

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: 1st Dec 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.

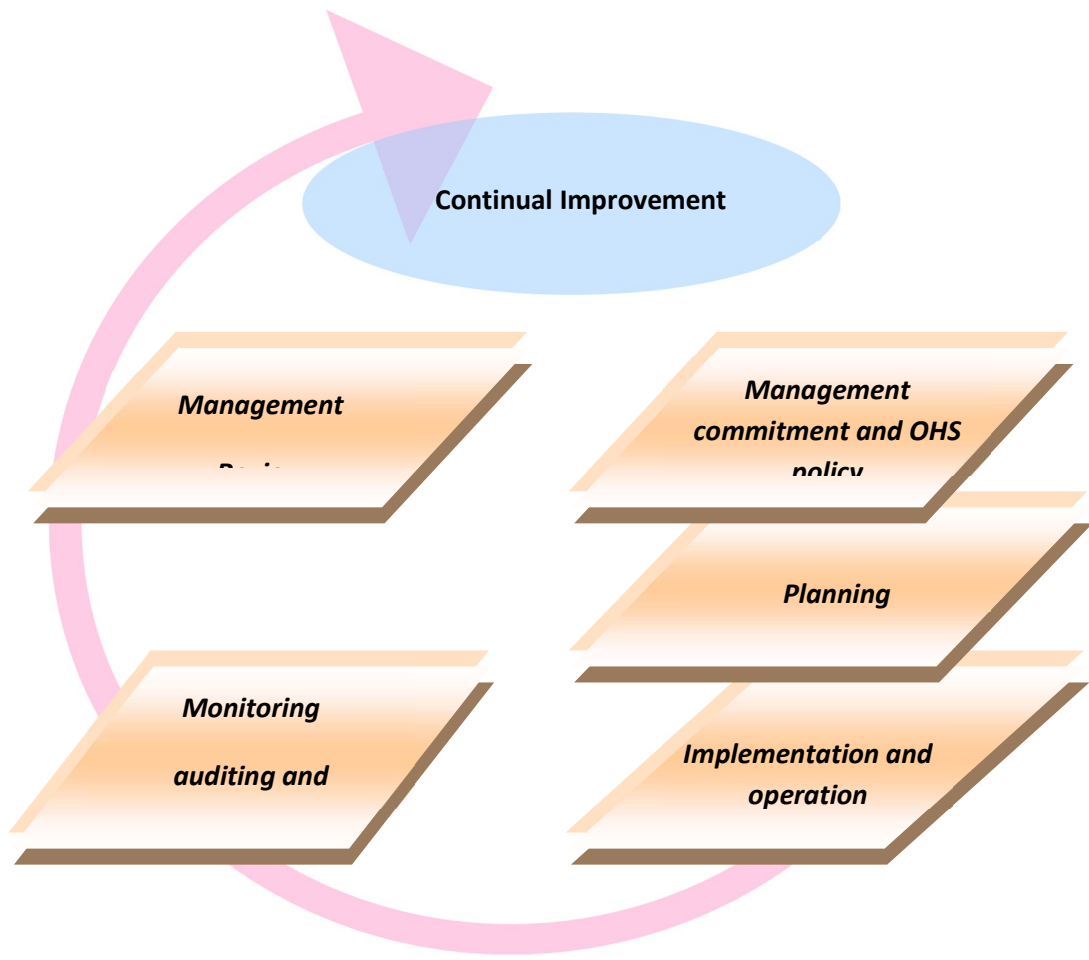
Each arrangement section details the standard forms which support the policy and are used to manage risk within the business.

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

Management Roles and Responsibilities as per IMS Manual TMO-MAN-001 Section 3.4

3.4.1 Board Of Directors

1. 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.
2. 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.
3. Ensure adequate financial and technical resources are provided and such proposed costs are identified in the company's projected plan.
4. Be aware of the statutory legislation affecting TMO's operations & administer our policies throughout the Company.
5. 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.
6. Ensure that necessary resources and information are made available for the policy to be effectively put into practice within their business streams.
7. Appropriately discipline any member of staff who fails to satisfactorily discharge their responsibilities for health and safety.
8. Set a personal example through wearing appropriate personal protective equipment at all times when visiting site.
9. Set & monitor the company's environmental targets and aims for the year.
10. Authorise changes to improve the company's target of decreasing our CO2 footprint.
11. Promote and engage in recycling activities.
12. Set & monitor the company's performance levels in relation to ISO9001.
13. Attendance and Strong leadership within Management Review Meetings.
14. Act upon any Health & Safety reports when needed.
15. Ensure compliance with both Health & Safety and Environmental legislation.
16. Undertake Aspects and Impacts assessment for our IMS.
17. Finance Director to oversee Approved Suppliers List
18. Ensure compliance with NHSS is maintained.

3.4.2 Managing Director (Overall H&S Responsibility)

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:

1. 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.
2. 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.
3. Promote an enthusiastic Health and Safety culture that delivers positive commitment to and engages all **Employees** in continuous improvement in Health and Safety performance.

4. Monitor and report on the implementation of the Company Health and Safety Management Framework and progress against the Company Health and Safety Performance Standards.
5. Lead and provide functional management for the Health and Safety personnel within the Company.
6. 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.
7. Provide assistance and advice to **Managers** with Health and Safety responsibility at department level as required.
8. 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**.
9. 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.
10. 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.
11. Review reports of accident and incident investigations identify any trends and ensure that there is an appropriate response to prevent future recurrence.
12. 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.
13. Keep abreast of developments in Health and Safety legislation and, where appropriate, represent the Company's interest in any consultation process.
14. Represent the Company through involvement with appropriate forums, networks, industry and regulatory bodies.
15. Develop & monitor the implementation of processes for the development of Health & Safety personnel in the Company.
16. Ensure arrangements are implemented with all contractors to avoid any confusion about areas of responsibility.
17. To co-operate with the **Health & Safety Adviser** and act upon his recommendations.
18. 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.
19. Set & monitor the company's Environmental Targets and aims for the year.
20. Authorise changes to improve the company's target of decreasing our CO2 footprint.
21. Promote and engage in recycling activities.
22. Set & monitor the company's performance levels in relation to ISO9001.
23. Attendance and Strong leadership within Management Review Meetings.
24. Act upon any Health & Safety reports when needed.
25. Ensure compliance with both Health & Safety and Environmental legislation.
26. Undertake Aspects and Impacts assessment for our IMS

3.4.3 performance & ims director Responsibilities:

Health & Safety

- 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.

- Be the first point of contact with **LHS Consulting Ltd**, co-ordinating meetings and liaising over documentation and information for training, newsletters and noticeboards. To co-operate with **LHS Consulting Ltd** and acts on their recommendations.
- 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.
- 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.
- Be aware of rest day requirements and working hours.
- 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.
- Rest Day Compliance 100%
- Double Exceedance Compliance 100%
- Night working hours compliance 100%

Quality

- Discussions with SMT on staffing levels / requirement based upon performance or upcoming works
- Monitor performance relating to response times, fines, customer feedbacks, planning performance, breakdown performance, site coaching performance, accounts performance, and annual BSI reviews.
- Discussion above performance alongside the Operations Director to promote and ensure compliance with targets.
- Work alongside Operations Director and HSEQ Officer to produce corrective actions and effective close-outs of issues.
- Retain ISO9001 status
- Oversee the communication with staff relating to Quality performance.
- Be a point of contact with **Prepared4**, co-ordinating meetings and liaising over documentation, internal audits and information for training, newsletters and noticeboards. To co-operate with **Prepared4** and acts on their recommendations.

Environmental

- Promote and monitor the Recycling schemes within the business.
- Find initiatives to lower carbon output / make carbon neutral.
- Lower Vehicle Idle Times to <12% on 12D and < 22% on 12AB
- Oversee Carbon data capture
- Keep fuel:turnover ration for <7% with assistance from Operations Director
- Promote correct waste streams used and recycling is over 36% of the waste generated
- Procure items for the business with end of life impact in mind
- Oversee the delivery on monthly H&S toolbox talks.
- Report any environmental issues when applicable to correct bodies.

Road Traffic Safety

- Oversee company Samsara driving score and that average is over 96
- Oversee eye tests completed on time each quarter is 100%
- Oversee e-modules completion are 100% each quarter.

- Collate Quality Stats and feedback to Directors quarterly.
- Oversee the vehicle visibility grid tests are completed and communicated periodically
- Ensure drivers forum meetings are held quarterly.
- Retain annual ISO39001 status
- Be the first point of contact with **Dave Conway from Prepared4**, co-ordinating meetings and liaising over documentation and information for training, newsletters and noticeboards. To co-operate with **Prepared4** and acts on their recommendations.
- Assist in investigations relating to Road Traffic Safety.

RISQS

- Be the first point of contact with **Dave McDonough**, co-ordinating meetings and liaising over documentation, internal audits and information for training, newsletters and noticeboards. To co-operate with **Dave** and acts on their recommendations.
- Undertake internal audits as per the RISQS audit schedule
- Oversee required process and procedures, as well as monitor and manager compliance to them.
- Obtain annual RISQS accreditation.

3.4.4 INTERIM OPERATIONS DIRECTOR

- **Interim Operations Director**
- **Roles & Responsibilities:** 1st March 2025
- **Deputy:** Ben Green, who has the experience and knowledge to undertake Performance & IMS Director in the event of emergency / contingency.
- **Proof:** 18 years experience in Traffic Management, previously held this role experience in working with KPI's and clients. Drives standards and safety on a day-to-day basis. Fire marshal, manual handling trained, qualified first aider, mental health first aider, asbestos trained, Level 6 Applied Health & Safety, Practitioner ISEP, CQI IRCA ISO9001 Lead Auditor, IOSH Managing Safely, IOSH Leading Safely, qualified drugs tester, LANTRA M7 qualified.

Reporting Line: Company Directors & MD

OPERATIONS / BUSINESSWIDE

- As Operations Director you are responsible for the day to day running within the business and key decision making.
- Regular communication and escalation to your fellow Directors will be key when required.
- Work collaboratively with your senior managers in organising and facilitating management meetings, which will help drive the direction focus of the TMO management team. Work with the rest of the management team, attend meetings, have input and drive teamwork to drive the business forwards.
- Monitor future works on both 12D & 12AB
- Decision making with SMT on staffing levels / requirement. Looking at existing staff levels and structure for improvements, opportunities, weaknesses
- Analyse costings within the business for areas to improve, increase and reduce

- Ensure SMT keep training matrix up to date and training programme is discussed with SMT.
- Promote staff recognition and progression where aptitude is shown and proven.
- Ensure Senior Operations Manager is on top of 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 Managing Director and the Commercial team. Attend meetings when required.
- Update HSEQ Team with feedback both positive & negative, deal with SMT on negatives, root cause and problem solving of issue(s)
- 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.
- Carry out Safety standdown days / deliver high level 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.
- Get on top of carrying out annual reviews of SMT and ensure that your team have a personal development plan in place with the help of HR Dept.
- Encourage your staff and lead from the front in regard to professionalism, language, appearance as well as driving safety and maximising profits
- Ensure SMT are carrying our staff re-inductions on time
- Organisation of SMT social events to create team bonding.

- Overall control & responsibility over any SMT personnel.
- Full control of the Witham-Eye- Wisbech, St Neots depots overall performance.
- Check Agency Register periodically to ensure agency used are listed and those listed have in date cards, monitor and question agency use, have all options been exhausted?
- Think of incentive schemes
- Investigate objective / KPI failings and come up with corrective actions alongside HSEQ
- Look into fleet efficiency.
- Operational Expenditure
- Periodic 1-2-1's to set SMART objectives and SMART goals.

HEALTH & SAFETY

- 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.
- 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 operational 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 (MD), Performance 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.
- 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.
- Provisions are made for the delivery and stacking of materials to avoid unnecessary manual handling.
- They take responsibility for health surveillance and appropriate records are kept and made available.
- 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.
- Be aware of rest day requirements and working hours.
- Promote and monitor the Recycling schemes within the business.
- Collate Quality Stats and feedback to Directors Quarterly.
- Organise Management Meetings.
- Manage Company Action Log and Corrective Actions.
- Review of IMS Documentation when required.
- Accidents and incidents are recorded in the accident book
- Director Leadership Tour 1 per quarter
- Ensure Weekly Depot walkarounds complete
- Rest Day Breaches x0
- Back to Back Exceedances x0
- Night Working Hours Exceedances x0

- 100% of staff randomly drugs test in year
- Reinductions complete on time.
- Near Misses > 20 per quarter inc 2x UKPN per month

QUALITY

- Planned Works on time >97% on time
- Emergency jobs in hours >90% on time
- Emergency jobs out of hours >85% on time
- Man con coverage 100%
- AM man coverage on time >95%
- PM man coverage on time >95%
- OOS on site on time >95%
- Section 74 fines <£4000
- Promote the collection of customer feedbacks
- Keep planning amendments down to less <1%
- Survey Errors <0.5%
- Traffic Light Breakdown rate <8%
- Battery Failure <1%

FINANCE

- Ensure that the applications 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 (7%) vs Turnover together.
- Undertake in assisting with weekly checks of invoicing, to ensure all chargeable items are invoiced. Assist with commercial team questions relating to invoicing from the dummy run and also for projects / events.
- Ensure works are delivered in a cost effective fashion
- Fines and sections investigated and passed on to staff where possible.
-

ENVIRONMENTAL

- Work with SMT to deal with worst idle performers to ensure business hits its targets of Fuel to Turnover ratio <7%,
- <12% 12D Van idle times & <22% 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.

3.4.5 Senior Operations Manager(S)

- **Position: Senior Operations Manager**
- **Name: Matt Cheeseman**
- **Roles & Responsibilities December 2025**

Reporting Line: Craig Collison – General Manager / Ben Green – Operations Director / Mark Haysman – Managing Director

Deputy in the event of absence: Terry Simpson – Senior Delivery Manager / Craig Collison – General Manager

Role Purpose

The Senior Operations Manager is responsible for providing senior, accountable leadership for the planning, delivery, and governance of temporary traffic management activities within the business. The purpose of the role is to ensure that all traffic management operations on the live highway are delivered safely, consistently and in full compliance with NHSS, Chapter 8 and relevant Codes of Practice, while maintaining effective control of risk in a dynamic and high-risk environment.

The role exists to translate standards, policies and contractual obligations into safe operational practice, ensuring workforce competence, legal and audit defensibility and the protection of road users, operatives, clients and the organisation. The Senior Operations Manager provides authoritative oversight, intervention and assurance that temporary traffic management is delivered to the required professional, safety and compliance standards at all times.

KEY ROLES & RESPONSIBILITIES

OPERATIONAL LEADERSHIP & BUSINESS MANAGEMENT

- ✓ Provide day-to-day management of traffic management operations, making decisions within authority and escalating to the reporting line when required.
- ✓ Collaborate with the leadership team to set the strategic direction and operational focus of the business, driving teamwork and business performance.
- ✓ Maintain overall control and accountability for depot operations.
- ✓ Monitor and manage operational KPIs, including response times, emergency jobs, breakdowns, and staff coverage, ensuring contractual and client expectations are met.
- ✓ Oversee deployment and performance of traffic management assets and equipment, ensuring availability and functionality for all works.
- ✓ Support operational delivery during peak periods, ensuring smooth operational handovers with night and on-call supervisors.
- ✓ Maintain weekly performance with regard to response stats, collections, and breakdowns. Planned jobs on time >96%, man con coverage 100%, man cons on time >95%, emergency jobs in hours on time >90%, emergency jobs out of hours >85%.

STAFF MANAGEMENT, DEVELOPMENT & CULTURE

- ✓ Lead, motivate and develop staff to maximise performance, professionalism and morale.
- ✓ Manage recruitment, interviews, inductions, disciplinary actions and staff recognition processes.
- ✓ Regularly review staffing level requirements and escalate any issues to the reporting line.
- ✓ Ensure workforce competence through up-to-date training, review the training matrix and work with HSEQ & training department to ensure that accurate records are maintained.
- ✓ Promote positive workforce behaviours, work-life balance, mental health awareness, and adherence to company values.
- ✓ Allocate and approve holidays, coordinate coverage, and maintain appropriate staff-to-workload ratios.
- ✓ Conduct probationary reviews, performance monitoring, KPI analysis, and approve weekly bonuses or incentives.
- ✓ Encourage staff suggestions and incorporate positive improvements to boost morale and operational efficiency.

TELEMATICS & DRIVING STANDARDS

- ✓ Oversee the use of vehicle telematics systems to monitor fleet operations, driver behaviour and vehicle safety.
- ✓ Monitor key driving metrics including speed, harsh braking, acceleration and idling to ensure compliance with company safety policies and legal requirements.
- ✓ Identify and address unsafe driving practices, providing coaching or corrective actions as necessary.
- ✓ Use telematics data to optimise fleet efficiency, reduce incidents and support accurate reporting for KPIs and client requirements.
- ✓ Integrate telematics insights into staff performance reviews and disciplinary processes.
- ✓ Maintain oversight of vehicle maintenance alerts, fuel usage and utilisation reports.

CLIENT MANAGEMENT & STAKEHOLDER ENGAGEMENT

- ✓ Maintain strong relationships with clients, visiting sites on day one of new contracts or ensuring a senior representative is present.
- ✓ Inform clients proactively regarding delays or operational issues.
- ✓ Attend weekly and/or monthly performance meetings in person or via video calls.
- ✓ Support investigations related to FPN / Section 74, providing information and assistance to HSEQ as required.

- ✓ Ensure operational delivery meets client-specific targets and service level agreements.

RESOURCE, ASSET & EQUIPMENT MANAGEMENT

- ✓ Oversee the ordering, allocation and availability of stock, traffic lights and equipment to meet operational demand, including forward planning for peak periods.
- ✓ Seek authorisation from leadership for equipment purchases exceeding spend thresholds.
- ✓ Monitor traffic light battery life and breakdowns, ensuring failures are within acceptable thresholds (<8% failures; <1.75% battery failures).
- ✓ Support operational teams with the management of vehicles, plant and depot resources ensuring efficiency and cost effectiveness.

OPERATIONAL ADMINISTRATION & REPORTING

- ✓ Oversee timesheet reporting and ensure timely submission to payroll.
- ✓ Spot check timesheets on an ad-hoc basis to ensure compliance.
- ✓ Oversee the inputting of daily reports and trackers ensuring these are completed in a timely fashion, these include but are not limited to, late arrivals, emergency responses and operational analysis.
- ✓ Support with the design and management of on-call and night-shift rotas, ensuring full coverage and smooth handovers.
- ✓ Liaise with planning, admin, and HSEQ teams to maintain operational efficiency and compliance.

HEALTH & SAFETY

- ✓ Ensure all works are delivered safely, following company RAMS, H&S protocols, ISO45001 and NHSS requirements (including NHSS 12D, Chapter 8, Red Book, and ARTSM guidance).
- ✓ Conduct regular depot walkarounds, ensuring emergency access, egress and workplace cleanliness.
- ✓ Investigate and report personal injuries, near misses, bad practices and dangerous occurrences, implementing corrective actions.
- ✓ Ensure compliance with PPE requirements, vehicle / traffic light competency and depot rules.
- ✓ Deliver toolbox talks, inductions and re-inductions, incorporating staff feedback and promoting a 360° safety culture.
- ✓ Approve or assess exceedance requests, rest day breaches and other H&S compliance exceptions.
- ✓ Report any defects in office equipment immediately to the HSEQ department.
- ✓ Always Observe good housekeeping; keep escape routes, doorways and floor spaces clear and free from obstruction.
- ✓ 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 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.
- ✓ Proactively recommend safety innovations

QUALITY, STANDARDS & CONTINUOUS IMPROVEMENT

- ✓ Maintain and ensure adherence to **company quality management systems**, processes, and procedures across all depots and operations.

- ✓ Ensure compliance with **ISO9001 (Quality), ISO14001 (Environmental), ISO45001 (Health & Safety), and ISO39001 (Road Traffic Safety)** standards within all operational activities.
- ✓ Monitor and review operational performance, identifying non-conformances, trends, or areas for improvement, and implement corrective actions in collaboration with HSEQ.
- ✓ Ensure that all temporary traffic management activities are **planned, executed and audited to meet NHSS, Chapter 8, and client-specific quality requirements.**
- ✓ Conduct or oversee **regular audits, inspections and reviews** of staff, processes, equipment, and documentation to maintain quality standards.
- ✓ Promote a culture of **continuous improvement**, encouraging staff to contribute ideas, report issues, and implement solutions that enhance operational quality.
- ✓ Take ownership of the **root-cause analysis of quality issues**, ensuring lessons learned are documented and applied to prevent recurrence.
- ✓ Ensure client satisfaction by delivering **high-quality, consistent, and compliant operations**, aligned with contractual obligations and agreed KPIs.
- ✓ Lead by example to ensure all staff understand their **quality responsibilities** and are equipped, trained, and motivated to meet standards.

ENVIRONMENTAL

- ✓ Ensure correct recycling practices are followed within the office environment.
- ✓ Minimise vehicle idling by responding appropriately to automated prompts.
- ✓ Switch off electrical equipment when not in use and prior to leaving the office.
- ✓ Reduce paper usage by assessing the need for printed documents.
- ✓ Dispose of food waste using the correct waste streams.

ROAD TRAFFIC SAFETY

- ✓ Drive in a safe & efficient way
- ✓ Adhere to UK road laws whilst driving vehicles
- ✓ Avoid distracted driving at all times.
- ✓ Assist with engaging drivers achieving low Samsara scores.
- ✓ Promote the strict and effective use of the daily vehicle defects.
- ✓ Support Operations and HSEQ by providing driver behaviour data to inform coaching and corrective actions.

3.4.6 Senior Schemes Manager

- **Position: Senior Schemes Manager**
- **Name: Dave Kingsbury**
- **Roles & Responsibilities December 2025**

Reporting Line: Craig Collison – General Manager / Ben Green – Operations Director / Mark Haysman – Managing Director

Deputy in the event of absence: Craig Collison – General Manager / Ashley Smith – Project Manager / Dan Chignell – High Speed Manager

Role Purpose

The Senior Schemes Manager is responsible for the **strategic planning, delivery, and performance** of traffic management activities across the business, including **scheme-based projects, contracts, and day-to-day high-speed operations**. The role provides **senior leadership, governance, and assurance**, ensuring works are delivered safely, compliantly, efficiently, and profitably, while supporting workforce development and business growth.

KEY ROLES & RESPONSIBILITIES

SCHEME & PROJECT MANAGEMENT

- ✓ Lead the end-to-end delivery of complex and high-value traffic management schemes, projects and contracts.
- ✓ Oversee scheme planning, resourcing, programming and execution across multiple contracts.
- ✓ Ensure schemes are delivered in line with approved traffic management designs, RAMS and client requirements.
- ✓ Manage variations, change control and scheme adjustments in response to site conditions or client requirements.
- ✓ Plan, survey and review projects from inception, this may include clients such as but not limited to:
 - Jacksons
 - Balfour Beatty
 - Octavius
 - Rock Power
 - M-Group
 - Tarmac
- ✓ Maintain oversight of **CAD plans** for 12AB works and other scheme drawings as required.
- ✓ Support project and commercial managers where appropriate.

DAY-TO-DAY HIGH-SPEED OPERATIONS OVERSIGHT

- ✓ Provide senior operational oversight of all **day-to-day high-speed traffic management works**, including planned, reactive and emergency activities.
- ✓ Ensure daily high-speed operations are adequately resourced with competent personnel, compliant vehicles, and appropriate traffic management equipment.
- ✓ Maintain visibility of daily works through briefings, dashboards, site visits and liaison with managers, supervisors and operations teams.
- ✓ Act as the escalation point for operational, safety or performance issues arising from live high-speed works.
- ✓ Ensure consistent application of company standards, National Highways requirements and safe systems of work across daily operations.
- ✓ Support operational decision-making during incidents, out-of-hours works, and high-risk activities.

HEALTH, SAFETY & COMPLIANCE

- ✓ Champion a strong safety culture across all schemes and high-speed operations.
- ✓ Ensure full compliance with:
 - Chapter 8
 - NRSWA
 - ARTSM
 - NHSS (12A–D)
 - CDM Regulations
- ✓ Review and approve RAMS, traffic management drawings, and permits prior to works commencing.
- ✓ Ensure incidents, near misses and non-conformances are reported, investigated, and closed out.
- ✓ Support internal and external audits and implement corrective actions.

COMMERCIAL & FINANCIAL MANAGEMENT

- ✓ Take ownership of **commercial and financial performance** for both schemes and high-speed works.
- ✓ Ensure **timely invoicing** for chargeable items.
- ✓ Monitor budgets, forecasts, cost control and profitability.
- ✓ Support tender pricing, quote tracking and operational cost modelling.
- ✓ Ensure accurate **application for payment** and labour schedules are submitted to clients.
- ✓ Liaise with the commercial team on discrepancies or financial queries.

CLIENT & STAKEHOLDER MANAGEMENT

- ✓ Maintain and build strong **client relationships**, attending contract and works management meetings as required.
- ✓ Act as a senior point of contact for clients, National Highways, local authorities and other stakeholders.
- ✓ Attend scheme, operational and performance review meetings.
- ✓ Manage client expectations across both planned and reactive works.
- ✓ Resolve escalated client and stakeholder issues professionally.
- ✓ Conduct site visits for new clients to ensure smooth operations and staff performance.
- ✓ Support the MD and commercial team with client engagement for key projects or multiple job wins.

LEADERSHIP, MANAGEMENT & ORGANISATIONAL STRUCTURE

- ✓ Provide senior leadership across scheme delivery and high-speed operations.
- ✓ Line manage and oversee the **High Speed Manager**, setting objectives, performance targets and KPIs.
- ✓ Provide governance, assurance and strategic direction to the High Speed Manager while avoiding duplication of day-to-day supervisory duties.
- ✓ Support the High Speed Manager with complex, high-risk, or high-impact decisions.
- ✓ Ensure effective communication and alignment between high-speed operations, schemes and wider business functions.
- ✓ Conduct performance reviews and support development and succession planning.
- ✓ Promote staff recognition, progression, and personal development.
- ✓ Conduct interviews, annual reviews, and participate in disciplinary or dismissal procedures.

PLANNING & PROGRAMMING

- ✓ Oversee short-term and long-term planning for schemes and daily high-speed works.
- ✓ Ensure labour, plant, vehicles and equipment are aligned to operational demand.
- ✓ Review programmes regularly and implement recovery or contingency plans where required.
- ✓ Support emergency and reactive works planning.
- ✓ Implement recovery or contingency plans where necessary.
- ✓ Produce annual events programme scheduling.

PLANT, KIT & FLEET MANAGEMENT

- ✓ Ensure the business has sufficient traffic management kit, plant and vehicles to deliver all schemes and day-to-day high-speed operations.
- ✓ Forecast future plant, equipment and fleet requirements in line with workload and growth.
- ✓ Implement procurement, hire or redistribution strategies as required.
- ✓ Ensure all vehicles and equipment meet legal, safety, and industry standards

HIGH-SPEED WORKFORCE RECRUITMENT & RESOURCING

- ✓ Ensure adequate numbers of competent and qualified personnel are employed for high-speed traffic management operations.
- ✓ Identify current and future workforce requirements for both schemes and daily works.
- ✓ Work with line management to recruit, onboard, and retain high-speed operatives, supervisors and managers.
- ✓ Ensure all high-speed staff hold or trained to the required competencies & qualifications, medicals and client inductions and the company training matrix is updated to reflect this.
- ✓ Upskill high-speed staff, supporting career development.

QUALITY ASSURANCE

- ✓ Ensure all schemes and high-speed operations meet company and client quality standards.
- ✓ Implement and maintain robust **quality control processes**.
- ✓ Conduct regular **site inspections and audits**.
- ✓ Identify non-conformances and ensure corrective actions are taken.
- ✓ Maintain documentation and evidence for **ISO9001, ISO14001, ISO39001 & ISO45001** compliance.
- ✓ Promote continuous improvement and embed best practices across the business.

RISK & ISSUE MANAGEMENT

- ✓ Identify operational, safety and commercial risks across schemes and high-speed operations.
- ✓ Implement effective risk mitigation and contingency planning.
- ✓ Act as the senior escalation point for critical risks, incidents, or disputes.

REPORTING & GOVERNANCE

- ✓ Provide timely reporting on **performance, safety, commercial results and resource utilisation**.
- ✓ Maintain robust documentation and compliance records.
- ✓ Conduct weekly handovers / briefings to the Commercial Director for upcoming schemes or high-speed works.
- ✓ Support management reviews and decision-making with insight and recommendations.

CONTINUOUS IMPROVEMENT & STRATEGY

- ✓ Contribute to business and operational strategy, particularly relating to high-speed traffic management.
- ✓ Identify efficiencies in delivery methods, resourcing models, and plant utilisation.
- ✓ Support innovation, technology adoption, and improved ways of working.

HEALTH & SAFETY

- ✓ Report any defects in office equipment immediately to the HSEQ department.
- ✓ Observe good housekeeping at all times; keep escape routes, doorways and floor spaces clear and free from obstruction.
- ✓ 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 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.
- ✓ Proactively recommend safety innovations.

QUALITY

- ✓ Ensure all schemes and high-speed operations meet company quality standards, client specifications, and statutory requirements.
- ✓ Implement and maintain **robust quality control processes** across scheme delivery and daily operations.
- ✓ Review and approve traffic management designs, RAMS, method statements, and permits for compliance and quality.
- ✓ Conduct **regular site inspections and audits** to monitor workmanship, standards, and adherence to specifications.
- ✓ Identify non-conformances, defects, or deviations and ensure corrective and preventative actions are implemented promptly.
- ✓ Promote a **culture of continuous improvement**, embedding lessons learned and best practices across all teams.
- ✓ Liaise with clients and stakeholders to ensure their quality expectations and contractual requirements are met or exceeded.
- ✓ Maintain **comprehensive documentation and records** demonstrating compliance with quality standards and audits.
- ✓ Support **certifications, accreditations, and internal/external audits** related to quality management.
- ✓ Monitor supplier and subcontractor performance to ensure consistency in quality and adherence to standards.

ENVIRONMENTAL

- ✓ Ensure correct recycling practices are followed within the office environment.
- ✓ Minimise vehicle idling by responding appropriately to automated prompts.
- ✓ Switch off electrical equipment when not in use and prior to leaving the office.
- ✓ Reduce paper usage by assessing the need for printed documents.
- ✓ Dispose of food waste using the correct waste streams.

ROAD TRAFFIC SAFETY

- ✓ Drive in a safe & efficient way
- ✓ Adhere to UK road laws whilst driving vehicles
- ✓ Avoid distracted driving at all times.
- ✓ Assist with engaging drivers achieving low Samsara scores.
- ✓ Promote the strict and effective use of the daily vehicle defects.
- ✓ Support Operations and HSEQ by providing driver behaviour data to inform coaching and corrective actions.

3.4.7 Commercial Manager

Ashley Smith Roles & responsibilities

Reporting Line: Mark Haysman

Deputy in the event of absence: Mark Haysman

KEY ROLES - COMMERCIAL

- ✓ Yourself & your team are to receive and respond to all pricing enquiries coming into the company. Responses must be clear accurate and returned within the timeframes specified on the enquiry.
 - This includes but is not limited to:-
 - Determining the clients requirements, i.e. durations, permitting requirements, council cost requirements.
 - Assessing traffic management requirements for the clients work
 - Determining the likely traffic management solution
 - Confirming costs for various council fees i.e. TTRO, permitting and or parking suspensions etc
 - Determining the type of licence the client requires.
- ✓ Keep the permit trackers up to date and tidy
- ✓ Where works fall outside of our standard coverage areas liaise with operations management to ensure works that are being quoted can be covered
- ✓ Liaise with local authorities regarding potentially disruptive traffic management to provisionally agree the best solution to allow quotes to be as accurate as possible.
- ✓ Check Your Emails regularly
- ✓ Understanding of Reflow
- ✓ Double checking of weekly invoice runs for clients not on schedules of rates to ensure invoices are raised correctly to works and quote provided.
- ✓ 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 and other technology where possible.
- ✓ Ensure you and your commercial team assist with answering calls in to the business
- ✓ Prioritising work load relevant to quotation deadlines
- ✓ Ensuring external suppliers are approved on the approved suppliers list.

QUALITY

- ✓ Provide design advice to clients for larger projects and when relevant traffic management designs / sketches to assist clients with their tenders / bids.
- ✓ Submitting and management of permits where required by specific clients
- ✓ Provide traffic management advice to clients to offer the best solution for their needs, thorough knowledge of both 12d and 12AB traffic management required.
- ✓ Liaise and have good working relationship with Local authorities, in particular when issues arise.
- ✓ Ensure all quotes are returned in set deadlines
- ✓ Liaison with all other departments within the company to ensure works are accurately quoted and invoiced.
- ✓ Send out customer feedback requests and encourage them to fill them in.

HEALTH & SAFETY

- ✓ 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.
- ✓ Ensure CAD plans and designs comply with Chapter 8 and the Safety at Roadworks and Streetworks regs.
- ✓ M7 checks to be undertaken on all drawings

ENVIRONMENTAL

- ✓ Turn off electrical equipment when not in use
- ✓ When using a company vehicle keep idle times to a minimum
- ✓ Only use paper when absolutely necessary
- ✓ Use correct company waste disposal streams to promote company recycling
- ✓ When procuring third party items keep end of life / sustainability at the forefront of your mind.

KEY ROLES - PROJECTS

- Costs of relevant project works / phases
- Design of traffic management solutions for all project needs inclusive of all traffic management types both 12d and 12AB, standard and relaxed traffic management.
- Advice on best solutions of traffic management

- ✓ Submission of applications to local authorities on clients behalf when required
- ✓ Liaise and have good working relationship with Local authorities, in particular when issues arise.
- ✓ Send applications for payment to relevant projects to the admin team weekly so invoices can be raised.
- ✓ Send applications for payment to clients monthly or as per clients application schedule
- ✓ Thorough knowledge of both 12d and 12AB traffic management required.
- ✓ Manage of commercial team, PDR's
- ✓ Breakdown of works to be booked supply to planning team
- ✓ Checking of quotes and emails before sending to client
- ✓ Use of web apps and AI

3.4.8 Office Manager

- **Office Manager**
- **Nicola Worby**
- **Roles & Responsibilities December 2025**
- **Deputy in the event of absence: Karen Keeble**

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.

- ✓ 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
- ✓ 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 the HR Manager 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

Quality:

- ✓ Monitor credit note levels, root cause analysis of the issue and how it could be prevented going forwards. Keeping credit notes issues to turnover ration <1%.

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.
- ✓ Ensure visitors are signed in and out of the sign-in tablet and visitors lanyards are worn.

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.
 - ✓ **Ensuring Paper ordering is kept under 100,000 per year (exceeding this requires Operations & IMS Director approval)**
- ✓ Undertake 6 monthly fire drill and sign the form to say it's been done, report any issues to HSEQ.

3.4.9 High Speed Manager

Position: High Speed Manager

- **Name: Daniel Chignell**
- **Roles & Responsibilities December 2025**

Reporting Line: David Kinsbury – Senior Schemes Manager / Craig Collison – General Manager / Ben Green – Operations Director

Deputy in the event of absence: David Kingbury – Senior Schemes Manager

Role Purpose

The High Speed Manager is responsible for the **day-to-day operational management, supervision, and control of high-speed traffic management activities**, including people, plant, depots, and live works. The role ensures all high-speed works are delivered **safely, compliantly, efficiently and to the required quality standards**, while promoting a positive workforce culture and maintaining strong internal and external relationships.

KEY ROLES & RESPONSIBILITIES

DAY-TO-DAY HIGH-SPEED OPERATIONS

- ✓ Take full operational control of **daily high-speed traffic management works**, including planned, reactive and emergency activities.
- ✓ Ensure works are delivered in accordance with approved traffic management designs, RAMS, permits and programmes.
- ✓ Maintain operational visibility of live works and respond to changing conditions, incidents or constraints.
- ✓ Ensure a senior representative (Manager or Supervisor) attends new projects or schemes on day one where practicable to ensure smooth mobilisation and delivery.
- ✓ Ensure staff are offered work on 12D schemes where available and appropriate.

DEPOT, STOCK & EQUIPMENT MANAGEMENT

- Maintain full control of high-speed depots and stock.
- Ensure all works have the required traffic management kit, plant, vehicles and PPE available prior to deployment.
- Monitor stock levels, equipment condition and yard organisation.
- Ensure defects, shortages, or maintenance issues are identified and escalated promptly.
- Work with the fleet teams to support operational readiness and compliance, this includes but not limited to:
 - Vehicle Inspections
 - Cushion Inspections
 - Servicing
 - MOT's

HEALTH, SAFETY & COMPLIANCE

- ✓ Ensure full compliance with:
 - Chapter 8
 - NRSWA
 - ARTSM
 - NHSS (12A–D)
 - CDM Regulations
 - National Highways Requirements
- ✓ Deliver or co-ordinate toolbox talks, briefings and safety communications as required.
- ✓ Monitor site safety performance and intervene where unsafe acts or conditions are identified.
- ✓ Report, investigate and assist with closing out incidents, near misses and non-conformances.
- ✓ Ensure operatives are equipped, trained and competent to carry out works safely and effectively.

WORKFORCE & PEOPLE MANAGEMENT

- ✓ Manage all high speed operatives and supervisors, including:
 - Day-to-day deployment
 - Holidays and holiday cover
 - Performance and conduct
- ✓ Support with conducting interviews for potential new staff and support onboarding.
- ✓ Manage agency staff on works, ensuring a TMO representative is always overseeing operations.
- ✓ Deal with staff performance, conduct and standards issues in line with company procedures.
- ✓ Carry out annual reviews and ensure all staff have personal development plans in place.
- ✓ Promote professionalism, correct behaviour, driving standards, appearance, and company values.

LEADERSHIP, CULTURE & WELLBEING

- ✓ Promote a **positive, engaged workforce culture**, leading by example.
- ✓ Encourage open communication, ideas and solutions from operatives and supervisors.
- ✓ Actively listen to frontline feedback and escalate or implement improvements where appropriate.
- ✓ Promote work–life balance and the company’s mental health and wellbeing initiatives.
- ✓ Maintain morale and standards across high-speed teams.

PLANNING, PROGRAMMING & COORDINATION

- Support short-term and medium-term planning of high-speed works.
- Work with the General Manager / Senior Schemes Manager to ensure the **High Speed tracker** is kept accurate and up to date.
- Coordinate labour, vehicles and equipment to meet programme requirements.
- Support emergency and reactive works planning.

QUALITY ASSURANCE

- Ensure high standards of workmanship, compliance and presentation across all high-speed works.
- Carry out site inspections and quality checks.
- Identify defects, non-conformances or poor standards and ensure corrective actions are implemented.
- Maintain accurate records to support audits and compliance requirements.

COMMERCIAL AWARENESS & ADMINISTRATION

- ✓ Review and sign off timesheets for personnel under direct responsibility.
- ✓ Ensure accurate recording of labour, plant and resources used on works.
- ✓ Support invoicing processes by providing accurate operational information.
- ✓ Encourage efficient working practices to support profitability without compromising safety or quality.

CLIENT & STAKEHOLDER LIAISON

- ✓ Maintain and build strong working relationships with clients and stakeholders.
- ✓ Attend operational or client meetings when required.
- ✓ Escalate issues, risks, or client concerns to the Senior Schemes Manager.

INTERNAL COLLABORATION

- ✓ Maintain effective working relationships with planning, HSEQ, admin, commercial and operations teams.
- ✓ Attend management meetings and contribute positively to wider business objectives.
- ✓ Support teamwork and cross-department collaboration.

REPORTING & COMMUNICATION

- ✓ Provide clear and timely updates on operational performance, safety, resourcing and issues.
- ✓ Maintain accurate documentation, records and trackers.
- ✓ Escalate safety-critical, operational or resource risks promptly.

OUT-OF-HOURS SUPPORT

- ✓ Provide operational decision-making support during incidents, emergencies, or out-of-hours works.

REPORTING LINE

- ✓ Reports directly to the **Senior Schemes Manager**.
- ✓ Manages high-speed operatives, supervisors and agency staff.

HEALTH & SAFETY

- ✓ Report any defects in office equipment immediately to the HSEQ department.
- ✓ Always Observe good housekeeping; keep escape routes, doorways and floor spaces clear and free from obstruction.
- ✓ 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 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.
- ✓ Proactively recommend safety innovations.

QUALITY

- ✓ Ensure all schemes and high-speed operations meet company quality standards, client specifications, and statutory requirements.
- ✓ Implement and maintain **robust quality control processes** across scheme delivery and daily operations.
- ✓ Review and approve traffic management designs, RAMS, method statements, and permits for compliance and quality.
- ✓ Conduct **regular site inspections and audits** to monitor workmanship, standards, and adherence to specifications.
- ✓ Identify non-conformances, defects, or deviations and ensure corrective and preventative actions are implemented promptly.
- ✓ Promote a **culture of continuous improvement**, embedding lessons learned and best practices across all teams.
- ✓ Liaise with clients and stakeholders to ensure their quality expectations and contractual requirements are met or exceeded.
- ✓ Maintain **comprehensive documentation and records** demonstrating compliance with quality standards and audits.
- ✓ Support **certifications, accreditations, and internal/external audits** related to quality management.
- ✓ Monitor supplier and subcontractor performance to ensure consistency in quality and adherence to standards.

ENVIRONMENTAL

- ✓ Ensure correct recycling practices are followed within the office environment.
- ✓ Minimise vehicle idling by responding appropriately to automated prompts.
- ✓ Switch off electrical equipment when not in use and prior to leaving the office.
- ✓ Reduce paper usage by assessing the need for printed documents.
- ✓ Dispose of food waste using the correct waste streams.

ROAD TRAFFIC SAFETY

- ✓ Drive in a safe & efficient way

- ✓ Adhere to UK road laws whilst driving vehicles
- ✓ Avoid distracted driving at all times.
- ✓ Assist with engaging drivers achieving low Samsara scores.
- ✓ Promote the strict and effective use of the daily vehicle defects.
- ✓ Support Operations and HSEQ by providing driver behaviour data to inform coaching and corrective actions.

3.4.10 Night Manager

Night Manager

Reporting Line: Senior Operations Manager(s), Senior Schemes Manager, General Manager

Deputy in the event of absence: Terry Simpson

Location: Eye Depot HQ & Home

Roles & Responsibilities:

- Receive handover from day shift.
- Answer on call phone (gather all information needed)
- Inform of staff sickness to Senior Operations Manager / Coordinators
- Escalate issues with operatives to Senior Management team before shift end via email.
- Book new jobs coming in.
- Allocate work out to operatives.
- Monitor emails to see if any come in during the night.
- Handover to Operations in the morning.
- Ensure premises are secured and locked prior to leaving.

QUALITY

- Undertake planning roles (CAD Drawings, applications, local authority liaison) ensuring compliance with Chapter 8 & Safety at streetworks and roadworks book.
- Promote staff to hit our 2 hour emergency response times
- Promote staff to hit our 4 hour agreed collection SLA
- Escalate customer complaints to Ben Green / HSEQ via email (call Senior Operations Manager if urgent)
- Keep an eye out for low battery alerts.

HEALTH AND SAFETY

- Inform Senior Managers of any staff injuries.
- Fill out accident book as and when required.
- Ensure only correctly qualified operatives are assigned

- Fill out exceedance / fatigue risk assessments when required.
- Handle breakdowns and battery exchanges and light swaps when needed.

ENVIRONMENTAL

- Ensure all electrical equipment not in use is turned off.
- Ensure company recycling schemes are adhered to.
- When driving company vehicle keep idling to a minimum
- Respond to idle warnings as and when they come in.
- Assign jobs to nearest operatives to minimise travel / fuel use

ROAD TRAFFIC SAFETY

- Respond to drowsy driving alerts from 17:30 > 23:00
- Inform of vehicle incidents to Fleet Manager, Senior Operations Manager, Senior Schemes Manager (via email unless urgent)
- Undertake drugs and alcohol tests as and when required.

3.4.11 Fleet & Plant Supervisor

- **Position: Fleet & Plant Supervisor**
- **Name: Tom Odell**
- **Roles & Responsibilities** – 27th March 2026
- **Deputy:** Jamie Lange, who has the experience and knowledge to undertake High Speed Manager role in the event of emergency / contingency.
- **Proof:** Former Vehicle & Fleet Manager, now external experience for 5 years, qualified OCR Level 3 mechanic. Been assistant to existing Fleet & Plant Manager for 5 years now. Undertaking CPC qualification.

Fleet & Plant Manager Roles & Responsibility

DAY TO DAY

- Trackers with help from AssetCare+ & Trackit247
- Tracking of plant
- Samsara via Sean & Peter
- Fuel using Radius & Fuelmate
- Add and remove dart crossing
- Congestion Charges
- Traffic light service schedule day to day
- Trailer services day to day
- Vehicle servicing day to day inc MOT, LOLER, Tyres, Breakdowns, Windscreens
- Mechanics workload day to day – (Change Billy Bucks contract – CC task)

- Schedule services (rental fleet)
- Ramp Service
- Workshop equipment servicing
- Breakdown cover
- Battery supplier (Shield)
- Driver access AXA (e-learning)
- Trailer purchasing via Agroco
- New battery purchasing via Craig Collison approval over £2.5k
- Datatag (trailer tracking)
- Driver licence checks with add to insurance and our Safe2drive – Internal checks 6 months could be less if you have more points.
- Add vehicles to insurance / MIB
- Vehicle repair stock levels & ordering
- Workshop tidiness
- Ensure correct waste streams are used esp batteries
- Ensure COSHH is safely conducted
- Ensure batteries are safely and corrected charged and stored
- Involvement in RTS Forum
- Emails out to operations / dept manager regarding booked appointments (Outlook calendar & Reflow)
- Spot Hires – Pre Off Hire inspections to reduce back charging
- Enviro Stats – (fuel use, fuel cost, idle hours)

- Covering for traffic light tech when on annual leave
- Remove old fleet vehicles when at life
- Off hire old vans
- Add and remove MID (Insurance List)
- Log fuel spends and monitors trends
- Fuel card company organise and decide what is best for company value.
- Off hire damage control of traffic lights
- Breakdown cover for all vehicles on fleet

QUALITY

- Purchase batteries when needed using the breakdowns stats from ISO9001 to assist with key indicators – this info will be fed into you from Operations Director.
- Hire in new lights when required to ensure jobs can be covered both emergency and planned.
- Aim to assist in keeping breakdowns less <8% with battery failures <1.5%

HEALTH & SAFETY

- Machinery and plant, including hand tools, are maintained in good condition
- Make sure vehicles are kept compliant through the clearing of defect reports and regular servicing.
- Licence checks on all drivers on fleet
- Keep plant up to date with service records (inc lights, trailers and vehicles)
- Ensure workshop area safety by maintaining restricted zones
- Communicate the workshop and ramp RAMS to staff members
- Assist with any breach of H&S related investigations as needed.

ENVIRONMENTAL

- Log idle hours
- Ensure waste products are correctly disposed of
- Encourage correct recycling schemes
- Spot vehicles idling in depot where possible and get them to switch off
- Log fuel usage for Fuel:Turnover purposes
- Keep paper usage down to bare minimum
- Ensuring waste items like batteries are correctly stored
- Assist with any environmental investigations as needed.

ROAD TRAFFIC SAFETY

- Undertaken & Monitor Speeding reports
- Maintain/report MOT and services
- Record road traffic safety incidents on RTS incident log
- Purchase new vehicle form suppliers whilst completing the purchasing assessment process on the ISO39001
- Setup new users on drivers assess e-course
- Implement improvements to vehicles through the ISO39001 findings
- Safety and compliance in the workshop
- Involvement in Road Traffic Safety Forum
- Vehicle Visibility Testing assistance
- Assist with any RTS related investigations as needed

3.4.12 Planning Manager

Tom Godbold

Roles & responsibilities

Reporting Line: Craig Collison, General Manager

Deputy in the event of absence: Ryan Smith

KEY ROLES

- ✓ 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.
 - Check Your Emails regularly

- 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.
- Book & oversee switch off / bus stop suspension
- Complete & oversee applications to the local authorities
- 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 jobs 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 the Admin team 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
- Interview potential candidates for signlab and planning department as necessary

QUALITY

- ✓ Keep the planning schedule up to date and tidy
- ✓ M7 checks to be undertaken on all drawings
- ✓ Keep the monthly 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
- ✓ Understanding of Reflow
- ✓ Drawing of TM plans from surveyor’s detailed description/report.
- ✓ Liaise and have good working relationship with Local authorities, in particular when issues arise.
- ✓ Log and report feedbacks, both good, bad and unproved to HSEQ & Operations Director.
- ✓

HEALTH & SAFETY

- ✓ 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
 - ✓ 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. Undertake your First Aid & Fire Marshal roles (as per below)
 - ✓ 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 of escape routes and assembly point location;
- Position of the first aid equipment and the identity of the trained first aid personnel.

ENVIRONMENTAL

- ✓ Encourage not printing when it can be avoided
- ✓ Ensure all electronic items which can be turned off safely overnight are switched off.
- ✓ Partake and encourage waste to be recycled via the correct streams
- ✓ Do not idle company vehicle unnecessarily, and in the event of a member of your team taking a TMO vehicle you are to ensure they do the same.

ROAD TRAFFIC SAFETY

- ✓ When using a company vehicle please drive it in a safe and considerate manner, avoiding harsh braking, harsh cornering and harsh acceleration.
- ✓ Comply with UK road laws in relation to driving with care and attention and avoid distracted driving at all costs.
- ✓ Put forwards suggests and improvements relating to road traffic safety

3.4.13 Contracts Manager

- **Position: Costain Contracts Manager**
- **Name: Will Harvey**

- **Roles & Responsibilities December 2025**

Reporting Line: Craig Collison – General manager / Ben Green – Operations Director / Mark Haysman – Managing Director

Deputy in the event of absence: Ashley Varley – Assistant Contracts Manager

Role Purpose

To oversee the entire lifecycle of the Costain contract(s) — drafting, reviewing, negotiating, ensuring compliance, managing risks and obligations, monitoring performance, resolving disputes, and maintaining records—to protect the organisation’s interests and support its business goals.

KEY ROLES & RESPONSIBILITIES

CONTRACT & CLIENT MANAGEMENT

- ✓ Acts as the primary point of contact for all Costain bookings, enquiries and day-to-day communications with TMO Highways.
- ✓ Manages the overall client relationship, ensuring Costain obligations are met and client expectations are exceeded.
- ✓ Leads engagement with local authorities, stakeholders, and delivery partners across multiple schemes.
- ✓ Chairs and attends meetings with Costain Area Managers, Project Managers, clients, and stakeholders.
- ✓ Supports the development and mobilisation of future projects and schemes.

PROJECT & SCHEME MANAGEMENT

- ✓ Provides overall management and oversight of all ongoing schemes within the contract.
- ✓ Maintains constant awareness of live works, including but not limited to:
 - Scope changes
 - Programme and date amendments
 - On-site changes and variations
- ✓ Ensures effective coordination between planning, operations, and delivery teams.
- ✓ Attends site meetings, pre-start meetings, and progress reviews to maintain programme certainty.
- ✓ Acts as the escalation point for operational and commercial challenges.

TRAFFIC MANAGEMENT PLANNING OVERSIGHT

- ✓ Oversees the production and approval of Traffic Management (TM) plans across the contract.
- ✓ Designs TM plans where required and provides technical direction to ensure compliance and buildability.
- ✓ Reviews resource requirements for each job, ensuring appropriate labour, plant, and equipment allocation.
- ✓ Ensures TM designs align with site conditions, programme constraints, and client requirements.
- ✓ Ensures traffic management applications are submitted to local authorities within the required timeframes, allowing for timely processing and preventing delays to scheduled works.
- ✓ Ensures that all works information is uploaded to Reflow and readily available for the operations team.

TRAFFIC MANAGEMENT PLANNING OVERSIGHT

- ✓ Liaises closely with Operations teams to ensure they have the information, resources, and support required for upcoming works.
- ✓ Confirms readiness for delivery, including kit availability, crew allocation, and programme sequencing.
- ✓ Supports the Assistant Contract Manager by providing guidance, approvals, and escalation where necessary.

PROBLEM SOLVING & ISSUE RESOLUTION

- ✓ Leads the resolution of on-site issues, conflicts, and unforeseen challenges.
- ✓ Makes informed decisions to minimise disruption, maintain safety, and protect programme delivery.
- ✓ Manages changes, variations, and reactive works in collaboration with Costain management and the client.
- ✓ Chair on behalf of TMO Highways monthly performance meetings with Costain and report outcome of meetings at TMO Highways monthly managers meetings.
- ✓ Proactively inform clients of any delays before they escalate issues.
- ✓ Escalate customer complaints to the Senior Operations Manager(s) and HSEQ team using the customer complaint form.

GOVERNANCE, REPORTING & CONTINUOUS IMPROVEMENT

- ✓ Ensures accurate records are maintained for programme changes, approvals, and communications. This includes but is not limited to:
 - Costain Management System (CMS)
 - Reflow
- ✓ Supports audits, inspections, and performance reviews.
- ✓ Identifies opportunities for efficiency improvements, risk reduction, and enhanced delivery.
- ✓ Promotes best practice and lessons learned across the contract.
- ✓ Instruct and review all Early Warning Notifications prior to submission to the client.
- ✓ Instruct and review all Compensation Events prior to submission to the client.
- ✓ Supports in the collation of data prior to the submission of AFP and reviews prior to any submission.
- ✓ Review KPI data to ensure accuracy prior to submitting to client.

HEALTH & SAFETY

- ✓ Report any defects in office equipment immediately to the HSEQ department.
- ✓ Observe good housekeeping at all times; keep escape routes, doorways and floor spaces clear and free from obstruction.
- ✓ 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 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.
- ✓ Proactively recommend safety innovations

QUALITY

- ✓ **Ensures accuracy and attention to detail** in all contract drafting, review, and execution processes.
- ✓ **Maintains compliance** with legal, regulatory, and organizational requirements to minimize risk.
- ✓ **Monitors contract performance** and obligations to ensure deliverables are met on time and to standard.

- ✓ **Supports strategic objectives** by negotiating and managing agreements that protect the organization's interests.
- ✓ **Fosters collaboration** with internal and external stakeholders to resolve disputes and facilitate smooth contract administration.
- ✓ **Promotes continuous improvement** in contract management processes, ensuring efficiency and consistency across the organization.

ENVIRONMENTAL

- ✓ Ensure correct recycling is undertaken within the office environment.
- ✓ Keep vehicle idle times to a minimum by reacting to automated prompts
- ✓ Turn off all electrical equipment prior to leaving the office.
- ✓ Think before printing documents, is a hard copy necessary?
- ✓ Ensure all food waste goes into the correct bin

ROAD TRAFFIC SAFETY

- ✓ Drive in a safe & efficient way
- ✓ Adhere to UK road laws whilst driving vehicles
- ✓ Avoid distracted driving at all times.
- ✓ Assist with speaking to driving achieving low Samsara scores
- ✓ Promote the strict and effective use of the daily vehicle defects.

3.4.14 HSEQ Manager

Roles & Responsibilities

HSEQ Manager – James Harden

Reporting Line: Ben Green

Deputy in the case of absence: Ben Green

BUSINESS WIDE

- Attend joint site meetings with clients to discuss TM
- Retrieval of recorded phone calls from online system

- Make TMO Times quarterly staff newsletter (find and come up with articles and design layout of newsletter and distribute)
- Update company website by writing and posting weekly news articles
- Annual document review, checking and updating revision numbers and keeping documents relevant and correct
- Writing management review meeting notes and adding actions from meetings

HEALTH & SAFETY

- Designing, Distributing & Recording monthly and ad hoc Toolbox talks to staff inc collating their responses
- Chase management for re-inductions when they are due
- Updating Re-Flow qualifications when sent updated “tickets” from trainers
- Attend relevant meetings (UKPN/Cadent Health and safety meetings)
- Updating training matrix, Re induction dates and qualifications / training
- Collating & filing weekly depot walk rounds
- Yearly PAT Testing and record keeping
- Logging near misses, bad practices and implementing preventative actions
- Keep Induction packs up to date
- Visiting each depot monthly to undertake depot inspections and raise actions from them and ensure they are completed
- Collating and filing agency working hours and rest days (weekly)
- Keying re-induction dates
- Collating staff stress questionnaire (yearly)
- Monitor and order new Defib pads
- Monitor and order Asbestos checks
- Monitor and order Emergency light de charges
- Monitor and order Fire extinguisher servicing
- Monitor and order General risk assessments and fire risk assessments
- Monitor and order Legionella testing
- Monitor and order Servicing of roller shutter doors
- Monitor and order fixed wiring certs
- Monitor and order Air con servicing
- Monitor and sort Calibration of alcohol testers
- Monitor and sort Calibration of Pat Test machine
- Make new COSHH forms when new chemicals are needed
- Make new Risk Assessments and Method Statements and keep them up to date
- Log and assist if failing target for objective “Accident Frequency Rate (reportable) x100000 / worked hours as of COL AW” (<0)
- Log and assist if failing target for objective “LTIs per quarter (x100000 / worked hours as of COL AW)” (<3)
- Log and assist if failing target for objective “Non LTIs per quarter (x100000 / worked hours as of COL AW)” (<9)
- Log and assist if failing target for objective “Near Misses, Dangerous Occurrence, Bad Practices” (>20)
- Log and assist if failing target for objective “Director Safety Tour per quarter” (1)
- Log and assist if failing target for objective “Monthly Inspections in Depots” (12)
- Log and assist if failing target for objective “% score for compliance of Monthly Inspections” (>95%)
- Log and assist if failing target for objective “% of Weekly Walkarounds done on time” (100%)
- Log and assist if failing target for objective “Number of Toolbox Talks H&S Related” (240)

- Log and assist if failing target for objective “H&S Open Forum Meetings Held” (1)
- Log and assist if failing target for objective “% of new starter induction complete on time” (100%)
- Log and assist if failing target for objective “% of hours in week lost to General Sickness” (<2%)
- Log and assist if failing target for objective “% of hours in week lost to Stress Absence” (<0.5%)
- Log and assist if failing target for objective “% of hours in week lost to Mental Health Absence” (<0.5%)
- Log and assist if failing target for objective “% of Company Drugs Tested” (100% over the year)
- Log and assist if failing target for objective “Rest Day Breaches” (0)
- Log and assist if failing target for objective “Average Worked Hours ” (<60)
- Log and assist if failing target for objective “Back to Back Exceedances - Days (>78 hours)” (0)
- Log and assist if failing target for objective “Back to back Exceedances - Nights (120 hours over 2 weeks)” (0)
- Log and assist if failing target for objective “% of Business Complete DSE” (100% over the year)

QUALITY

- Designing, Distributing & Recording monthly and adhoc Toolbox talks to staff inc collating their responses
- Logging site audits/site coaching sessions and feeding back information about position and average score to the operative
- Check incoming fines for Accounts to make sure we have them logged and that they are dealt with / passed on
- Scoring approved suppliers using TMO PQQ forms to ensure they comply
- Dealing with charges, fines & FPN including corrective actions (logging and chasing operations to ensure fines have been passed on and operatives have been spoken to)
- Documentation on notice boards kept up to date within depots
- Filing customer feedbacks, both good and bad, including root cause analysis
- Updating and closing out actions on the action log
- Traffic Light Competency forms collating
- Keying new starters induction packs, checking they are filled in correctly, filing information in the system (start date, training, name, date of eye test, date of drug test, dates for fire and manual handling training, dates of driver modules.)
- Undertaking audits with external companies (ISO/Achillies)
- Log and assist if failing target for objective “planned jobs delivered on time” (>97%)
- Log and assist if failing target for objective “Emergency Jobs in hours on time” (>90%)
- Log and assist if failing target for objective “Emergency jobs out of hours on time” (>85%)
- Log and assist if failing target for objective “Man Con Coverage” (>100%)
- Log and assist if failing target for objective “AM Man Cons On Time” (>95%)
- Log and assist if failing target for objective “PM Man Cons On Time” (>95%)
- Log and assist if failing target for objective “OOS / Gateman On Time” (>95%)
- Log and assist if failing target for objective “Total Value of Fines” (<£2400)
- Log and assist if failing target for objective “Total number of feedbacks collected” (>12)
- Log and assist if failing target for objective “Total number of compliments collected” (>10)
- Log and assist if failing target for objective “% of jobs with upheld complaints on” (<1%)
- Log and assist if failing target for objective “Number of improvements generated” (>2)
- Log and assist if failing target for objective “Amendments Due to Planning Error” (<1%)
- Log and assist if failing target for objective “Amendments Due to Survey” (<0.5%)
- Log and assist if failing target for objective “Average %age breakdowns” (<8%)

- Log and assist if failing target for objective “Average %age Battery failures” (<1.5%)
- Log and assist if failing target for objective “Total 12D site audits completed” (>26)
- Log and assist if failing target for objective “Average 12D audit score” (>94%)
- Log and assist if failing target for objective “Average 12AB total site audits” (>4)
- Log and assist if failing target for objective “Average 12AB audit score” (>95%)
- Log and assist if failing target for objective “Credit Note Issued vs Total Turnover” (<1%)

ENVIRONMENTAL

- Designing, Distributing & Recording monthly and adhoc Toolbox talks to staff inc collating their responses
- Dealing with waste disposal companies, sorting collection of waste, ordering new bins
- Keying recycling weights
- Logging environmental stats on carbon calculating websites to produce Co2 reports (monthly)
- Log and assist if failing target for objective “Reportable Environmental Issues” (0)
- Log and assist if failing target for objective “Fuel Use v Turnover” (<7%)
- Log and assist if failing target for objective “12D % of fleet on idle” (<12%)
- Log and assist if failing target for objective “12AB % of fleet on idle” (<22%)
- Log and assist if failing target for objective “% of Waste Recycled” (>36%)
- Log and assist if failing target for objective “Reems of Paper Ordered” (<100,000 over the year)
- Log and assist if failing target for objective “Environmental Awareness Toolbox Talks sent” (3)

ROAD TRAFFIC SAFETY

- Designing, Distributing & Recording monthly and adhoc Toolbox talks to staff inc collating their responses
- Check and chase any outstanding Eye Tests
- Check accidents locations and add to the heat map
- Be part of the ISO39001 working group
- File drowsy alerts and chase those that are not done on time
- Log and assist if failing target for objective “Average Samsara Driving Score” (>90%)
- Log and assist if failing target for objective “Eye Tests Completed on time for quarter” (100%)
- Log and assist if failing target for objective “e-learning modules completed on time for quarter” (100%)
- Log and assist if failing target for objective “Number of vehicle visibility grid tests undertaken” (2)
- Log and assist if failing target for objective “Number of drivers forum meetings held” (1)

3.4.15 Senior Surveyor

1. Create a unified and motivated Surveying and Auditing Team
2. Create a sense of part of the team and not working as individuals
3. Listen to suggestions and be a point of contact to the team members
4. Implement new ideas and ways of work to benefit the company
5. Give feedback to team members for positive and negative where required
6. Host monthly team meetings where you share best practices and set out your expected standards
7. Ensure the surveys follow a set format giving our clients consistency and trust in the reports
8. Liaise with the Planning team for feedback from them to pass on to your team
9. Liaise with Operations to ensure availability of staff is never an issue
10. Ensure your team look and dress smart in TMO PPE at all times (no random caps / sunglasses on meetings)
11. Ensure your team members have the mind-set and live and breathe the job at all times whilst at TMO, setting standards and always being pro TMO.
12. Pick up and deal with anyone who is not hitting the high standards you require
13. Report back to Operations Director after each monthly meeting with an update
14. Ensure team have the tools they need to do the job Inc. tablets, meeting coats, business cards
15. Build relationships between your team and the rest of the workforce with chats off site or over coffee when more in depth discussions are needed
16. Promote sales through service. Good service builds trust and confidence and allows us to upsell products.
17. Spot check surveys and audits periodically, note down things which are relevant to present to the team and the monthly meeting.
18. Maintain a fair and trusted audit programme which helps drive the company's performance towards our ISO9001 (Quality) ISO14001 (Environmental) and ISO45001 (H&S)
19. Upskill your staff with any training they need, ensure they have the ability to motivate staff on audits not bash them with a stick.
20. Ensure staff are professional on site with clients on site meetings
21. Ensure the timely return of audits by monitoring the outstanding jobs on a daily basis with help of the information from Planning that comes through daily.
22. Reassign surveys if necessary due to any hold ups
23. Ensure whilst in the depots, yourself and your team motivate people to tidy up, repair items, clean their vehicles etc.
24. Ensure information on surveys is factual Inc. end dates & manual control requirements
25. Ensure specials and VMS are used where possible
26. Ensure your team is complying with TMO standards on Health & Safety at all times and set an example for other staff.
27. Ensure site surveys are compliant with the NRSWA standards, Chapter 8 and Safety at Streetworks and Roadworks.

3.4.16 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. (Amy is 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 hseq team 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 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%

Attributes Required:

Experience in Traffic Management. The guys will undoubtedly call for advice. Need to be able to either answer with assurance or find out the answer and get back to them.

Experience within the co-ordination of the depot so can assist and offer advice when required to help further develop staff.

Problem Solving. Able to use own initiative and have confidence to solve problems.

Approachable. Need to be approachable for your staff to talk to and build basic HR skills working closely with our own internal HR department.

Good IT skills. Use of Word, Excel and Outlook especially. Excellent Grammar in emails.

Good geographical sense. Able to manage the workload to ensure maximum efficiency with the operatives.

Excellent Customer liaison skills. Confident in speaking with clients face to face or over the phone. Focused on building relationships.

Ability to work to set realistic targets and have the desire to push and better such targets.

Full understanding of the Pike Signals and the Nissen traffic Signals.

Contactable (except when on Holiday)

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.

3.4.17 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;

1. Report any unsafe equipment, methods of work or any other safety concerns.
2. Stop work and seeking advice if they believe there is an imminent risk of injury to themselves or others.
3. Report any near miss or accident, however slight, and whether or not injury or damage has been sustained.
4. Assist at all times in maintaining good housekeeping standards.
5. Not interfere with anything provided to safeguard health & safety, e.g., remove or wilfully discharge fire extinguishers.
6. Request authorisation from Operation Managers before exceeding 78 hours in a week.
7. Do not exceed 78 hours in back-to-back weeks.
8. Have at least 1 day off per week or 2 days in a 2-week period.
9. 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.
10. Ensure site collections are done completely with the correct figures input on to WORKFLOW APP to prevent section 74s and FPNs
11. Ensure high standards on all site to hit the company audit target of 90%.
12. Ensure vans are turned off when not moving to hit the company idle target <40%
13. Drive efficiently to ensure fuel use is kept to a minimum.
14. 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.

3.4.18 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.

3.4.19 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:

1. Answering all emergency calls when on duty (this includes breaks).
2. Reporting and recording all accidents/incidents promptly and forwarding original documentation to the office immediately.
3. 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.
4. Taking due care for the safety of themselves and the safety of others.
5. Attending any training course provided, in particular the three-year refresher certificate.

3.4.20 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:

1. Answering all fire calls when on duty (this includes breaks).
2. Directing and organising people during a fire evacuation.
3. Organising regular fire drills.
4. Regularly inspecting workplace premises and fire facilities.
5. Providing feedback on inspections.
6. Taking due care for the safety of themselves and the safety of others.
7. Informing the **Health & Safety Director** of any fire safety related defects.
8. Frequently attending any fire marshals' meeting scheduled.
9. Attend any training course provided, in particular the three-year refresher certificate
10. Undertake 6 monthly fire drill and sign the form to say it's been done, report any issues to HSEQ.

3.4.21 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:

1. Conform to any legal requirements, company rules, procedures and instructions necessary for ensuring health and safety.
2. Always drive within road traffic laws, safely and responsibly.
3. Follow the company's Health & Safety arrangements.
4. Discuss any fitness to drive problems or concerns with the **Operations or Financial Director**
5. Report any health issue that affects their ability to drive to the DVLA.
6. Report any driving accidents, cautions, summons or convictions for driving offences, to the **Financial Director**.
7. Co-operate with monitoring, reporting and investigation procedures.
8. Report any near miss or accident, however slight, and whether or not injury or damage has been sustained to Ben Green.

3.4.22 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.

3.4.23 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:

1. Advise on the application and maintenance of our Company Health & Safety Policy and arrangements.
2. 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.
3. Advise the **H&S Director / Board of Directors** on any related safety matters.
4. Advise employees at all levels, as appropriate, on matters directly affecting their health and safety with particular emphasis on the elimination of potential hazards.
5. 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.
6. Investigate and report on any accident, dangerous occurrence or near miss and, as appropriate, recommend any means of preventing a recurrence of the incident.
7. Liaising with enforcement agencies as necessary such as the HSE and assist them relevant to our operations.
8. 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.
9. Advise **Company Managers** on training requirements for employees ensuring they are competent to carry out detailed tasks within the parameters of current safety legislation.
10. Advise on the training requirements for employees, especially new starters, specifically formal safety awareness training and site induction training.

3.4.24 External Plant & Fleet Manager

- **Position: External Plant & Fleet Manager**
- **Name: Jamie Lange**

1. Act as O Licence Operator for TMO.
2. Ensure vehicle servicing & legal checks are scheduled and completed within required deadlines, report to Ben Green and Mark Haysman weekly if not (inc maintain/report and book HGV inspections, MOT, services and legal inspections)
3. Ensure plant inc traffic lights and trailers servicing & legal checks are scheduled and completed within required deadlines report to Ben Green and Mark Haysman weekly if not.
4. Ensure calibrated equipment servicing & legal checks are scheduled and completed within required deadlines report to Ben Green and Mark Haysman weekly if not.
5. Driver hours check with a report to Mark Haysman, Ben Green and Dave Kingsbury if any issues
6. Assistance with new vehicle purchasing options
7. Assistance with off-hiring vehicles to Tom Odell
8. Access and manage TMO's fleet compliance records using his CPC qualification.

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:

1	Identify the Hazards <ul style="list-style-type: none"> • Look around at what can cause harm • Talk to staff, examine previous accidents and incidents, ask manufacturers etc.
2	Decide Who Can be Harmed and How <ul style="list-style-type: none"> • Are employees, visitors, contractors or members of the public at risk? • Are there any particularly vulnerable groups?
3	Evaluate the Risk <ul style="list-style-type: none"> • Consider the likelihood of harm, and the potential severity of any injury • Look at what control measures are currently in place
4	Record the Significant Findings <ul style="list-style-type: none"> • Keep a record of the important findings using a suitable form • This is a legal requirement if 5 or more staff
5	Review Regularly <ul style="list-style-type: none"> • When things change • Good practice is to review assessments at least annually

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 astmagens, 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

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

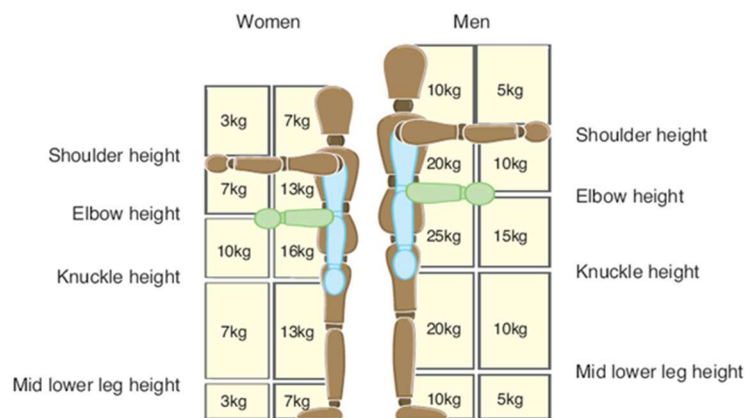
All personnel are to:

- ✚ 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.

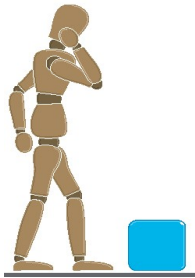
Manual handling risk assessments will be carried out by the company with the assistance of our advisor if required.

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

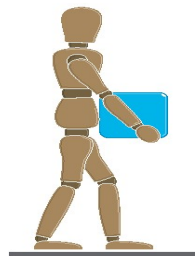
Can handling aids be used?

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

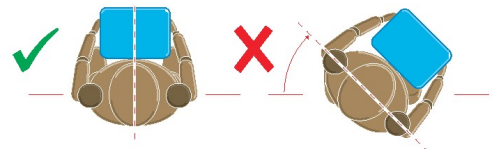
At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

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.



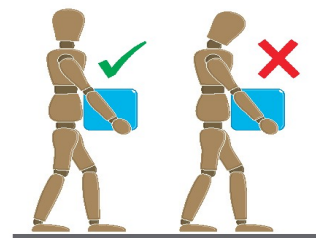
Turning by moving the feet is better than twisting and lifting at the same time.

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

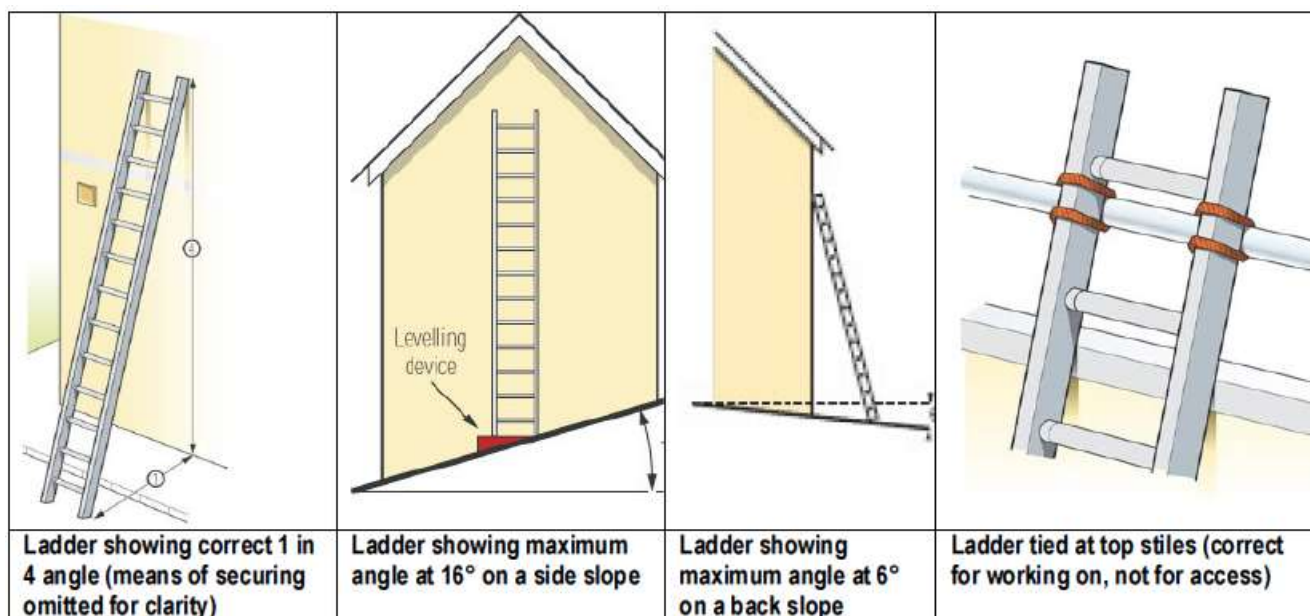
In accordance with the **Work at Height Regulations 2005**, all company activities that involve working at height will be assessed and safe working procedures put in place prior to any work commencing. The assessment will consider the appropriate measures necessary to prevent falls from height and where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

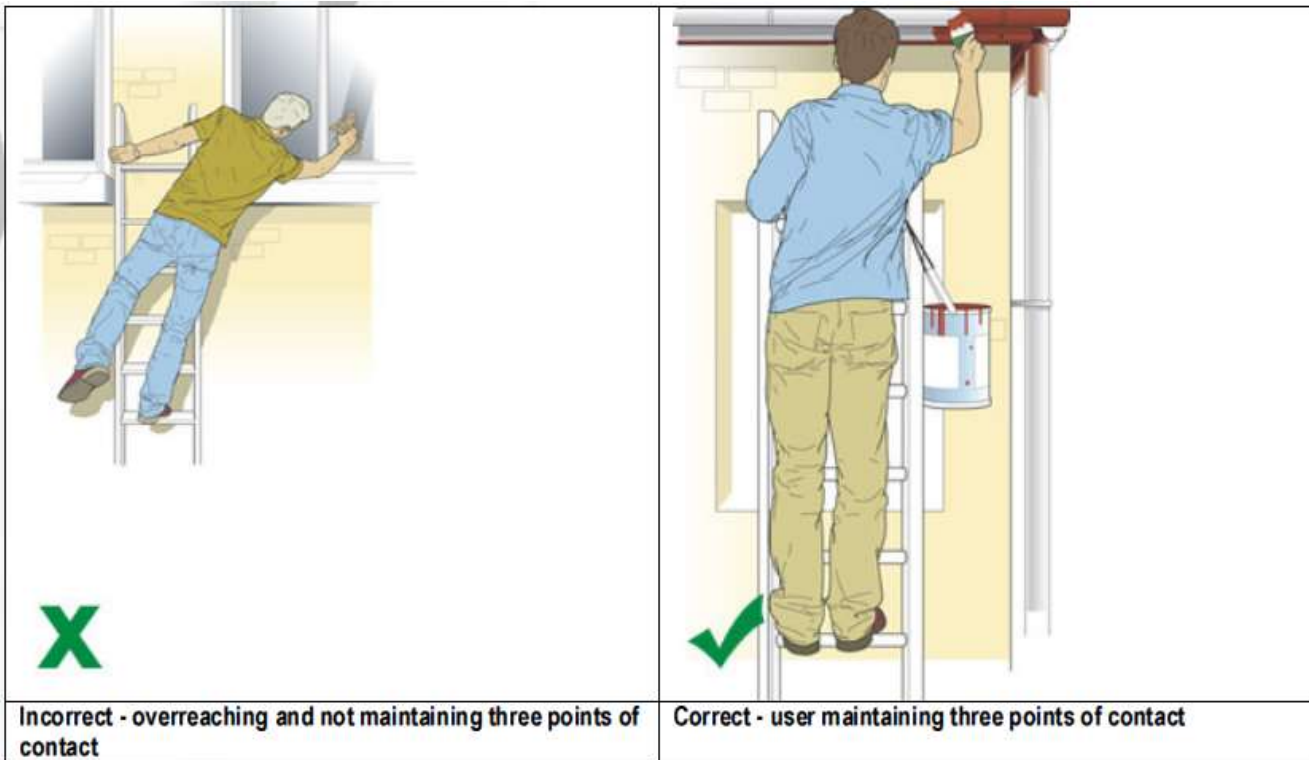
Employees are reminded that they are not to carry out any work at height unless they have been instructed in the safe working practice and are competent to use any equipment provided.

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.

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

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.

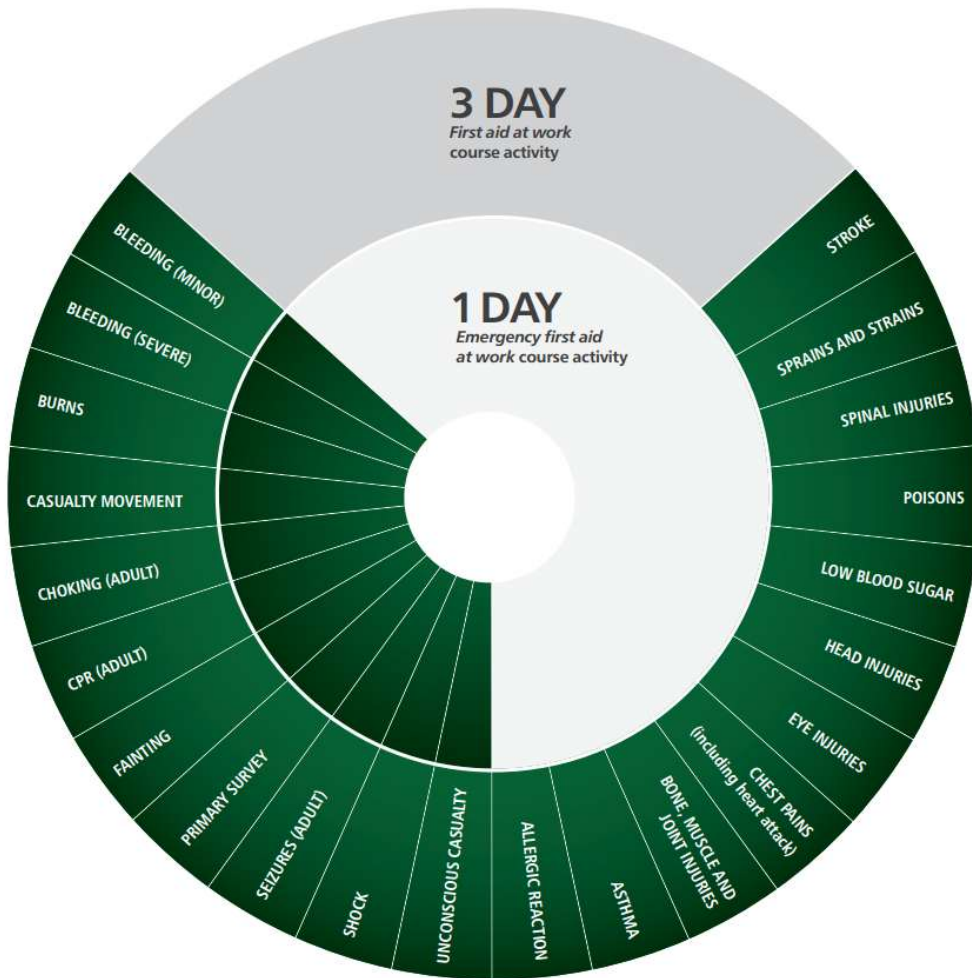
All accidents and work related ill-health should be immediately reported to the HSEQ Team / Health and Safety Director. All accidents and work related ill-health are recorded in the accident book, which is kept by the each site.

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

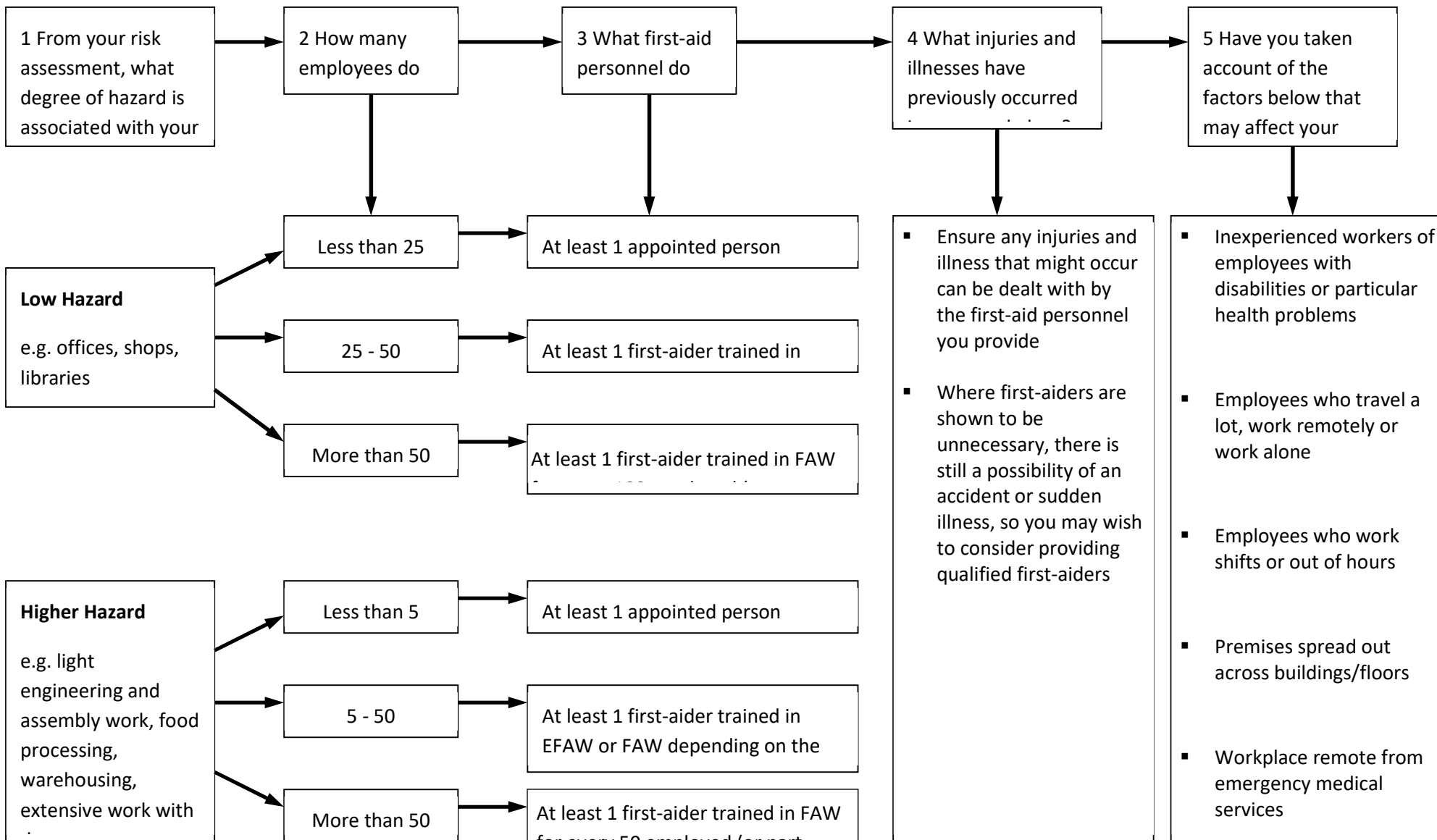
Responsibility for reporting accidents, diseases and dangerous occurrences to the enforcing authority is that of the Managing Director with assistance from our advisors.

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 an 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 (A)	✓	✓	✓	✗	✓
Flammable liquids (B)	✗	✓	✓	✓	✗
Flammable gases (C)	✗	✗	✓	✗	✗
Electrical contact (E)	✗	✗	✓	✓	✗
Cooking oils & fats (F)	✗	✗	✗	✗	✓

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 advice 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

	<p>These signs give warning of a hazard or danger.</p>			
	<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 Operations & 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

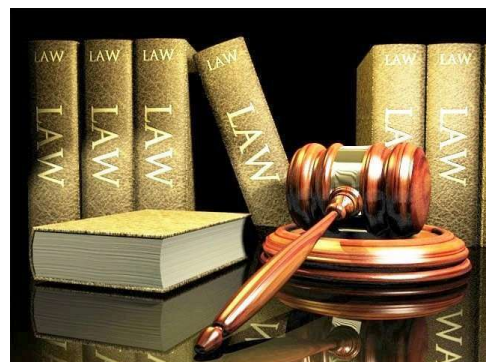
It is the policy of this company to provide their Employees with understandable and relevant information on risks to their health and safety and on precautions to take to avoid those risks. This information takes into account any language difficulties or disabilities. It will be provided in whatever 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/aboutnhservices/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

