

HEALTH AND SAFETY POLICY STATEMENT

TMO Traffic Highways Ltd. intend to comply with all our legal and compliance duties in order to provide a safe and healthy working environment for our employees and all others affected by our activities. We will take positive action to ensure that other contractors' employees, occupiers of premises, and members of the public do not have their health and safety adversely affected by our activities and work operations.

The only acceptable standard of health and safety, and for welfare facilities, will be full and proper compliance with the requirements of legislation. Where it is possible and practical to do so, the company will exceed the minimum requirements of the legislation.

In recognition of the importance that this company places on the engagement and wellbeing of its employees, the company will:

- Consult on health and safety matters within TMO and encourage the participation of our employees and others who may work under our influence to ensure that the arrangements for health and safety management are practical to implement and effective;
- As far as is reasonably practicable, fully and effectively eliminate Health & Safety hazards and reduce risks arising from its work activities, in co-operation with employees, other contractors, clients and other relevant parties;
- Ensure that accident and ill health prevention is allocated the highest priority, within all company operations and measured against suitable objectives and targets;
- Investigate lapses in health and/or safety performance and implement remedial actions to prevent, so far as is reasonably practicable, their recurrence;
- Provide and ensure that all plant and equipment owned, used or hired by the company is appropriate, safe to use and properly maintained, inspected and tested;
- Ensure that all equipment, materials and substances used by the company are appropriate for their intended use and used, handled and stored safely;
- Ensure that all employees are provided with adequate supervisory training, information and instructions to competently carry out their work activities.
- TMO do not fall under CDM constraints, however all staff will comply with client requests to ensure they meet their clients' statutory requirements and duties.

TMO Traffic Highways Ltd is committed to ongoing monitoring and review processes so that continual improvement in the management of health and safety can be achieved. Health & Safety should never be compromised for other company objectives.

Signed:

A handwritten signature in black ink, appearing to read 'Mark Haysman', with a long horizontal stroke extending to the right.

Name: Mark Haysman

Title: Managing Director

Date: 7th April 2025

Introduction to Our Occupational Health & Safety Policy

The safety policy is designed as a living document and will always reflect how our business operates.

It comprises of three component parts:

1. Policy Statement

This summarises our business commitment to health and safety, details general roles & responsibilities and gives information relating to arrangements for implementing the policy and ensuring that it is kept current.

The Policy Statement is signed by our Managing Director and will be displayed prominently in our office and made available at all sites and workplaces as applicable.

2. The Organisation

This describes the structure of our business in terms of health and safety responsibilities. There is a section relevant for everyone in the business. This section will also summarise how external health and safety assistance will fit into our business structure. All employees need information from this section in so far as it relates to them.

3. The Arrangements Section

This details and provides guidance on the specific day to day arrangements and responsibilities for controlling or eliminating the types of hazards to health and safety that may arise as part of our business activity.

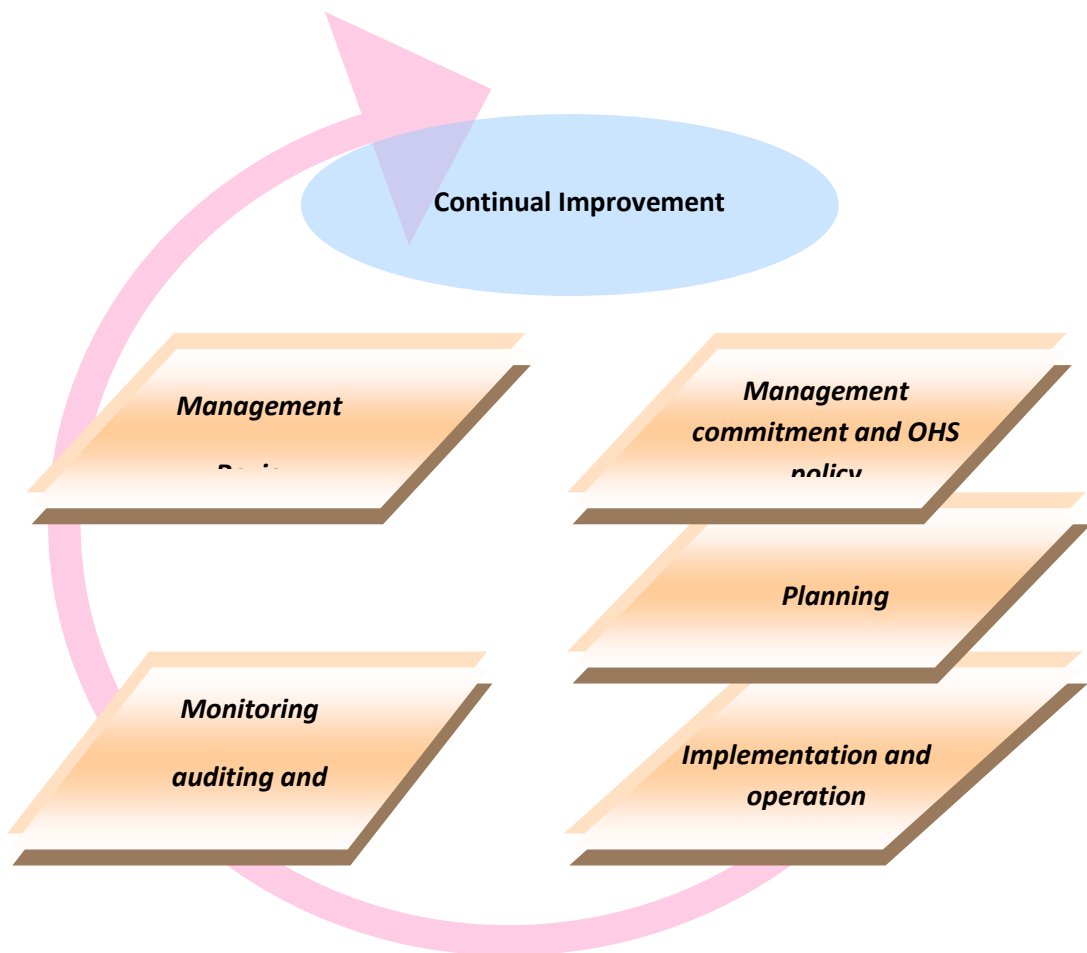
Each arrangement section details the standard forms which support the policy and are used to manage risk within the business.

Our Occupational Health and Safety Management Model

The Managing Director accepts that he is ultimately responsible for the actions of the Company under his control. However he clearly cannot be responsible for every aspect of health and safety but must delegate these duties to others within the company. The organisation chart shows the basic structure of the company and outlines the way in which this is delegated to the staff together with their areas of responsibility.

In accordance with the requirements of the Management of Health & Safety at Work Regulations 1999, our managing director takes advice from an external advisor, LHS Consulting.

With regards to driving health and safety forward, there must be strong commitment from the Directors and Senior Managers. The Managing Director has shown this commitment in the Company Health & Safety Policy Statement. The following diagram illustrates the basic building blocks of a progressive health and safety management system. The Company’s procedures are based on this accepted model.



PART 2 ORGANISATION

The effectiveness of this Policy is dependent on the people who are responsible for ensuring that all aspects of work whether in our offices, on site, are carried out with due consideration for safety and with minimum risk to health.

Ultimate responsibility lies with the Managing Director but specific duties are delegated to others according to their function, experience and training.

The Director/s must ensure that the objectives set out in this Policy are undertaken in their area of responsibility as well as in other areas in which their work integrates.

Management will ensure that all employees, sub-contractors and site visitors adopt this Policy.

Each individual person has a duty of care to themselves as well as to all those they come into contact with during any part of the working day

To ensure that health and safety standards are maintained and improved, the following people will have responsibility in the following areas when appointed, until then it remains under the Managing Director:

| Name | Responsibility |
|----------------------|---|
| Managing Director | Overall company Health & Safety responsibility |
| Consultant / Advisor | Health & Safety Advisor (MHSAW Regulation 7) |
| Directors | To promote and ensure areas of responsibility are managed to ensure compliance to Health & Safety & Work Act 1974 |
| General Manager | Implementation of Health & Safety Policies / Procedures and Depot Standards |
| Office Manager | Implementation of Health & Safety Policies / Procedures in and around the office environment |
| Operatives | Implementation of company Health & Safety Policies and compliance to the company RAMS |
| Company Employee(s) | To maintain Health & Safety standards and adhere to company policies and procedures protecting themselves and others. |
| Company Employee(s) | To comply with both legal and Health & Safety constraints relating to driving a company vehicle. |
| Subcontractor(s) | Subcontractors have a duty to ensure any services provided are set out to legal requirements and all staff are qualified and competent for the duties undertaken. . |
| First Aider | Is qualified and competent to provide first aid to any person requiring. |

| | |
|-------------|--|
| Fire Warden | Is qualified and competent to initiate and undertake fire evacuation and dealing with any fire should it be safe to do so. |
| Visitor | All visitors to company property & policies and procedures. |

Construction (Design and Management) Regulations 2015

TMOH does not fall under CDM regulations as it is not classed in the construction industry. However TMOH will commit too:

- Sensibly planning the work so that the risks involved are managed from start to finish.
- Having the right people for the right job at the right time.
- Co-operating and coordinating our work with others.
- Having the right information about the risks and how they are being managed.
- Communicating this information effectively to those who need to know and consulting and engaging with workers about the risks and how they are being managed.

Contractor Role

TMOH will:

- Address the customer's requirements by reviewing any pre-construction information provided by the principal designer, relevant parts of the construction phase plan and any other requirements of the principal contractor when planning our Traffic Management work.
- Ensure that those carrying out our work have the right skills, knowledge, training, experience and supervision i.e. CSCS / Lantra and Sector Scheme Training, and have this information kept on a training matrix managed by the Quality Manager.
- Ensure that those carrying out our work have the right plant, tools, equipment, materials and PPE. Operatives have the communication channels to report issues regarding missing required kit and all PPE is issued free of charge to the operatives.
- Pass on relevant information and instructions to our workers. This will be completed by briefing workers and using safe systems of work which outline the planned method, sequence and control measures. The RAMS and reviewed frequently and made available to workers 24/7 through Re-Flow.
- Ensure that our workers comply with customer/principal contractor site rules.
- If required, co-ordinate our works with those of other contractors and the principal contractor.
- Agree with the principal contractor how information will be exchanged to allow both us and other contractors to manage health & safety on site.
- Ensure that our workers receive a site induction when the customer requires one.
- Allow our workers sufficient time to prepare and carry out the work.
- Inform the principal contractor of any intention to sub-contract elements of our work or raise any site related observations during the construction phase of projects.
- Safe Systems of work include how to enter and exit sites, when to put beacons on in advance of stopping and also when leaving. Our Method statements also describe the safety zones required to ensure no one is parked in the safety zones unless performing site maintenance.

Our Workers Will

- Make themselves aware of the health and safety risks involved in work on every site and the way those risks are managed
- Always follow site rules and procedures
- Cooperate with other [duty holders](#), such as the contractor in control of their work and the [principal contractor](#) (who controls the overall project when there is more than one contractor)

- Report any risks they find to whoever controls the work on site, whether the risks affect their own health and safety or anyone else, including other workers and members of the public

MANAGING DIRECTOR RESPONSIBILITIES:

- These responsibilities are specific to this role and are in addition to the other relevant Directors responsibilities. The Health and Safety Director's responsibilities are to ensure that arrangements exist to deliver the following:
- Provide positive leadership for the company on Health and Safety issues and promote the adoption of Health and Safety best practice and has overall responsibility for all things Health & Safety related at TMOH.
- They will be the first point of contact with LHS Consulting Ltd, coordinating meetings and liaising over documentation and information for training, newsletters and noticeboards.
- Promote an enthusiastic Health and Safety culture that delivers positive commitment to and engages all Employees in continuous improvement in Health and Safety performance.
- Monitor and report on the implementation of the Company Health and Safety Management Framework and progress against the Company Health and Safety Performance Standards.
- Lead and provide functional management for the Health and Safety personnel within the Company.
- Ensure written risk assessments and safe systems of work are provided to establish safe working methods, to explain the sequence of operations, to outline the potential hazards at each stage and indicate the precautions to be observed by Company Employees. MD has overall responsibility for Risk Assessments and Method Statements at TMOH.
- Provide assistance and advice to Managers with Health and Safety responsibility at department level as required.
- Recommend annual Health and Safety objectives for the Company. Monitor and report on the implementation of the approved objectives to the Health and Safety Advisor.
- Chair and produce reports and meeting minutes on Health and Safety performance in the Company and share with all Employees (Quarterly) via the Health & Safety Open Forum Meetings.
- Ensure that there are appropriate processes in place for alerting the business to significant accidents and incidents and where appropriate be involved in their investigation and ensure that they are adequately reported.
- Review reports of accident and incident investigations identify any trends and ensure that there is an appropriate response to prevent future recurrence.
- Regularly meet with the Health and Safety Advisor to monitor and review company performance; accident prevention, improvements and the general health, safety and welfare standards of the company.
- Keep abreast of developments in Health and Safety legislation and, where appropriate, represent the Company's interest in any consultation process.
- Represent the Company through involvement with appropriate forums, networks, industry and regulatory bodies.
- Develop & monitor the implementation of processes for the development of Health & Safety personnel in the Company.
- Ensure arrangements are implemented with all contractors to avoid any confusion about areas of responsibility.
- To co-operate with the Health & Safety Adviser and act upon his recommendations.
- Ensure all health and safety factors are taken into account and considered i.e. safe-working methods; equipment to avoid injury, property damage and wastage; adequate sanitary and welfare facilities.
- Set & monitor the company's Environmental Targets and aims for the year.
- Authorise changes to improve the company's target of decreasing our CO2 footprint.
- Promote and engage in recycling activities.
- Set & monitor the company's performance levels in relation to ISO9001.
- Attendance and Strong leadership within Management Review Meetings.
- Act upon any Health & Safety reports when needed.
- Ensure compliance with both Health & Safety and Environmental legislation.
- Undertake Aspects and Impacts assessment for our IMS

BOARD OF DIRECTORS

- Prepare and maintain up-to-date Company Policy Statement's covering H&S, Environmental & Quality, ensuring these are brought to the notice of all employees.
- Develop organisational procedures for the implementation of our policies, ensuring each person is aware of his/her responsibilities and duties and, allocating the necessary resource to carry them out.
- Ensure adequate financial and technical resources are provided and such proposed costs are identified in the company's projected plan.
- Be aware of the statutory legislation affecting TMO's operations & administer our policies throughout the Company.
- Ensure that the duties and responsibilities for safe working are properly assigned, accepted and understood by all personnel working in or entering their area of responsibility.
- Ensure that necessary resources and information are made available for the policy to be effectively put into practice within their business streams.
- Appropriately discipline any member of staff who fails to satisfactorily discharge their responsibilities for health and safety.
- Set a personal example through wearing appropriate personal protective equipment at all times when visiting site.
- Set & monitor the company's environmental targets and aims for the year.
- Authorise changes to improve the company's target of decreasing our CO2 footprint.
- Promote and engage in recycling activities.
- Set & monitor the company's performance levels in relation to ISO9001.
- Attendance and Strong leadership within Management Review Meetings.
- Act upon any Health & Safety reports when needed.
- Ensure compliance with both Health & Safety and Environmental legislation.
- Undertake Aspects and Impacts assessment for our IMS.
- Finance Director to oversee Approved Suppliers List
- Ensure compliance with NHSS is maintained.

HEALTH & SAFETY ADVISOR RESPONSIBILITIES:

- The Company's nominated safety consultants main responsibilities are:
- Advising all Company Employees on safety and health issues with particular emphasises on the elimination of potential hazards.
- Carrying out where necessary an investigation into any accidents / incidents which have been reported to the Health & Safety Executive, as well as any other accidents.
- Ensuring that the Company meets the requirements of Health, Safety and Environment legislation, regulations and approved codes of practice.
- Liaising with the Managing Director to ensure that all statutory inspections and testing in accordance with the Company's procedures are being conducted.
- Monitoring that the Company's equipment/plant is inspected systematically and comply with Health, Safety and Environment legislation and Company procedures.
- Monitoring and reviewing periodically the safety performance of the Company, including accident statistics, training courses and inspection reports.
- Reviewing the Health, Safety and Environment Policy and Codes of Practice and preparing for new legislation which may affect the Company.
- Ensuring that any notifiable accidents, diseases and dangerous occurrences are reported under RIDDOR to the relevant enforcing body and ensure that the Managing Director have carried out an investigation of the accident/incident;
- Liaising with visiting enforcement agencies e.g. Health, Safety and Environment Executive Inspectors, and affording them all the facilities that they require.

OPERATIONS / IMS DIRECTOR (HEALTH, SAFETY, ENVIRONMENTAL & QUALITY) RESPONSIBILITIES:

- Provide positive leadership for the Company on Health and Safety issues and promote the adoption of Health and Safety best practice.
- Promote the company's 'Safety First' process to Health & Safety.
- They will be the first point of contact with LHS Consulting Ltd, co-ordinating meetings and liaising over documentation and information for training, newsletters and noticeboards.
- Report RIDDOR accidents and incidents, as well as Bad Practice, Near Misses and Hazardous Activities
- Promote an enthusiastic Health and Safety culture that delivers positive commitment to and engages all Employees in continuous improvement in Health and Safety performance.
- Monitor and report on the implementation of the Company Health and Safety Management Framework and progress against the Company Health and Safety Performance Standards.
- Ensure written risk assessments and safe systems of work are provided to establish safe working methods, to explain the sequence of operations, to outline the potential hazards at each stage and indicate the precautions to be observed by Company Employees.
- Provide assistance and advice to the SMT with Health & Safety responsibility at department level as required.
- Produce reports and meeting minutes on Health and Safety performance in the company and share with all Employees.
- Ensure that there are appropriate processes in place for alerting the business to significant accidents and incidents and where appropriate be involved in their investigation and ensure that they are adequately reported.
- Review reports of accident and incident investigations identify any trends and ensure that there is an appropriate response to prevent future recurrence.
- Regularly meet with the Health & Safety Director and Advisor, to monitor and review Management System Performance.
- Keep abreast of developments in Health and Safety legislation and, where appropriate, represent the Company's interest in any consultation process.
- Represent the company through involvement with appropriate forums, networks, industry and regulatory bodies.
- Develop and monitor the implementation of processes for the development of Health & Safety personnel in the Company.
- Monitor the implementation of control measures highlighted from the COSHH assessments.
- The first aid equipment, as laid down, is available and that Employees know where it is kept.
- Annual review of Health & safety Policies and procedures.
- Provisions are made for the delivery and stacking of materials to avoid unnecessary manual handling.
- All hazardous materials are correctly marked, stored, handled and used.
- They take responsibility for health surveillance and appropriate records are kept and made available.
- To co-operate with LHS Consulting Ltd and acts on their recommendations.
- Promote a high standard of Health & Safety on Site and in Depots, inc. weekly walkarounds and Monthly Depot Inspections
- To arrange audits / inspection on our sites with the Auditor for compliance to Health & Safety policy and procedures.
- Ensure company procedures are adopted for all site / depot-based activities.
- The precautions and work methods are checked with Contractors prior to commencing work.
- The legal requirements are observed on site and that all registers, records and reports are in order.
- All work equipment on site is safe, is guarded in accordance with the relevant legislation and has the required certificates of inspection or examination.
- Assisting, where necessary, with investigations into incidents that occur on site so as to establish the root cause, suggest appropriate control measures, assist in new risk assessments and help review the safety policy document as required;
- The sites and depots are kept tidy and good housekeeping promoted.
- Suitable protective clothing is provided where appropriate and is correctly used.

- Ensure that no employee is required to undertake any task without adequate training / job instruction or which exceeds their capability.
- Provide appropriate information, instruction and training to ensure so far as is reasonably practicable the Health & Safety at work of employees.
- Instruct Operations Director of rest day requirements and working hours.
- Promote and monitor the Recycling schemes within the business.
- Lower Vehicle Idle Times to <50%
- Find initiatives to lower carbon output / make carbon neutral.
- Collate Quality Stats and feedback to Directors Quarterly.
- Organise Management Review Meetings.
- Manage Company Action Log and Corrective Actions.
- Review of IMS Documentation when required.
- Ensure compliance with NHSS requirement through internal and external audits.

GENERAL MANAGER

- Ensure all works carried out be it in the yard, driving to/from site & site operations are done in accordance with company RAMS and follows health and road traffic safety protocol.
- Ensure depots are fully compliant and in line with H&S legislation.
- Ensure compliance with NHSS 12D & 12AB, Chapter 8, Reb Book & new ARTSM Guidance including the bagging of signals / signs.
- Deal with PPE breaches if SMT have already have initial chat and no improvements seen
- Investigate rest day breaches if SMT have already have initial chat and no improvements seen
- Ensure all exceedance forms have been signed off to keep business and Directors safe from prosecution.
- Deal with repeat idle offenders if SMT have already have initial chat and no improvements seen
- Deal with Staysafe offenders after SMT have had initial conversation if no improvements are seen
- Traffic Lights/Batteries – check and review performance to ensure minimum traffic light battery failures. Monitor for accurate breakdown logs.
- Traffic light failures set to <8% and battery failures set to <1.5%
- Assist in dismissal of staff when required.

ENVIRONMENTAL

- Work with SMT to deal with worst idle performers to ensure business hits its targets of Fuel to Turnover ratio <6%, <13% 12D Van idle times & <25% 12D Vehicle idle times
- Promote the company recycling schemes, ensuring any purchasing has considered the reusability and recycling of the product.

ROAD TRAFFIC SAFETY

- Actively involved in reporting and compiling information on any road related incidents, liaise with Ben Green and/or Jamie Lange - attend site when required – drugs tests to be carried out in the event of any RTC.
- Ensure eye tests are carried out twice yearly on all driving staff.
- Ensure driver training and modules are complete annually for all driving staff
- Deal with worst offenders from Driver scores as per HSEQ team with assistance from SMT
- Assist with the company over vision for ISO39001 objectives.

BUSINESS DEVELOPMENT

- Undertake business development meetings to maintain the existing relationship with our customers when required.
- Assist BD with any new leads that are received by the business through the Commercial team and follow these through including arranging meetings, first contact and ensuring we create a good first impression.

SENIOR SCHEMES MANAGER

- Overall responsibility for 12AB performance and standards
- Owner & Review of 12AB documentation as per required (such as RAMS)
- Ensure compliance with NHSS 12D & 12AB, Chapter 8, Reb Book & new ARTSM Guidance.
- As a senior manager you are responsible for the day to day management of the business and decision making, with escalation to the Director's when required.
- Working collaboratively with other senior managers to help drive the direction focus of the TMO management team.
- Ensure the safe & timely delivery of all 12D schemes & 12AB high speed works and any other allocated projects from a financial and commercial perspective, taking into account location of works movement of vehicles LGV & HGV and the resource available, to ensure profits are maximised.
- Work with the rest of the management team, attend meetings, have input and drive team work to drive the business forwards.
- Ensure that the application for payment / labour schedules are provided to our clients when requested.
- Attend Works Management / Contract Review meetings / calls.
- Ensure sufficient equipment is available and deliver all of the required 12AB works and schemes in both 12AB and 12D.
- Staff recognition and progression where aptitude is shown. Ensure training matrix is kept up to date and training programme including training sign offs are kept accurate.
- Carry out interviews for potential new staff, become involved in any disciplinary procedures that may be required.
- Promote a positive workforce, use appropriate management styles that will get the best out of your staff. Promote a good work / personal life balance. Push the company mental health positive stance.
- Maintain and build on Customer relations working closely with the MD and the Commercial team. Attend meetings when required.
- Update HSEQ Team with feedback both positive & negative.
- Keep abreast of company ISO9001, ISO14001, ISO39001 & ISO45001 objectives, contribute, monitor and have input on improvements as well as looking into root cause of any short fallings.
- Report on / investigate personal injury, near misses, bad practices and dangerous occurrence in line with our ISO45001.
- For 12AB -Undertake weekly checks of invoicing, to ensure all chargeable items are invoiced. For 12D assist with commercial team questions relating to invoicing from the dummy run for projects / events.
- Weekly handover / briefing to the Commercial Director for upcoming projects / high speed works.
- Assist with checking and signing off of the weekly agency invoicing for 12AB. Raising any discrepancies with the accounts team.
- Assist with carrying our staff re-inductions on time where needed.
- Ensure at least 3x 12AB Audits are carried out quarterly.
- Plan events, produce a yearly event sheet, display and get names on the event early
- Oversee new clients, visit site on day one, ensure good ops and good staff, and liaise with client periodically to ensure they are happy.
- Project Managements (such as Sizewell C, Octavius, Costain, Rock Power)
- Survey these jobs from the beginning, pass to planning for drawing, review drawings and liaise with clients.
- Get out on the night jobs for the first hour to make sure everyone is there and agency aren't late, step in if needed (if there's a time you can't go due to football ask Terry, Kieron, Colman, Jon, Ben to go)
- Sign off's / Audits for new starters as per the list from HSEQ
- Assist with production of CAD Plans

- Assist Project & Commercial Manager only a weekly basis
- Quote Tracker – to include all new quotes, moving booked jobs over, speaking with Operations prior to these jobs going out to remind them of specific needs / new customer / chasing old quotes for updates, moving lost jobs over to lost tab and finding out why, receiving feedback at the end of completed jobs. Arranging visits for MD & Operations Director for clients who are new and who we have won multiple jobs for.
- Assist with quoting with MD
- Upskill High Speed Manager and oversee personal development.
- Cover on call phone as per rota.
- Get on top of carrying out annual reviews and ensure that your team have a personal development plan in place with the help of HR Dept.
- Deal with repeat offender of lateness / investigation meeting / send to HR
- Assist in dismissal of staff when required.
- Extend probation periods where required whilst reporting to HR and Operations Director
- Escalation of 3x lateness to Operations Director & deal with employee / HR.
- Escalation of 3x non Staysafe sign ins to Operations Director so it can be dealt with by HR.

SENIOR OPERATIONS MANAGER(S)

The **Senior Operations Managers** are directly responsible for the sound and effective day-to-day management of the health and safety arrangements, quality and environmental for operational sites and locations. To satisfy their duties the **Senior Operations Managers** will be accountable for the overall performance of operations.

QUALITY

- As a senior manager you are responsible for the day to day management of the business and decision making, with escalation to the Director's when required.
- Working collaboratively with other senior managers to help drive the direction focus of the TMO management team. Work with the rest of the management team, attend meetings, have input and drive team work to drive the business forwards
- Work to set KPI's from clients & ensure KPI's are delivered.
- Ensure sufficient equipment is available and deliver all of the required works.
- Staff recognition and progression where aptitude is shown. Ensure training matrix is kept up to date and training programme including training sign offs are kept accurate.
- Inform HSEQ team of any completed training so matrix and Re-Flow can be updated
- Carry out interviews for potential new staff, become involved in any disciplinary procedures that may be required. Discuss staffing level issues with Operations Director
- Promote a positive workforce, use appropriate management styles that will get the best out of your staff. Promote a good work / personal life balance. Push the company mental health positive stance.
- Update HSEQ Team with feedback both positive & negative.
- Keep abreast of company ISO9001, ISO14001, ISO39001 & ISO45001 objectives, contribute, monitor and have input on improvements as well as looking into root cause of any short fallings.
- Check Agency Register periodically to ensure agency used are listed and those listed have in date cards and proof of eligibility to work in the UK.
- Encourage your staff and lead from the front in regards to professionalism, language, appearance as well as driving safety and maximising profits.
- Overall control & responsibility over any co-ordination personnel.
- Full control of the Witham-Eye- Wisbech, St Neots depots overall performance.
- Deal with Operatives who have bad audits / probationary reviews / send to HR

- Deal with operatives in relation to any compliant / PPE issue / performance in general / attitude / laziness / breaks
- Work with HSEQ to inform them of new starters, involvement in timely sign off process / audit process
- Final sign off on operatives weekly bonus
- Investigate objective / KPI failings and come up with corrective actions alongside HSEQ
- Annual Process, Documents and Procedure review for relevant documents to role.
- Final say on new stock ordering. Ensuring sufficient kit to cover all jobs and forward plan for summer holidays and winter peaks.
- Authorise Holiday of coordination staff and operatives.
- Traffic Lights/Batteries –Monitor for accurate breakdown logs. Ensure all traffic lights have enough battery life to last a weekend, reducing overtime to swap batteries out on a weekend. Traffic light failures set to <8% and battery failures set to <1.75%
- Support co-ordination when needed during busy times
- Keep a strong communication link with On-calls supervisor to ensure smooth handover of any issues and also how the role is progressing.
- Keeping on top of the weekly performance in regards to response stats, collections & breakdowns. Planned jobs on time >96%, man con coverage 100%, Man cons on time >95%, emergency jobs in hours on time >90%, emergency jobs on time out of hours >85%. Breakdowns <8% of which <1.75% are battery failures
- Hit UKPN and Cadent targets in relation to site clearance within 4 hours.
- Liaising with HSEQ team to ensure signs off / audits are done as per priority email
- Suggest any training needs to Operations Director.
- Ensure Staff to Workload ratio is correct.
- Maintain and build on internal working relationships with other departments, such as planning and Health and Safety and Admin.
- Arrange for used AWS / Specials to be brought back to Eye Depot weekly
- Ensure that daily reports are kept up to date including the reasons why we are late for emergencies analysis.
- Allocation of Wages
- Timesheets checks
- Approving Holiday and arranging Co-ordination cover
- Ensure co-ordinators are getting operatives to tidy / do depot work
- Oversee new clients, visit site on day one, ensure good ops and good staff, and liaise with client periodically to ensure they are happy.
- Assist with FPN / Section 74 investigations with HSEQ if info needed.
- Design on call rotas for on call role / operations / night shift.
- Ensure night shift is covered at all times & managed efficiently
- Ensure AWS board within the depot is filled in and all delivered on time.
- Inform clients if we are going to be late before they chase us.
- Ensure off hires are chased daily and also any jobs expected to end of final day are chased and extended in the live hire logs if needed, if this is a job with a TTRO then the planning team are to be made aware to ensure the TTRO is extended to ensure no un-necessary charges are received. Ensure off hired jobs are bunched together to minimize travel.
- Ensure the operatives have you to talk too regarding ideas and solutions. They are the front line so listen to what they have to say. Report back and use any positive steps the company makes as a means to boost moral with the operatives. Keep moral and standards high.
- Ensure lateness is recorded daily on tracker.
- Active in terms of recruitment, interview and inductions.

H&S

- Ensure all works carried out be it in the yard, driving to site & site operations are done in accordance with company RAMS and follows health and safety protocol.
- Ensure depots is fully compliant and in line with H&S legislation, our own internal audit programme and ensure complete weekly walk around ensuring safety, emergency access & egress as well as cleanliness
- Ensure compliance with NHSS 12D, Chapter 8, Red Book & new ARTSM Guidance.
- Report on / investigate personal injury, near misses, bad practices and dangerous occurrence in line with our ISO45001.
- Carry out Toolbox Talks if and when required to be delivered. Give feedback and updates to your staff as well as making it 360 degree so you take on board any suggestions, ideas they may have and promote them if you see fit. Encourage use of suggestion box.
- Carry our staff re-induction on time.
- Deal with Staysafe offenders and ensure the Staysafe tracker is up to date daily.
- Ensure staff are complying with PPE requirements and deal with PPE breaches
- Send out weekly who can and cannot work email.
- Investigate rest day breaches
- Ensure all exceedance requests have been thoroughly assessed prior to approval and if approved that they have been signed off
- Ensure the depot rules are being complied to.
- Ensure compliance with sign in process of visitors and contractors
- Traffic light competency forms are completed when required and sent back to HSEQ
- Correct PPE is worn in the depots and on site via use of CCTV / Samsara.
- Carry out Toolbox Talks if and when required to be delivered. Give feedback and updates to your staff as well as making it 360 degree so you take on board any suggestions, ideas they may have and promote them if you see fit. Encourage use of suggestion box.
- Ensure a visual walkaround is done daily by someone every morning and any issues are resolved or escalated.

ENVIRONMENTAL

- Deal with repeat idle offenders once data provided from HSEQ Dept.
- Promote the correct recycling in right bins – spot check in the wheelie bins – think of how we can improve
- Ensure Adblue containers are placed correctly for recycling, and cone bases and flutes are recycled.
- Give attention to idle warnings once time limited generated email is received.

ROAD TRAFFIC SAFETY

- Actively involved in reporting and compiling information on any incidents, liaise with Ben Green and/or Jamie Lange - attend site when required – drugs tests to be carried out in the event of any RTC.
- Ensure eye tests are carried out twice yearly on all driving staff
- Ensure driver training and modules are complete annually for all driving staff
- Deal with worst offenders from Driver scores as per HSEQ team after back to back bad months
- Deal with those who hit a threshold of not filling in defect sheets and pass to HR
- Encourage safe and efficient driving styles
- Daily Welfare checks on the drowsy driving reports

COMMERCIAL

- Ensure the safe & timely delivery of all works and any other allocated project from a financial and commercial perspective, taking into account location of works movement of vehicles LGV & HGV and the resource available, to ensure profits are maximised.
- Ensure that the application for payment / labour schedules are provided to our clients when requested.

- Work to targets mainly based around the two largest costs within the business – Wages (40%) and Fuel (9%) vs Turnover together.
- Ensure the depots are being run in the most cost effective way possible through co-ordination.
- Maintain and build on Customer relations working closely with the Commercial & Business Director and the Commercial team. Attend meetings when required.
- Assist with commercial team questions relating to invoicing from the dummy run.
- Assist with checking and signing off of the weekly agency invoicing. Raising any discrepancies with the accounts team.
- Undertake contract review meetings to maintain the existing relationship with our customers.

HUMAN RESOURCE

- Get on top of carrying out annual reviews and ensure that your team have a personal development plan in place with the help of HR Dept.
- Deal with repeat offender of lateness / investigation meeting / send to HR
- Assist in dismissal of staff when required.
- Stay informed of and extend probation periods where required whilst reporting to HR and Operations Director
- Escalation of 3x lateness to Operations Director & deal with employee / HR.
- Escalation of 3x non Staysafe sign ins to Operations Director so it can be dealt with by HR.

KPI's – CHECK THESE

- Planned works on time 97%
- Emergency works on time in hours >90%
- Emergency works on time out of hours >85%
- Man Con coverage 100%
- Man Cons on time >95%
- Total value of fines <£2400
- Rest Day Compliance 100%
- Double Exceedance Compliance 100%
- You will be monitored on Site clearance – TARGET = <90%
- You will be monitored on Site Audit Scores – TARGET = >90%
- Deal with any staff issues relating to their performance/standards.
- Ensure that all paperwork is in date, reviewed and signed annually including RAMS.
- You will be monitored on Wages / vs Turnover – TARGET = 40-50%
- You will be monitored for Fuel vs Turnover – TARGET = <10%
- You will be monitored in relation to complaints

Additional Activities in line with ISO requirements to work alongside HSEQ & Auditor

- Fire Exit Remain Clear.
- Fire Extinguishers are accessible.
- Gritting done in winter.
- Stock of Welfare items eg Toilet Roll.
- Trip Hazards are cleared.
- Smoke Alarms working.
- Smoking Area is signed and adhered to.
- Fire Meeting Points kept clear.
- Vans turned off when in depot.
- Report any use of the first aid kit in depots so items used can be replaced.
- One way system / reversing is adhered to.
- Stepladder check completed monthly & signed out when used.
- Robos are stored off ground level.
- Dirty / Non-compliant cones & signs pulled out and put in quarantine.

- Kitchen area & toilets kept clean and tidy.
- Vans are kept clean.
- Offices are kept clean and tidy.
- Accident book filled in when any occurrence dictates and sent to HSEQ
- Report any issues to cables within the depot to HSEQ
- Rest Day Compliance 100%
- Double Exceedance Compliance 100%

HIGH SPEED MANAGER

Key Roles:

- Full control of the High speed depot(s) and stock
- Ensure all works that need to be carried out has the kit in the yard.
- That the driving to site & site operations are done in accordance with company RAMS and follows health and safety protocol.
- Ensure there is a staff briefing on high-speed works as required
- Ensure our team complete and submit all required site-based paperwork on a nightly basis.
- Ensure depot is fully compliant and in line with H&S legislation, emergency access & egress as well as cleanliness and management of stock and associated equipment including external hires.
- Work to targets mainly based around the two largest costs within the business – Wages (40%) and Fuel (9%) vs Turnover together.
- Ensure staff are offered to 12D when possible.
- Work with Senior Schemes Manager to ensure the HS tracker is up to date.
- Manage all the operatives within 12AB department(s) inc managing holiday / holiday cover
- Carry out interviews for potential new staff, become involved in any disciplinary procedures that may be required.
- Work with the rest of the management team, attend meetings, have input and drive team work to drive the business forwards
- Promote a positive workforce, use appropriate management styles that will get the best out of your staff. Promote a good work / personal life balance. Push the company mental health positive stance.
- Maintain and build on Customer relations working closely with the Commercial & Business Director and the Commercial team. Attend meetings when required.
- Attend any sites for auditing / accreditation (ensure 3x audits are carried out per quarterly)
- Update HSEQ Team with feedback both positive & negative.
- Where practicable ensure new projects are attended by a senior representative (Manager / Supervisor) on the start / first day of projects / schemes to ensure smooth running.
- Carry out random drug testing for your team, reporting and maintaining the company's policy on drugs and alcohol.
- Report on / investigate personal injury, near misses, bad practices and dangerous occurrence in line with our ISO45001.
- Review and sign off timesheets for the personnel under your direct responsibility.
- Ensuring management and compliance of the companies rest days, working / fatigue policies.
- Carry out Toolbox Talks if and when required to be delivered. Give feedback and updates to your staff as well as making it 360 degree so you take on board any suggestions, ideas they may have and promote them if you see fit. Encourage use of suggestion box.
- Carry out annual reviews and ensure that your team have a personal development plan in place.
- Manage of agency staff on any works, to ensure that there is a TMO representative that is overseeing the works.
- Ensuring that agency staff have the correct qualifications and competencies prior to being permitted to attend sites. Ensuring the agency qualifications on the training matrix up to date and available for review
- Maintain and build on internal working relationships with other departments, such as planning and Health and Safety and admin.
- Ensure the driving hours are reported by our HGV drivers within the business.
- Assist with the management of company vehicles. Ensuring compliance of our O Licence requirements including maintenance, servicing and repair.
- Encourage your staff and lead from the front in regards to professionalism, language, appearance as well as driving safety and maximising profits.

- Managers to Carry out new staff and existing staff re-inductions.
- Staff understand manual handling
- Trip Hazards are cleared.
- Vans turned off when in depot.
- One way system / reversing is adhered to.
- Asbestos Register filled in when contractors on site.
- Dirty / Non-compliant cones & signs pulled out and put in quarantine.
- Operatives exceeding 78 hours get risk assessed prior to exceedance.
- Operatives are in correct and full PPE.
- Vehicles are kept clean.
- Accident book filled in when any occurrence dictates and sent to HSEQ
- Your staff must have all the equipment they require to carry out their work safely and effectively, such as PPE.
- Rest Day Compliance 100%
- Double Exceedance Compliance 100%
- Ensure the operatives have you to talk too regarding ideas and solutions. They are the front line so listen to what they have to say. Report back and use any positive steps the company makes as a means to boost moral with the operatives. Keep moral and standards high.
- Deal with any staff issues relating to their performance/standards.
- Ensure that all paperwork is in date, reviewed and signed annually including RAMS.
- Undertake eye tests on staff twice a year as per HSEQ
- Ensure all staff undertake their driving assessments and training module

PLANNING MANAGER

- Yourself & your team are to design and manufacture TM plans as per the rules and regulations of Chapter 8 and the Red Book
- This includes but is not limited to:-
- Road closures
- Traffic lights
- Lane closures
- Parking bay suspensions
- Stop/Go and Give Take drawings.
- Keep the planning schedule up to date and tidy
- T7 checks to be undertaken on all drawings
- Keep the month planning figures graph up to date and share with HSEQ Monthly
- Ensure the planning amendments tracker is accurate and up to date and share with HSEQ quarterly
- Planning Amendments to be <1.0% due to planning error
- Manage the surveys and surveyors inc the spreadsheet, survey errors to be less than 0.5%
- Manage the bookings procedure and give training where needed
- Liaise with co-ordination and ensure prompt production of Kit lists and emergency plans to help with KPI hitting
- Check Your Emails regularly
- Understanding of MMW, ability to add extra notes to the hire logs and MMW.
- Drawing of TM plans from surveyor's detailed description/report.
- Ensure personnel are fully aware of the procedures in the event of an emergency, including:
 - Any accident, incident or emergency procedure;
 - Positions of the fire exits, layout out of escape routes and assembly point location;
 - Position of the first aid equipment and the identity of the trained first aid personnel.
- Report any defects in plant or equipment immediately to the **HSEQ Department**.
- Ensure planning equipment and premises are left in a safe and secure state and place when unattended.

- Observe good housekeeping at all times; keep escape routes, doorways and floor spaces clear and free from obstruction.
- Promote a safe but profit driven environment in particular the use of Special signage where the opportunity arises and look to upsell the use of VMS where possible.
- Undertake your First Aid & Fire Marshal roles (as per below)

Further Roles & Responsibilities

- Do not attempt to lift or move articles which are heavy alone as likely to cause injury.
- Do not misuse or interfere with equipment provided for the safety of you and others.
- Do not try to use, repair or maintain any equipment for which you have received no training or instruction.
- Report any work-related personal injury or disease to the **HSEQ Manager** and ensure that an entry is made in the accident book.
- Report all potential hazards and incidents that have or could have resulted in personal injury or environmental damage to the **HSEQ Manager or Health & Safety Director**.
- Report any unsafe situation or task you may feel is unsafe and for which you do not have the appropriate knowledge or training to **the HSEQ Manager or Health & Safety Director**.
- Ensure rest days and hours for your team are adhered to
- Ensure holidays are covered within your department
- Represent planning as their voice for concerns, issues or suggestions
- Ensure correct recycling is undertaken
- Empty the recycling when needed to reduce fire risk
- Ensure office equipment and lighting is turned off when not needed to assist with ISO14001
- Be involved with investigations when needed
- Book & oversee switch off / bus stop suspension
- Complete & oversee applications to the local authorities
- Liaise and have good working relationship with Local authorities, in particular when issues arise.
- Ensure the weekly batch of AWS / letter drops and sent to Signlab for printing and manufacture.
- Be point of contact for clients to help them problem solve their TM needs.
- Ensure you and your planning team assist with answering calls in to the business
- Daily check prioritising checking the next days planned and non-planned works such as switch offs, suspensions, IPV needs, stepladders for bagging, additional kit, number of additional light or ped heads and extra leg the ensure notes are added to both MMW and the hire log for charging and use for operatives.
- Weekly customer checks when needed, such as Claret. Check the jogs for the next week, set up times, permit numbers, number of operatives needed and liaise with Claret over any anomalies.
- Monitor the planning tracker and prioritise the most urgent jobs makes sure all customers get the TM plan within the required turnaround time.
- Send the planning tracker to Mark Haysman, Jo Balding & Chanel Kingsbury every Monday to ensure plans get charged out.
- Organise Christmas Rota
- Arrange yearly liaison with local authorities to check they are happy with what we are doing.
- Arrange "on call" planning rota. All planners to be involved.
- Pre quote checks for commercial department when needed
- On Call information sheet daily to be completed
- Encourage not printing when it can be avoided

OFFICE MANAGER

General Role

- Management of office for all departments
- Organise Christmas Rota, ensuring cover in the office

- Be involved with investigations when needed
- Delegate & ensure office(s) are locked at the end of the shifts
- Signing off & approval of holidays
- Ensure holidays are covered within your department.
- Ensure visitors are signed in and out of the sign-in tablet and visitors lanyards are worn.
- Oversee daily office operations.
- Working with the administration team
- Resolving internal issues
- Monitor accuracy level of invoicing, spot trends and issues and improve the process and performance levels moving forwards
- Monitor credit note levels, root cause analysis of the issue and how it could be prevented going forwards.
- Send credit note tracker to IMS Director quarterly
- Ensure KPI data is completed in a timely manner
- Ensure weekly Operations stats are completed by Wednesday COP and sent to Operations
- Troubleshoot external issues and resolve
- Attend contract review meetings where needed and finance is being discussed.

Key Roles & Daily Tasks

- Manage the admin team daily, delegate workload as necessary
- Check emails regularly and respond accordingly
- Assist with the answering telephone calls for all departments.
- Oversee and responsibility of raising of all BoQ's and all on and off hires
- Oversee weekly and monthly invoicing, ensure the invoices are sent in a timely manner
- Weekly Invoicing, ensure this is uploaded by the admin team by the deadline set by Aldermore
- Deal efficiently with any admin queries, escalate if necessary
- Raising of Pro forma invoices, ensure this is done prior works going out
- Raise Credits where necessary, ensuring you liaise with Jo Balding on this.
- Ensuring the Credit Tracker is kept up to date
- Oversee weekly submissions for customers - to be sent by deadlines set.
- Ensure all Invoices are sent to customers weekly
- Navigate the WORMS and Ariba systems for customers
- Turnover spreadsheet to be completed weekly.
- Sign Off time sheets/ Holidays
- Raising PO's
- Keep phone list up to date
- Oversee Bright HR
- Working hours spread sheets
- Training admin staff as and when needed
- Cover when needed for the rest of team

Health & Safety Responsibilities

- Ensure personnel are fully aware of the procedures in the event of an emergency, including:
 - Any accident, incident or emergency procedure;
 - Positions of the fire exits, layout out of escape routes and assembly point location;
 - Position of the first aid equipment and the identity of the trained first aid personnel
- Report any defects in office equipment immediately to the **HSEQ department**.
- Ensure equipment and premises are left in a safe and secure state and place when unattended.
- Observe good housekeeping at all times; keep escape routes, doorways and floor spaces clear and free from obstruction.
- Undertake your First Aid & Fire Marshal roles (as per below)

- Do not attempt to lift or move articles which are heavy alone as likely to cause injury, ensure your team do the same
- Do not misuse or interfere with equipment provided for the safety of you and others.
- Do not try to use, repair or maintain any equipment for which you have received no training or instruction.
- Report any work-related personal injury or disease to the **HSEQ department** and ensure that an entry is made in the accident book.
- Report all potential hazards and incidents that have or could have resulted in personal injury or environmental damage to the **HSEQ Manager or Health & Safety Director**.
- Ensure rest days and hours for your team are adhered to.
- Empty recycling when needed to reduce fire risk.
- Ensure you and all staff within the office assist with answering calls in to the business.
- Ensure welfare facilities are kept stocked (kitchen & female toilets)
- Ensure car parking is orderly and allows for safe access and egress.
- Ensure smoking area is well maintained and the smoking bin is emptied regularly.
- Liaise with HSEQ department over DSE / desk layout issues and rectify.

Environmental

- Ensure office equipment and lighting is turned off when not needed to assist with ISO14001.
- Ensure correct recycling is undertaken within the office environment.
- Ensure air conditioning is turned off at the end of the shift and not left on over weekends in all offices.

DEPOT SUPERVISOR

H&S

1. H&S Supervising of the Witham Depot, this includes a daily walkaround to ensure its safe, including trip hazards, access points, floor condition, cables and so forth.
2. Ensure depot is fully compliant and in line with H&S guidelines, complete weekly walk around ensuring cleanliness and tidiness.
3. Promote Positivity, wellness including any mental health issues people may have including physical health, anxiety.(she's a mental health First Aider)
4. Traffic Lights/Batteries – ensure minimum traffic light battery failures. Keep accurate breakdown logs. Ensure all traffic lights have enough battery life to last a weekend avoiding damaging costs paying guys overtime to switch out on a weekend.
5. Ensure that the fleet and trailers are reported when broken to Fleet Manager.
6. Close monitoring of the operatives daily/weekly hours. Ensure minimum rest & break periods are adhered too and in cases where weekly hours exceed 78hrs the exceedance forms are completed and a thorough risk evaluated.
7. Your staff must have all the equipment they require to carry out their work safely and effectively, such as PPE.
8. Ensure staff are wearing the correct PPE in the depots.
9. Ensure welfare facilities are clean and stocked, inc kitchen, staff room and toilets.
10. Ensure depot adheres to H&S guidelines liaising closely with Ryan Smith if anything needs doing off the back of the internal audits.
11. Encourage your staff to fix equipment when in the yard, inc cones, sleeves, bases, barrier.
12. Support any investigation meetings involving staff
13. Report ALL near misses to HSEQ team

Quality

14. Ensure the depot is run in the most cost effective way possible through co-ordination.
15. Manage staff under you at all times in a professional manner
16. Ensure cover for your position when requesting holiday.
17. Ensure the timely delivery and collection of all jobs is done in the most efficient manner taking into account distance from operatives home/yard to site, travel time etc.
18. Hitting the 2 hour emergency KPI time for 90% of works
19. Achieving a 97% success rate for planned works
20. On call supervisor as per rota
21. Achieving 85% success rate for out of hours emergencies when on call supervisor
22. Ensure sufficient kit to cover all jobs and forward plan for summer holidays and winter peaks by forward planning and looking into Re-Flow and totalling up the jobs / signs / lights required.
23. Ensure off hires are chased to ensure no un-necessary charges are carried out.
24. Work closely with your Managers Kieron & Terry to arrange night shift/on call team members to ensure all work is covered including on call and night shifts monitor the times of the shift to ensure its being productive and ensure off hired jobs are bunched together to minimize travel. Design and keep on call rota up to date with staff swaps, cover all gaps when staff leave by redesigning the rota.
25. Ensure arrange specials/AWS are at the depot ready to go out on time and as such do get delivered within the time frame.
26. Daily reporting of staff lates, including the reasons why
27. Daily reporting of agency lates to Operations Director
28. Rolling over work on Re-Flow
29. Daily reporting of Cadent NL OOS / Man con as per their format.
30. Responsible to Ensure co-ordination of the Witham Depot and that the allocation of works considers the use of the cheaper labour rates of M1/M2 staff when more than 1x OOS is required.
31. Maintain and build on internal working relationships with other departments, such as planning and Health and Safety.
32. Ensure we cover all jobs where possible. Minimise the jobs being turned away advise Kieron if any jobs are not able to be covered BEFORE turned away ensure we have checked to see if other depots can cover. (No job to be turned away without Senior Managements authorisation.)
33. Share staff with other depots.
34. Ensure staff needing sign offs or audits are put the needed jobs as per email
35. Communication with clients as and when needed, with a swift professional answer.
36. Keep yard hours to a minimum and get people home when you can.
37. Liaise with Senior Operations Managers to get ITS to do setups when required.

Environmental

38. Get drivers to switch off engines when idle warnings come through
39. Ensure waste goes in the correct bins and that recycling is of utmost importance
40. Keep paper use to a minimum
41. Ensure lighting and computers are switched off at end of the day

Road Traffic Safety

42. Promote safe and efficient driving at all times
43. Undertake welfare checks on drowsy driving alerts

44. Targets

45. Planned delivery 97% + on time
46. Emergency in hours delivery 90% + on time
47. Site attendance for manual controls 100% attended

- 48. Breakdowns 8% or lower
- 49. Battery failures 1.5% or lower
- 50. Depot compliance on monthly audits 100%
- 51. Vehicle idle less than 13%

Overall Role & Responsibility

It's is of the upmost importance that as part of the team communication is paramount to the company's success in delivering the high standards expected by our customers.

It is important that you keep your heads up and remain positive even when up against it. You are the tip of the spear and the operatives will follow and take your lead. Set the standards and be the example.

Making sure no job is cancelled/ changed on site without a Managers authorisation

Making sure no job is turned down without making sure all Depots don't have the kit prior to the customer being told it can't be covered

Assisting the Managers to keep the idling times of the vans as low as possible thus to make the extra saving on fuel.

Ensuring lateness is kept to a minimum, this will in turn keep the KPI's in the green and customers happy.

When KPI's are sent over, if any we haven't met the target/ lateness finding out the reason why this is happening, and if required making sure the operative is brought in to discuss the reason behind it.(have the conversation with Kieron to ensure he is Available when you can get the operative in)

Lastly, if there is a problem work to solve it. You have a large network of colleagues in management roles. Identify where the company can be better and look for ways to improve it.

COMPANY EMPLOYEE RESPONSIBILITIES

- All **Employees** have a statutory duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions. In order to comply with this duty all employees will be expected to:
- Conform to any legal requirements, company rules, procedures and instructions necessary for ensuring health and safety;
- Seek advice and instruction from their line manager when situations arise which may affect the health and safety of themselves or others;
- Report any unsafe equipment, methods of work or any other safety concerns.
- Stop work and seeking advice if they believe there is an imminent risk of injury to themselves or others.
- Report any near miss or accident, however slight, and whether or not injury or damage has been sustained.
- Assist at all times in maintaining good housekeeping standards.
- Not interfere with anything provided to safeguard health & safety, e.g., remove or wilfully discharge fire extinguishers.
- Request authorisation from Operation Managers before exceeding 78 hours in a week.
- Do not exceed 78 hours in back-to-back weeks.
- Have at least 1 day off per week or 2 days in a 2-week period.
- Contribute good performance towards the Response Times targets of 96% on time for planned works and 90% of emergencies in hours and 85% of emergencies attended within 2 hours out of hours, 98% of man cons attended, 95% of man cons attended on time.
- Ensure site collections are done completely with the correct figures input on to WORKFLOW APP to prevent section 74s and FPNs

- Ensure high standards on all site to hit the company audit target of 90%.
- Ensure vans are turned off when not moving to hit the company idle target <40%
- Drive efficiently to ensure fuel use is kept to a minimum.
- Recycle waste products in the correct dustbins.

Employees are reminded that non-compliance with health & safety OR environmental rules and procedures will result in disciplinary action and may include immediate dismissal if appropriate.

DRIVERS RESPONSIBILITIES

- Drivers have a statutory duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions. In order to comply with this duty all Drivers will be expected to:
- Conform to any legal requirements, company rules, procedures and instructions necessary for ensuring health and safety.
- Always drive within road traffic laws, safely and responsibly.
- Follow the company's Health & Safety arrangements.
- Discuss any fitness to drive problems or concerns with the HSEQ, Operations or Financial Director
- Report any health issue that affects their ability to drive to the DVLA.
- Report any driving accidents, cautions, summons or convictions for driving offences, to the Financial Director.
- Co-operate with monitoring, reporting and investigation procedures.
- Report any near miss or accident, however slight, and whether or not injury or damage has been sustained to Ben Green.

FIRST AIDER RESPONSIBILITIES

- Competent and trained First Aiders will be appointed by the Company with the objective to preserve life, prevent deterioration and to promote recovery of personnel in an emergency by:
- Answering all emergency calls when on duty (this includes breaks).
- Reporting and recording all accidents/incidents promptly and forwarding original documentation to the office immediately.
- Where accidents are of a serious nature, details of accidents are telephoned through to the relevant authority in liaison with our Health & Safety Advisor with immediate effect.
- Replenishing first aid boxes and facilities and recording.
- Taking due care for the safety of themselves and the safety of others.
- Attending any training course provided, in particular the three-year refresher certificate.
- Once first aid equipment is checked, sign the monthly check form or report issues to HSEQ

MENTAL HEALTH FIRST AIDER RESPONSIBILITIES

Trained Adult Mental Health First Aiders are appointed by the Company with the objective of creating an environment where attitudes and behaviour to mental ill health are understood and recognised, where everyone has the skills to look after their own and others' wellbeing by keeping safe and well;

1. Using the five-step Mental Health First Aid action plan to:
 - a. Approach the person, assess and assist with any crisis.
 - b. Listen and communicate non-judgementally.
 - c. Give support and information.
 - d. Encourage the person to get appropriate professional help.

- e. Encourage other supports.
2. Communicating any concerns about the mental health or wellbeing of anyone in your workplace, to an appropriate Manager or Director.
3. Follow the policy & wellbeing programme procedures on how MHFA England training is implemented in your organisation.
4. Uphold your role as an Adult Mental Health First Aider alongside your other responsibilities.
5. Establishing appropriate boundaries between yourself and colleagues you may be supporting.
6. Attending any training course provided, in particular the three-year refresher certificate.

FIRE MARSHAL RESPONSIBILITIES

- Competent and trained Fire Marshals will be appointed by the Company with the objective to identify, monitor and review fire safety and to assist in an emergency by:
- Answering all fire calls when on duty (this includes breaks).
- Directing and organising people during a fire evacuation.
- Organising regular fire drills.
- Regularly inspecting workplace premises and fire facilities.
- Providing feedback on inspections.
- Taking due care for the safety of themselves and the safety of others.
- Informing the Health & Safety Director of any fire safety related defects.
- Frequently attending any fire marshals' meeting scheduled.
- Attend any training course provided, in particular the three-year refresher certificate
- Undertake 6 monthly fire drill and sign the form to say its been done, report any issues to HSEQ.

VISITOR / CONTRACTOR RESPONSIBILITIES

- These have been documented separately within the management system as these responsibilities will be notified to all those applicable on entrance to TMO sites.

SAFETY ADVISOR

- As required by Regulation 7 of "The Management of Health and Safety at Work Regulations" LHS Consulting Ltd. have been appointed to advise and assist all related health, safety and welfare issues related specifically to our business undertakings.
- They are held on retainer and available as required. They will visit site when necessary and will also maintain a relationship with all employees of TMO UK. Specifically, they will perform the following functions:
- Advise on the application and maintenance of our Company Health & Safety Policy and arrangements.
- Maintain an up-to-date knowledge in matters of legislation and regulations as they apply and affect the company and its Health and Safety Policy.
- Advise the H&S Director / Board of Directors on any related safety matters.
- Advise employees at all levels, as appropriate, on matters directly affecting their health and safety with particular emphasis on the elimination of potential hazards.
- Monitor the Company's health & safety status by regular visits to site, ensuring our compliance with current legislation and advise management on the implementation arrangements of our company health & safety policy and standards.
- Investigate and report on any accident, dangerous occurrence or near miss and, as appropriate, recommend any means of preventing a recurrence of the incident.
- Liaising with enforcement agencies as necessary such as the HSE and assist them relevant to our operations.
- Encourage a high-profile health and safety campaign within all levels of the company and review or recommend any health and safety contributions from company employees.
- Advise Company Managers on training requirements for employees ensuring they are competent to carry out detailed tasks within the parameters of current safety legislation.
- Advise on the training requirements for employees, especially new starters, specifically formal safety awareness training and site induction training.

ARRANGEMENTS FOR IMPLEMENTATION

This Policy and arrangements will be reviewed at least on an annual basis. Provision will also be made to undertake a review in the event of the amendment of existing or introduction of new legislation, codes of practice or guidance notes. The arrangements detailed in this section are all supplemented with company Standard Forms which are utilised to manage risks associated with the company's business.



Risk Assessment

In accordance with the **Management of Health and Safety at Work Regulations 1999**, the company will carry out risk assessments of all activities that present a risk to employees or others. These risk assessments will be carried out in line with Health & Safety Executive guidance and the procedure for doing so is as follows:



Risk assessments will be undertaken by the Managing Director, Directors or Senior Management Team with assistance from our advisors, and in consultation with the Supervisors & Employees.

Risk assessments will be compiled wherever possible from general risks for which generic control measures have been established. The preliminary contract risk assessment is undertaken in the planning stage of a contract with the purpose of determining the general level of health and safety management required on the project. The preliminary assessment will consist of an overview of site conditions and the nature of the work to be completed and an identification of likely risk areas. In general, risk areas will be similar from project to project and will be familiar to all parties. It will therefore not be necessary to identify every risk at this stage, merely those which are unusual or present particular hazard on the project. These special risks need to be identified so that the project can be properly planned and appropriate resources considered.

Point Of Work Risk Assessments (POWRA)


A POWRA is a continuous process of identifying hazards. The risk is assessed and action taken to eliminate or reduce risk. The POWRA will be applied in a changing work environment. The POWRA will be conducted by the employee/s managing the activity. The competent person must halt the operation if it is believed the risk outweighs the control

measures applied. The Managing Director, Operations & IMS Director & General Manager and Senior Management Team are responsible to ensure competent people have been trained in Point Of Work Risk Assessing on site.

As the project develops, it is possible that new risks may become apparent or factors relating to existing risks may alter. The site employee is responsible for monitoring risks, identifying changes and for altering and re-issuing risk assessments as required with the assistance of the Senior Management Team / Managing Director.

Strategies for the prevention and control of exposure to identified hazards will be prioritised based on the risk rating. Prevention and control measure should reduce the risk as far as is reasonably practicable taking into account the severity of potential injury or environmental exposure, available finance and resources.

TMOH will ensure the standard hierarchy of controls measures are applied to risk reduction, as follows:

- 
- Eliminate:** Prevent exposure by discontinuing activity
 - Reduce:** Reduce the severity or exposure to the hazard
 - Isolate:** Separate the hazard from people or the environment
 - Control:** Implement controls/practices to prevent exposure to risk
 - PPE:** Provide personnel equipment
 - ITMOH:** Information instruction and training
 - Discipline:** Relies on the correct behaviour of employees, i.e. following Company rules and procedures, enforced by disciplinary measures where necessary

Safe Systems of Work (Method Statements)

TMOH will provide written safe systems of work for all operations and tasks where there is a significant risk of injury; where there is clearly an identifiable need to specify the safe and correct way of doing the work and where, in spite of all reasonable control measures being implemented, significant risk remains. Employees will be instructed in the safe system of work, as appropriate, and a record of understanding kept.

Specific Responsibilities;

- The Managing Director with the assistance of our advisors must identify all such processes and planned activities within their area of responsibility and ensure that suitable written systems are produced, employees trained and records kept.
- The Senior Management Team must familiarise themselves with the safe systems of work and ensure that employees comply fully at all times whilst carrying out the identified processes.
- Employees must observe and understand the system of work at all times; reporting any circumstances which prevents compliance or undermines TMOH effectiveness to TMOH.

Work Stop Policy

Everyone working on behalf of TMOH has the right to stop working if they feel their health and safety is at risk. On stopping work they should ensure that the workplace is not left in an unsafe condition whereby a third party could be placed at risk, and as soon as possible they should notify their Supervisor of their actions such that remedial action can be taken.



Electricity

Working safely with electricity is controlled by the **Electricity at Work Regulations 1989** and TMOH will strictly comply with these requirements. In addition, IET wiring regulations (18th edition) cover the safe design and installation of electrical systems. The IET Regulations provide guidance for electrical contractors to follow. Work completed in accordance with the IET Regulations should satisfy the requirements of the **Electricity at Work Regulations 1989**.

In accordance with the **Electricity at Work Regulations 1989** electrical risks must be assessed and controlled by the use of:

- Inspections and testing of portable electrical appliances by a competent person whether used on sites or within the company's premises.
- 5 yearly inspections and testing of fixed installations, the company having a duty to ensure that the landlord of the premises complies with his duty regarding this matter in order to protect the safety of employees.
- Any power tools used are to be of low voltage (110v) and must be stringently inspected and maintained.
- Prohibition of any employee to access live electrical installations.

Visual Inspection by the User

All users must look critically at the electrical equipment they use from time to time. This needs to be daily in the case of handheld and hand operated appliances to check that the equipment is in sound condition (remember to unplug and switch off first!). Checks must be made for:

- ✚ damage, e.g. cuts, abrasion (apart from light scuffing) to the cable covering;
- ✚ damage to plug, e.g. cracked casing or bent pins;
- ✚ non-standard joints including taped joints in the cable;
- ✚ the outer covering (sheath) of the cable not being gripped where it enters the plug or the equipment. (Look to see if the coloured insulation of the internal wires is showing);
- ✚ equipment that has been used in conditions where it is not suitable, e.g. a wet or dusty workplace;

- ✚ damage to the outer cover of the equipment or obvious loose parts or screws;
- ✚ signs of overheating (burn marks or staining).

The checks also apply to extension leads, associated plugs and sockets.

Any faults must be reported to the Fleet & Plant Manager, the equipment taken out of use immediately, labelled as faulty (and reason why faulty) and must not be used again until repaired.

Note: Equipment which exhibits intermittent faults e.g. sometimes it works, next time it doesn't, must be taken out of service and not used again until thoroughly checked out by a competent person and the source of the fault identified and rectified.

Testing

Electrical testing of portable electrical equipment for earth/insulation integrity using a portable appliance tester will be carried out by a competent person in addition to the user visual inspections:

- ✚ whenever there is a reason to suppose the equipment may be defective (but this cannot be confirmed by visual inspection);
- ✚ after any repair, modification or similar work;
- ✚ at regular intervals.

Combined inspection and testing should be carried out by someone with a wider degree of competence than that required for visual inspection alone. This is because the results of the tests may require interpretation and appropriate electrical knowledge.

PAT Testing is undertaken by a competent person in line with the requirements of HSG107.

Frequency of Testing

The initial frequency for inspection/testing suggested by the Health and Safety Executive is shown in the following table. This frequency can be shortened or lengthened in the light of practical experience, i.e. number of faults which appear. **HSE – HSG107**

| Type of business | User checks | Formal visual inspection | Combined inspection and test |
|---|-------------|----------------------------|--|
| Equipment hire. | PHR | Before issue/after return. | Before issue. |
| Office information technology, e.g. desktop computers, photocopiers, fax machines. | No. | 1 – 2 years. | None if double-insulated, otherwise up to 5 years. |
| Double-insulated equipment not hand-held e.g. fans, table lamps. | No. | 2 – 3 years. | No. |
| Hand-held double insulated (Class 11) equipment, e.g. some floor cleaners, kitchen equipment and irons. | Yes. | 6 months – 1 year. | No. |
| Earthed (Class 1) equipment, e.g. electric kettles, some floor cleaners. | Yes. | 6 months – 1 year. | 1 – 2 years. |
| Cables and plugs, extension leads. | Yes. | 1 year. | 2 years. |

Plant, Machinery and Work Equipment

TMOH will ensure that all work equipment is suitable and without risk to Health, Safety and the Environment, in accordance with legislation such as the **Provision and Use of Work Equipment Regulations 1998**, and the **Electricity at Work Regulations 1989**.

The Company will ensure that work equipment is:

- suitable for the intended use;
- safe for use, maintained in a safe condition and, in certain circumstances, inspected to ensure this remains the case;
- used only by people who have received adequate information, instruction and training; and accompanied by suitable safety measures, e.g. protective devices, markings, warnings.

Work Equipment

The employee must ensure that the correct item of work equipment is selected for the work taking full account of site conditions, the task to be undertaken and any limitations imposed as a result therein.

All Employees are required to carry out a visual check of any equipment before it is used. In some cases, this check will need to be documented. The Company will advise when this is the case.

- **Machinery & Equipment Inspection & Maintenance**

The responsibility for identifying all plant, machinery and equipment that requires effective inspection and maintenance is that of the Fleet & Plant Manager. To achieve timely and suitable pre-planned maintenance, repair and refurbishment schedules the Company will appoint competent contractors.

- **Portable Electrical Equipment**

Portable electrical appliances are tested by a competent person at selected intervals in accordance with applicable HSE guidance.

- **Fixed Electrical Systems**

The fixed electrical installations throughout the premises is inspected and tested by a competent registered contractor. The HSEQ Department will arrange for the electrical systems integrity and safety to be inspected and retested every 5 years.

- **Racking Systems**

Racking inspections should be undertaken on a monthly basis to ensure racking remains free from defects and within TMOH safe working limits.

- **Hired Equipment**

The Fleet & Plant Manager will ensure that all equipment hired and used by the Company's Employees is fitted with adequate guards or other safety devices to conform with current standards and regulatory requirements. All hired equipment is to be examined to ensure it is in a good sound condition, is safe for use, and has full operating instructions as necessary. Dependant on the equipment requirements, arrangements for inspection and servicing by a competent person will be made with the hiring Company. The Company will ensure suitable records of inspection or examination are maintained on site for the period of hire.

- **Defects and Problems**

It is recognised that even with the best pre-planned maintenance programmes, problems and defects with plant and equipment will occur from time to time. Accordingly, any problems with plant or equipment should be reported in the first instance to the Company.

Hazardous Substances

It is a requirement of the **Control of Substances Hazardous to Health Regulations 2002 (as amended)** that all substances used in the Company's activities should be carefully assessed to determine the health hazards associated with their use. When selecting a product for a particular task the least hazardous one will be chosen.

Manufacturers will provide Material Safety Data sheets on their products which will give the chemical composition, maximum exposure limits or occupational exposure limits or occupational exposure standards and the possible effects on the human body via inhalation, absorption, injection and ingestion. A COSHH assessment will be conducted by our safety advisor, and will include the preparation and use of the product, storage, transportation, protective clothing/equipment to be used, training requirements for operatives and any further relevant data.

The HSEQ Department will ensure that no new substance shall be introduced into the work place without a full assessment. Where possible, the COSHH assessment will identify a safer alternative which can be used. This shall be made known to the client and used where possible.

If there is any change in the procedure, materials used, or in the amounts used a new assessment will be made before the change is implemented.



The Company will adhere to the principles of good practice for the control of exposure to substances hazardous to health as set out in Schedule 2 of the **Control of Substances Hazardous to Health Regulations 2002 (as amended)**.

COSHH 2002 Schedule 2

| | |
|----|--|
| a) | Design and operate processes and activities to minimise emission, release and spread of substances hazardous to health. |
| b) | Take into account all relevant routes of exposure – inhalation, skin absorption and ingestion – when developing control measures. |
| c) | Control exposure by measures that are proportionate to the health risk. |
| d) | Choose the most effective and reliable control options which minimise the escape and spread of substances hazardous to health. |
| e) | Where adequate control of exposure cannot be achieved by other means, provide, in combination with other control measures, suitable personal protective equipment. |
| f) | Check and review regularly all elements of control measures for their continuing effectiveness. |
| g) | Inform and train all employees on the hazards and risks from the substances with which they work and the use of control measures developed to minimise the risk. |
| h) | Ensure that the introduction of control measures does not increase the overall risk to health and safety. |

Workplace exposure limits (WELs)

WELs are British occupational exposure limits and are set in order to help protect the health of workers. WELs are concentrations of hazardous substances in the air, averaged over a specified period of time, referred to as a time-weighted average (TWA). Two time periods are used: long-term (8 hours); and short-term (15 minutes).

Substances that have been assigned a WEL are subject to the requirements of the **Control of Substances Hazardous to Health Regulations 2002 (as amended)**. These Regulations require TMOH to prevent or control exposure to hazardous substances. Under COSHH, control is defined as adequate only if:

- a) the principles of good control practice are applied (as detailed above);
- b) any WEL is not exceeded and;
- c) exposure to asthmagens, carcinogens and mutagens are reduced as low as is reasonably practicable.

Any material used, or encountered during work, which has the potential for harming health, will be subject to an Assessment carried out under the **Control of Substances Hazardous to Health Regulations 2002 (as amended)**. Hazardous substances include:

- Substances used directly in work activities (e.g. adhesives, paints, cleaning agents)
- Substances generated during work activities (e.g. fumes)
- Naturally occurring substances (e.g. grain dust)
- Biological agents (e.g. bacteria and other micro-organisms)

When using such substances we shall:










- Step 1** Having consulted the material safety data sheet (MSDS) carry out a COSHH risk assessment which will show the WEL, for all substances used in or created by workplace activities.
- Step 2** Decide what precautions are needed. We shall not carry out work which could expose our employees to hazardous substances without first considering the risks and the necessary precautions, and what else we need to do to comply with COSHH.
- Step 3** Prevent or adequately control exposure. We shall prevent our employees being exposed to hazardous substances. Where preventing exposure is not reasonably practicable, then we shall adequately control it.
- Step 4** Ensure that control measures are used and maintained properly and that safety procedures are followed.
- Step 5** Monitor the exposure of employees to hazardous substances, if necessary.
- Step 6** Carry out appropriate health surveillance where our assessment has shown this is necessary or where COSHH sets specific requirements.
- Step 7** Prepare plans and procedures to deal with accidents, incidents and emergencies involving hazardous substances, where necessary.
- Step 8** Ensure employees are properly informed, trained and supervised.

Workplace Exposure Limits (WELs) are listed in the HSE guidance document “EH40 workplace exposure limits”.

<http://www.hse.gov.uk/pubns/books/eh40.htm>

The HSEQ Department is responsible for any implementation of control measures highlighted from the COSHH assessments.

GHS Hazard Classification Symbols

| | | |
|--|--|--|
| Health Hazard  <ul style="list-style-type: none"> • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity | Flame  <ul style="list-style-type: none"> • Flammables • Pyrophorics • Self-Heating • Emits Flammable Gas • Self-Reactives • Organic Peroxides | Exclamation Mark  <ul style="list-style-type: none"> • Irritant (skin and eye) • Skin Sensitizer • Acute Toxicity (harmful) • Narcotic Effects • Respiratory Tract Irritant • Hazardous to Ozone Layer (Non Mandatory) |
| Gas Cylinder  <ul style="list-style-type: none"> • Gases under Pressure | Corrosion  <ul style="list-style-type: none"> • Skin Corrosion/ burns • Eye Damage • Corrosive to Metals | Exploding Bomb  <ul style="list-style-type: none"> • Explosives • Self-<u>Reactives</u> • Organic Peroxides |
| Flame over Circle  <ul style="list-style-type: none"> • Oxidizers | Environment *(Non Mandatory)  <ul style="list-style-type: none"> • Aquatic Toxicity | Skull and Crossbones  <ul style="list-style-type: none"> • Acute Toxicity (fatal or toxic) |

Control of Noise

The **Control of Noise at Work Regulations 2005** are concerned with protecting employees hearing from the effects of excessive noise generated in the workplace. Hearing can be damaged irreparably by prolonged exposure to excessive noise. The **Control of Noise at Work Regulations 2005** requires TMOH to prevent or reduce risks to health and safety from exposure to noise at work. The Regulations require TMOH to:

- Assess the risks to our employees from noise at work;
- Take action to reduce the noise exposure that produces those risks;
- Provide our employees with hearing protection if we cannot reduce the noise exposure enough by using other methods;
- Make sure the legal limits on noise exposure are not exceeded;
- Provide our employees with information, instruction and training;
- Carry out health surveillance where there is a risk to health of our employees.

The Regulations specify maximum noise levels which when reached require actions necessary to reduce the risk of hearing damage to a minimum.

- **Lower Exposure Action** – 80 dB(A) or a peak sound pressure 135 dB(C): When personnel are exposed to this level of noise averaged over a 6 hour or weekly period, the Senior Management Team/Managing Director will provide hearing protection if requested.
- **Upper Exposure Action** - 85 dB(A) a peak sound pressure 137 dB(C): Should staff become exposed to this level of noise, averaged over a 8 hour or weekly period, the Senior Management Team /Managing Director will provide ear protection and ensure it is worn correctly. Also, steps will be taken to reduce noise to as low a level as is reasonably practicable.
- **Exposure Limit Value** – 87 dB(A) a peak sound pressure 140 dB(C): Staff will **NOT** be exposed to noise over a daily or weekly period which exceeds 87 dB(A) and or 140 dB(C) peak sound pressure.

The Managing Director will ensure controlling the noise at source as the most effective means of reduction during purchase and hiring of equipment and, where necessary, hearing protection will be made available to personnel considered at risk. The Employee will be responsible for monitoring activities on site.



SYMPTOMS AND EARLY SIGNS OF HEARING LOSS

- Conversation becomes difficult or impossible;
- Your family complains about the television being too loud;
- You have trouble using the telephone;
- You find it difficult to catch sounds like 't', 'd' and 's', so you confuse similar words;
- Permanent tinnitus (ringing, whistling, buzzing or humming in the ears) can occur.

**Generally hearing loss is gradual. By the time you notice it, it is probably too late.
TMOH wants to prevent hearing loss before it happens.**

Personal Protective Equipment

TMOH will protect their employees from hazards within the workplace. Risk assessment may identify personal protective equipment (PPE) as being part of an overall prevention or control strategy to protect an individual, but it should always be a last resort.

Personal protective equipment (PPE) is all equipment worn or held by people at work to protect them against one or more risks to their health or safety.

The Managing Director is responsible for identifying all requirements under the **Personal Protective Equipment Regulations 1992**.

Personal protective equipment is to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. All sub-contractors are to use their own personal protective equipment supplied by their employer. Failure to wear or use personal protective equipment provided will result in the individual being temporarily removed from the site and could lead to disciplinary action.

Before choosing any personal protective equipment, TMOH shall make an assessment to determine whether such equipment is adequate and sufficient to protect the worker. TMOH shall implement management and engineering controls to eliminate any risk prior to the consideration of PPE as a "last resort" control. Suitable PPE will be provided when a risk assessment highlighting specific need or where construction standards dictate.

TMOH shall determine the conditions of use of personal protective equipment, in particular the period for which it is worn, on the basis of:

- The seriousness of the risk.
- The frequency of the exposure to the risk.
- The adequacy of the personal protective equipment.

The responsible person will ensure the following:

- To ensure that all personal protective equipment supplied conforms to the relevant British and European standards.
- To maintain a register of PPE allocated/replaced.
- To provide and brief the manufacturer's care instructions for all PPE provided at allocation/replacement.
- To ensure that arrangements are in place to replace PPE as necessary.
- Arrangements will be made for personal protective equipment to be cleaned.
- An adequate supply of replacement personal protective equipment will be readily available.
- Hard hats will be issued and replaced in line with the frequency recommended by the manufacturer.
- Periodic checks will be undertaken during which the Managing Director will ascertain that PPE is being used, that it is correctly adjusted and that it is suitable to the task being undertaken.

Actions by employees:

- Personnel must wear their PPE as directed and as required by site conditions.
- PPE must be kept clean and serviceable. If PPE becomes irretrievably soiled or unusable then it must be returned for replacement.

- PPE must be safely stored in the facility provided when not in use.
- Personnel should encourage other colleagues and adjacent contractors to wear their PPE as required.
- Personnel should report any failure to use PPE that comes to their attention.

Manual Handling

In accordance with the **Manual Handling Operations Regulations 1992 (as amended)**, the company will eliminate the need for manual handling where possible. Where elimination is not possible the risks from manual handling will be assessed and reduced so far as is reasonably practicable. All employees are encouraged to discuss any potential manual handling problems with the person in charge of the work, together with any work involving repetitive motion.

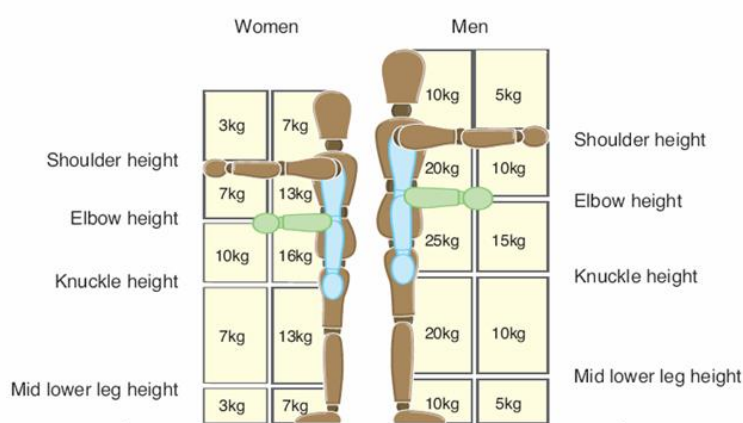
All personnel are to:

- ✚ Avoid hazardous manual handling activities so far as is reasonably practicable.
- ✚ Assess any hazardous manual handling activities that cannot be avoided (HSE Numerical Guidelines to be used to establish 'Significant MH Risks'.
- ✚ Reduce the risk of injury, so far as is reasonably practicable.
- ✚ Provide or obtain information on the load to be handled.
- ✚ When considering how to deal; with manual handling activities, we will ensure that the below factors are addressed:
 - The task;
 - Individual capacity;
 - The load;
 - The working environment;
 - Other factors that may affect the activity; and
 - Make full and proper use of handling aids
- ✚ Inform their line Manager of any physical or medical condition that might affect their ability to undertake manual handling operations in a safe and controlled manner.
- ✚ Inform the line Manager immediately of any injury incurred through manual handling.

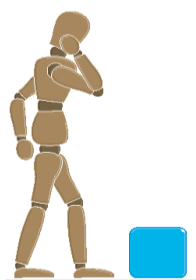
Manual handling risk assessments will be carried out by the company with the assistance of our advisor if required.

Approval for the required action to remove or control risks will be given by the Managing Director.

HSE Numerical Guidelines (Significant Manual Handling Risks)



GOOD HANDLING TECHNIQUE



Think before lifting/handling

Plan the lift

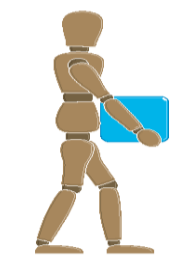
Can handling aids be used?

Where is the load going to be placed?

Will help be needed with the load?

Remove obstructions such as discarded wrapping materials

For a long lift, consider resting the load midway on a table or bench to change grip.



Keep the load close to the waist

Keep the load as close to the body for as long as possible while lifting.

Keep the heaviest side of the load next to the body.

If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



Adopt a stable position

The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground).

You should be prepared to move your feet during the lift to maintain your stability.

Avoid tight clothing or unsuitable footwear, which may make this difficult.



Get a good hold

Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good position

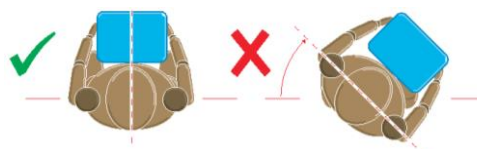
At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Don't flex the back any further while lifting

This can happen if the legs begin to straighten before starting to raise the load.

Avoid twisting the back or leaning sideways

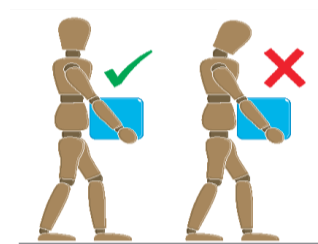
Especially while the back is bent. Shoulders should be kept level and facing the same direction as the hips.



Turning by moving the feet is better than twisting and lifting at the same time.

Keep the head up when handling

Look ahead, not down at the load, once it has been held securely.



Move smoothly

The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed

There is a difference between what you can lift and what you can safely lift. If in doubt, seek advice or help.

Put down, then adjust

If precise positioning of the load is necessary, put it down first, then slide it into the desired position.



Display Screen Equipment

TMOH will assess and control health risks from use of display screen equipment in accordance with the **Health and Safety (Display Screen Equipment) Regulations 1992**.

Display Screen Equipment (DSE) is a device or equipment that has an alphanumeric or graphic display screen, regardless of the display process involved; it includes both conventional display screens and those used in emerging technologies such as laptops, touch-screens and other similar devices. The main risks that may arise in work with DSE are musculoskeletal disorders such as back pain or upper limb disorders (sometimes known as repetitive strain injury or RSI), visual fatigue, and mental stress.

Employees that are classed as habitual Display Screen Equipment users will be assessed and are entitled to free eye tests and vision correction appliances where these are only needed for work with display screen equipment.

All employees that are classed as habitual users will be expected to undertake DSE Assessments every year with assistance from the HSEQ Department and our trained DSE Assessors..

Approval for the required action to remove or control risks will be given by the DSE Assessor / HSEQ Department.

Example of a good seating position



Figure 2 Seating and posture for typical office tasks

- Seat back adjustable
- Good lumbar support
- Seat height adjustable
- No excess pressure on underside of thighs and backs of knees
- Foot support if needed
- Space for postural change, no obstacles under desk
- Forearms approximately horizontal
- Wrists not excessively bent (up, down or sideways)
- Screen height and angle to allow comfortable head position
- Space in front of keyboard to support hands/wrists during pauses in keying

Work at Height

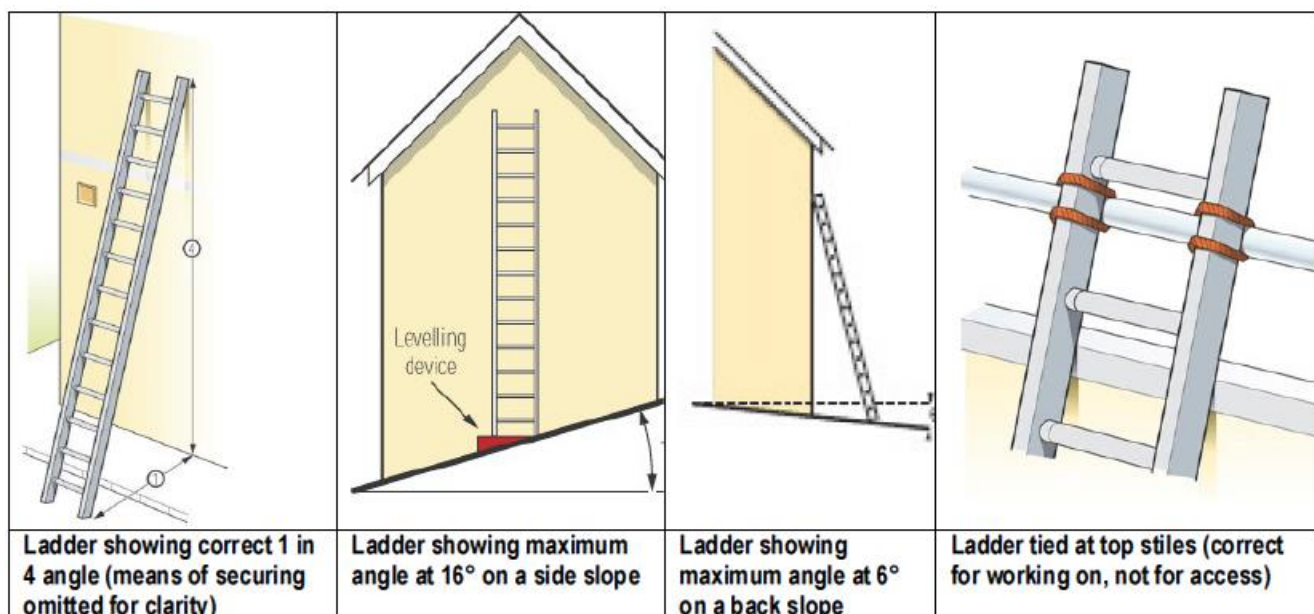
In accordance with the **Work at Height Regulations 2005**, all company activities that involve working at height will be assessed and safe working procedures put in place prior to any work commencing. The assessment will consider the appropriate measures necessary to prevent falls from height and where necessary additional protective measures to reduce the consequences of a fall should one occur.

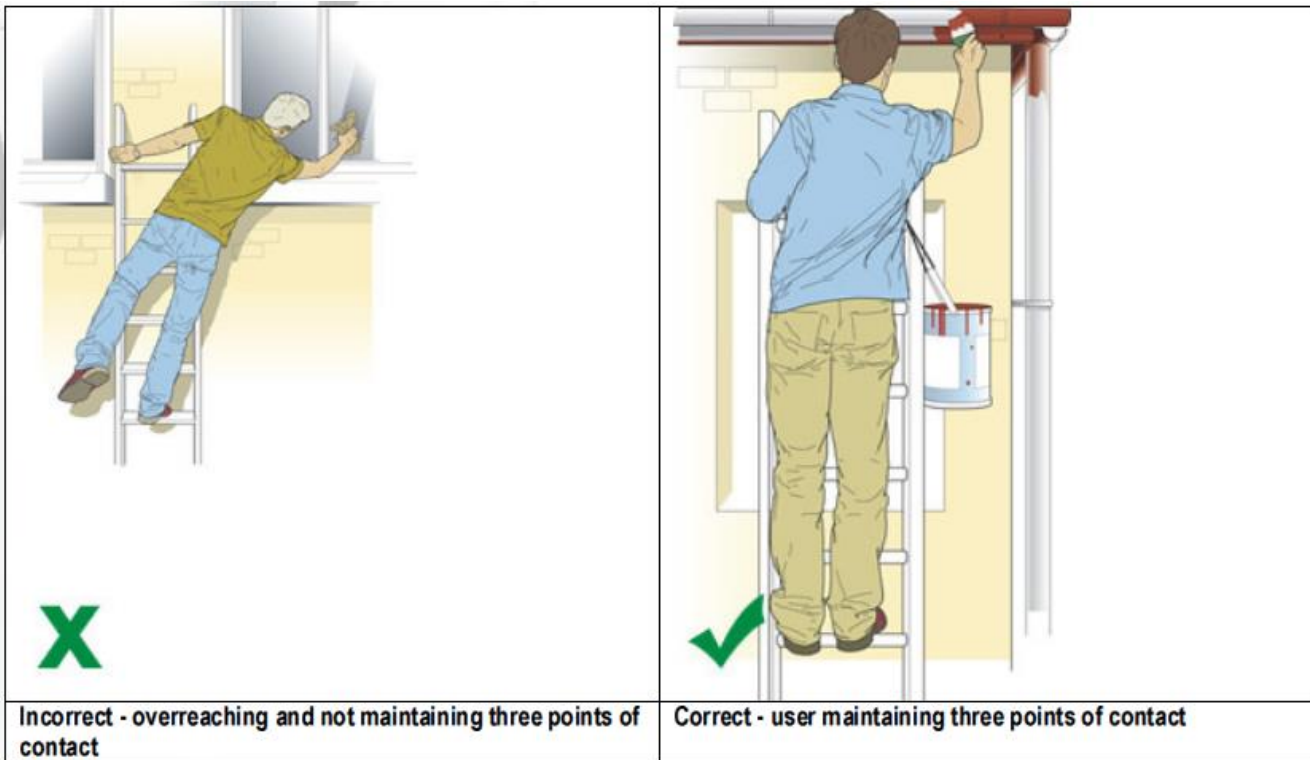
Employees are reminded that they are not to carry out any work at height unless they have been instructed in the safe working practice and are competent to use any equipment provided.

Ladders and step-ladders must be regularly inspected to ensure that they are in good condition and free from defect. Records of inspections will be maintained.

a) Ladders

- a) Ladders properly secured can be used to do light work of short duration (<30minutes) where provision of a scaffold or work platform is unnecessary or impracticable due to workplace or task limitations.
- b) Ladders must be suitable for use and be to Class 1 or BS/EN 131 industrial standard and in good condition.
- c) For all work above 3 metres, irrespective of task duration, ladders are to be secured by rope or other suitable stabilisation devices such as extended foot supports, used on a flat surface and supported by the stiles. This is to ensure that the ladder does not run sideways or slide away from a wall.
- d) For short ladders of less than 3 metres, where securing in place is not appropriate or there is no other means, then as a last resort the ladder must be footed by another employee.
- e) The top of the ladder must rest against a solid surface and not against fragile materials such as cement sheeting, plastic boarding, guttering, etc.
- f) Where used for access onto a working platform ladders must protrude at least 1m above that platform.
- g) Users must never overreach at any time.









b) Step-Ladders

a) Step-ladders provide a free-standing means of access but they require careful use. They are not designed for any degree of side loading and are relatively easily overturned. Always ensure:

- A good handhold is available.
- The work avoids over-reaching or stretching.
- The top step of a step-ladder should not be worked from unless it has been designed for this purpose.
- The work only requires one hand to be used or you are supported by another employee.

| | | | |
|--|---|--|---|
|  |  |  |  |
| Correct - two clear rungs. Don't work any higher up this type of stepladder | Correct - three clear steps. Don't work any higher up this type of stepladder | Incorrect - steps side-on to work activity | Correct - steps facing work activity |

For every task that requires TMOH to work at height, they will assess the risk and put appropriate control measures in place. The company will follow the hierarchy of control measures detailed by the HSE. The hierarchy will be followed systematically and only when one level is not reasonably practicable may the next level down be considered.

- ↓
- Avoid** the need to work at height, for example by using extending equipment from the ground
 - Prevent** falls using appropriate access equipment such as work platforms or rope access
 - Reduce** the distance and consequences of a fall should one occur.

Permit to Work

TMOH recognises that activities undertaken in certain environments can be inherently hazardous. Therefore, the company is committed to ensuring that exposure to hazardous work environments is minimised with the use of risk assessments and site permit to work procedures, as specified by the client and the Company.

A Permit to Work System provides a systematic disciplined approach to assessing the risks of a job and specifying the precautions to be taken when breaking ground, working in confined spaces and on live electrical systems. The employee will ensure any activities requiring a permit will be implemented and monitored.

Road Risk

TMOH is committed to reducing the risks which our employees face and create when driving in the course of their work and may provide a suitable vehicle for this purpose, TMOH have also obtained their ISO39001 Road Traffic Safety accreditation to actively push road safety.

All Employees who uses the public highway must comply with road traffic legislation which is managed by the Department for Transport (DfT). This covers aspects as diverse as requirements, for vehicles to be regularly examined for road worthiness through to the application of speed limits. Both the Police and the Vehicle and Operator Services Agency (VOSA) maintain a roadside presence and take the lead on the enforcement of this legislation. The Health and Safety Executive supports and works closely with the DfT, the Police, VOSA and other government and industry stakeholders to improve standards on the road.

All our vehicles are subject to routine inspection and maintenance checks. In addition, drivers must ensure that their vehicle always complies with the law, is in a safe and roadworthy condition and is suitable for TMOH purpose in accordance.

The Employee, in the case of an accident, must:

- Report the incident using Re-Flow and the workflow called Road Incident Reporting form.

The company expects that reasonable care is taken and that responsible action for maintaining the vehicle on a day-to-day basis is carried out.

Measures to reduce the risk of accidents will include:

- Minimise the need for reversing. Where it can't be avoided, we will ensure reversing areas are well designed, pedestrians are kept away, and provide aids such as reversing alarms.

Managing Contractors

TMOH recognises that it owes a duty to contractors as well as employees, as stipulated by the **Health and Safety at Work etc. Act 1974** Section 3 and the **Management of Health & Safety at Work Regulations 1999**.

TMOH will ensure that only competent contractors are selected. All Contractors working on the Company's behalf are assessed to ensure that they are competent and have suitable and adequate Health, Safety and Environment arrangements in place to provide safe working practices and control of all significant hazards that may be introduced by their work.

The selection and assessment of the competence of contractors is the responsibility of the Finance Director alongside the Operations & IMS with the assistance of our advisors where needed. Selected contractors must be able to demonstrate that they are experienced and competent to carry out the required works with regulations and accepted safety standards. Before a contract is awarded an overview of the status of the tenderer's Health, Safety and Environment management systems must be obtained by reviewing the following documents;

- A completed contractor selection questionnaire (PQQ or New Supplier Approval Form);
- Relevant risk assessments and method statements for the work to be undertaken;
- Supportive evidence of competence such as certificates and accreditations.

Approval will be valid for 2 years (at which point they must reapply) but can be revoked at any time the company feels it is warranted such as if the subcontractor performance falls below expected standards. A tracking document will be used to check insurance renewal dates on an annual basis.

The Finance Director & Operations & IMS Director must take into consideration all factors when selecting the contractor for the work. The cost of the works is not to be the sole factor in contractor selection. The pre-selection of any contractors will take into account Health, Safety and Environment requirements when selecting and approving contractors to work for the Company, ensuring contractors:

- Work safely, without endangering themselves or any other people;
- Comply with the Company's Health, Safety and Environment requirements;
- Only employ competent staff who have been adequately trained;
- Only employ competent sub-contractors, who are adequately managed;
- Have adequate resources to manage Health, Safety and Environment satisfactorily

The Procurement / Admin may not engage any contractors to provide any services for the Company unless the Health, Safety and Environment questions in the contractor selection questionnaire have been answered satisfactorily and they are passed as OK on the Approved Supplier List. No contractor will be appointed if they fail to provide adequate risk assessments and method statements for the proposed work.

Once approved, the Managing Director is responsible for ensuring contractors are briefed on our safety rules and supervised to ensure they work in an approved and safe manner. Any problems/hazards arising from the activities of contractors should be reported to the Operations & IMS Director.

Health, Safety and Environment considerations will be included from the start when planning work to be carried out by contractors ensuring responsible for ensuring that Health, Safety and Environment issues are adequately addressed.

Information, Instruction, Training and Supervision

TMOH will provide adequate information, instruction, training and supervision to employees in accordance with the general duties on employers under Section 2 of the **Health and Safety at Work etc. Act 1974** and various regulations.

All employees will be provided with information on the significant findings of any risk assessment/method statement relevant to their particular activity/workplace/project. This will include information on the hazards and relevant control measures.

Training and Instruction

Induction training for all new employees, temporary and casual workers is the responsibility of the Senior Management Team. Job specific training and instruction will be identified, arranged and monitored by the Operations & IMS Director with the help of the General Manager via a training / competency matrix.

The Health, Safety and Environment component of induction training will contain the following:

- Health & Safety Policy;
- Adverse Event reporting / first aid procedures;
- Fire precautions and procedures, including our procedures at the selected location(s);
- Introduction to safety legislation – the Employees will be introduced to the legislation that applies to our Company and the workplace, e.g. Construction Sites, COSHH, and Manual Handling.

Job-specific

Training will include skills training, explanations of applicable safety regulations and organisational rules, plus a demonstration of the use of any personal protective equipment that may be required including correct fit and cleaning. The use of risk assessment findings will be used as a training aid to identify training needs.

SITE BASED TRAINING NEEDS

The Senior Management Team is responsible for assessing training needs at site level. Any necessary training will be arranged by themselves. Therefore the Senior Management Team / Operations & IMS Director / Managing Director should carry out a training needs analysis at the start of each new contract.

Information

The HSE Health & Safety Law Poster is displayed in our office and in each premises. A copy of the Employers Liability Insurance certificate is displayed in our office and yard.

Supervision & Management

Training at all levels is necessary to ensure that responsibilities are known and the organisation's policy is carried out. Key points to cover in the training are:

- The organisation's safety policy or programme;
- Legal framework and duties of the organisation, TMOH management and the workforce;
- Specific laws and rules applicable to the workplace;
- Safety inspection techniques and requirements;
- Causation and consequences of accidents and their reporting, recording and investigation;
- Basic accident prevention techniques;
- Disciplinary procedure and application;
- Control of hazards in the workplace and use of personal protective equipment;
- Techniques for motivating employees to recognise and respond to organisational goals in Health, Safety and Environment.

Specialised training

Specialised Health, Safety and Environment training will be required to cover both legal requirements and others necessary for the safe running of the organisation, for example:

- First aid - taking into account the nature of the work and the size of the organisation
- NVQs
- Abrasive Wheels Awareness
- Manual Handling Awareness
- Driver certification for a particular class of vehicle
- Use of fire-fighting appliances such as extinguishers
- Asbestos Awareness
- Working at Height Awareness

Reinforcement or Refresher training

Reinforcement or refresher training will be required at appropriate intervals. These requirements will depend on the outcome of observation of the workforce, i.e. during a training needs assessment. Factors to be taken into account are the complexity of the information to be held by the employee, the amount of practice required and the opportunity for practice in the normal working requirement. Assessment will also be required of the likely severity of the consequences of behaviour that does not match training objectives.

Site Induction Training

The Senior Management Team / High Speed Manager will carry out induction training for all new arrivals to site informing them of the significant risks identified in the health and safety plan together with the sites emergency and first aid procedures. They will also cover:

- ✚ The significant risks and precautions to be taken;
- ✚ The PPE requirements;
- ✚ Where/how to obtain additional PPE as required;
- ✚ Details of site emergency procedures;

- ✚ Details of site welfare arrangements;
- ✚ Details of any method statements relevant to the actual work the person is involved in;
- ✚ The site rules in general.

Confirmation of the induction will be recorded on the Site Induction Form. The HR Director will ensure the following procedure will be followed for company employees:

- Arrange for the company induction training to be given to all staff and is recorded;
- Comprehensive and relevant information will be provided to the employee in respect of risks to his / her Health, Safety and Environment and on preventative and protective measures;
- Information will be provided on the Company's emergency arrangements, including staff nominated to help if there is an evacuation;
- Ensure that the employee understands all the information provided to them and that they have the opportunity to ask any questions in relation to the training;
- After a suitable length of time the training should be followed up with the employee to assess TMOH effectiveness and to correct any misunderstandings.

All information, instruction and training given to employees will be recorded on individual training records. In certain instances, employees will be asked to sign to confirm receipt and/or understanding.

Young Persons

Young persons under the age of 18 years are considered to be particularly at risk from the hazards that are presented in the workplace because of their perceived lack of awareness, inexperience and immaturity (both physical and mental). Consequently, the company will ensure that a specific risk assessment is conducted for all young person's prior to commencement of employment to ensure that all necessary measures are put in place to safeguard their health, safety and well-being beforehand.

Health & Safety Advice

In accordance with the **Management of Health and Safety at Work Regulations 1999**, the company has access to competent Health & Safety advice through our appointed/contracted Health & Safety advisor Lee Haysman.

Consultation with Employees

TMOH will consult with TMOH employees in accordance with the **Health and Safety (Consultation with Employees) Regulations 1996**. Consultation with employees will be provided direct to individuals and through our H&S Forum meetings, company newsletter(s), toolbox talks and project meetings as necessary.

The company will consult directly with employees and the consultation with employees will cover the following issues as a minimum:

- ✓ Introduced measures that may affect employees health and safety.
- ✓ Arrangements for nominating safety representatives.
- ✓ Health and safety information required under the **Health and Safety (Consultation with Employees) Regulations 1996** and other regulations.
- ✓ Planning and organisation of health and safety training.
- ✓ The health and safety consequences of introduced technology in the workplace.

TMOH will monitor and review all consultation with employees to ensure all employees have the necessary information resulting from the consultations that have taken place.

Employees will be encouraged to attend update meetings held by the company, additionally during toolbox talks and job inductions the opportunity for comment and discussion will be available.

Employees will be encouraged to provide feedback and comment on any health and safety related issue, where appropriate the outcome of such discussions will be communicated to all other employees.

The right of workers shall be respected and no punitive action will be taken against anyone who raises a health and safety issue through the appropriate channels. Similarly, aggressive and confrontational language aimed at anyone who has raised a health and safety issue is unacceptable and will not be permitted.

There will be an open door policy whereby members of the workforce are encouraged to speak directly to the Managing Director / Directors about any health and safety concern. In all such instances the issue raised will be investigated by the HSEQ Department and appropriate remedial action taken.

Monitoring Health & Safety Performance

The foundation of effective performance measurement is an effective planning system which produces specifications and performance standards for the management arrangements and risk control systems.

In addition to the reactive monitoring of accidents/ill-health, the company will also carry out proactive monitoring of health and safety performance which will include the Managing Director, Directors, Senior Management Team, and our advisors monitoring at site to ensure working conditions and our safe working practices are being followed. Our

advisors will conduct routine site inspections and review the effectiveness of our risk assessment and work practices to assess compliance and identify any areas of improvement. Non-conformances will be identified on the Site Audit Form and will be tracked and closed out by using the Action Log that will be managed by HSEQ Department

Our advisors will conduct an annual review audit to identify significant trends within their health and safety management systems. The HSEQ Department will also annually set clear objectives to assist with preparing and integrating a safety management programme, thus setting firm foundations and sustaining a monitoring programme for durability.

Accidents, First Aid and Work Related Ill-Health

TMOH is committed to preventing accidents, incidents and cases of ill-health to Employees and others who may be affected by TMOH work activities.

However, the company recognises that failures can occur and will investigate all adverse events and ill-health to identify the immediate, underlying and root causes so as to prevent the adverse event occurring again.

All accidents resulting in injury to any person (not just employees), damage to any property or near miss, must be reported and investigated in accordance with this arrangement. TMOH's Hazard & Near Miss Report Form should be completed and submitted to the HSEQ Team.

RIDDOR

The **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013** came into force on the 1st October 2013. The regulations require the following to be reported to an enforcing authority (usually the HSE):

RIDDOR places a legal duty on:

- Employers
- Self-employed people
- People in control of premises.

These 'responsible persons' must record and report certain incidents, injuries, diseases and dangerous occurrences involving employees, self-employed workers and members of the public. The information provided through recording and reporting enables the enforcing authorities (either Health and Safety Executive (HSE) or local authority Environmental Health, to identify where and how risks arise, and to investigate serious accidents.

Death or Major / Specified Injury

If there is an accident connected with work and:

- Your employee, or a self-employed person working on your premises is killed or suffers a major injury (including as a result of physical violence); or
- A member of the public is killed or taken to hospital;

The enforcing authority must be notified immediately.

Over seven Day Injury

If there is an accident connected with work (including an act of physical violence) and:

- Your employee, or self-employed person on your premises, suffers an over seven day injury; An over seven day injury is one which is not major but results in the injured person being away from work or unable to do their normal work for more than seven days (including non-work days).
- You must notify the enforcing authority within fifteen days.

Disease

If a doctor notifies you that your employee suffers from a reportable work-related disease then you must notify the enforcing authority.

Dangerous Occurrence

A dangerous occurrence is something that happens which does not result in a reportable injury, but which clearly could have done so. The enforcing authority must be notified immediately of some specific dangerous occurrences by the quickest practical method, usually telephone.

Near Misses

Although not part of the legal duties mentioned above, it is also good practice to record non-reportable 'near-miss' incidents, workplace accidents and occurrences where no-one has actually been hurt or become ill, but where the consequences could have been serious for workers.

In this way, it is possible to learn from such incidents so that workers are protected from harm, using the old adage 'prevention is better than cure'.

Details of all reportable incidents, injuries, diseases and dangerous occurrences must be recorded, including:

- The date when the report is made;
- The method of reporting;
- The date, time and place of the event;
- Personal details of those involved;
- A brief description of the nature of the event or disease.

Records can be kept in any form but must conform to data protection requirements.

Accident Reporting and Investigation Guidelines

- Injured persons are required to record details of all work-related accidents, diseases and dangerous occurrences in the Accident Book provided, or ensuring that such an accident is recorded on their behalf and reported to management.
- In the case of a major accident or dangerous occurrence the Site Supervisor will telephone the Operations Manager or, if not available, the Managing Director to discuss the action to be taken.
- Details of any reportable injury, dangerous occurrence or disease will be reported to the Health and Safety Executive. All work-related accidents, diseases and dangerous occurrences must be the subject of further examination to prevent a recurrence:
 - Minor accidents or incidents should be investigated by the General Manager.
 - Arrangements should be made, if necessary, for our advisors to visit the scene of reportable specified injuries, dangerous accidents and diseases incident to investigate the circumstances and report.

Reporting Procedures

TELEPHONE

All incidents may be reported online but a telephone service remains for reporting fatal and major injuries **only** - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

WHEN DO I NEED TO MAKE A REPORT?

In cases of death or major injuries, you must notify the enforcing authority without delay, most easily by reporting online. Alternatively, you can telephone 0845 300 9923. Cases of seven day injuries must be notified within fifteen days of the incident occurring using the appropriate online form. Cases of disease should be reported as soon as a doctor notifies you that your employee suffers from a reportable work-related disease using the online form Report of a case of disease.

WAYS TO REPORT AN INCIDENT AT WORK – ONLINE (WWW.HSE.GOV.UK)

Complete the appropriate online report form listed below. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

- [Report of an injury](#)
- [Report of a dangerous occurrence](#)
- [Report of an injury offshore](#)

- [Report of a dangerous occurrence offshore](#)
- [Report of a case of disease](#)
- [Report of flammable gas incident](#)

CONTACT HSE OUT OF HOURS

THE TYPES OF CIRCUMSTANCES WHERE HSE MAY NEED TO RESPOND OUT OF HOURS ARE:

- Following a work-related death, or where there is strong likelihood of death following an incident at or connected with work;
- Following a serious accident at a workplace, to gather details of physical evidence that would be lost if you waited until normal working hours;
- Following a major incident at a workplace where the severity of the incident, or the degree of public concern, requires an immediate public statement from either HSE or Government ministers.

If you feel that the incident at TMOH may fit these descriptions, or if you are not sure, then ring the duty officer on 0151 922 9235. The duty officer will take your message and will ask you for a phone number to allow them to contact you. They will pass your details to an appropriate HSE officer, who may wish to contact you further.

When making a telephone notification an incident reference number will be allocated for future reference. A copy of the completed form should be forwarded to the Managing Director for information purposes and subsequent filing. Details must not be released to a third party without authority by the Managing Director.

Accident Book

The Accident Book used by TMOH complies with the requirements of the **Data Protection Act**. For that reason it is set out in two parts.

- The right hand side of page relates to the personal details of the injured person. Once completed it should be removed and forwarded to the General Manager for information purposes and subsequent filing.
- The left hand side of the page contains detail about the nature of the accident and the action taken. It should be retained in the accident book to provide a basic record of all accidents that have occurred on that site. Details of any Incident Reference Number allocated by the Accident Contact Centre should be recorded on this page.

TMOH will provide adequate first aid personnel and equipment, in accordance with the **Health and Safety (First Aid) Regulations 1981** and the associated updated guidance. In the absence of trained first-aid trained personnel the Company will nominate an 'appointed person' to take charge of the first aid equipment and facilities, to replace missing or defective items and to summon assistance if required.

The Senior Management Team will ensure the Company will comply with the **Data Protection Act 1998** when recording accidents. Individual record sheets will be removed and stored securely (keeping personal information confidential).

Accident details, however trivial they may appear to be, must always be entered in the Accident Book. There will be so provided an accident book in the Company office and each site as required.

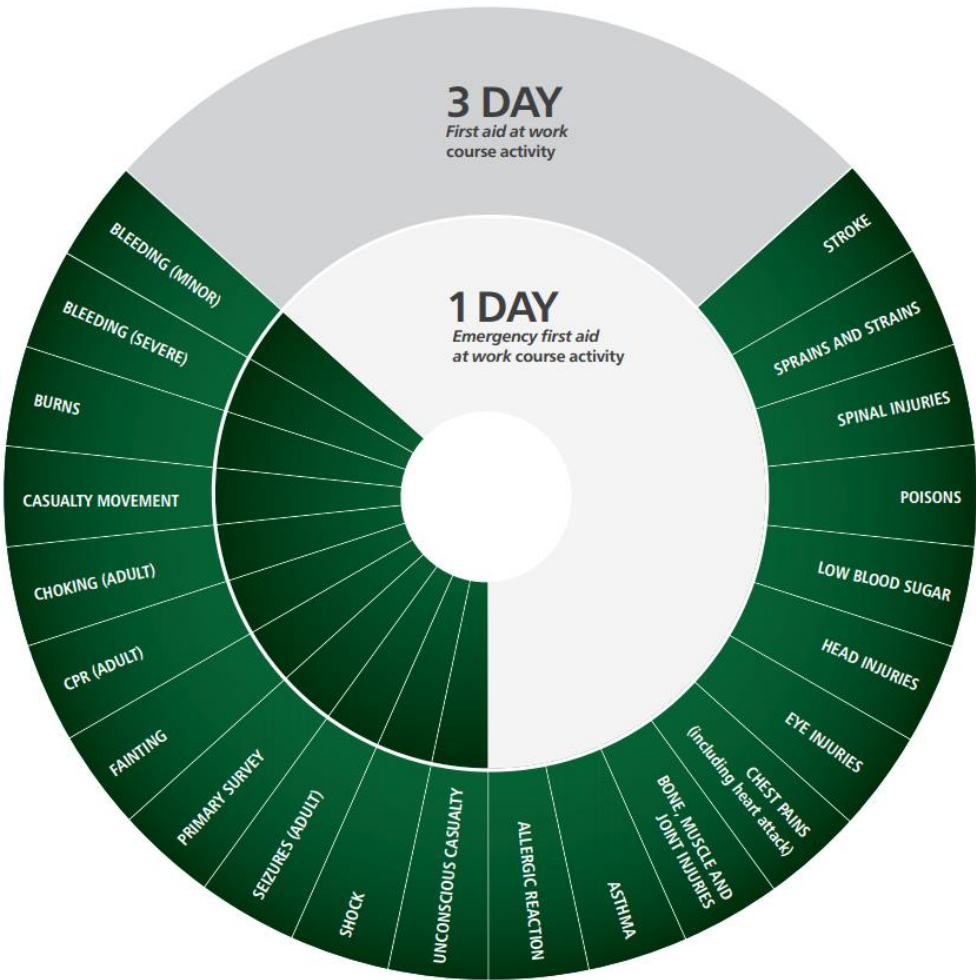
All accidents and work related ill-health should be immediately reported to the HSEQ Team / Health and Safety Director. All accidents and work related ill-health are recorded in the accident book, which is kept by the each site.

Responsibility for investigating adverse events, ill health and near misses is that of the Managing Director with the assistance of our advisors.

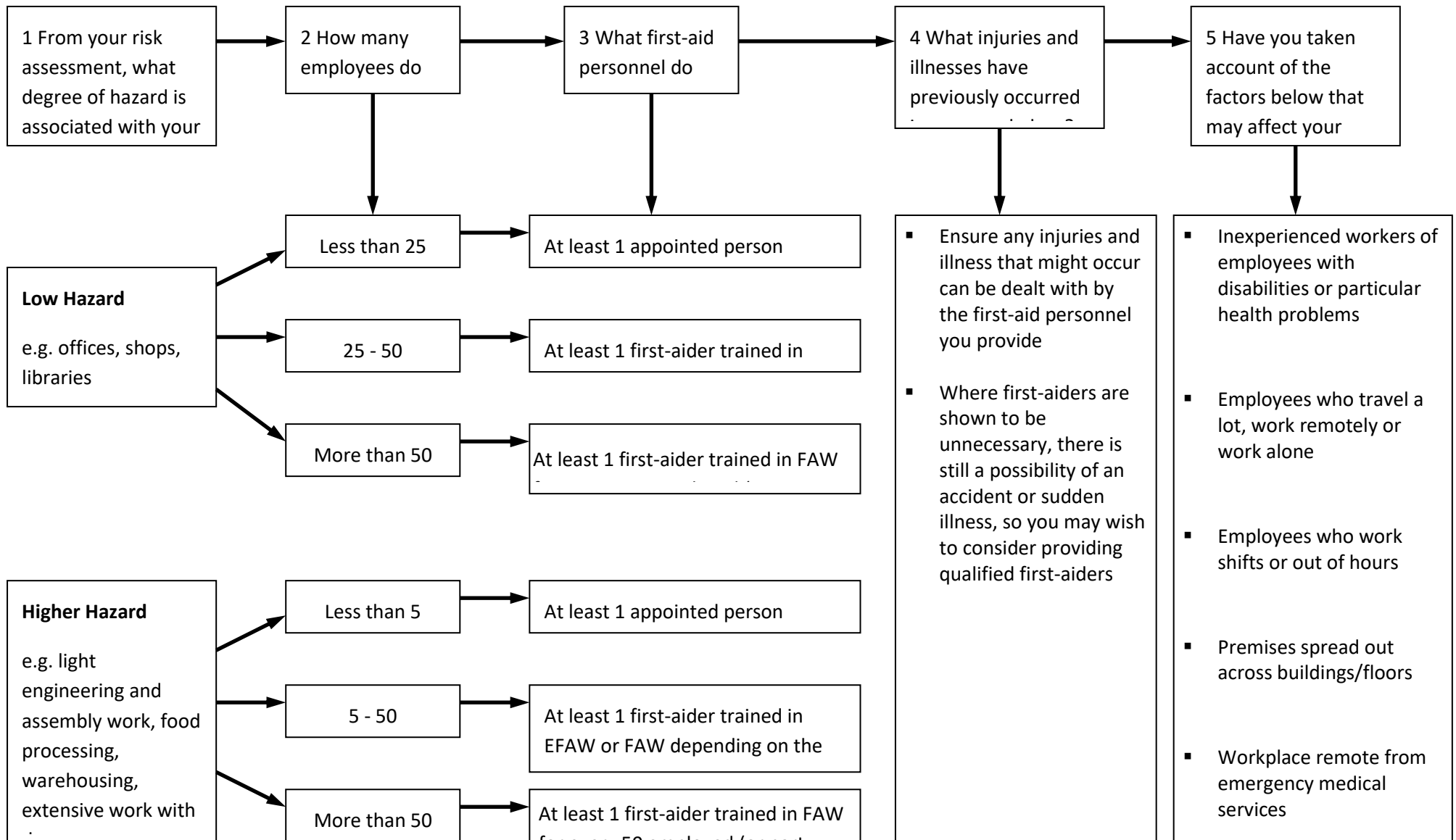
Responsibility for reporting accidents, diseases and dangerous occurrences to the enforcing authority is that of the Managing Director with assistance from our advisors.

First aid boxes are kept in the office and in each work vehicle and site as applicable.

First Aid Course Comparison Chart



Suggested Numbers of First Aid Personnel (HSE ACOP L74)



Fire Strategy

TMOH is fully committed to achieving and maintaining the highest standards of health and safety for TMOH Employees others affected by the Company's undertakings.

The Company recognises that preparing and planning for an emergency is essential for the safety of our employees, clients, contractors, the public and the environment. This duty applies on our sites we operate. The Company also recognises that the effects of an emergency could create other risks, affect production and business continuity. These arrangements are intended to reduce the risk and minimise the business disruption during and following and emergency situation.

The aim of these arrangements is to ensure in the event of an emergency:

- The safety of employees, clients, contractor's, the public and the environment;
- Minimum disruption and risk to the Company business and operations;
- To minimise the risk of fire starting and fire spreading;
- To reduce the potential for fire and/or other emergency situations to harm the environment;
- To ensure the Company complies with relevant fire legislation and standards, including - **The Regulatory Reform (Fire Safety) Order 2005**.

The Company is required to have a Fire Policy under the **Regulatory Reform (Fire Safety) Order 2005**

The primary objectives of the policy are:

- To minimise the incidence of fire;
- To minimise the impact of fire on life safety, delivery of service, the environment and property.

In outline, the legislation requires that we have control over our workplace and can demonstrate we have:

- Recognised the risks in our workplaces;
- Considered who will be affected;
- Assessed the extent of the risks;
- Come to an informed decision on the necessary action to reduce them;
- Ensured that the actions decided are implemented.

The Company will organise our responsibilities and arrangements so that:

- Arrangements are in place to assess the risks to employees to eliminate or reduce risks;
- Our commitment to providing a safe working environment can be demonstrated.

Fire Arrangements

These arrangements cover the actions that must be taken by various personnel from the time an incident or emergency is detected up to the 'all clear'.

It is clearly recognised that each emergency situation will have TMOH own features that cannot be completely anticipated here. These arrangements give the general structure for the management of a variety of foreseeable emergency situations.

Objectives

The effective management of an emergency depends upon the ability of our Company to implement a system, which can immediately gather information into a central point, make decisions based on the received information and implement the appropriate action.

The Company will ensure the following objectives are achieved as soon as operationally possible after the fire alarm sounds or an emergency commences by another means;

- Establish an emergency control team at a pre-arranged control point - normally the main/site entrance;
- Establish communication between the scene of the incident, possibly another building, and the control point;
- Confirm that the emergency services have been informed;
- Determine local hazards;
- Restrict access/egress to traffic where necessary;
- Provide adequate information for the emergency services when they arrive;
- Supply first aid cover or call an ambulance if necessary;
- Complete the evacuation of all affected areas;
- Assess the degree of emergency and inform the Fire Marshal;
- Secure affected buildings - i.e. do not allow re-entry until the all-clear is given;

The above objectives will be achieved via Fire Marshals and other such specialist and management staff as each particular situation may require.

Fire risk assessment

The **Regulatory Reform (Fire Safety) Order 2005** requires our Company to carry out a fire safety risk assessment of our Office and each construction site under our control. The Company carries out such risk assessments and regularly reviews them. Records to demonstrate all due diligence are maintained.

Current legislation on fire precautions and procedures deals with the following general requirements:

- Means of detection and giving warning in case of fire;
- The provision of means of escape from premises;
- Means of firefighting;
- Training of employees and others in relation to fire safety.

The fire risk assessments will clearly state which actions need to be undertaken and who is responsible for each action.

The company will ensure a fire risk assessment is undertaken for each site operation. Details will be displayed in the site cabin and passed to all on site personnel via the site induction.

Emergency information

All Employees will be informed by the inductor of the emergency safety arrangements as part of their induction to the Company. Where it is not obvious, fire instructions stating the nearest fire exit route are posted around the office. All contractors and visitors to site will be provided with fire information and instructed to convey this to their employees.

Fire drills

TMOH will assess the proposed frequency of fire drills but they will be at least once every six months, at a time arranged with the Fire Marshals and other key personnel. Records of all fire drills and unintentional evacuations must be kept and any arising controls identified must be implemented as soon as operationally possible.

The purpose of fire drills is to give Employees and others experience in evacuation procedures and to expose any problems with engineering controls or the management of evacuations. It may not be essential, or practical, for all persons to experience a fire drill. As long as all Employees have received training and/or understood the information given to them, then all contractors and visitors to our premises should be able to be led to safety in the event of an emergency evacuation.

The main objectives of undertaking a fire drill are:

- To ensure all persons know what the alarm sounds like, and how to react upon hearing the alarm;
- To ensure procedures are rehearsed with regard to investigating a reason for the alarm;
- To ensure all persons can be evacuated quickly and in a controlled manner, this includes personnel with disabilities or in difficult working environments;
- To ensure accountability (roll call) can be quickly and efficiently established;
- To ensure procedures are rehearsed with regard to finding and evacuating persons missing from the roll call;
- To establish the quick and efficient notification (where required) to the emergency services;
- To develop protocols aimed at developing and passing information to the emergency services when they arrive at the scene.

Use of fire extinguishers






The general rules for the use of fire extinguishers are that they should only be used after the alarm has been given and that no risks should be taken.

Accordingly, no one should contemplate using fire extinguishers if they have not received training on how to use them and they should also be confident that the fire has not gone out of control.

Whenever possible, two people should tackle the fire - one to use the extinguisher and the other to keep an eye on the escape route.

TMOH will review the arrangements for fire and emergency controls on an annual basis or earlier when situations require it e.g. following a fire or planned/unplanned fire drill, with a view to determining whether the controls comply with our policies and the company intent towards best practice.

Symbols found on fire extinguishers & what they mean

| | Water | Foam spray | ABC powder | Carbon dioxide | Wet chemical |
|---|-------|------------|------------|----------------|--------------|
| Wood, paper & textiles  | ✓ | ✓ | ✓ | ✗ | ✓ |
| Flammable liquids  | ✗ | ✓ | ✓ | ✓ | ✗ |
| Flammable gases  | ✗ | ✗ | ✓ | ✗ | ✗ |
| Electrical contact  | ✗ | ✗ | ✓ | ✓ | ✗ |
| Cooking oils & fats  | ✗ | ✗ | ✗ | ✗ | ✓ |

The HSEQ Department will ensure appropriate maintenance contracts are in place for the maintenance, testing and inspection for the various fire systems and fire extinguishers.

Welfare Facilities

TMOH is committed to providing suitable and sufficient welfare facilities to employees, in accordance with the **Workplace (Health, Safety and Welfare) Regulations 1992**.

Depending on the project and scope of work, TMOH will discuss with their client to ensure adequate numbers of clean toilets, washing and shower facilities are provided for the number of staff and visitors required to use them. Toilet paper, hot/cold water, soap and means for drying hands will always be available. In addition, drinking water and a means to prepare hot drinks and food is provided.

To ensure that a high standard of cleanliness and good hygiene is maintained, the facilities are to be cleaned daily. Notwithstanding this planned cleaning programme, any employee who has concerns with the standard of cleanliness and hygiene on site should report the matter to the Office Manager who will investigate and advise accordingly.

TMOH will ensure that the requirements of the **Workplace (Health, Safety and Welfare) Regulations 1992** will be applied to all our workplaces. It is the intention of the Company to ensure that facilities are suitable for people with disabilities and all new buildings or temporary structures at the design stage will be planned to be accessible to visitors and personnel with limited mobility. The Company is committed to providing a working environment that is conducive to efficient working, which is safe and without risks to health and that meets or exceeds all legal requirements.

All staff at TMOH Highways have multiple toilets, sink facilities fully stocked with cleaning stock for staff and visitors. For short duration jobs operatives can use public facilities whilst out and about driving, for longer term jobs in which multiple long days are required then as above there will be a discussion regarding hiring welfare facilities.

Maintenance

The Company will ensure that equipment provided to meet the requirements of the Regulations is maintained in an efficient state, in efficient working order and in good repair and, where appropriate, is subject to a system of maintenance.



Ventilation

The Company will ensure enclosed workplaces are provided with effective and suitable means of ventilation. In some enclosed workplaces (e.g. those without opening windows to the outside of the building) mechanical ventilation may be required.

Temperature

The Company will ensure that during working hours, the temperature inside our building is "reasonable". Under the **Workplace (Health, Safety and Welfare) Regulations 1992**, there is only a minimum temperature stipulated, which is 16 degrees Celsius after the first hour of working, unless the work involves strenuous physical exertion. Whilst there is no maximum temperature ceiling legislated for, the British Safety Council cite research which concludes that when people experience temperatures in excess of 24 degrees Celsius the propensity for accidents increases and work productivity diminishes. The World Health Organisation (WHO) recommends that the maximum air temperature should be 25 degrees Celsius. The test of what constitutes a "reasonable" temperature is inherently subjective; it would be fair to say that if the majority of the workforce consider they are too hot or too cold for most of the working day, then the temperature is unreasonable. There exists no legal right to vacate the workplace as a result of extremes of heat and cold, unless there is "serious, imminent and unavoidable danger".

Lighting

The **Workplace (Health, Safety and Welfare) Regulations 1992** oblige employers to provide workplace lighting that is "suitable and sufficient", which should be natural light, so far as is "reasonably practicable".

The regulations do not define what is "suitable and sufficient", but the stress on natural light is justified by research that indicates that people exposed to greater amounts of artificial light tend to be less healthy than those who are not.

Office workers using visual display screen equipment or performing detailed paperwork require a good lighting source without excessive glare. Poor lighting in corridors or on stairs can contribute to slips, trips or falls, whilst too much bright light can detract attention from otherwise obvious hazards.

Cleanliness

TMOH will ensure workplaces, including furniture and fittings, are kept sufficiently clean. Surfaces of floors, walls and ceilings of workplaces will be of a construction that allows them to be kept clean. Waste material must not be allowed to accumulate in the workplace unless it is in suitable receptacles.

Room dimensions and space

Overcrowded working conditions can damage health and productivity and increase the risks of fire and other hazards. For these reasons inadequate working space is illegal, and under the **Workplace (Health, Safety and Welfare) Regulations 1992**, the Company must ensure, as a minimum that 11 cubic meters should be allocated to each person. Remember that 11 cubic meters may not be adequate if the room is cramped with equipment or furniture. The regulations propose that in an average room, where the ceiling is 2.4 meters high, a floor space of 4.6 square meters per person is necessary. If the ceiling is three meters or above, the minimum space decreases to 3.7 square meters.

Workstations and seating

TMOH will ensure places where people work are suitable for the individual(s) who work there and also for the type and nature of the work being done. Outdoor workplaces will, so far as is reasonably practicable, give protection from adverse weather, permit people to leave swiftly in an emergency and be free from slip or trip hazards. Where work can be done seated then a seat will be provided and, if necessary, a footrest. Any seat provided has to be suitable for the person for whom it is provided.

Condition of floors and traffic routes

The Company will ensure floors are suitable for the purpose for which they are used and be free from holes and obstructions likely to cause people to slip, trip or fall. Slopes should not be excessive and surfaces should not be uneven or slippery. Handrails will be provided on staircases.

Glazed windows, doors and wall panels

The Company will ensure windows, glazed doors and walls or partitions with glass panels are adequately protected against breakage and also be appropriately marked. This applies where there is a risk to people who may come into contact with the glass. In general it applies to doors where the glass is at shoulder height or below and to glass panels in walls where they are at waist height or below. Adequate protection would be the use of safety glass e.g. laminated or toughened glass. Safety glass is glass that does not break in such a way as to produce large sharp pieces.

Opening of windows

The Company will ensure windows, skylights and ventilators are capable of being opened without risk to the person opening. Windows should not open to a position that puts anyone at risk. This covers the risk of people colliding with the open window and also of falling out of the window.

Cleaning of windows

The Company will ensure it is possible to clean windows safely. Ladders may be used to reach the outside of windows

Organisation of pedestrian and vehicle traffic routes

The Company will ensure pedestrian and vehicles are able to circulate safely in our workplace. Traffic should not pose a risk to people working near pedestrian or vehicle routes. There should be sufficient separation between pedestrians and vehicles. Signs should be posted on traffic routes where this improves safety.

Safety of doors and gates

The Company will ensure doors and gates are constructed as to be safe to use. Sliding doors will be provided with a device to prevent the door coming off its track when in use. Upward opening doors and gates should be fitted with a device to prevent them from dropping down. Powered doors should not cause injury by trapping people. Powered doors should be capable of being opened manually in the event of power failure. Doors that swing both ways should be fitted with vision panels.

Toilets

The Company will ensure toilets (sanitary conveniences) are provided in sufficient numbers and should be readily accessible. They should be adequately ventilated, well-lit and kept clean and tidy. Separate conveniences will be provided for men and women unless each convenience is in a separate room with a lockable door.

Washing facilities

The Company will ensure adequate washing facilities are provided at readily accessible places. They will be provided close to every toilet but may additionally be provided elsewhere. Hot and cold water will be provided as will soap and towels or hand dryers. Rooms containing washing facilities will be well ventilated and lit and kept in a clean and orderly condition.

Drinking water

The Company will ensure drinking water is provided in the workplace. Drinking water supplies will be adequately marked and be readily accessible. Cups will be provided unless the drinking water is in the form of a jet from which people can drink without cups.

Accommodation for clothing

The Company will ensure suitable accommodation is to be provided for clothing. This is for personal items of clothing which are not worn at work and also for items of work wear provided by TMOH and not taken home.

Changing facilities

The Company will ensure where an employee has to wear special clothing for work we will provide changing facilities unless the person can change in another room without risking health or property.

Rest facilities

TMOH will ensure rest facilities are provided and readily accessible. Where food is regularly eaten in the workplace then facilities will be provided for this. Where food may become contaminated if eaten in the workplace then the facilities will include a place to eat meals.

The Company will ensure pregnant women and nursing mothers are provided with suitable rest facilities including, if necessary, the facility to lie down.

The Company will review the arrangements for workplace health and safety on an annual basis or earlier when situations require it e.g. following an incident where workplace health and safety was found to be inefficient or inadequate, with a view to determining whether the controls comply with our policies and the company intent towards best practice.

Work Related Stress

Systems of work that give rise to risk of stress are clearly not safe, and the company therefore has a legal duty to make improvements, at least "as far as is reasonably practicable" to eliminate or adequately control the risk in accordance with the **Management of Health and Safety at Work Regulations 1999**.

The Health and Safety Executive defines stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be a positive state if managed correctly and stress which can be detrimental to health.

The company is committed to protecting the health, safety and welfare of all our employees and recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

To achieve this, TMOH will:

- Ensure jobs are 'do-able', matching the job with the person in it.
- Strive to identify all workplace stressors and control the risks from stress.
- Monitor stress levels through a combination of sickness absence monitoring and periodic surveys.

Employees requiring advice or who have concerns that they are affected by stress can seek advice from Managing Director who will, if necessary, arrange specialist advice and assistance to determine the appropriate course of action to eliminate or control the risk factors.

Alcohol and Drugs



TMOH has a **ZERO** tolerance towards it's employees drinking alcohol or taking illegal drugs prior to or during working hours. No employee may bring alcoholic drink or illegal drugs onto sites. The company reserves the right to actively monitor from time-to-time, the random testing of surfaces throughout with Drug Awareness Wipes. Any employees found to be under the influence of drink or illegal substances whilst at work will be subject to disciplinary action, including suspension and possible dismissal.




Demarcation / Safety Signs

TMOH recognises the Health & Safety (Safety Signs and Signals) Regulations minimum requirements for the provision of safety signs at work. The Managing Director will provide specific safety signs whenever there is a risk that has not been avoided or controlled by other means, for example by engineering controls and Safe Systems of Work (SSoW). Where a safety sign would not help to reduce that risk, or where the risk is not significant, no safety signs will be provided.

If the hearing or sight of any employee is impaired for any reason, for example by wearing Personal Protective Equipment (PPE), additional measures may need to be taken to ensure that employees can see or hear the warning sign or signal, for example by increasing the brilliance or volume.

The HSEQ Team and Senior Management Team will ensure all safety signs are properly maintained so that they are capable of performing the function for which they are intended. This can range from the routine cleaning of signboards to regular checks of illuminated signs and acoustic signals to see that they work properly. Also to ensure a guaranteed supply of power or back-up in the event of failure may be necessary for safety signs and signals which require some form of power to enable them to operate (unless the hazard is itself eliminated by the power failure).

| Example | Meaning | Safety colour | Contrast colour | Graphical symbol colour |
|---|---|---------------|-----------------|-------------------------|
|  | <p>Mandatory (MUST DO)</p> <p>These signs prescribe specific behaviour that must be taken</p> | Blue | White | White |
|  | <p>Warning (Caution, beware)</p> | Yellow | Black | Black |

| | | | | |
|---|---|-------|-------|-------|
| | These signs give warning of a hazard or danger. | | | |
|  | <p>Prohibition (DO NOT DO)</p> <p>These signs prohibit behaviour likely to increase or cause danger.</p> | Red | White | Black |
|  | <p>Safe Condition (the safe way)</p> <p>These signs indicate emergency exits or first aid/rescue equipment.</p> | Green | White | White |
|  | <p>Fire Sign (fire equipment)</p> <p>These signs indicate the location of firefighting equipment.</p> | Red | White | White |

Working Time

TMOH's policy to eliminate the need for employees to work excessive hours without appropriate breaks.

The following will be provided:

- **Employees** will be provided an uninterrupted break of 20 minutes every 6 hours worked during the working day.
- **Young Workers** under 18 years of age will be provided an uninterrupted break of 30 minutes every 4.5 hours worked during the working day.
- **Young Workers** under 18 years of age will be provided with a rest period of 12 consecutive hours rest in each 24 hour period
- An **Employee** will be provided with one day off a week (this can be averaged over 2 weeks)
- **Young Workers** under 18 years of age will be provided with 2 day off a week (this cannot be averaged over 2 weeks)



Excessive work is defined in excess of 78 hours.

| Standard Form No | Associated Standard Form Title |
|------------------|--------------------------------|
| TMO-EMP-001 | Working hours policy |

Environment

TMOH will take all reasonable steps to minimise as far as practicable the impact of it's activities on the environment. The Company recognises it's responsibility to the community and has therefore identified the aspects of TMOH operations that may have an effect on the environment. The Company does not consider TMOH business to be of inherent damage to the environment, but it has identified certain areas which need to be controlled to minimise any detrimental environmental effect.

The Company will endeavor to control the following activities:

- Consumption of energy;
- Use of packaging materials;
- Emissions;
- Use of transport;
- Volume and treatment of waste;
- Noise in residential areas.

TMOH will meet and where appropriate exceed the requirements of all relevant legislation, will seek to reduce the consumption of materials and will recycle waste where possible. In addition, the Company will manage energy and fuel wisely and will minimize visual, noise and other impacts of TMOH business on the local environment.

The IMS Director will lead the process of implementing this policy and will keep the policy under continual review.

Waste Disposal

It is the policy of TMOH that any waste generated during the course of company activities shall be disposed of in a controlled, safe and proper manner. Waste should be viewed as a resource. TMOH will extract the highest possible value effectively and efficiently from the waste streams, through reuse and processing waste materials into recycled products, exploiting waste to produce alternative sources of energy, with the aim of minimising the residual waste for eventual disposal.

Waste transfer notes will be kept for 2 years and consignment notes for 3 years.

Smoking

In accordance with the **Health Act 2006**, it is the Company policy that all employees have a right to work in a smoke free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace and in Company vehicles.

Smoking Policy on Company Premises

These arrangements are written with everybody's best interests in mind. The right of people to breathe clean air prevails over the right of the smoker to smoke; with this in mind the following principles are to be observed by all employees and contractors:

- Smoking is not permitted in any part of the premises or grounds, including offices, corridors, toilets, site cabins, temporary cabins and car parks.
- Smoking is strictly forbidden in all premises; fixed or temporary where food is prepared or consumed, food preparation also includes beverages and any other liquid refreshment.
- Smoking is permitted at specifically designated areas identified by "SMOKING PERMITTED IN THIS LOCATION" signs.
- Smoking whilst on duty will only be allowed during break periods that are of equal length for smokers and non-smokers.
- Management will allow smokers to have reasonable breaks provided these do not prevent them from satisfactorily carrying out their responsibilities and work duties, and that there is no significant loss in productivity. Time taken on smoking breaks will have to be made up, for example at the beginning or the end of the day.
- Work time must be made up for smoking breaks if the time taken exceeds the time taken in breaks by the non-smokers.
- Smokers are requested not to smoke immediately outside any work base; this also applies to part-time or temporary staff, visitors and contractors.
- Signs will be displayed where necessary to inform visitors of the smoking arrangements and that there will be no ashtrays or cigarette litter inside the building.

SMOKING POLICY ON OTHER PREMISES

Employees or contractors located at premises not under the direct control of TMOH are expected not to smoke in any part of the premises or grounds, including offices, corridors, toilets and car parks. If a smoking room is available they can use it. Smokers are requested not to smoke immediately outside any work base. Representatives of the company attending meetings or other events at venues where smoking is permitted, employees or contractors are expected to observe the TMOH smoking policy.

Fitness for Work

If an Employee has a medical condition that could affect their fitness for work, that Employee must inform the General Manager if the likely impact of the medical condition on their fitness for work. The Employee is not obliged to disclose confidential medical information, however the Company will where necessary confer with relevant external experts to confirm whether a Fitness for Work plan is required.

Any person taking prescribed medication must seek the advice of their doctor before working and we may require written evidence of their fitness to work whilst taking the drugs.

Lone Working

A lone worker is a person who works where there are no other members of staff present on the same floor at the same time and without close or direct supervision in a wide variety of situations. This could include being off-site or outside a building.

Lone workers should not be at more risk than other employees, although such activities may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Senior Management Team / High Speed Manager shall identify situations where people work alone and ensure site specific assessments are completed where required.

Staff who come into contact with members of the public could be exposed to verbal abuse or even threats of violence. Whilst such occasions are rare, all staff are trained in managing conflicting situation by dynamically assessing the situation and employing suitable responses. TMOH use the STAYSAFE application to ensure our staff are kept safe and have to check in every 3 hours whilst at work.

The Senior Management Team is responsible for:

- Ensuring that written role and task specific risk assessments are carried out and reviewed regularly.
- Ensuring staff are logged into STAYSAFE app whilst at work and deal with those who are not.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone;
- Ensuring that individuals identified as being at risk are given appropriate information, instruction and training;
- Ensuring that response arrangements are clear, workable and appropriate support is given to those involved in any incident;

- Managing the effectiveness of preventative measures through a system of reporting, investigating and recording incidents;
- Ensuring that Lone workers are suitably experienced, have received suitable supervision, instructions and training on the risks they are exposed to and the precautions to be used.

Lone Workers are responsible for:

- Taking reasonable care to look after their own Health & Safety.
- Logging into STAYSAFE app when required at work
- Co-operating and complying with any control measures designed to eliminate or reduce the risk of lone working.
- Safeguarding the Health, Safety and Environment of other people affected by their work;
- Participating in training designed to meet the requirements of the Health & Safety Policy and procedures;
- Operating authorised equipment in accordance with relevant safety instructions and any training they have been given;
- Reporting any dangers or identified areas of risk as soon as practicable. This will include any accidents, or incidents that could have given rise to an accident;
- Notifying the General Manager at the first opportunity of any change in their ability to undertake their role, including any adverse medical conditions.

Employees requiring advice or who have concerns regarding lone working can seek advice from the Senior Management Team who will, if necessary, arrange specialist advice and assistance to determine the appropriate course of action to eliminate or control the risk factors.

Housekeeping

Poor housekeeping is a common cause of accidents and fire related incidents. The three basic precautions for the prevention of poor housekeeping are:

- Return equipment and materials to their designated locations;
- Remove waste daily;
- Report problems.

Workplace & Site Inspections will be carried out on a regular basis to identify areas where standards require improvement. These areas will be highlighted for remedial action. Storage areas will be defined and requirements will be reviewed periodically when necessary. Articles and substances will be stored in defined areas at all times. Floors will be cleaned on a regular basis and waste bins emptied daily. Rubbish will be kept in suitable containers and will not be allowed to overflow. Combustible waste will be kept away from ignition sources.

Site Head Protection

The **Personal Protective Equipment Regulations 1992** requires the provision and use of head protection on sites where there is a risk of head injuries. TMOH provide safety helmets, issue instructions on the wearing of helmets and take action if helmets are not worn as required. Personnel issued with safety helmets must wear the helmets as instructed by the employer. Turban wearing Sikhs are exempt from these regulations. Safety helmets provided must be to BS EN 397 and replaced whenever damaged or in accordance with the manufacturers recommendations.

The Managing Director will ensure that employees are aware of company policy and the requirements on the wearing of safety helmets before the commencement of each new site. Helmets will be provided to each site for the use of visitors to the site. Signs warning that safety helmets to be worn will be displayed at access point to working areas. Instruction on the provision and use of helmets will be included in training courses provided for staff.

The Employee will report any disregard of this policy by contractors' employees to the contractor concerned. TMOH will be obliged to remove from site any employee who continually fails to comply with this requirement.

Safety helmets which are damaged, have received a heavy blow, have parts missing, have been weakened by drilling holes or painting, or have been in use for more than three years must be replaced. Safety helmets will be worn by all staff, sub-contractors, employees and visitors on TMOH sites at all times and in all areas of the site.

However, helmets need not be worn in the following areas if construction operations are not taking place in these areas:

- Site office and welfare facilities.
- Areas where premises are occupied.

All persons working in such "exempt areas" will, however, be required to always have their safety helmets with them so that they can wear them immediately they exit such areas.

Health Surveillance

TMOH will ensure that all Employees are provided with health surveillance if deemed appropriate, due to hazards identified by detailed risk assessments. The primary benefits of, and therefore the objective, of health surveillance will be to detect adverse health effects at an early stage, enabling further harm to be prevented. Once it has been decided that health surveillance is appropriate, it will be maintained during the Employees employment with TMOH unless the risk to which the worker is exposed and associated health effects are short term.

The frequency of the use of such methods will be determined either on the basis of suitable general guidance or on the advice of a qualified practitioner i.e. Occupational Nurse or Doctor.

Employees working in safety critical jobs such as working at height or testing electrical systems will be required to completed as part of their recruitment a Pre-Employment Questionnaire. The information is required to ensure the safety of yourself and others. Any points of uncertainty can be discussed further during your recruitment process. All information provided will be treated in the strictest of confidence.

A health record must be kept for all Employees under health surveillance. Records are important because they allow links to be made between exposure and any health effects. Health records, or a copy, should be kept in a suitable form for at least 40 years from the date of last entry because often there is a long period between exposure and onset of ill health. The Managing Director will be responsible for storing in a suitable format this information.

Dermatitis

Latex-free gloves will be the glove of choice.

Employees are to avoid wearing any gloves if not indicated for a particular activity. Employees are to use provided emollient creams e.g. aqueous cream, white soft paraffin on a regular basis. These help to moisturize, lubricate and sooth the skin as well as replace natural oils removed by soap, water or irritants. Emollients are best used on rest breaks and after shifts. They should not be used as soap substitutes unless specifically prescribed for named individuals

If symptoms of dermatitis develop e.g. red, sore itchy hands with broken skin, inform the Senior Management Team immediately.

Skin checks for dermatitis



Language Barriers

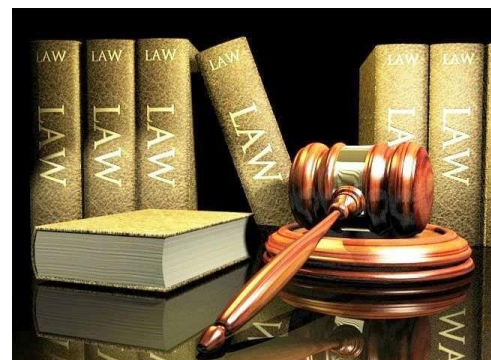
It is the policy of this company to provide their Employees with understandable and relevant information on risks to their health and safety and on precautions to take to avoid those risks. This information takes into account any language difficulties or disabilities. It will be provided in whatever form is most suitable for the circumstances, as long as it can be understood by everyone. For employees or workers with little or no understanding of spoken or written English the company will provide relevant information (inductions, site rules, signage, etc) in an appropriate format. Employees requiring advice or who have concerns regarding language barriers can seek advice from the Senior Management Team who will, if necessary, arrange specialist translation assistance to determine the appropriate course of action to eliminate or control the risk factors.

TMOH endeavors to be an equal opportunities employer, our induction software allows for translation into 100's of different languages from across the world.

Sub-contractors who employ such persons are responsible for ensuring all "non-English speaking" personnel are capable of receiving & understanding all verbal and written communications and instructions. This means none English speaking workers have a sufficient number of competent person within their team who do understand English and can translate and instruct non English speaking workers, to such an extent that they are not endangered or disadvantage due to being non English speaking.

Civil Compensation Claims

TMOH will ensure claims for compensation for injury or damage suffered are handled correctly. Claims for compensation must be acknowledged within 21 days. Therefore it is important that any claim (and subsequent correspondence received) is notified to the Managing Director and Company Insurer and acknowledged without delay.



Where the claim is verbal, ask the person making the claim to put their comments in writing and forward to the Managing Director, also make a note of any verbal comments and forward in the same manner.

Employees are not to engage in conversation regarding the claim and should never admit liability. If necessary, explain that the matter has been referred to the Company Insurer.

Violence

TMOH will take all reasonable steps to ensure the Health and Safety of Employees at work is not put at risk by violent, abusive or aggressive behavior occurring in the work place.

TMOH recognizes that verbal and physical abuse at work can affect the health, safety and welfare of the victim and can have an impact on work colleagues and the business. The Company therefore operates a zero tolerance policy which ensures that people on Company premises are not put at risk of bullying in any form.

The Disciplinary Procedure will be followed in any case where an employee is found to be displaying violent or aggressive behavior towards any person on the Company's premises.

Data Protection

The Finance & HR Director will ensure the Company will comply with the **Data Protection Act 1998**, when recording accidents. Individual record sheets will be removed and stored securely (keeping personal information confidential).

Office Visitors and Contractors

All visitors must report to the office area and sign in and out of the sign-in app or visitor book.

All contractors must report to the office area, where they will be requested to sign in and out. They will be informed of the health and safety standards that they will be expected to maintain at all times to ensure the safety of the Company's Employees and member of the public working or moving about in the vicinity, as well as the contractors own employees. Contractors will also be expected to inform the Management of any hazardous substances, flammable materials/liquids, electrical power tools/cables, scaffolding or vehicles which may be necessary to bring onto the company site to carry out the work. This will enable Management to monitor those current statutory requirements and safe systems of work are operational. Upon leaving, they will be requested to record the time of leaving.

Spill Control

The accidental release of oils and other chemicals from our activities may cause damage to the environment. Unexpected spillages can be prevented and readily mitigated with control measures.

By doing so, TMOH will be able to:



- Minimise potential harm: spills can spread quickly and dramatically the environment;
- Avoid prosecution: Fines and clean-up costs as a result of a spill can be expensive;
- Public relations: avoid negative publicity for the company and clients;
- Do make sure you're aware of the location of spill control equipment and that it is adequately stocked.

In the event of a spill, TMOH employees will be expected to:

- ✓ **STOP WORK** immediately;
- ✓ If spillage is flammable, extinguish all possible sources of ignition;
- ✓ Identify the source of the spill and remedy;
- ✓ Contain the spillage – on land use earth/sand to construct a bund around the spill to stop it spreading. Use booms to contain oil spills that have already entered a water course;
- ✓ Inform the Site Supervision & Project Manager immediately;
- ✓ Wear appropriate PPE such as gloves and RPE if required;
- ✓ Protect sensitive areas (e.g. watercourses or surface water drains – use drain covers or construct a bund);
- ✓ Clean up the spill. Use absorbent granules/pads to mop up spills. Large pools of oil or spills which cannot be absorbed should be removed by gulper / scraper tool;
- ✓ Dispose of all contaminated materials (soil/absorbent materials) correctly – those containing substances such as oil, diesel or paint will be hazardous waste;
- ✓ Ensure any contaminated water is taken to an appropriately licensed disposal site;
- ✓ **DON'T** ignore it!!! **STOP WORK** and **ACT** immediately;
- ✓ **DON'T** hide the incident – ensure you report and implement controls;
- ✓ **DON'T** ever hose a spill into the drainage system. Always use absorbent materials.

Sharps

Unfortunately, needles and syringes are sometimes discarded thoughtlessly in both public and private places. They may be found in tubes, plastic boxes, by themselves or they may also turn up in other containers such as cardboard boxes or carrier bags.

The main risks from skin puncture injuries are from Hepatitis B and C viruses and, to a lesser extent, HIV (Human Immunodeficiency Virus). The hepatitis virus causes serious inflammatory conditions of the liver. HIV may lead to developing AIDS (Acquired Immune Deficiency Syndrome), attacking the body's natural defences against illness.

All discarded needles and syringes must be regarded as potentially infectious and treated accordingly. Our Employees shall understand the procedures associated with both the management of sharps, including injuries to staff, and disposal arrangements through a third party contractor.

Upon the discovery of a needle or sharp, the immediate area should be off limits to all except trained Employees or the nominated contractor recovering the needle or sharp. It is the Company's procedure that only trained persons and contractors will be commissioned to complete the needle / sharp recovery.

The following actions must be taken:

- ✓ Barrier off and sign the area surrounding the needle / sharp object;
- ✓ Post a safety sentry to ensure no unauthorised entry in to the danger area;
- ✓ Inform the Site Supervisor immediately;

- ✓ Inform our preferred removal contractor who will safely remove the needle / sharp and dispose of it as clinical waste;
- ✓ Once the needle / sharp has been removed work in the area can recommence.

Note

Under **no circumstances** are untrained Employees authorised to remove and discard needles or sharps.

If you suffer an injury from a sharp which may be contaminated the following procedure must be followed:

- Encourage the wound to gently bleed, ideally holding it under running water;
- Wash the wound using running water and plenty of soap;
- Don't scrub the wound whilst you are washing it;
- Don't suck the wound;
- Dry the wound and cover it with a waterproof plaster or dressing;
- Seek urgent medical advice (for example from your Occupational Health Service or local Accident & Emergency), as effective prophylaxis (medicines to help fight infection) are available and must be administered swiftly;
- Report the injury to the Managing Director.

Whenever a needle stick injury takes place, the Employees will be offered counselling and periodic monitoring as HIV, Hepatitis B and Hepatitis C can all have long incubation periods.

NHS Accident & Emergency Locator

<http://www.nhs.uk/nhsengland/aboutnhsservices/emergencyandurgentcareservices/pages/ae.aspx>

Leptospirosis / Weil's Disease

Weil's disease is a secondary phase of a form of a bacterial infection also known as Leptospirosis. Leptospirosis can infect almost any animal where it is harboured in the kidneys, but most commonly it is found in rats and cattle, and is spread by their urine. It is not known to cause any noticeable illness in rats, so populations are unaffected by high levels of infection. It is one of the most widespread zoonosis (disease spread from animals to humans) in the world, where it is most common in tropical and subtropical environments. Those who participate in water sports, come into contact with untreated water, and work in or near water are at a higher risk than others as it is most commonly passed to humans through water contaminated by rat urine.

What are the symptoms?

Both diseases start with a flu-like illness with a persistent and severe headache, which can lead to vomiting and muscle pains and ultimately to jaundice, meningitis and kidney failure. In rare cases the diseases can be fatal. Symptoms can occur between 3 and 21 days from the time of infection. There can be two distinct phases of leptospirosis.

The first phase

Symptoms are similar to those of the flu, including high fever, severe headache, chills, muscle aches, vomiting, and may also include a rash. May last between 3 to 5 days before recovery. In mild cases the patient will recover after just the first phase but they can suffer fatigue and depression for some time afterwards.

The second phase

Initial symptoms will reoccur. Further symptoms can vary according to severity and may include jaundice (yellow skin and eyes), red eyes, abdominal pain, and diarrhoea. Symptoms can be similar to those of meningitis. Severe cases can also cause the failure of kidneys or live Death can occur due to heart, liver or respiratory failure.

How might I catch it?

The bacteria can get into your body through cuts and scratches and through the lining of the mouth, throat and eyes after contact with infected urine or contaminated water, such as in sewers, ditches, ponds and slow-flowing rivers.

Preventative Measures

The best prevention is to understand where and how Weil's disease can be caught and taking precautions based on this knowledge. If you know you may come into contact with untreated water such as flood waters, canals, ponds and rivers you can reduce the risk of infection by taking the following precautions:

- Scratches with waterproof plasters;
- Cover any open wounds such as cuts and;
- Wear protective clothing such as gloves;
- Wash thoroughly and as soon as possible if you have entered the water;
- Assess the risk of the likelihood of contamination if contemplating entering fresh water;
- Particularly be aware of stagnant water. Carefully clean any open wounds obtained during Contact with fresh water.

Racking and Storage

TMOH will provide suitable and sufficient storage facilities for all materials and work equipment. The storage media will be designed or selected to minimise the need for manual handling or working at height. Racking systems will be installed and adjusted as necessary by competent contractors; no Employee will erect, dismantle modify or otherwise interfere with any racking system or components.

To ensure that the racking and storage systems are suitable, safe and maintained fit for purpose at all times, as required by the **Provision and Use of Work Equipment Regulations 1998**, the Company will ensure that each separate racking displays a clear statement as to the safe load and distribution of loads. In addition, the physical integrity and loading of the racks is to be confirmed by a visual inspection on a regular basis and any damage reported immediately to the Managing Director. Formal records of inspection will be maintained, it is expected that an annual condition report / inspection will be undertaken by a SEMA qualified Inspector and local inspections will be undertaken by a competent person monthly. The **Healthy and Safety Director** is responsible for investigating all

instances of damage or unauthorised alteration and ensuring any corrective actions or necessary repairs are implemented.

