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QATAR COOL

Qatar Cool Elevating HSE Competencies through Targeted Assessments

Introduction:

Demoura Lawson Consulting partnered with Qatar Cool, a leader in district cooling services in Qatar, to conduct a comprehensive competency assessment for its supervisors and technicians. Qatar Cool operates cutting-edge cooling plants that deliver energy-efficient solutions to residential, commercial, and industrial facilities. This initiative focused on evaluating technical, core, and behavioral competencies, identifying development opportunities, and aligning workforce capabilities with the IOSH Competency Framework and Qatar's regulatory standards.

Step 1: Status Review

- Conducted a comprehensive review of Qatar Cool's existing safety documents, job descriptions, QHSSE policies, and HSSE manuals.
- Identified focus areas based on organizational needs and the IOSH Competency Framework.

Step 2: Online Competency Assessment

- Administered a tailored online assessment/survey to evaluate role-specific skills and behaviors in order to establish a clear baseline for both groups.

Step 3: Individual Feedback Sessions

- Conducted one-on-one interviews to provide detailed feedback and validate findings from the online assessment.

Step 4: Data Analysis and Reporting

- Consolidated results into a comprehensive report with actionable recommendations and insights for long-term development.

As depicted in the diagram below, the methodology followed a structured four-step process:






Outcomes:

The competency assessment provided Qatar Cool with actionable insights and measurable benefits:

- **Comprehensive Evaluation:** Assessed 58 employees, including 12 supervisors and 46 technicians, across 12 competency areas categorized into technical, core, and behavioral skills.
- **Targeted Insights:** Identified areas of strength in incident management, personal performance, and stakeholder engagement, with more than 70% of participants demonstrating proficiency in key technical areas.
- **Opportunities for Development:** Highlighted focus areas for improvement, including leadership, communication, and strategic planning.

- **Framework Alignment:** Ensured recommendations aligned with the IOSH Competency Framework, embedding international best practices into Qatar Cool's operational safety.
- **Sustainable Growth:** Established a roadmap for continuous improvement, ensuring measurable growth in workforce competency and safety culture over the long term.

The following diagram summarizes the competency areas assessed during the evaluation:

Results Comparison	
 Technical	Health and safety law
	Risk management
	Incident management
	Culture
	Sustainability
 Core	Strategy
	Planning
	Leadership and management
 Behavioral	Stakeholder management
	Personal performance
	Communication
	Working with others

Conclusion:

Demoura Lawson Consulting's tailored competency assessment provided Qatar Cool with the tools to strengthen its workforce and embed a proactive safety culture. By aligning findings with international best practices, this initiative empowered Qatar Cool to enhance safety standards, support employee development, and achieve long-term success.