

Quality, Workplace Environment & Safety Tool ***“QWESTIONAIRE”***

Scope

Sustainability is a concept and cross-cutting theme that covers most Chemonics operations. Sustainable development in most countries is dependent on how well farmers and agribusinesses collectively manage the countries natural resources base and find ways to enter competitive international markets. With few advantages in anything other than agriculture Rwanda's soils, water and forests will singularly determine its economic future. The ability to successfully enter and remain competitive within high value and export-led markets increasingly requires attention to, and incorporation of, social and environmental responsibility. ADAR has determined that the establishment of environmental management systems within supported agro-industries may provide a significant opportunity to enhance competitiveness and reduce future risks related to evolving regulatory compliance and production factors. ADAR's contribution to agribusiness can be strengthened by facilitating continual improvements in its partner's ability to identify and respond to environmental cost reduction opportunities

Purpose

The Quality, Workplace Environment and Safety Tool (*QWEST*) is designed to help the project evaluate the sustainability of prospective Chemonics client operations and identify areas for attention. The QWEST will supplement other ADAR application requirements and will serve to identify quality, environment, health and safety challenges which might limit the enterprises' competitiveness and production by:

1. Appraising overall management conditions required to systematically identify and incorporate environmental, health and safety costs into management decisions;
2. Gauging the client's conformance with applicable international standards in quality management, environmental/social responsibility and identify corrective actions;
3. Benchmarking the Organizations knowledge and application of local laws and regulations;
4. Identifying applicable US laws governing the use of USAID funds

QWEST provides the basis for the identification, mitigation and continual improvement of activities which may have negative environmental consequences throughout the period of ADAR's substantial support.

Instructions

The ADAR QWEST is to be used in the review of all activities supported by ADAR to enterprises, cooperatives and associations. ADAR's deputy COP or his designee will be responsible for its timely application, obtaining required approvals and follow-up information, for monitoring the subsequent performance of ADAR clients, and for assuring the proper documentation of the ADAR QWEST system.

The QWEST interview questionnaire is designed to be conducted with the ADAR client General Manager or Production Manager.

1. *Organization Contact Information*
2. *General Enterprise Information*
3. *Quality Management Information*
4. *Environmental Characterization of Organization*
5. *Occupational Health and Safety Assessment*
6. *Walk Through Inspection*
7. *Chemonics Resource Allocation*

QUESTIONNAIRE

Note: This questionnaire is confidential and the responses will not be released to any party outside ADAR. See instruction sheet for additional information.

Date: _____ ADAR Staff Member (s) conducting QWEST: _____

A. Organization Contact Information:

1. Name: _____
2. Title: _____
3. Name of Organization: _____
4. President/CEO: _____
5. Parent Organization if Applicable: _____
6. Address: _____
7. Telephone No: _____
8. Fax: _____
9. Email: _____

B. General Enterprise Information:

1. Type of enterprise: Private Enterprise Association Cooperative Non-Governmental Organization Public utility or service
1. Type of industry: business consulting manufacturing agrifood processing services medical/health Education/training other (please describe)
2. Domestically Owned JVC J V Partner (s) _____
3. Year Established: _____
4. Principle Products: _____
5. Export Countries: _____

C. Management Attributes:

1. Number of Employees at plant: _____
2. Number of shifts operated 1 2 3
3. Does the organization have an organigram and job descriptions for line and staff employees Y N
4. Are there designated representatives for quality health & safety environment communications
5. Has the organization ever conducted a risk assessment: quality safety environment
6. Does the organization conduct audits of quality safety environment
7. Does the Organization have a written accident prevention or emergency procedure Y N
8. Does the Organization maintain copies of applicable regulations regarding labor safety environment
9. Does the Organization have emergency response procedures or plan in place? Yes No
- 10.

C. Quality Control System Review

1. Does the organization routinely manage quality control in raw produce sourcing, processing or final product? If so how
 - a. Visual inspection
 - b. Quality control system including sampling
 - c. Use of recognized quality assurance system (e.g. ISO 9000)
 - d. Don't know
2. Does the Organization conduct quality audits? If so internal supplier third party
3. Does the Organization have written policy statements related to quality, health and safety, and the environment?
 - a. Quality
 - b. Environmental
 - c. Occupational Health & Safety

- d. Code of conduct
- e. Is the organization certified to any of the following standards by a recognized third party provider?
- f. ISO 9001/2 (quality)
- g. ISO 14001 (environment)
- h. OHSAS 18001/BS 880 (health & safety)
- i. Fair Trade
- j. Organic (US, EU or other) Other (specify)
- k. Commodity-specific (e.g. Starbucks for coffee, FSC for wood products)
- l. Internal Code of conduct

D. Environmental Characterization

Identify those activities that the project is likely to support:

- 1. Technical studies and analyses and other information generation activities not involving intrusive sampling of endangered species or critical habitats
- 2. Support for intermediate credit organizations including banks, other microfinance lenders, or NGOs? If so do credit institutions have environmental guidelines for lending in use? yes no
- 3. Controlled experimentation for the purpose of research and field evaluation
- 4. Water and irrigation system: open canal piped drip flood/surface
- 5. Construction or repair of agribusiness or partner facilities: processing physical infrastructure
- 6. Construction or rehabilitation roads if so primary secondary
- 7. Includes land clearing or leveling for new agriculture production, manufacturing or processing?
- 8. Rehabilitation of domestic or commercial water points
- 9. Purchase or importation of agrochemicals fertilizers pesticides fungicides other (specify)
- 10. Is there any anticipation of support for forest industries including equipment procurement harvesting road construction

E. Production & Processing Site Description

- 1. Facility proximity to: Closest town: ____ km.
- 2. Approximate facility distance to nearest to nearest stream, river, lake: < 100 m 100 – 500 m 500 – 1000 m >1 km
- 3. What processes are operated at the facility? **See IndustryXProcess matrix**
 What types of waste are generated from the organization solid liquid air noise odors
 - Solids
 Byproduct: pulp hulls/husks peelings grading loss fermented residues
 Energy: cinders/ash sawdust sidecuts unusable briquettes stable bedding
 Packaging: product packaging transportation containers shipping pallets
 Collateral refuse: plastic wrapping fertilizer/pesticide containers worker refuse
 - Liquids
 Wastewater: depulping cleansing fermentation sludge irrigation runoff
 Tanning/textiles: tannins colorants surfactants/emulsifiers paints, dyes, latex, resins
 Equipment: discarded solvents spent oils, greases refrigerants
 animal wastes machine shop residues
 - Air releases
 boiler smoke fuelwood burning waste incineration other
- 4. How are these wastes managed (probably a matrix based on above collected and land filled randomly discarded made available to secondary markets incinerated treated

	Solid	Liquid	Air	Other
Collected	XXX			
Landfilled	XXX			

Incinerated	XXX			
Treated/Released		XXX	XXXX	
Septic system		XXX		
Discharged to rivers		XXX	XXX	
			XXX	
other				

5. What types of chemicals are used in the organizations operations? solvents distillation modifiers
6. How do you track the quantities of agrochemicals chemicals used at your facility? Inventory records Shop floor estimates Purchase records Don't track
7. Has the Organization ever been served a notice of environmental violation or cease and desist order by local or state government Yes No

F. Walk Through Inspection

Please walk through the facility and observe the following conditions:

Observation	Good or Bad?
1. Product quality deficiencies	
2. General housekeeping problems	
3. Evidence of chemical releases	
4. Inadequate or incorrect product or hazardous chemical labelling	
5. Lack of safety warning signs	
6. Improper segregation or storage of hazardous material and/or waste	
7. Leaking valves, lines and containers	
8. Inadequate or incorrect PPE	
9. Inadequate machine guarding	
10. Uncovered chemical / waste containers	
11. Inadequate/incorrect emergency equipment	
12. Improper lighting / ventilation	
13. Inadequate or ineffective maintenance	
14. Presence of uncontrolled physical, chemical and biological hazards	
15. Fire suppression equipment	
16. Other Observations:	

G. Chemonics Project Resource Allocation Strategy

- a. What type of assistance is being requested from Chemonics, Chemonics grantee, or partner: business management consulting direct financial support for production or processing technical support for facility design or process management marketing support organizational development procurement of equipment procurement of chemicals, fertilizers or pesticides other: specify _____
- b. Are the Organizations environmental, health and safety, and natural resources impacts readily identifiable? Yes No
- c. Does the organization already have a quality, environmental or health & safety system in place? Quality Environmental OSH
- d. In your opinion, does the organization have the managerial commitment to improve management performance with Chemonics support? Yes No
- e.