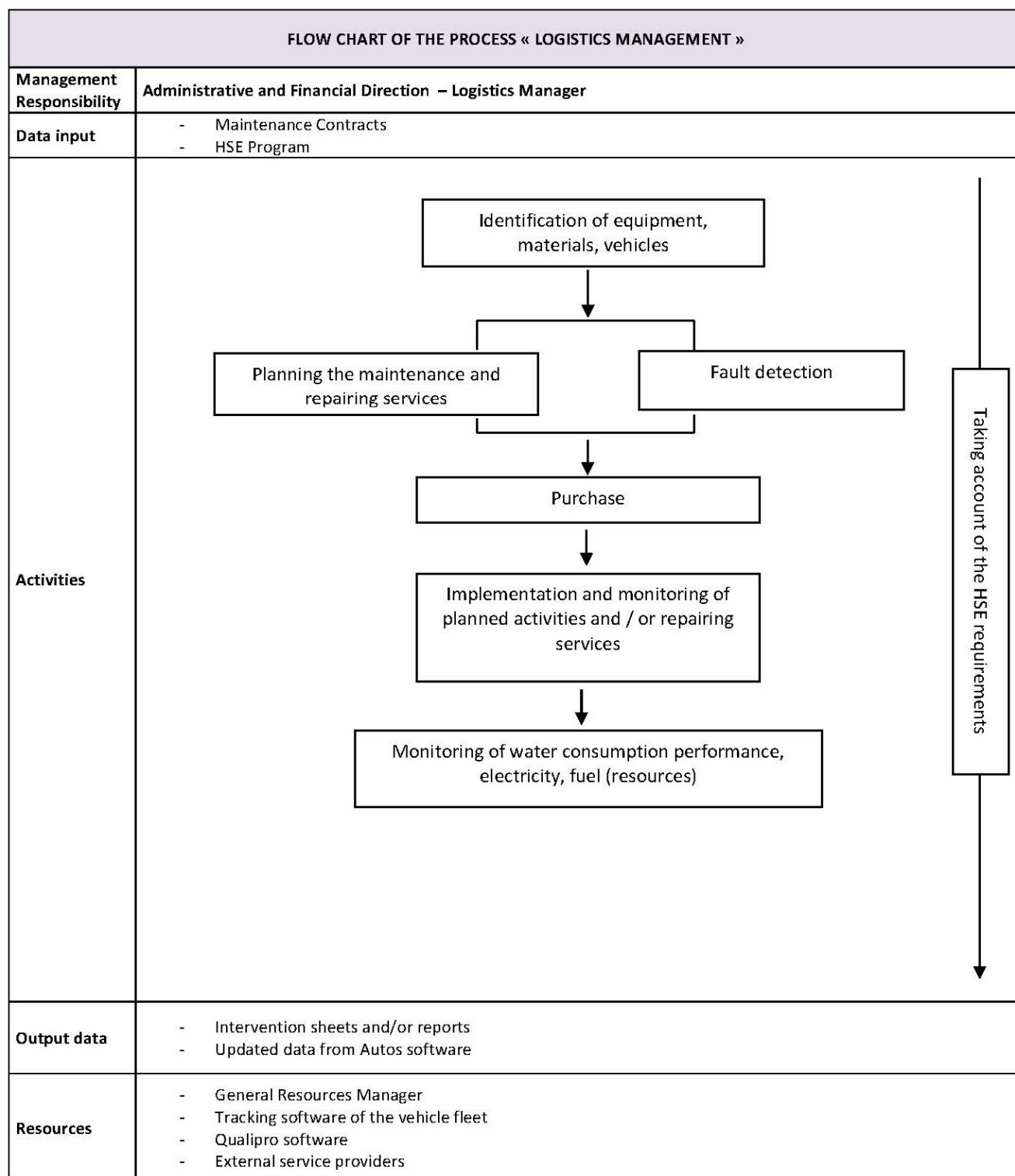
<b>Management Responsibility</b>	<b>Development Manager</b>
<b>Input Data</b>	<ul style="list-style-type: none"> <li>• Call for expression of Interest (EOI) and Call for Proposals (RFP)</li> <li>• Tender Enquiry Document</li> </ul>
<b>Activities</b>	<pre> graph TD     A([EOI &amp; RFP]) --&gt; B[Business Intelligence]     B --&gt; C[Business case development]     C --&gt; D[Bid Development by the Bid Manager]     D --&gt; E[Review of the Tender]     E --&gt; F[Tender submission]     F --&gt; G[Examination of Tenders]     G --&gt; H[Notification of Contract Award to SCET-TUNISIE]     H --&gt; I[Review of Contract]     I --&gt; J[Signature of the contract]     J --&gt; K([Signed contract])           </pre> <p>The flowchart illustrates the process from the initial call for interest to the final signed contract. It begins with 'EOI &amp; RFP' (oval), followed by a series of rectangular boxes: 'Business Intelligence', 'Business case development', 'Bid Development by the Bid Manager', 'Review of the Tender', 'Tender submission', 'Examination of Tenders', 'Notification of Contract Award to SCET-TUNISIE', 'Review of Contract', and 'Signature of the contract'. The process concludes with an oval labeled 'Signed contract'.</p>
<b>Output Data</b>	<ul style="list-style-type: none"> <li>• Contract with Client signed</li> <li>• Contract Review Sheet signed</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• RH: Business development executives, Business development engineers and Technical Department Team</li> </ul>

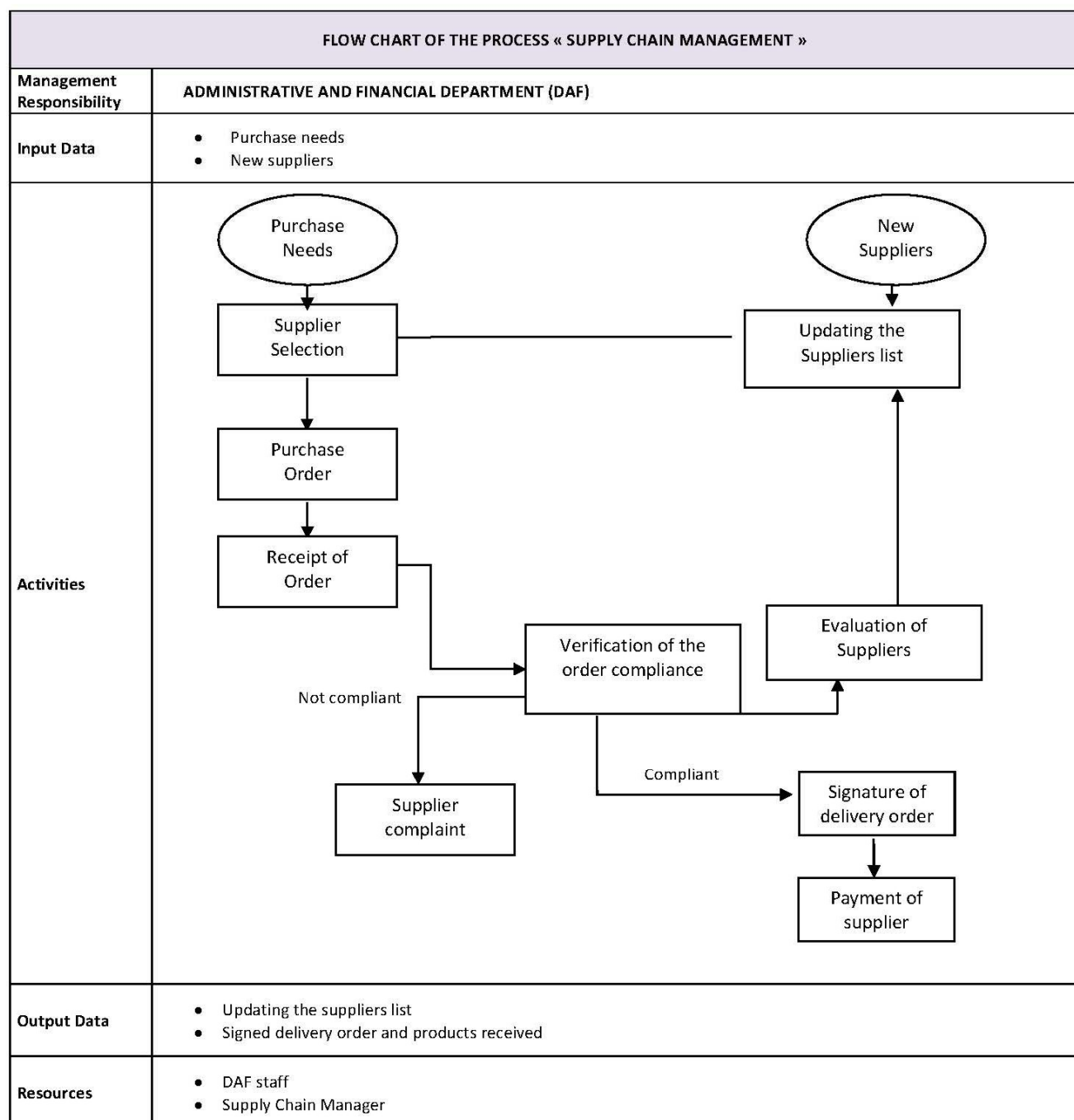
FLOW CHART OF THE PROCESS "INPUT AND OUTPUT DESIGN"	
<b>Management Responsibility</b>	Department Manager – Project leader
<b>Input Data</b>	<ul style="list-style-type: none"> <li>Contract of study signed</li> </ul>
<b>Activities</b>	<pre> graph TD     A([Contract of study signed]) --&gt; B[Development of the QAP]     B --&gt; C[Design]     C &lt;--&gt; D[Controls verifications]     C &lt;--&gt; E[Review of Project]     C --&gt; F[Validation of Study]     F --&gt; G[Submission to Client]     G --&gt; H[Archiving]     G --&gt; I[Invoicing]           </pre> <p>The flowchart illustrates the process of 'INPUT AND OUTPUT DESIGN'. It begins with an oval containing 'Contract of study signed'. An arrow points down to a rectangle 'Development of the QAP'. Another arrow points down to a central rectangle 'Design'. From 'Design', two horizontal arrows point outwards to 'Controls verifications' on the left and 'Review of Project' on the right. An arrow points down from 'Design' to 'Validation of Study'. From 'Validation of Study', an arrow points down to 'Submission to Client'. From 'Submission to Client', two arrows point outwards: one to the left to 'Archiving' and one down to 'Invoicing'.</p>
<b>Output Data</b>	<ul style="list-style-type: none"> <li>The Study</li> <li>The invoice</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>Project teams of technical Department</li> <li>Technical software</li> <li>Editing equipment</li> </ul>












# PROCESSES INTERACTION MATRIX

		HR Management	Improvement Monitoring	Tender Management, Contracts Review and Signature	Input and Output design	Supervision of works	Subcontracting	Supply Chain Management	IT System Management	Logistics Management
HR Management			- Correction - improvement	- Skill development - Recruitment	- Skill development - Recruitment	- Skill development - Recruitment	Selection/evaluation of providers	- Skills development - Recruitment	-Skills development - Recruitment	- Skills development. - Recruitment
Improvement Monitoring	- Policy and objectives - Improvement - Audit report - SMQSE document - HSE program			- Policy and objectives - Improvement, Correction - Audit report - SMQSE document - HSE program	- Policy and objectives - Improvement - Audit report - Correction - SMQSE document - HSE program	Policy and objectives - Improvement - Audit report - Correction - SMQSE document - HSE program	- Policy and objectives - Improvement - Audit report - Correction - SMQSE document - HSE program	- Policy and objectives - Improvement - Audit report - Correction - SMQSE document - HSE program	- Policy and objectives - Improvement - Audit report - Correction - SMQSE document - HSE program	Policy and objectives - Improvement - Audit report - Correction - SMQSE document - HSE program
Tender Management, Contracts Review and Signature	Need for Skills	- Performance Indicators -Process operation			- Offer review - Contract Review - Contract	- Offer review - Contract Review - Contract	- Provider selection - Service provider contract review - Service Provider Agreement	Supply needs	Intervention request	Functional infrastructure needs
Input and Output design	- Need for Skills - Annual evaluation interviews	- Performance Indicators -Process operation		- Methodology - Provider selection		- Design quality - study files	- Selection and evaluation of providers - Input data control - Provider dashboard	Supply needs	Intervention request	Functional infrastructure needs
Supervision of works	Need for Skills	Performance Indicators -Process operation		- Methodology - Provider selection	- Design quality - study records		- Selection and evaluation of providers	Supply needs	Intervention request	Functional infrastructure needs
Subcontracting	Need for Skills	- Performance Indicators -Process operation		- Provider selection - Provider dashboard	- Service Provider Agreement - Selection, evaluation of providers - Benefit entry control	- Subcontracting contract - Selection, evaluation of providers		Supply needs	Intervention request	Functional infrastructure needs
Supply Chain Management	Need for Skills	- Performance Indicators -Process operation		Supplies	Supplies	Supplies	Supplies		Intervention request	Functional infrastructure needs
I.T System Management	Need for Skills	- Performance Indicators -Process operation		- Maintenance - Data security and preservation	- Maintenance - Design tools(technical software) - Data security and preservation	- Maintenance - Data security and preservation	- Maintenance - Data security and preservation	- Annual Investment Plan - Supply needs		Functional infrastructure needs
Logistics Management	Need for Skills	- Performance Indicators -Process operation		Work environment	Work environment	Work environment	Work environment	Supply needs	Functional Infrastructures	

Management Process	
Improvement Monitoring	PR-PAM-1 : Good knowledge of documents required for QMS and organizational knowledge
	PR-PAM-2 : Good knowledge of recordings
	PR-PAM-3 : Management of corrective, preventive actions and improvements
	PR-PAM-4 : Organization of internal audits
	PR-PAM-5 : Management of clients' complaints
	PR-PAM-6 : Management of incoming mail
	PR-PAM-7 : Management of incoming faxes
	PR-PAM-8 : Management of outgoing mail
	PR-PAM-9 : Management of outgoing fax
	PR-PAM-10 : Regulatory control, analysis and evaluation of the compliance Safety and Environment
	PR-PAM-11: Identification, review and verification of the effectiveness of issues, opportunities, stakeholders, risks
Human Resources Management	PR-GRH-1 : Evaluation and development of the company's staff skills
	PR-GRH-2 : Development and monitoring of an annual training plan
	PR-GRH-3 : Recruitment and recruitment evaluation
	PR-GRH-4 : Sponsorship of new recruits
	PR-GRH-5 : Updating the staff CVs
	PR-GRH-6 : Take charge of internships
	PR-GRH-7 : Administrative management of the departure of an employee
Core Business Process	
Tender Management, Contracts Review and Signature	PR-OFC-1 : Tenders and contracts review
	PR-OFC-2 : Export business intelligence
	PR-OFC-3 : Obtain certificates of satisfactory implementation
	PR-OFC-4 : Secure the confidentiality of tenders
	PR-OFC-5 : Update of the references of SCET-TUNISIE
	PR-OFC-6 : Business intelligence in Tunisia
Input and Output Design	PR-CVV-1 : Implementation of a study
	PR-CVV-2 : Implementation of a technical assistance mission
	PR-CVV-3 : Control of nonconforming product for studies
	PR-CVV-4 : Management of the administrative file of a case
	PR-CVV-5 : Management of technical documents of a case
	PR-CVV-6: Archive
	PR-CVV-7 : Project closure
	PR-CVV-8 : Invoicing
	PR-CVV-9 : Verification and validation of a study
Supervision of Works	PR-CT-1 : Works supervision mission
	PR-CT-2 : Control of non-compliant product for works supervision missions
	PR-CT-3 : Control of monitoring and measurement equipment
Subcontracting	PR-SST-1 : Selection and evaluation of a service provider
Support Process	
IT System Management	PR-GSI-1 : Management and maintenance of IT equipment
	PR-GSI-2 : Management of production' software
	PR-GSI-3 : Backup and security of computer files on user workstations and servers
Supply Chain Management	PR-ACH-1 : Supply, selection and evaluation of a supplier
Logistics Management	PR-GMG-1 : Logistics Management