



Group Integrated Management Systems Policy Organisation & Arrangements

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GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

Introduction

This document sets out the Company's organisation & arrangements to implement the commitments detailed in the Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies, processes & manual.

This documented is supported by the Group Integrated Management Systems & Quality/Technical Teams.

Contents (click below to be taken to the relevant section)

1. Organisation – Roles & Responsibilities

- 1.1 Everybody
- 1.2 Group Board
- 1.3 Group Managing Director & Group Management Board
- 1.4 Operations Director, Group Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Director & Team
- 1.5 Site Chair
- 1.6 Site Lead (MD; BD; BM)
- 1.7 Operations Manager (& Line Manager)
- 1.8 Team Leader & Supervisors
- 1.9 Employees
- 1.10 Site IMS/Q&T Representative

2. IMS & Quality/Technical Policy Arrangements

- 2.1 Integrated Systems Manual – Group Function
- 2.2 Policies – Group Function
- 2.3 Processes – Group Function
- 2.4 Process Performance Reviews – Group Function
- 2.5 Standards – Group Function
- 2.6 Technical – Group Function
- 2.7 Communication
- 2.8 External Audits & Assessments
 - Customer
 - Certification Bodies
- 2.9 Net Zero Carbon & Energy
 - RoadMap Group Function
 - Energy Utilisation
- 2.10 Waste Management

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

1. Organisation – Roles & Responsibilities

1.1 Everybody

- To have a 'Quality & Compliance' approach to all site activities
- Lead by example
- Encourage a positive Quality & Compliance culture & promote Quality & Compliance awareness
- Recognise good performance & compliant behaviour
- Report & challenge non-compliant behaviours & practices
- Maintain Quality & Compliance awareness & carry out Bcompliant Personal Risk Assessments before each task

1.2 Group Board

- Will carry out high-level monitoring of Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Performance & Strategy & ensure it is aligned to the corporate objectives

1.3 Group Managing Director & Group Management Board

- To take the overall responsibility & accountability for the prevention of work-related injury & ill health
- Ensure the provision of compliant & healthy workplaces & activities
- Ensure that Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes objectives are established.
- Ensure that Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes are integrated with business processes
- Communicate & promote the importance of effective Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Management & encourage a positive Quality & Compliance culture
- To monitor & review performance & strategy & ensure intended outcomes are achieved
- Make available sufficient resources for the implementation & continual improvement of the Quality & Compliance Management System
- By delegating to subordinates, update & amend the Company's policies as required
- Ensuring the Company has processes for consultation & participation of employees including functional Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes committees

1.4 Operations Director, Group Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Director & Team

- Develop & maintain a Quality & Compliance management system (SMS) that conforms to the principles of 'Plan, Do, Check, Act' (as per ISO45,001 & HS(G) 65
- Develop, promote & maintain the Company's strategy, policies & procedures in order to prevent injury & ill health
- Promote a positive Quality & Compliance culture & the continual improvement of the Quality & Compliance Management System
- Keeping up to date with current & forthcoming Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes legislation & advise the Group Management Board the implications requiring training, procedural or policy changes.

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

- Ensure the provision of Groupwide advice, assistance, & support.
- Lead & support major accident investigations
- Liaison with enforcing authorities
- Monitor & review the SMS. Propose changes & updates as required
- Collation & reporting of Groupwide performance

1.5 Site Chairman

- Ensure that the site complies with the requirements of the Group Policy & Arrangements
- Monitor the implementation of the Site Quality & Compliance Plan
- Review the findings of Accident & Incident investigations & implementation of GMA's
- As part of the Monthly Management meetings, ensure a Quality & Compliance Walkabout is completed, the 'Hot Topic' is reviewed & there is engagement/Safety Conversations with site employees

1.6 Site Lead (MD; BD; BM)

- Demonstrate visible leadership in Health &compliant ty, through personal involvement & promotion
- Oversee implementation of the Site Quality & Compliance Plan & the Group's Policy & Arrangements
- Ensure sufficient time & resource is allocated to Health &compliant ty
- Ensure that all employees are aware of their responsibilities in respect of Health &compliant ty
- Actively monitor workplace standards & practices & promote continual improvement
- Monitor the implementation of key actions arising from accident/incident investigations, risk assessments, GMAs, Quality & Compliance inspections, third party inspections etc.
- Chair the site Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes committee meetings
- Communicate & brief site employees on Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Matters
- Carry out Quality & Compliance Conversations with employees

1.7 Operations Manager (& Line Manager)

- Be actively involved in the implementation of the Site Quality & Compliance Plan & the Group's
- Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Management System
- Demonstrate visible leadership in Health &compliant ty, through personal involvement
- and promotion
- Ensure sufficient time & resource is allocated to Health &compliant ty
- Plan, complete & review of risk assessments &compliant working procedures
- Actively monitor workplace standards & practices
- The prompt completion of thorough accident investigations
- Encourage & act upon general Quality & Compliance observations & near miss reports

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

- Oversee & manage the implementation of remedial actions arising from assessments, investigations, inspections etc
- Through risk assessment, 5S & active monitoring look to continuously maintain & improve the layout & organisation of the workplace
- Carry out Quality & Compliance Conversations with employees

1.8 Team Leader & Supervisors

- Be actively involved with the implementation & monitoring of the site's Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes arrangements
- Demonstrate visible leadership in Health & compliance, through personal involvement & promotion
- Ensure that sufficient time is allocated to fulfil your Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes duties
- Ensure that employees working under supervision, wear the required PPE, work in a compliant manner in accordance with training & compliant working procedures
- Only assign employees to tasks for which they have been trained & deemed competent
- Ensure good housekeeping. Undertake regular inspections & walkabouts to monitor standards
- Ensure daily/shift equipment inspections are completed & any issues/defects addressed.
- Ensure any accidents or incidents are promptly reported & the area preserved for investigation.
- Wherever possible, to assist with the completion of risk assessments, investigations & the development of procedures
- Provide ongoing communication to your Team
- Carry out Quality & Compliance Conversations & Task Observations

1.9 Employees

- Work In accordance with instruction & training
- Adhere & follow compliant working procedures. Any difficulties any difficulties with compliance must be highlighted to your Supervisor
- Wear PPE in accordance with Group & Site rules
- Do not interfere with the design or operation of equipment, provided in the interests of Health & compliance
- Do not use, repair, modify any equipment for which you have not received training & instruction & are not authorised to use by the Company
- Undertake daily/shift equipment inspections
- Report any defects in equipment, machinery or systems to your supervisor or through the site's defect reporting system.
- Report any accident, near miss or damage to your Supervisor
- To report any general Quality & Compliance observations (hazardous conditions, non-compliant acts, concerns or opportunities for improvement)

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

1.10 Site Fire Marshall

- Responsible for coordinating the evacuation & liaising with the Fire Wardens to ensure that all occupants have left the premises
- Following the above, responsible for liaising & communicating with the Fire Service
- To organise & assess, practice evacuation drills
- To allocate proactive & reactive duties to fire wardens

1.11 Site Fire Warden

- To carry out allocated duties
- Safe & complete evacuation of all people from their areas of responsibility
- Gathering at the designated assembly point & account for the persons assembled against the fire register
- Ensure fire exits are marked, unlocked & free from obstruction
- Report any fire hazards, defective firefighting equipment & ensure equipment is in its appropriate place.

1.12 First Aiders

- To administer first aid treatment to all persons requiring such treatment
- The maintenance of first aid supplies
- The upkeep of first aid facilities & equipment
- Recording of accidents in the Accident Book

1.13 Permit to Work

- Authorised by the Group H & S Team to issue Permits to Work
- To issue Permits to Work in accordance with training & instruction
- Ensure that work is planned & carried out in accordance with the controls detailed in the Permit
- Close & cancel the Permit upon satisfactory completion of the work, including the work area being left in a compliant & tidy condition

1.14 Training Buddies

- Authorised by the Group to carry out buddy instruction & supervision
- To lead by example & set high Quality & Compliance standards
- Provide initial basic instruction to new starters
- Ongoing assessment, coaching & support to employees

2. Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Policy Arrangements

This section of the Policy outlines the arrangements through which the local policy is to be effectively implemented & managed & is in support of the overall health & Quality & Compliance objectives of the Company.

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

- Preventing work-related injury & ill health
- Identification of hazards i.e. the potential for harm
- Assessment of Risk i.e. the likelihood that harm will be realised
- Elimination or control of risk by determining suitable & preventative measures
- Implementation of control measures through the provision of resources, information, training & supervision
- Monitor & review of the implementation programme to provide a basis for measuring achievement & improvement
- Implement & maintain a Quality & Compliance management system that conforms to the principles of HSG65 'Plan, Do, Check, Act'.

2.1 Planning & Tracking

A Group Health & Quality & Compliance Plan will be prepared annually. The Plan will set the targets & objectives for implementations in the forthcoming year. The Plan will be reviewed & updated throughout the year.

The Group Plan will be supported by 'local' Site specific Quality & Compliance Plans. The Site-Specific Plans will include key performance indicators for the completion of lead activities. Opportunities for improvement & issues identified will be added to an Action Tracker. Actions will be assigned, prioritised & timescales for completion set. Completed actions will be recorded accordingly.

2.2 Risk Assessments

The Company has, under Regulation 3 of the Management of Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes at Work Regulations (MHSWR), a duty to make suitable & sufficient assessment of:

- The risks to health & Quality & Compliance of its employees to which they are exposed whilst they are at work
- The risks to the health & Quality & Compliance of persons who are not in its employment.

The Company will undertake risk assessments in accordance with MHSWR & other subordinate Regulations. These will be carried out in accordance with Group Procedure GP

22. Assessments will be reviewed at least every 2 years or when circumstances change, accident investigation dictates or legislation changes, whichever the sooner.

Risk Assessors will receive training & instruction in regard of the assessment process.

2.3 Accident & Near Miss Reporting

An accident is 'An unplanned event that causes injury to persons, damage to property or both. All accidents must be reported to a supervisor (and First Aider in the case of injury) and/or

Operations Manager & investigations completed by designated site personnel with support from Group Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Team. The aim of which is to establish immediate & root causes & preventing recurrence. Accident investigations will be recorded & documented.

A near miss is 'An unplanned event that does not cause injury but could have done so. All near miss incidents must be reported & investigated in the same way as accidents. Serious

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

near miss incidents i.e. potential for a serious or major outcome should be recorded & documented. The level of investigation will be based on the potential severity of the outcome & the likelihood of recurrence.

Accidents will be reported to the HSE in accordance with the requirements of RIDDOR 2013. The reporting & investigation process to be followed by the Company is detailed in the Group Procedure.

2.4 Training

In accordance with the Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes at Work Act (HASWA) & MHSWR, the Company will provide the required training for all employees.

Anyone coordinating & overseeing Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes will receive training commensurate with their duties.

All new employees will receive an Induction to the Company. In summary, this will cover:

- Background to the Company & its Operations
- General Company Policies & Procedures
- Overview of the key & significant hazards in the workplace & the required basic control measures.

A new employee in the works will be buddied by a trained & authorised buddy, until deemed to be competent. During which time the individual will receive basic task & instruction in accordance with the role. Certificated training will be carried out during this period by the Group Quality & Compliance Training team.

Only upon assessment & deemed competent to work independently, will the individual be permitted to work under normal supervisory arrangements.

Refresher training will be carried out at specified periods. Ongoing competency will be monitored by the completion of Task Observations.

Managers must ensure that employees have received the required training for their role.

Employees must not operate & use equipment, plant & machinery, unless they have received the required training & are authorised to do so by the Company.

Training records will be held for all training completed.

2.5 Welfare

The Company will provide appropriate welfare & hygiene arrangements including:

- A canteen & rest areas
- Toilet & washing facilities
- Personal lockers
- A supply of drinking water
- Work clothing

All facilities will be regularly cleaned & maintained as required.

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

2.6 Personal Protective Equipment

In accordance with the Personal Protective Equipment (PPE) Regulations 1992, the Company will provide PPE where risks to health & Quality & Compliance arising from work cannot be controlled by other means, as determined by risk assessment.

Certain items of general PPE are deemed to be mandatory for all general tasks. The standard compliance requirements are detailed in the Group's Technical Standard – PPE

Other specialist types of PPE e.g. respiratory protection will be task specific & identified, selected through the completion of the relevant risk assessment & analysis.

Sites are required to establish arrangements for the provision, training in use, maintenance & replacement of PPE.

2.7 First Aid

As required by the Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes (First Aid) Regulations, the Company will provide an adequate number of qualified trained resource & facilities during working hours. This will be determined by the nature of the business & the severity of the potential risk presented. Training will meet the requirements of the Regulations & will be carried out by a certificated provider. Periodic refresher training will be provided as required.

First aiders must also have received instruction in respect of the use of defibrillator equipment

An adequate number of first aid kits must be held & maintained on each site. Kits will be regularly checked to ensure adequate quantities of 'in-date' supplies are held.

2.8 Consultation with & Participation of Employees

All employees are encouraged to report any Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes concerns or opportunities for improvement to their Manager or Team Leader. Managers & Team Leaders are responsible for acting upon those concerns & addressing any issues identified. Where necessary, the issue will be escalated to the Group Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes team.

Managers & Team Leaders should engage with employees. This will include briefings, Quality & Compliance conversations, giving employees opportunity to ask questions etc.

The Company will actively engage & encourage employees to participate in Quality & Compliance matters.

2.9 Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Committees

To monitor performance & provide a forum for communication with employees, each site must hold a Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Committee meeting every month. The meetings should be held & recorded in accordance with Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes Meetings Terms of Reference.

2.10 Communication

Managers & Team Leaders/Supervisors will ensure effective communication methods are in place to ensure the full understanding by those receiving it. Various communication methods will be used including training sessions, toolbox talks, visual displays on notice

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

notices & briefs. The most appropriate method will be used, based on complexity, importance, & urgency of the communication.

Where appropriate, persons receiving the communication will sign a record of communication to confirm receipt & understanding

2.11 Contractors & Visitors

All Company locations will have arrangements to manage the Quality & Compliance of visitors (visitors, customers, suppliers, contractors). Visitors must be hosted at all times.

All visitors shall be given Quality & Compliance information, instruction & training, or other Quality & Compliance equipment as may be necessary & appropriate.

Contractors are expected to comply with the Group's Control of Contractors Code of Practice & where appropriate are expected to provide risk assessments & method statements, before work commences. All contractors to site will receive a site induction before any work commences, during which they will be made aware of site rules, procedures & hazards.

High risk activities (electrical work, hot work, work at height) will be controlled by the Permit to Work system.

For construction work that falls under the CDM Regulations, the Company will appoint competent contractors & designers (including the Principal Contractor & Principal Designer for projects involving more than one contractor).

2.12 Fire

A Fire Risk assessment as required by the Regulatory Reform (Fire Compliance) Order 2005 will be prepared for all Group locations.

The Company will assess & manage fire hazards; provide appropriate equipment & means of detection & warning; provide compliant means of escape & appropriate emergency procedures. Arrangements will be supported by delegated responsibilities, training, maintenance, inspections, & testing.

2.13 Lifting Operations & Lifting Equipment

In accordance with the requirements of the Lifting Operations & Lifting Equipment Regulations (LOLER):

- All lifting operations will be properly planned by a competent person. For routine operations through the completion of general risk assessments & compliant working procedures & for unique complex lifting operations e.g. lifting an item of machinery, by the preparation of a specific lift plan.
- All lifting operations will be carried out by trained & competent operators.
- Statutory inspections of lifting equipment & associated tackle will be carried by competent persons

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

Lifting accessories will be managed in accordance with Technical Standard – Lifting Accessories

2.14 Control of Substances Hazardous to Health (COSHH)

The exposure to hazardous substances will be assessed by task to ensure no harm to employees' health. Where risk is identified, control measures will be implemented to reduce risk to a compliant level. Control measures will be selected in order of priority, using the HSE hierarchy of control. Where necessary, monitoring & health surveillance will be carried out.

2.15 Asbestos

In accordance with the Control of Asbestos Regulations 2012, the Company will not use materials containing asbestos, including the second hand use of asbestos products e.g. cement sheets, boards, tiles etc.

The Company will comply with the requirements of the Regulations in so far as it will arrange for all company premises to be surveyed by a competent person to identify if any asbestos containing materials are present & determine the condition & level of risk.

Where such materials are identified & present a risk to health, the Company will make suitable arrangements for them to be removed or remedial work, such as encapsulation, to be carried out by a specialist licenced contractor.

Where asbestos containing materials have been identified & are in good condition (or remedial work to improve their condition has been carried out) these will be left in situ & their condition managed & monitored.

Site information will be reviewed & made available to any interested third parties, prior to any changes to the premises.

2.16 Legionella

An assessment will be made of each site to identify potential sources of legionella. If risk is identified, measures will be implemented to prevent or control the risk. Ongoing monitoring/inspection & risk-based arrangements will be established at each site

2.17 Display Screen Equipment (DSE)

DSE assessments will be conducted at suitable intervals. Action will be taken to address any issues identified. Assessments will also be conducted when a new workstation is set up, a new user is setup or when a change is made to an existing workstation or the way it is used.

For those employees deemed to be DSE 'users', the Company will reimburse the cost an eyesight test. If corrective spectacles are required for DSE work, the Company will reimburse the cost up to £45.

The Company is not obliged to contribute towards spectacles that are not specifically required for DSE use.

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

2.18 Driving on Company Business

The policy & procedures are detailed in the Company Car Scheme Rules & LGV Drivers Handbook

2.19 Electricity

Only suitably trained, qualified & competent persons will carry out electrical work, including installation, inspection, testing & maintenance. Electrical installations will be installed to a suitable standard e.g. BS 7671.

Electrical installations will be inspected at suitable intervals by competent persons.

Portable appliance testing will be carried out at periodic intervals to ensure electrical appliances & equipment are compliant to use. Electrical appliances located in the offices will be inspected at least annually. Portable electrical equipment in the works will be inspected in accordance with Technical

Standard THSS1 Portable Electric Tools & Equipment.

2.20 Manual Handling

Hazardous manual handling will be avoided so far as reasonably practicable. Where manual handling activities cannot be avoided, tasks will be assessed, & risks will be reduced as far as reasonably practicably.

Manual Handling training is provided to employees who carry out manual handling operations.

2.21 Lone Working

Lone working will be avoided wherever possible. Where lone working does take place, arrangements will be established to ensure compliant working & communication exists between the lone worker & appointed persons.

2.22 New & Expectant Mothers

Employees should notify the Company as soon as possible that they are pregnant. The Company will assess the risks that the new & expectant mothers are exposed to at work & make necessary adjustments to remove the risk. The assessment will be reviewed throughout the pregnancy & controls amended as required.

2.23 Noise

In order to measure noise levels for tasks carried out on our sites & establish employee exposure, noise assessments will be carried out. Excessive noise levels, where possible will be reduced to compliant levels. Where excessive noise cannot be reduced further & the risk to employees remains, suitable hearing protection will be provided & must be worn.

Employees will receive instruction in the correct use of the hearing protection. Audiometric testing will be carried out on a periodic basis.

Noise assessments will be reviewed periodically or when there has been significant change.

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

2.24 Pressure Systems

Written schemes of Examination will be prepared for a pressure system by a competent person, in accordance with the Pressure System Quality & Compliance Regulations 2000. The frequency of examinations to be established by the competent person.

Examinations to be carried out by a competent person.

2.25 Occupational Health

The Company will establish arrangements to provide competent resource for the completion of the necessary occupational health checks & screening where determined either by legislation or hazard.

2.26 Provision & Use of Work Equipment (PUWER)

The Company will ensure that all work equipment is suitable for its intended purpose & so far as reasonably practicable compliant & without risks to health. The Company will.

- Ensure all purchase orders specify that all equipment supplied must comply with all relevant Integrated Management Systems (BES 6001-CE 1090 UKCA, UKNI - FORS - ISO 9001 - ISO 14001 - NHSS3b) policies & processes legislation.
- Assess new items of equipment prior to purchase.
- Ensure that all new equipment (or relocated equipment) are commissioned & assessed as part of the installation.
- Ensure regular inspection, maintenance, & repair.
- Implement a defect reporting procedure
- If required, arrange for the completion of statutory inspections
- Provide adequate information, instruction & training & supervision.

2.27 Vibration

Equipment that produces vibration will be assessed to establish vibration levels & employee exposure. Where vibration presents a risk to health, exposure will be reduced to a compliant limit by reducing vibration, reducing the duration of exposure or a combination of both.

Where exposure cannot be reduced below the Exposure Action Value, health surveillance will be provided.

No employee will be exposed to vibration levels above the Exposure Value Limit.

2.28 Work at Height

A hierarchy of control will be followed for working at height:

- Avoid working at height
- Prevent fall from height
- Minimise the distances or consequences of a fall.

The activity must be assessed & planned prior to the work commencing. Maintenance activity will be additionally controlled by the Permit to Work System

GROUP QUALITY & ENVIRONMENTAL POLICY ORGANISATION & ARRANGEMENTS

2.29 Workplace Housekeeping

Good housekeeping standards will be encouraged & maintained. Regular inspections of the Site will take place to monitor standards.

Material, equipment, & substances will be securely & compliantly stored.

2.30 Workplace Transport

A Workplace Transport Plan will be prepared for Company sites.

Vehicle movements on site will be assessed & so far as reasonably practicable control measures & arrangements will be put in place to avoid, reduce & manage hazards as appropriate.

2.31 Young Workers

When employing a person under the age of 18, whether for work, work experience or as an apprentice, the Company will review its risk assessments prior to the young person starting with the Company, to ensure appropriate measures are in place, taking into account factors such as unfamiliarity with the workplace, the operations & the potential hazards & risk; & expected behaviours from them.

Where necessary the tasks that can be carried out by young persons will be restricted & an appropriate level of supervision provided.