



Safety, Health, Environmental & Quality Policy Statement

the access specialists

www.easiuplifts.com

WHO WE ARE

Height for Hire, market leaders in the access sales and rental industry, continues to thrive providing an effective, efficient and safe service for its many customers, in spite of hostile and demanding market conditions.

Having evolved from our humble beginnings into an international entity, we continue to grow our business using a modern and safe fleet, efficient working practices, and up-to-date technologies, so that we can provide our customers with a one-stop-shop on their doorstep to cater for all their access needs wherever they are.



SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

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DOCUMENT REVIEW HISTORY

| Revision Number | Date | Description | Prepared By | Position | Revision Date |
|------------------------|----------------|--|--------------------|---------------------------|----------------------|
| 6 | November 2014 | 2014 Revision of Safety, Health, Environmental and Quality Policy Statement | Paula Mumford | Health and Safety Officer | November 2015 |
| 5a | November 2013 | Revision of Statement of Intent- New MD- Health, Safety, Environment and Quality | Paula Mumford | Health and Safety Officer | November 2014 |
| 5 | March 2013 | 2013 Revision of Safety, Health, Environmental and Quality Policy Statement | Paula Mumford | Health and Safety Officer | January 2014 |
| 4 | January 2012 | 2012 Revision of Health, Safety and Environmental Policy Statement | Paula Mumford | Health and Safety Officer | January 2013 |
| 3 | September 2011 | 2011 Revision of Health, Safety and Environmental Policy Statement | Michelle Frawley | Health and Safety Officer | September 2012 |
| 2 | 2010 | 2010 Health, Safety and Environmental Policy Statement | Michelle Frawley | Health and Safety Officer | 2011 |
| 1 | 2009 | 2009 Health, Safety and Environmental Policy Statement | Connor Devine | Health and Safety Officer | 2010 |
| 0 | 2008 | 2008 Health, Safety and Environmental Policy Statement | Connor Devine | Health and Safety Officer | 2009 |

CIRCULATION LIST

| No | Name | Position | Issued by |
|-----|------------------|----------------------------------|---------------|
| 1. | Fergus McArdle | Managing Director | Paula Mumford |
| 2. | Glenn Pearson | Company Director | Paula Mumford |
| 3. | Mary Beaky | Company Secretary | Paula Mumford |
| 4. | Dave Browe | Human Resources Manager | Paula Mumford |
| 5. | Frances McArdle | Safety Training Manager | Paula Mumford |
| 6. | Yvonne Quinn | Financial Controller | Paula Mumford |
| 7. | Margaret Murphy | Group Hire Manager | Paula Mumford |
| 8. | Sarah McCloskey | Hire Manager (UK) | Paula Mumford |
| 9. | TBC | Group Transport Manager | Paula Mumford |
| 10. | Anthony O'Reilly | Group Service Manager | Paula Mumford |
| 11. | Gareth Rowlands | Group Sales Manager | Paula Mumford |
| 12. | Stephen Cooper | Credit Control Manager | Paula Mumford |
| 13. | Anthony McDonald | Assets Manager | Paula Mumford |
| 14. | Greg Savage | Purchasing Manager | Paula Mumford |
| 15. | Patrick McArdle | Used Machinery Sales Manager | Paula Mumford |
| 16. | Christine Skeoch | Facilities Manager | Paula Mumford |
| 17. | Freda Coughlin | Maintenance Department | Paula Mumford |
| 18. | Lorraine McArdle | Marketing Department | Paula Mumford |
| 19. | Anthony Burton | Technical Support Department | Paula Mumford |
| 20. | Peter Seaton | Truck Mount/ Specialist Division | Paula Mumford |
| 21. | Michael Moore | Spider/ Specialist Division | Paula Mumford |
| 22. | John Lowry | Self Drive/ Specialist Division | Paula Mumford |
| 23. | Neil Troy | Limerick- Site Supervisor | Paula Mumford |
| 24. | Matty Noonan | Cork- Site Supervisor | Paula Mumford |
| 25. | Darren Fox | Port Laois- Site Supervisor | Paula Mumford |
| 26. | Mark Irvine | Belfast- Area Sales Manager | Paula Mumford |
| 27. | Andrew Patterson | Glasgow- Hire | Paula Mumford |
| 28. | Samantha Gilmore | Newcastle- Site Supervisor | Paula Mumford |
| 29. | Matthew Houghton | Banbury- Site Supervisor | Paula Mumford |
| 30. | Louis Prior | London- Site Supervisor | Paula Mumford |

DOCUMENT REVISION TRACKER

| Section | Title | Revision Date | Comments |
|------------------------------------|---|---------------|--|
| | Document Revision History | 29/10/14 | New content included |
| | Circulation List | 14/11/14 | New names added |
| | Document Revision Tracker | 03/01/13 | New content included |
| PART I: STATEMENT OF INTENT | | | |
| | Group Health and Safety Policy Statement | 29/10/14 | Updated objectives. |
| | Group Environmental Policy Statement | 29/10/14 | Updated objectives. |
| | Group Quality Policy Statement | 29/10/14 | Updated objectives |
| PART II: ORGANISATION | | | |
| 2.1 | Managing Director | 03/01/13 | Updated |
| 2.2 | Senior Management- Company Director | 03/01/13 | New addition |
| 2.3 | Employee Duties | 03/01/13 | Revised. More general items listed. Clarify other employees not covered by role specific |
| 2.4 | Senior Management- Group Department Manager | 03/01/13 | Amended to reflect Group Management |
| 2.5 | Line Management- Depot Manager | 03/01/13 | Separated from Department Manager |
| 2.6 | Health and Safety Officer | 03/01/13 | Name updated and roles amended |
| 2.7 | Environmental Coordinator | 03/01/13 | New addition |
| 2.8 | Quality Coordinator | 03/01/13 | New addition |
| 2.9 | Role Specific- Senior Service Engineer | 03/01/13 | New addition |
| 2.10 | Role Specific- Service Engineer | 03/01/13 | New addition |
| 2.11 | Role Specific- Area Sales Managers | 03/01/13 | New addition |
| 2.12 | Role Specific- Specialist Operator | 03/01/13 | New addition |
| 2.13 | Role Specific- HGV Driver | 03/01/13 | New addition |
| 2.14 | Role Specific- First Aider | 03/01/13 | New addition |
| 2.15 | Role Specific- Fire Warden | 03/01/13 | New addition |
| 2.16 | Company Vehicle Drivers- Trucks, Vans, Cars | 03/01/13 | New addition |
| 2.17 | Sub Contractors | 03/01/13 | New addition |
| 2.18 | Construction Roles and Responsibilities | 03/01/13 | New addition |
| PART III: ARRANGEMENTS | | | |
| 3.1 | Documentation and Dissemination of Safety, Health, Environmental and Quality Policy Statement | 03/01/13 | Clarify document control procedures |

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| 3.2 | Review of Safety, Health, Environmental and Quality Policy Statement | 03/01/13 | Updated |
| 3.3 | Documentation and Dissemination of the Risk Assessments | 03/01/13 | New addition |
| 3.4 | Review of Risk Assessments | 03/01/13 | New addition |
| 3.5 | Review of Environmental Impact Assessments | 03/01/13 | New addition |
| 3.6 | Document Control for Safety, Health and Environmental Policy/ Procedural Documentation and Forms | 03/01/13 | New addition |
| 3.7 | Process for identifying changes in legislation, best practice, guidance with regards to Safety, Health and Environment | 03/01/13 | Expanded and clarify means of communication |
| 3.8 | Consultation | 03/01/13 | Updated |
| 3.9 | Communication: Information, Instruction, Training and Supervision | 03/01/13 | Updated and expanded into several sections including new procedures and training plans |
| 3.10 | Monitoring and Measuring Compliance | 03/01/13 | New addition |
| 3.11 | Audit and Management Review | 03/01/13 | Updated and expanded to include schedule |
| 3.12 | Emergency Preparedness | 03/01/13 | Updated. New procedures added. |
| 3.13 | Fire Safety | 03/01/13 | New addition |
| 3.14 | First Aid Policy | 03/01/13 | Updated |
| 3.15 | Accident/Incident Reporting and Investigation | 03/01/13 | Updated including addition of new procedure flow charts |
| 3.16 | Environmental Incident Reporting and Investigation | 03/01/13 | New addition |
| 3.17 | Personal Protective Equipment and Clothing Policy | 03/01/13 | Updated |
| 3.18 | Pregnant, Post Natal and Breast Feeding Employees at Work Policy | 03/01/13 | Updated |
| 3.19 | Protection of Young Persons at Work Policy | 03/01/13 | New addition |
| 3.20 | Occupational Health Policy | 03/01/13 | Updated and expanded |
| 3.21 | Smoking Policy | 03/01/13 | Updated |
| 3.22 | Alcohol and Drugs Policy | 03/01/13 | Updated |
| 3.23 | Workplace Harassment/Bullying Policy | 03/01/13 | Updated |
| 3.24 | Stress at Work Policy | 03/01/13 | Updated |
| 3.25 | Lone Worker Policy | 03/01/13 | New addition |
| 3.26 | Threats to Staff | 03/01/13 | Updated |
| 3.27 | International and Domestic Business Travel Policy | 03/01/13 | New addition |
| 3.28 | Driving for Work | 03/01/13 | New addition |
| 3.29 | Organization of Working Time Policy | 03/01/13 | Updated. Reference employee handbook |
| 3.30 | Manual Handling Policy | 03/01/13 | New addition |

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| 3.31 | The Use of Display Screen Equipment Policy | 03/01/13 | New addition |
| 3.32 | Electrical Safety Policy | 03/01/13 | New addition |
| 3.33 | Management of Asbestos Policy | 03/01/13 | New addition |
| 3.34 | Safe Use of Gas | 03/01/13 | New addition |
| 3.35 | Welding | 03/01/13 | New addition |
| 3.36 | Management of Hazardous Substances/ COSHH Policy | 03/01/13 | New addition |
| 3.37 | Flammable Materials/ Dangerous Substances | 03/01/13 | New addition |
| 3.38 | Working at Height | 03/01/13 | New addition |
| 3.39 | Abrasive Wheels Policy | 03/01/13 | New addition |
| 3.40 | Electric Storage Batteries and Sulphuric Acid | 03/01/13 | New addition |
| 3.41 | Use of Compressed Air | 03/01/13 | New addition |
| 3.42 | Spray Painting | 03/01/13 | New addition |
| 3.43 | Company Employees or Associates Working in Non Company Premises | 03/01/13 | Updated |
| 3.44 | Use of Self Employed, Contractors and Agency Employees | 03/01/13 | New addition |
| 3.45 | Management of Visitors to Company Premises | 03/01/13 | Separated and updated |
| 3.46 | Management of Safety Training Customers/ Visitors to Company Premises | 03/01/13 | New addition |
| 3.47 | Disciplinary Action | 03/01/13 | |
| 3.48 | Annual Report | 03/01/13 | Updated |
| PART IV: ENVIRONMENTAL | | | |
| 4.1 | Commitment and Policy | 03/01/13 | New addition |
| 4.2 | Planning for Environmental Management | 03/01/13 | New addition |
| 4.3 | Implementation of the Environmental Plan | 03/01/13 | New addition |
| 4.4 | Monitoring and Reviewing the Environmental Plan | 03/01/13 | New addition |
| 4.5 | Communication of Environmental Issues | 03/01/13 | Updated |
| PART V: QUALITY PLANNING AND CONTROL | | | |
| 5.1 | Testing and Inspection of Machines | 03/01/13 | New addition |
| 5.2 | Control of Non conforming Service from Easi UpLifts Group | 03/01/13 | New addition |
| 5.3 | Control of Non Conforming Product from Easi UpLifts Group | 03/01/13 | New addition |
| 5.4 | Control of Non Conforming Goods, Products or Services from External Suppliers | 03/01/13 | New addition |
| 5.5 | Dispatch procedure | 03/01/13 | New addition |
| 5.6 | Handover- Delivery and collection of machine from client | 03/01/13 | New addition |
| 5.7 | Standard of completed documentation | 03/01/13 | New addition |
| 5.8 | Customer Care | 03/01/13 | New addition |

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| 5.9 | Complaints and Feedback Policy | 03/01/13 | New addition |
| 5.10 | IPAF Terms and Conditions for Hire | 03/01/13 | New addition |
| 5.11 | Professional Body and Trade Memberships | 03/01/13 | New addition |

PART I: Statement of Intent**Easi UpLifts Group Health and Safety Policy Statement**

This Safety, Health, Environmental and Quality Policy Statement (SHEQ Policy Statement) outlines the policy of the Easi UpLifts Group, to be known from herein as The Group, in relation to the management of health and safety.

The Group recognises its duties and obligations in accordance with;

- Health and Safety at Work Act 1974 in the UK and related legislation
- Health and Safety at Work (Northern Ireland) Order 1978 and related legislation
- Safety, Health and Welfare at Work Act 2005 in the Republic of Ireland (ROI) and related legislation

The Group are committed to managing and conducting their work activities in such a way as to;

- Ensure, so far as is reasonably practicable, the safety, health and welfare at work of their employees and others who may be affected by their business activities.
- Prevent, so far as is reasonably practicable, any improper conduct or behaviour (including bullying / harassment) likely to put the safety, health or welfare at work of their employees at risk

The Group will ensure this is achieved by the following (so far as is reasonably practicable):

- Providing a safe place of work, including safe access and egress
- Providing safe plant and equipment, articles and substances
- Providing safe vehicles and safe movement of vehicles within the workplace
- Providing safe systems of work
- Providing adequate welfare facilities
- Providing appropriate information, instruction, training and supervision
- Determining and implementing appropriate preventative and protective measures, having regard to the general principles of prevention
- Developing emergency plans and procedures
- Making clear the procedure for reporting incidents, dangerous occurrences, near misses or any health and safety concerns
- Reporting prescribed accidents and dangerous occurrences to the relevant regulatory authorities in each respective country i.e. UK- HSE, , Northern Ireland- HSENI, ROI- HSA
- Engaging the services of a competent person to advise on health and safety
- Committing to continual improvement in health and safety performance
- Developing, integrating and monitoring Lean Management, a workplace organisation philosophy, to ensure a clean, organised and safe workplace

The detailed arrangements for achieving these objectives are set out in the main body of this SHEQ Policy Statement. Sufficient authority and resources, both financial and otherwise, will be made available to enable staff, with specific health and safety responsibilities, to carry out their responsibilities in a reasonable, practical and timely manner.

The Managing Director of The Group, Mr. Fergus McArdle, is ultimately responsible for ensuring the health, safety and welfare of his employees. He must ensure that Health and Safety is given equal priority with all other major business objectives.

Managers have a direct responsibility to ensure the health and safety of all employees within all company premises on a day to day basis and also to enforce all aspects of this Health and Safety Policy Statement. This SHEQ Policy Statement requires the co-operation of all staff, visitors, contractors and others to enable The Group to discharge its duties and obligations under the relevant legislation.

The Group recognises that employees share a responsibility with management in ensuring their own safety while at work and commit to ensuring adequate consultation and that two way communication is place and is effective. Employees are encouraged to; attend relevant meetings, participate in open consultation of procedures, policies, forms and discuss information. Management are encouraged to act upon representations and provide feedback to employees.

Employees at all levels are responsible for reporting incidents, dangerous occurrences, near misses and any health and safety concerns they may have. These will be reported directly to the Health and Safety Officer. They may also inform their line manager or department manager.

All employees will be made aware of and will have access to this SHEQ Policy Statement. It will also be made available to third parties where required. Employees are encouraged to put forward suggestions for improvement to this document. The SHEQ Policy Statement will be reviewed in light of experience and future developments within the organisation.

The company directors and all line managers will ensure that all matters relating to Health and Safety are brought to the attention of all company employees, and all other interested parties upon request and at their discretion. This will include the Health and Safety Policy Statement, associated policies, procedures and arrangements and the importance of meeting legislative and company requirements.

Objectives for Health and Safety in 2015

1. Develop, formalise and catalogue forms and procedures as part of the overall development of the Safety Management System with a view to seeking external accreditation
2. Monitor and reduce the Safety Critical Number from red to green as the Group work towards reducing accident, incident and vehicle incident frequency rates to zero
3. Amend the incident reporting procedure to ensure more focus is placed upon the establishment of the root cause, the review and communication of actions/ findings with relevant investigation team and documenting follow up actions such as driver assessments
4. IOSH Managing Safely for all Site Supervisors and Senior Service Engineers
5. Conduct a Fire Risk Assessment in each depot

Signed _____
Mr. Fergus McArdle
Managing Director

Date: _____

Easi UpLifts Group Environmental Policy Statement

The Easi UpLifts Group, to be known, from herein, as The Group, considers environmental performance and the protection of the environment to be a fundamental factor to consider and address when carrying out our activities.

The Group recognise that we have a commitment to meet all relevant regulatory and legislative requirements in order to prevent or minimise effects that The Group activities, products or services may have on the environment.

The Group recognises their duties and obligations in;

- The Waste (England and Wales) Regulations 2011 and related legislation
- The Waste Regulations (Northern Ireland) 2011 and related legislation
- The Waste (Scotland) Regulations 2012 and related legislation
- Waste Management Act 1996 to 2011 for Republic of Ireland and related legislation

All relevant depots in the UK are registered as Hazardous Waste Producers in order to comply with changes made to the Hazardous Waste (England and Wales) Regulations 2005.

The Group is committed to;

- Reducing waste and the unnecessary consumption of resources, materials, fuel and energy while carrying out our activities
- Reuse rather than disposal where possible
- Recycling, segregation and the use of recycled materials
- Ensuring waste management remains a significant aspect of company operations
- Designing energy efficiency into new services, equipment and other relevant activities
- Design energy efficiency into new or existing buildings during the set up or development of depots where environmental issues and factors are addressed on the agenda
- Identifying, acquiring/ developing any skills, equipment, processes, control systems or other resources to achieve improved environmental performance
- Identifying, assessing and where necessary protecting against the environmental effects arising from incidents, accidents or potential emergency situations
- Promoting the reporting and investigation of environmental incidents
- Providing adequate resources to enable staff to carry out this policy
- Reducing, wherever practicable, the level of harmful emissions
- Investing in newer stock and selling older machinery to ensure we have the most efficient fleet possible
- Managing energy wisely in all operations e.g. Our newest depot has a building management system that monitors energy usage within the premises and can identify any unnecessary use of energy
- Increasing our fleet of Bi Energy Vehicles and Low emission vehicles

Sufficient authority and resources, both financial and otherwise, will be made available to enable staff, with specific environmental responsibilities, to carry out their responsibilities in a reasonable, practical and timely manner.

The Managing Director of The Group, Mr. Fergus McArdle, is ultimately responsible for environmental protection, for ensuring that this policy is complied with and for ensuring that our activities do not cause environmental pollution to air, water, land or living organisms. He must ensure that the Environment is given equal priority with all other major business objectives.

Managers have a direct responsibility, on a day to day basis, to ensure we protect the environment from our activities and prevent any adverse environmental effects within our own premises as well as those belonging to third parties. They have a responsibility to enforce all aspects of this Environmental Policy Statement

The care and protection of the environment is of the utmost concern and can only be achieved with the active participation of all employees who share the responsibility with management. They should bear in mind the consequences of their own actions and must demonstrate an ongoing commitment to improving environmental performance.

The Group is committed to ensuring adequate consultation and that two way communication is place and is effective. Employees are encouraged to; attend relevant meetings, participate in open consultation of procedures, policies, forms and discuss information. Management are encouraged to act upon representations and provide feedback to employees.

The company directors and all line managers will ensure that all matters relating to the Environment are brought to the attention of all company employees, and all other interested parties upon request and at their discretion. This will include the Environmental Policy Statement, associated arrangements and the importance of meeting legislative and company requirements.

Objectives for Environment in 2015

1. Develop, formalise and catalogue forms and procedures as part of the overall development of the Environmental Management System, in line with Lean Start requirements, with a view to seeking external accreditation
2. Promote Recycling and responsible disposal of waste. Fewer waste management contractors to manage the various waste streams throughout the Group.
3. Introduce environmental awareness training through our E- Learning platform
4. Develop a fleet management system to address and manage fuel consumption and route planning, encourage fuel efficient driving, identify more fuel efficient and environmentally friendly vehicles for investment etc.
5. Further to the establishment of the Technical Support Desk ensure environmental incidents are logged, actions are documented and costs are assigned

Signed _____

Mr. Fergus McArdle
Managing Director

Date: _____

Easi UpLifts Group Quality Policy Statement

The Easi UpLifts Group, to be known herein as The Group, is a private, family owned hire company specialising in hire, sales and servicing of MEWP access and lifting machinery and training. The Group aspire to be the leading and recognized provider of the most diverse fleet of access machinery in Europe. Continuous improvement and investment ensures we are able to provide one of the most up to date, highest quality and most diverse fleets in the industry.

The primary goal of our Quality Policy is to have the most satisfied customers in our industry. Our secondary goal is that, through the development of our management systems, Quality is adopted as an integral part of everyday work together with Health and Safety and Environment.

The Group is committed to:

- Working in partnership with our employees, suppliers, customers and regulators to strive for excellent operational performance and customer satisfaction
- Understanding our markets and responding proactively to our customers evolving needs and expectations
- Obtaining continuous feedback from our customers and react in a timely and flexible manner to their requests
- Delivering excellent quality services to the agreed standard, every time
- Improving our services, fleet, technology, work methodologies and internal processes on an on going basis
- Investing in our staff and their development and expertise
- Providing the highest quality and most diverse access machinery
- Implementing the requirements of a recognised quality management system
- Actively monitoring and updating our policies and procedures to ensure that they are effective and efficient and enable continuous improvement
- Reviewing this policy at least annually to ensure its continuing suitability

The Managing Director of The Group, Mr. Fergus McArdle, is ultimately responsible for ensuring the adequate planning, implementation, organisation, monitoring and review of all aspects of quality within The Group. He must ensure that Quality is given equal priority with all other major business objectives.

Managers have a direct responsibility to ensure the measures put in place to ensure quality in all aspects of our activities is implemented and monitored on a day to day basis. They have a responsibility to enforce all aspects of this Quality Policy Statement.

The Group recognises that employees share a responsibility with management to ensure the quality of all equipment and services. The involvement of all staff encouraged through open and regular communication. The development of all staff will be achieved through on going training and career planning/ appraisals.

The company directors and all line managers will ensure that all matters relating to Quality are brought to the attention of all company employees and all other interested parties upon request and at their discretion. This will include the Quality Policy Statement, associated arrangements and the importance of meeting customer requirements.

Objectives for Quality in 2015

1. Develop, formalise and catalogue forms and procedures as part of the overall development of the Quality Management System with a view to seeking external accreditation
2. Establish means of assessing customer satisfaction and review findings and put in place the relevant corrective actions to ensure continuous improvement
3. Ensure additional staff achieve Lean Yellow Belt standard and those who are currently Lean Yellow Belt are progressed through to Lean Green Belt
4. Ensure the full implementation of the Idea Capture Board and Issue Resolution Board. Achieve goals for ideas completed and issues resolved
5. Achieve FORS accreditation

Signed _____

Mr. Fergus McArdle
Managing Director

Date: _____

PART II: ORGANISATION**2.1 Managing Director**

Effective Safety, Health, Environmental and Quality (SHEQ) management starts with the visible commitment and leadership of senior management. It is the Managing Director of The Group, Mr Fergus McArdle, who has overall responsibility for the establishment and maintenance of effective management systems. He is supported in his role by other Company Directors.

He shall:

- Be ultimately responsible for planning, delivering, monitoring and reviewing Safety, Health, Environmental and Quality policy.
- Take a direct interest in the SHEQ Policy Statement and positively support any person whose function it is to carry it out.
- Demonstrate his commitment by taking active steps to increase awareness of any safety, health, environmental or quality issues in the company or within individual depots.
- Participate in safety walkabouts or inspections to ensure compliance with policy statements.
- Issue any necessary reasonable directives in the interest of safety, health, environmental or quality to ensure the safety, health and welfare of all employees and others, the protection of the environment and quality planning and control.
- Endeavour to ensure that sufficient funds and facilities are available to enable staff to implement the arrangements detailed in the SHEQ Policy Statement.
- Periodically review the effectiveness of the SHEQ Policy Statement and make reference to it in the Annual Report.
- Ensure effective health and safety performance monitoring systems are in place. Ensure performance is reviewed at board level.
- Ensure that responsibility is properly assigned, understood and accepted at all levels
- Pay particular attention to whether management are implementing the arrangements efficiently and effectively.
- Ensure that all staff under his control is held accountable for their performance in relation to occupational safety and health, the environment and quality.
- Appoint competent advisors and seek advice and assistance whenever necessary and take heed of any safety, health, environmental or quality matters brought to his attention.
- Ensure Safety, Health and Environmental topics remain an important item on the agenda of monthly board meetings and remain a focus on depot visits.
- Ensure that a disciplinary procedure exists for wilful breaches of safety, health and environmental standards as detailed within the SHEQ Policy Statement and that all staff is aware of this.
- Show through personal behaviour, that only the highest standards of safety, health and environmental behaviour are acceptable within the company.

2.2 Senior Management- Company Director

Effective Safety, Health, Environmental and Quality (SHEQ) management starts with the visible commitment and leadership of senior management. Company Directors will support the Managing Director in his roles and responsibilities regarding setting strategy and planning, delivering, monitoring and reviewing policy.

They shall:

- Assist the Managing Director in planning, delivering, monitoring and reviewing Safety, Health, Environmental and Quality policies.
- Take a direct interest in the SHEQ Policy Statement and positively support any person whose function it is to carry it out.
- Demonstrate their commitment by taking active steps to increase awareness of any safety, health, environmental or quality issues in the company or within individual depots.
- Participate in safety walkabouts or inspections to ensure compliance with policy statements.
- Issue any necessary reasonable directives in the interest of safety, health, environmental or quality to ensure the safety, health and welfare of all employees and others, the protection of the environment and quality planning and control.
- Periodically review the effectiveness of the SHEQ Policy Statement and make reference to it in the Annual Report.
- Ensure effective health and safety performance monitoring systems are in place. Ensure performance is reviewed at Board level.
- Ensure that responsibility is properly assigned, understood and accepted at all levels
- Pay particular attention to whether management are implementing the arrangements efficiently and effectively.
- Ensure that all staff under his control is held accountable for their performance in relation to occupational safety and health, the environment and quality.
- Appoint competent advisors and seek advice and assistance whenever necessary and take heed of any safety, health, environmental or quality matters brought to his attention.
- Ensure Safety, Health and Environmental topics remain an important item on the agenda of monthly board meetings and remain a focus on depot visits.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety, health and environmental behaviour are acceptable within the company.

2.3 Employee Duties- All Employees

Employees have legal duties and obligations under legislation such as;

UK- Section 7 and 8 of the Health and Safety at Work Act 1974 and associated Regulations

NI- Section 8 and 9 of the Health and Safety at Work (Northern Ireland) Order 1978 and associated Regulations

ROI- Section 13 and 14 of the Safety, Health and Welfare at Work Act 2005 and associated Regulations

They shall:

- Take reasonable care of their own safety, health and welfare and that of others who may be affected by what they do or by what they fail to do.
- Ensure they are not under the influence of an intoxicant (drugs/ alcohol) as they may endanger themselves or others.
- Co-operate with their employer or any other person as appropriate to ensure compliance with legal requirements.
- Follow instructions from the employer on health and safety matters and attend all health and safety training courses as required.
- Report hazards and defects observed such as inadequate precaution that may be putting others at risk. Report immediately to the Health and Safety Officer, Depot Manager or Department Manager.
- Not engage in improper conduct or behaviour (including bullying/harassment).
- Use equipment and materials in accordance with any instruction and training given.
- To make proper use of safety equipment or clothing provided, or other items provided for their safety, health and welfare at work.
- Report to the Health and Safety Officer, Depot Manager, Department Manager as soon as practicable:
 - (i) Any work which may endanger the health and safety of themselves or others
 - (ii) A work situation that represents serious and immediate danger to health and safety
 - (iii) Any shortcomings in the arrangements in place for health and safety such as systems of work
 - (iv) Any breach of health and safety legislation of which he or she is aware.
- Employees must not:
 - (i) Interfere with, misuse or damage anything provided for securing the health, safety and welfare of those at work.
 - (ii) Place anyone at risk in connection with work activities.
 - (iii) Intentionally or recklessly interfere with or misuse any appliance, or safety equipment provided to secure the safety health or welfare of persons at work.

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

In addition to the general duties placed upon employees through various legislation employees also have general duties based upon various policies and procedures implemented within The Easi UpLifts Group.

They shall;

- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environmental and Quality (SHEQ) Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Report all accidents, incidents and near misses, including environmental accidents and incidents, to the Depot Manager and/ or the Health and Safety Officer immediately, no matter how minor.
- Assist the Health and Safety Officer (and Environmental Coordinator) and Depot Manager in investigations as per the Accident Investigation Procedure including completing accident/ incident report forms, including environmental incident report form, gathering data etc. in a timely manner.
- Identify and record defects in plant, equipment, systems of work etc. and report to the Depot Manager and/ or Health and Safety Officer to review and address.
- Follow instructions from the employer on environmental matters and attend all environmental training courses as required.
- Attend all safety and environmental training courses as requested and ensure training cards/ certificates are in date by monitoring own training records and reporting upcoming expiry dates
- Follow proper housekeeping measures to ensure good standards are maintained within their work location.
- Comply with role specific roles and responsibilities where applicable.
- Where an employee drives a company vehicle or drives their own vehicle for business purposes they must comply with the specific responsibilities detailed in Section 2.6 'Company Vehicle Drivers- Trucks, Vans, Cars'.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.4 Senior Management- Group Department Manager

There are several departments within The Group including; Purchasing, Technical Support, Service, Hire, Sales, Credit Control and Human Resources.

Group Department Managers are responsible for ensuring that the employees under their immediate control and others, including visitors, are made aware of the SHEQ Policy Statement and comply with the arrangements detailed within. As well as being involved in the day to day running of The Group they will also be involved in setting strategy and assisting the Managing Director and Company Director in ensuring The Group meet their legal obligations.

They shall:

- Be fully familiar with the SHEQ Policy Statement and ensure it is brought to the attention of all employees under their control.
- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environmental and Quality (SHEQ) Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Implement the arrangements detailed within the SHEQ Policy Statement to assist the Managing Director and the Health and Safety Officer.
- Ensure that all employees under their immediate control receive adequate safety and environmental training, instruction and supervision appropriate to their tasks. Organise training as per the Training Request Procedure (PR012)
- Ensure that all employees under their immediate control are aware of the actions to be taken in case of emergency and that properly maintained fire fighting equipment is available within their work area.
- Assume the role of Fire Warden or nominate a competent person within their work area to act as Fire Warden. They will subsequently be trained.
- Ensure that good housekeeping standards are maintained and in particular that fire exit routes are kept clear and that fire points are not obstructed.
- Address all issues brought to their attention, within a workplace inspection report or audit report, by the Health and Safety Officer within the given time frame.
- Report any accidents, incidents or near misses to the Health and Safety Officer immediately, no matter how minor, including environmental accidents, incidents or near misses. As per Accident Reporting Procedure (PR011).
- Assist the Health and Safety Officer (and Environmental Coordinator) in investigations as per the Accident Investigation Procedure (PR010) including completing accident/ incident report forms (including environmental incident report forms), gathering data etc. in a timely manner.
- Actively monitor health and safety performance to ensure that health and safety standards are correct before accidents, incidents or ill-health is caused.
- Ensure that any required corrective actions identified by the Health and Safety Officer for their work area/ department of responsibility is addressed in a timely manner/ within given time frame.
- Consider representations about health and safety from employees under their control and communicate these to the Health and Safety Officer.

- Attend all necessary training and assessments to develop skills, knowledge and competency to manage health and safety in each department.
- Address any non compliance by employees by notifying the HR Manager.
- Where participating in regular management meetings ensure they cooperate with all health, safety and environmental requests. Raise issues, concerns, comments with a view to providing feedback to employees.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.5 Line Management- Depot Manager

The Depot Manager is responsible for ensuring that the employees under their immediate control and others, including visitors and contractors, are made aware of SHEQ Policy Statement and comply with the arrangements detailed within.

As the depots are located in a variety of locations they assume the responsibility for health and safety on a day to day basis for that particular location and are responsible for ensuring all health, safety and environmental issues raised are addressed and closed out.

Generally they shall:

- Be fully familiar with the SHEQ Policy Statement and ensure it is brought to the attention of all employees under their control.
- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environmental and Quality (SHEQ) Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Implement the arrangements, policies and procedures detailed within the SHEQ Policy Statement to assist the Managing Director, Health and Safety Officer and Environmental Coordinator.
- Ensure that all employees under their immediate control receive adequate safety training, instruction and supervision appropriate to their tasks. Organise training as per the Training Request Procedure (PR012).
- Monitor staff training records.
- Ensure that all employees under their immediate control are aware of the actions to be taken in case of emergency and that properly maintained fire fighting equipment is available within their work area.
- Assume the role of Fire Warden or nominate a competent person within their work area to act as Fire Warden. They will subsequently be trained.
- Address all issues brought to their attention, within a workplace inspection report or audit report, by the Health and Safety Officer within the given time frame.
- Report any accidents, incidents or near misses to the Health and Safety Officer immediately, no matter how minor, including environmental accidents, incidents or near misses. As per Accident Reporting Procedure (PR011).
- Assist the Health and Safety Officer (and Environmental Coordinator) in investigations as per the Accident Investigation Procedure (PR010) including completing accident/ incident report forms (including environmental incident report forms), gathering data etc. in a timely manner.
- Actively monitor health and safety performance to ensure that health and safety standards are correct before accidents, incidents or ill-health is caused.
- Conduct regular workplace inspection, record findings on appropriate form e.g. Depot Health Check and address issues highlighted.
- Ensure that any required corrective actions identified by the Health and Safety Officer for their work area/ department of responsibility is addressed in a timely manner/ within given time frame.
- Consider representations about health and safety from employees under their control and communicate these to the Health and Safety Officer.

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

- Attend all necessary training and assessments to develop skills, knowledge and competency to manage health and safety at depot level.
- Address any non compliance by employees by notifying the HR Manager
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

Depot Specific they shall:

- Ensure all relevant statutory inspections are carried out when required on materials, equipment, vehicles and premises. Consult inspection schedule.
- Comply with the weekly and 6 monthly inspection regime for winch and other work equipment such as slings, chains, strapping, hooks, wire rope, winch, harness, lanyard etc.
- Ensure good standards of housekeeping are maintained in particular that fire exit routes are kept clear and that fire points are not obstructed.
- Ensure fire detection, fire alarms, fire fighting equipment and fire evacuation procedures are in place and that they are regularly inspected and tested at required intervals.
- Carry out preventative maintenance on the premises to ensure a safe work place and environment e.g. roof, gutters, surface of yard etc.
- Communicate all toolbox talks, memos, briefings etc. to all relevant staff as and when received from Head Office. Ensure sign off sheets are returned within the given time frame.
- Carry out a minimum of one emergency evacuation on an annual basis to ensure all staff has had practice in the evacuation plan. Complete a fire drill report (HS-030) and submit to the Health and Safety Officer.
- Ensure sufficient numbers of staff are trained and hold the position of first aider and fire warden.
- Copy training records to the Health and Safety Officer where training is carried out by an external contractor. This is to ensure the central data base is maintained.
- Ensure vehicle maintenance is carried out when required. Ensure all defects reported by employees are recorded and rectified.
- Co-ordinate the clean up operation with the Senior Service Engineer in the event of an environmental accident or incident.
- Ensure Safety Data Sheets (SDS)/ COSHH sheets are available for all substances purchased and used within the depot. Maintain a file and ensure it is easily accessible.
- Put in place depot specific arrangements to ensure environmental protection and prevention of pollution in line with the general arrangements detailed in the SHEQ Policy Statement such as waste management and recycling.
- Engage the services of competent and authorised contractors for removal of all types of waste and hold their registration certification on file.
- Maintain records of all waste removal such as consignment notes, invoices etc. for cost analysis.

- Where an asbestos survey has been conducted and it has been shown that asbestos is present in the building, ensure information is provided on the location and condition of the materials to anyone who is liable to work on or disturb them such as plumbing or electrical contractors.
- Where work is taking place on public roads and specialist operator forms part of the hire agreement, confirm that a customer has relevant traffic management measures in place including any traffic permits. Permits include traffic order permits (use of road and infringing on pavement (outriggers)), parking bay suspension permits (parking bays only- not pavement for outriggers), road closure permits etc. Ensure confirmation is received prior to the hire.
- Ensure method statements developed for operator hires are signed off and that sign off sheets are returned and filed for records.

2.6 Health and Safety Officer

The main responsibility of the Health and Safety Officer is to advise and assist all levels of management and employees on health and safety matters.

Paula Mumford is the Health and Safety Officer for The Group activities in the UK and ROI.

Frances McArdle is the Director of Easi UpLifts (Safety Training) Ltd and will work in conjunction with the Health and Safety Officer in relation to health and safety matters across The Group.

She shall:

- Co-ordinate the establishment of, and assist in the development of management systems for the effective management of Safety, Health and Welfare including implementation of policies and procedures.
- Ensure that the SHEQ Policy Statement, including risk assessments, is periodically evaluated and revised.
- Carry out suitable and sufficient assessment of risks to both employees and non employees.
- Periodically evaluate and revise the risk assessments as part of the overall review of the SHEQ Policy Statement.
- Confirm that employees have access to the SHEQ Policy Statement in each depot/ department and that it has been brought to their attention.
- Conduct regular workplace inspections and audits of the depots to monitor compliance.
- Record any safety and health issues and the remedial action that is required in a workplace inspection/ audit report and send to the relevant managerial staff in order for them to address each item and close them out.
- Monitor findings of Department Managers and Depot Managers workplace inspections to ensure appropriate action is taken.
- Develop and maintain an induction package to enable both the Health and Safety Officer and HR Manager to conduct induction training for new employees.
- Coordinate with the Safety Training Department to ensure relevant employee training is carried out and monitored.
- Ensure that thorough and prompt investigations are carried out into all reported accidents, incidents and near misses.
- Work closely with Depot Managers / Group Department Managers to ensure that the relevant accident/ incident forms are completed in full and submitted to Senior Management for review.
- Report all accidents and dangerous occurrences, as prescribed in legislation, to the relevant regulatory authority i.e. UK and NI- report to HSE and ROI- report to HSA
- Monitor the systems for ensuring that fire precautions are adequate and ensure a fire risk assessment is carried out for each depot. Review on an annual basis or sooner as required.
- Ensure that an asbestos survey is conducted in each depot and that a copy of the asbestos survey is submitted by each depot to Head Office for review.
- Confirm that sufficient numbers of staff are trained and hold the positions of first aider and fire wardens in each depot.

- Confirm that a minimum of one emergency evacuation is carried out on an annual basis in each depot. Review Fire Drill Reports.
- Monitor and review changes in legislation and implement the necessary changes. Notify staff of relevant changes.
- Maintain subscriptions to various information sources to assist in keeping up to date with health and safety information. (IOSH, HSE, HSA, DSA, SOE, FORS, FTA, SHP)
- Maintain professional membership to the Institute of Occupational Safety and Health (IOSH) including fulfilling Continuous Professional Development through additional training, refresher training, seminars, research, reading etc.
- Follow up on employee representations with a view to providing feedback in a timely manner
- Develop tools to communicate relevant information in relation to the management of Safety, Health and Welfare such as newsletters, briefings, tool box talks etc.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.7 Environmental Coordinator

The Environmental Coordinator role will be held by the Health and Safety Officer, Paula Mumford. It is important to have a designated staff member assigned to this role to ensure basic legal compliance for The Group and provide a clear line of communication for Depot Managers where environmental issues arise. Frances McArdle is the Director of Easi UpLifts (Safety Training) Ltd and will work in conjunction with the Health and Safety Officer in relation to environmental matters across The Group.

She shall:

- Co-ordinate the establishment of, and assist in the development of management systems for the effective management of the Environment including implementation of policies and procedures.
- Ensure environmental procedures and policies are communicated to all new employees.
- Periodically evaluate and revise the environmental impact assessments and environmental objectives as part of the overall review of the SHEQ Policy Statement.
- Work together with senior management to decide on key environmental aspects of the business to monitor and report.
- Conduct regular workplace inspections and audits of the depots to monitor compliance.
- Record any environmental issues and the remedial action that is required in a workplace inspection/audit report and send to the relevant managerial staff in order for them to address each item and close them out.
- Develop and maintain environmental content within the overall induction package to enable both the Health and Safety Officer and HR Manager to conduct induction training for new employees.
- Develop and implement basic environmental training for all staff
- Ensure that thorough and prompt investigations are carried out into all reported environmental accidents, incidents and near misses.
- Work closely with Depot Managers / Group Department Managers to ensure that the relevant incident forms are completed in full and submitted to Senior Management for review.
- Develop tools to communicate relevant information in relation to environmental management such as newsletters, briefings, tool box talks etc.
- Review progress of individual depots in achieving reduced land fill waste output and increasing the volume of waste that is recycled.
- Use information gathered by the Depot Managers to analyse the cost of skips to land fill and frequency.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.8 Quality Coordinator

The Quality Coordinator role will be held by the Health and Safety Officer, Paula Mumford and Company Director Fergus McArdle. It is important to have a designated staff member assigned to this role to ensure basic compliance with relevant standards for The Group and a clear line of communication for Depot Managers where issues arise within the developing quality management system.

Quality planning and control is essential to ensure customers get the best product and service in the industry. It is also essential to ensure that products are in the best condition, that staff members are competent and skilled and service is efficient.

Quality management will be the responsibility of all Group Department Managers and Depot Managers. The role of the Quality Coordinator is to coordinate and assist management to formalise, document and catalogue procedures within their respective department.

They shall:

- Co-ordinate the establishment of, and assist in the development of management systems for the effective management of Quality including formalising and cataloguing policies and procedures.
- Research relevant industry standards for the coordinated development of a quality management system.
- Confirm new procedures and policies are communicated to all new employees.
- Periodically evaluate and revise the quality objectives as part of the overall review of the SHEQ Policy Statement.
- Maintain membership subscription with Achilles UVDB including regular review of online questionnaire and preparation for the annual Verify assessment.
- Maintain accredited membership subscription with Freight Transport Association including preparation for an annual assessment.
- Work in conjunction with various designated quality personnel within each department to establish means of assessing customer satisfaction.
- Coordinate with various Group Department Managers and Depot Managers, the development of an improvement plan based upon the findings of the customer satisfaction surveys,.
- Identify areas where staff can develop skills and expertise with regards to quality management.
- Identify and develop means to monitor procedures and policies to ensure they are effective and efficient.
- Collate information received from various designated quality personnel to prepare management reports.

2.9 Role Specific- Senior Service Engineer

The Senior Service Engineer is responsible for the day to day running of the workshop activities which include coordinating the daily and weekly tasks and carrying out the necessary work. They have been deemed to have sufficient experience, knowledge and skill to hold this position. They are in possession of the IPAF Competent Assessed Person (CAP) qualification. They work closely with the Depot Manager to ensure overall compliance of the depot with regards to safety, health, environment and quality.

They shall:

- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environment and Quality Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Regularly inspect the workplace to ensure compliance with policies and procedures. The findings of these inspections will be recorded and all corrective action required/ taken must be detailed.
- Ensure a waste management system is in operation in the workshop and yard e.g. active recycling, correct storage and hazardous waste disposal.
- Report any accidents, incidents or near misses to the Health and Safety Officer immediately, no matter how minor, including environmental accidents, incidents or near misses. As per Accident Reporting Procedure (PR011).
- Assist the Health and Safety Officer (and Environmental Coordinator) in investigations as per the Accident Investigation Procedure (PR010) including completing accident/ incident report forms (including environmental incident report forms), gathering data etc. in a timely manner.
- Provide technical assistance in accident and incident investigations where requested.
- With regard to vehicle accidents ensure all relevant details are gathered at the time of the accident such as third party insurance details etc. and complete page 1 of the Vehicle Accident Report Form (HS-008) upon return to the depot.
- Ensure they drive their company vehicle with due care and regard to themselves and other road users.
- Ensure the company vehicle is in a road worthy condition and report and record all defects to the Depot Manager immediately.
- Identify and record defects in plant, equipment, systems of work etc. and address in conjunction with the Depot Manager.
- Check the building every evening to ensure all equipment in their office /work area is turned off before leaving the building on a daily basis. Where the Senior Service Engineer is not available the Service Engineer will be instructed to do this by the Senior Service Engineer.
- Attend the regular maintenance personnel conference call where various topics including relevant safety, health and environmental topics, incident details including corrective actions and training, are discussed.
- Attend all safety and environmental training course as requested and ensure training cards/ certificates are in date.
- Provide assistance during the induction and training process for new employees.
- Maintain records of all plant maintenance; PDI, Service Reports, Breakdown records etc.

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- Ensure procedural documentation such as Service Report Forms, PDI inspections etc. are completed correctly and submitted to the office for review and filing.
- Make proper use of work equipment for safe working at heights during work activities.
- Make proper use of work equipment and carry out pre use checks prior to use. Report and record all defects to the Depot Manager.
- Comply with any safety requirements in place on customer's sites when attending for servicing or breakdowns, including reporting to site security upon arrival.
- Ensure their harness and lanyard is in good order, suitable for the work, undergoes a visual inspection on a weekly basis and that it is documented on the prescribed form (HS020)
- Ensure vehicle winches, winch rope, hooks are fitted and set up in line with procedures and manufacturer's instructions.
- Ensure slings, chains, hooks, shackles used within the workshop and yard are thoroughly inspected by an external contractor every 6 months in conjunction with the Depot Manager.
- Ensure proper housekeeping measures are taken to ensure good standards are maintained in the workshop and the depot yard.
- Ensure proper housekeeping measures are taken by engineers to ensure good standards are maintained in all company service vans. Ensure there are no loose items in the cab. Ensure materials are secure.
- Ensure adequate spill kits are in place including absorbent granules and absorbent mats in a location that is easily accessible.
- Make proper use of spill kits and other resources available to contain and clean up spills immediately. Ensure correct disposal of contaminated waste.
- Where the cause of an environmental accident/ incident has been determined to be of a mechanical nature make proper use of Techipedia to communicate the issue with other service engineers.
- Ensure hazardous substances are stored correctly e.g. drums of oil on bunds, small oil canisters on drip trays and flammable substances in chemical containers.
- When ordering hazardous substances ensure the Safety Data Sheets/ COSHH Sheets are obtained. Follow the instructions set out in the SDS/ COSHH and ensure they are placed in a common file that is easily accessible.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.10 Role Specific- Service Engineer

The Service Engineer is responsible for working with the Senior Service Engineer in the day to day running of the workshop.

They shall:

- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environment and Quality Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Ensure they follow the waste management system that is in operation in the workshop and yard
- Report any accidents, incidents or near misses to the Health and Safety Officer immediately, no matter how minor, including environmental accidents, incidents or near misses. As per Accident Reporting Procedure (PR011).
- Assist the Health and Safety Officer (and Environmental Coordinator) in investigations as per the Accident Investigation Procedure (PR010) including completing accident/ incident report forms (including environmental incident report forms), gathering data etc. in a timely manner.
- Provide technical assistance in accident and incident investigations where requested.
- With regard to vehicle accidents ensure all relevant details are gathered at the time of the accident such as third party insurance details and complete page 1 of the Vehicle Accident Report Form (HS008) upon return to the depot.
- Ensure they drive their company vehicle with due care and regard for themselves and other road users.
- Ensure the company vehicle is in a road worthy condition and report all defects to the Depot Manager immediately.
- Record any defects in plant, equipment, systems of work etc. and report to the Senior Service Engineer or Depot Manager to assess and address.
- Check the building every evening to ensure all equipment in their office /work area is turned off before leaving the building on a daily basis where the Senior Service Engineer is not available to do it.
- Attend the regular maintenance personnel conference call where requested or where the Senior Service Engineer is absent or where no Senior Service Engineer has been appointed.
- Attend all safety and environmental training course as requested and ensure training cards/ certificates are in date.
- Provide assistance during the induction and training process for new employees.
- Maintain records of all plant maintenance; PDI, Service Reports, Breakdown records etc.
- Ensure procedural documentation such as Service Report Forms, PDI Inspections etc. are completed correctly and submitted to the office for review and filing
- Make proper use of work equipment for safe working at heights during work activities.
- Make proper use of work equipment and carry out pre use checks prior to use. Report and record all defects to the Depot Manager.
- Comply with any safety requirements in place on customer's sites when attending for servicing or breakdowns, including reporting to site security upon arrival.

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- Ensure their harness and lanyard is in good order, suitable for the work, undergoes a visual inspection on a weekly basis and that it is documented on the prescribed form (HS020).
- Follow proper housekeeping measures to ensure good standards are maintained in the workshop and the depot yard.
- Follow proper housekeeping measures to ensure good standards are maintained in all company service vans. Ensure there are no loose items in the cab. Ensure materials are secure.
- Assist in maintaining stocks of spill kits including absorbent granules and absorbent mats in a location that is easily accessible
- Make proper use of spill kits and other resources available to contain and clean up spills immediately. Ensure correct disposal of contaminated waste.
- Where the cause of an environmental accident/ incident has been determined to be of a mechanical nature make proper use of Techipedia to communicate the issue with other service engineers
- Ensure hazardous substances are stored correctly e.g. drums of oil on bunds, small oil canisters on drip trays and flammable substances in chemical containers.
- Ensure the Safety Data Sheets/ COSHH Sheets are obtained if placing an order for hazardous substances. Follow the instructions set out in the SDS/ COSHH and ensure they are placed in a common file that is easily accessible.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.11 Role Specific- Area Sales Manager

The Area Sales Manager is the employee who is responsible for meeting and advising customers on the services and products that the Easi UpLifts Group provides. They also assist the customer in the selection of machinery for particular tasks through surveys. They are typically the direct link between the depot and the customer. With that they hold certain health and safety responsibilities.

They shall:

- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environment and Quality Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Report any accidents, incidents or near misses to the Health and Safety Officer immediately, no matter how minor, including environmental accidents, incidents or near misses. As per Accident Reporting Procedure (PR011).
- Assist the Health and Safety Officer (and Environmental Coordinator) in investigations as per the Accident Investigation Procedure (PR010) including completing accident/ incident report forms (including environmental incident report forms), gathering data etc. in a timely manner.
- Provide assistance during the induction and training process for new employees.
- Ensure they drive their company vehicle with due care and regard to themselves and other road users.
- Ensure proper housekeeping measures are taken to ensure good standards are maintained in company vehicles. Ensure there are no loose items in the car. Ensure materials are secure.
- With regard to vehicle accidents ensure all relevant details are gathered at the time of the accident such as third party insurance details etc. and complete page 1 of the Vehicle Incident Report Form (HS008) upon return to the depot.
- Ensure their company vehicle is in a road worthy condition and report all defects to the Depot Manager immediately.
- Attend all safety and environmental training course as requested and ensure training cards/ certificates are in date.
- Comply with any safety requirements in place on customer's sites when carrying out site visits to determine what machine is suitable for the work, including reporting to site security.
- Ensure their harness and lanyard is in good order, suitable for the work, under goes a visual inspection on a weekly basis and that it is documented on the prescribed form (HS020).
- Inform the customer of the requirement that all occupants will wear a safety harness and fall restraint lanyard during the operation of the machine and will attach it to a secure anchorage point in basket at all times. At no point during the task may the lanyard be disconnected until at ground level.
- Inform the customer that they are expected to provide their own safety harness and fall restraint lanyard. However the Easi UpLifts Group can arrange the supply of a safety harness and fall restraint lanyard on request at an additional cost. Adequate notice must be given by the customer.
- Inform the customer that it is their responsibility to put in place adequate traffic management measures for the duration of the hire.

- Inform the customer that it is their responsibility to supply proof, prior to the hire, that traffic permits are in place for work taking place on public roads where a specialist operator is part of the hire agreement. Permits include traffic order permits (use of road and infringing on pavement (outriggers)), parking bay suspension permits, road closure permits etc.
- Inform the customer that they are not permitted to exit the basket at a height at any time during operation
- Inform the customer that they are not permitted to climb on top of the working cage rail at any time.
- Ensure that where an operator is provided as part of the hire agreement, a method statement is requested and in place and signed off by the specialist operator prior to the commencement of the job.
- Where a site survey has not taken place prior to a hire with an operator, ensure the operator is aware that they have to complete the site specific hazard identification section within the method statement to ensure the area has been assessed prior to set up.
- When arranging a truck mount hire ensure that road access is suitable for the weight and size of the machine to avoid the risk of reversing unassisted and over turning.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.12 Role Specific- Specialist Operator

The specialist operator is responsible for operating a machine on behalf of a customer as part of the hire agreement.

They have ultimate responsibility for the safe set up of the machine and the safe operation. Where they feel a situation is unsafe or a customer is working in an unsafe manner they are supported in their decision to stop work where it is deemed necessary.

In some circumstances the operator will be required to operate the machine from the ground controls while the customer's operatives are in the basket. The specialist operator will maintain contact via two way radio/mobile phone or other suitable alternative, to be provided by the customer. The specialist operator must maintain direct visual contact with customer's operatives in these circumstances. They will ensure the operatives do not exit the basket under any circumstances.

They shall:

- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environment and Quality Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Report any accidents, incidents or near misses to the Health and Safety Officer immediately, no matter how minor, including environmental accidents, incidents or near misses. As per Accident Reporting Procedure (PR011).
- Assist the Health and Safety Officer (and Environmental Coordinator) in investigations as per the Accident Investigation Procedure (PR010) including completing accident/ incident report forms (including environmental incident report forms), gathering data etc. in a timely manner.
- Record defects in plant, equipment, systems of work etc. and report to the Depot Manager and/ or Health and Safety Officer to review and address.
- Ensure they drive the company vehicle with due care and regard to themselves and other road users.
- Always be aware of pedestrians, cyclists and other vulnerable road users when driving and manoeuvring their vehicle such as when turning left and right, parking, reversing.
- Ensure they operate the machine with due care and regard to themselves and other persons in the vicinity.
- With regard to vehicle accidents ensure all relevant details are gathered at the time of the accident such as third party insurance details etc. and complete page 1 of the Vehicle Incident Report Form (HS008) upon return to the depot.
- Ensure they seek the assistance of a banksman/ spotter if they have to reverse. When reversing, ensure it is done slowly, checking mirrors at all times. Agree hand signals before reversing.
- Ensure proper housekeeping measures are taken to ensure good standards are maintained in company vehicles and machines. Ensure there are no loose items in the cab. Ensure materials are secure.
- With regard to vehicle accidents ensure all relevant details are gathered at the time of the accident such as third party insurance details etc.
- Ensure the company vehicle is in a road worthy condition and report all defects to the Depot Manager immediately.
- Attend all safety and environmental training course as requested and ensure training cards/ certificates are in date and relevant for the item of plant they are scheduled to operate.

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- Comply with any safety requirements in place on customer's sites when attending to operate machinery, including reporting to site security.
- Carry out pre use inspections for truck mounts on the prescribed form and report all defects to the Depot Manager immediately.
- Carry out pre use inspections for all other machines as per manufacturers operating manual to ensure it is in good working order.
- Ensure statutory inspections are completed and a copy of the certificate is available in the cab or basket.
- Review the method statement and risk assessments to ensure they are correct and relevant. Ensure they sign off on the method statement document before commencing their task.
- Where a site survey has not been conducted make a note of what hazards are present during set up in the relevant section in the method statement for the task.
- Confirm that the customer has relevant traffic management measures in place including any traffic permits for work taking place on public roads. Permits include traffic order permits (use of road and infringing on pavement (outriggers)), parking bay suspension permits (use of parking bays only- not pavement for outriggers), road closure permits etc.
- Stop all work where a situation, condition or behaviour causes risk to their safety and the safety of others including customer employees, members of the public etc.
- Ensure their harness and lanyard is in good order, suitable for the work, under goes a visual inspection on a weekly basis and that it is documented on the prescribed form (HS020).
- Ensure customer's operatives wear a harness and lanyard when working within the basket of a machine. Do not allow a customer's operative to exit the basket when working at a height.
- Always remain in control of the plant they are operating and will not leave it unattended and unsecure.
- No repairs, maintenance or adjustments to machines, plant or equipment are to be carried out. Contact the depot and a service engineer should any mechanical issues arise.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.13 Role Specific- HGV Driver

Drivers operating Heavy Goods Vehicles are responsible for delivering and off loading machines as well as collecting and loading machines. They are also responsible for ensuring they drive in a safe and considerate manner taking into account other road users and members of the public. They have a responsibility to ensure they carry out pre use checks on their vehicles, that they are road worthy and that all defects are reported immediately.

They shall;

- Comply with all arrangements i.e. policies and procedures, detailed within the Safety, Health, Environment and Quality Policy Statement to ensure the Safety, Health and Welfare of themselves and all other employees, the protection of the environment and provision of quality services and products.
- Comply with relevant legislation and rules regarding load security, drivers hours, load distribution, maximum weights, widths, heights, speed, use of mobile phones, tachographs records etc. as per the Driver CPC training modules, Rules of the Road and FTA Driver Handbook, which is issued to each driver.
- Comply with guidance contained within the Driver Loading and Unloading Guide.
- Report any accidents, incidents or near misses to the Health and Safety Officer immediately, no matter how minor, including environmental accidents, incidents or near misses. As per Accident Reporting Procedure (PR011).
- Assist the Health and Safety Officer (and Environmental Coordinator) in investigations as per the Accident Investigation Procedure (PR010) including completing accident/ incident report forms (including environmental incident report forms), gathering data etc. in a timely manner.
- Identify and record defects in plant, equipment, systems of work etc. and report to the Depot Manager and/ or Health and Safety Officer to review and address.
- Ensure they drive their company vehicle with due care and regard to themselves and other road users.
- Always be aware of pedestrians, cyclists and other vulnerable road users when driving and manoeuvring their vehicle such as when turning left and right, parking, reversing.
- Ensure they seek the assistance of a banksman/ spotter if they have to reverse. When reversing, ensure it is done slowly, checking mirrors at all times. Avoid reversing over long distances. Use the relevant auxiliary devices and visibility aids where provided.
- Ensure proper housekeeping measures are taken to ensure good standards are maintained in their company vehicle. Ensure there are no loose items in the cab. Ensure materials are secure so they cannot roll and obstruct controls.
- Maintain proper housekeeping on the trailer. Do not leave loose items such as chains etc. on the trailer.
- With regard to vehicle accidents ensure all relevant details are gathered at the time of the accident such as third party insurance details etc. and complete page 1 of the Vehicle Incident Report Form (HS008) upon return to the depot.
- Ensure their company vehicle is in a road worthy condition and report all defects to the Depot Manager immediately.
- Attend all safety training course as requested and ensure training cards/ certificates are in date.
- Complete the Driver Induction and Mentoring Programme before they are given authorisation to load and unload machines.

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- Maintain their HGV licence by attending Driver CPC training modules within the prescribed time frame.
- Report to the Depot Manager on a weekly basis with their Driver Card to ensure their driving hour's data is uploaded for the purpose of analysis. Ensure their Driver Card is valid and in date.
- Comply with any safety requirements in place on customer's sites when attending for delivery or collection and always wear the PPE provided.
- Carry out pre use inspections for the truck on the prescribed form and report all defects to the Depot Manager, Transport Manager or Transport Coordinator immediately.
- Ensure their harness and lanyard is in good order, suitable for the work, under goes a visual inspection on a weekly basis and that it is documented on the prescribed form.
- Ensure their winch, winch rope and hook is in good order, suitable for the work, will conduct a visual inspection on a weekly basis and document the inspection on the prescribed form.
- Ensure their load restraint equipment such as chains, ropes, straps, ratchets, hooks, shackles are in good condition with no kinks, rust, fraying, cuts, burns etc., that they are suitable for the loads and type of work, will conduct a visual inspection on a weekly basis and will document the inspection on the prescribed form.
- Not rely on ropes, sheets or loads to support their weight- they can rip or tear.
- Enter and exit the vehicle in a safe manner and will never jump down from the vehicle cab or climb onto a moving vehicle.
- Use the access steps or ladder provided and open the door, face the vehicle, grab the handhold, step down backwards. Do not use parts of the vehicle that are not designed as hand holds or foot holds to access the vehicle e.g. mud guards, bumpers. Do not jump from the cab or trailer.
- Place items on their seat before entry to ensure their hands are free, use the proper handholds, not use the steering wheel and maintain three points of contact
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.14 Role Specific- First Aider

First aid is the first assistance or treatment given to an injured party before the arrival of qualified medical personnel. The three main aims of first aid are to preserve life, prevent deterioration and promote recovery.

The four main responsibilities of a first aider include:

1. Assessing the situation i.e. your safety and that of others
2. Diagnosing the casualty and establishing what happened
3. Managing the situation and getting help if necessary
4. Dealing with the aftermath and passing on vital information to the emergency services

They shall:

- Assume a duty of care when providing first aid to a casualty.
- Assess the scene taking into consideration their own personal safety as a priority followed by the safety of the casualties or bystanders.
- Obtain the consent of a responsive casualty.
- Assess and treat the casualty within the limits of their training only and not cause further injury or damages.
- Be able to provide treatment for an injury which does not require the attention of a medical practitioner.
- Call the emergency services if the casualty's condition is life threatening, if their condition could deteriorate and become life threatening or if they required the skills of the emergency medical technicians. If in doubt contact the emergency services to prevent delay in the recovery of the patient.
- Not provide medical aid or administer medication. They may obtain the casualty's medication to assist the casualty to take their own medication.
- Recognise SOS bracelet or similar in order to obtain information to properly assess and treat the casualty.
- Once they have started treatment, stay with the casualty until they are handed over to medical personnel where necessary.
- Ensure an Accident Report Book is in place in the depot.
- Document all first aid treatment, no matter how minor, in the accident report book to provide a record that it was done. These first aid records must be kept for a minimum of seven years.
- Keep information on casualties confidential apart from reporting requirements and giving medical information to medical staff.
- Co-ordinate first aid arrangements in the workplace, maintain first aid equipment, keep it clean, check first aid kits including expiry dates every 6 months and restock where required.
- Attend refresher training when required.
- Be familiar with health and safety legislation on first aid provision in the workplace.
- Encourage staff to report workplace injuries.

2.15 Role Specific- Fire Warden

Employers have a legal requirement to prepare an Emergency Plan which outlines how the workplace will be evacuated in the event of emergency e.g. outbreak of a fire.

General- They shall:

- Attend relevant training to enable them to fulfil their role and carry out general fire precautions under relevant legislation.
- Raise fire safety awareness among staff members by ensuring good housekeeping practices are followed.
- Ensure that fire fighting equipment is in place and that it is visually inspected on a regular basis to ensure defects are identified and rectified.
- Ensure a Fire Log Book is in place. All inspections will be recorded here.
- Take responsibility for executing the emergency plan in the event of a fire, taking the necessary action.
- Ensure escape routes are available, clear of obstructions and are identified to all staff.
- Report all accidents, incidents and near misses to their Depot Manager immediately.
- Ensure all fire safety signs are legible, clear of obstructions and not damaged. Report missing or damaged signs, including mandatory fire notices, to the Depot Manager.
- Ensure an assembly point is in place and that staff are aware of its location. Ensure a sign is posted.
- Participate in organising and carrying out emergency evacuations and assist the Depot Manager in preparing the Fire Drill Report Form.
- Assist in the development and review of the emergency plan.
- Identify fire hazards in the workplace and record. Address directly if possible and report to the Depot Manager and Health and Safety Officer.
- Assist the Health and Safety Officer carry out the Fire Risk Assessment.
- Carry out Fire Safety Checks in conjunction with the Health and Safety Officer.
- Advise staff on measures to reduce the risk of a fire occurring.
- Advise staff on actions to be taken in the event of an emergency.
- Know how to visually check their designated areas and advise staff.
- Know how to contact the emergency services and advise staff.
- Know how to open escape doors and advise staff.
- Know how to stop machinery/ isolate power supplies such as gas and electricity and advise staff.

2.16 Company Vehicle Drivers- Trucks, Vans, Cars

Company Vehicles include cars and service vans. Drivers are responsible for ensuring they drive in a safe and considerate manner taking into account other road users and members of the public. They have a responsibility to ensure they carry out visual pre use checks on their vehicles, that they are road worthy and that any defects are reported immediately. They are also responsible for ensuring they are fit to drive and hold the relevant in date licence.

In addition to other more specific roles and responsibilities they shall;

- Hold a valid driving licence and comply with any conditions attached to it, such as wearing corrective lenses.
- Keep the address on the licence up to date. Be aware of the expiry date to ensure timely renewals.
- Get their eyesight check regularly- to ensure they meet the minimum requirements at least every 2 years.
- Ensure they are covered by the appropriate insurance. This should be checked with Mary Beakey, Company Secretary. Ensure valid insurance is displayed.
- Have a valid tax disc displayed. Where it is approaching the expiry date report it to the Depot Manager/ Transport Manager.
- Know the Highway Code/ Rule of the Road and comply with those rules including speed limits, use of mobile phone, wearing seat belts.
- Have a valid MOT/ NCT for the vehicle. Ensure the vehicle is maintained between services/ maintenance and is in a road worthy condition. Pay particular attention to the condition of the tyres, brakes, steering, lights, indicators, engine oil and screen wash levels.
- Never allow another person to drive their vehicle unless they have been given authorisation to do so.
- Never carry unauthorised passengers.
- Report prescription medication that may affect their ability to drive, to their manager.
- Notify The Easi UpLifts Group of changes in health that could affect entitlement to drive. These must also be notified to relevant authorities such as Road Safety Authority and DVLA.
- Notify The Easi UpLifts Group of any endorsements, penalty points or convictions.
- Comply with the alcohol and drug policy contained in the employee hand book.
- Not smoke within company vehicles.
- Maintain proper control of the vehicle and refrain from distracting activities such as reading a map, eating food, taking a drink, taking or receiving a phone call even if it is hands free and operating in car technology such as satellite navigation systems. This could be classed as careless or dangerous driving in the event of an accident.
- Obey the rules regarding fines and penalties as stated in the employee hand book.
- Report all accidents, incidents and near misses to their Depot Manager immediately, no matter how minor.
- Adhere to the rules detailed under 'Rules for the Use of Company Vehicles' in the employee hand book.

- Not consume alcohol when entertaining a business client if they are required to drive.
- Comply with the requirements for clocking in and clocking via the TMS system, either directly at depot terminals or remotely using applications/ texts via their mobile phone.
- Show through personal behaviour, that only the highest standards of safety and environmental behaviour are acceptable within the company.

2.17 Sub Contractors

There are two categories of sub contractors used by The Easi UpLifts Group;

1. Contractors engaged by Head Office or Depot Managers in individual depots to carry out work or provide a service that is within the scope of normal business. This could include service engineers, HGV drivers, spray painters, welders and specialist machine operators. These will generally be self employed sole traders.
2. Contractors engaged by Head Office or Depot Managers in individual depots to carry out work or provide a service outside the scope of normal business. This could include cleaners, waste management companies, building maintenance contractors such as builders, electricians, plumbers, painters etc. No work, no matter how minor, should commence without prior consultation with the Depot Manager, hazard identification and risk assessment.

Category 1 contractors shall;

- Comply with the Employee Duties as listed in the SHEQ Policy Statement and any other specific roles and responsibilities relevant to them.
- Comply with the requirements for clocking in and clocking via the TMS system.
- Provide copies of all training qualifications relevant to their role including driving licence.
- Provide a copy of their CV and references.
- Sign relevant contracts detailing rates, terms of employment etc.
- Provide relevant insurances such as employer's liability and public liability.
- Attend an induction covering specific Health, Safety and Environmental topics relevant to the activities of The Easi UpLifts Group
- Record all work activities on prescribed form and reference vehicles/ serial numbers on all invoices submitted for payment of services.
- Comply with all policies and procedures set out by The Easi UpLifts Group including requirements for inspections, audits etc.
- Attend the EUL induction training and complete relevant mentoring programme or assessment prior to commencement of work.
- For HGV Drivers provide copies of (non exhaustive list);
 - Haulage licence
 - Driver licence
 - Motor insurance
 - DOE/ MOT annual inspection
 - VOSA 6 weekly inspections/ evidence of regular servicing and road worthiness
 - Digital tachograph calibration certificate
 - Digital tachograph driver card
 - Driver CPC records

- Driver declaration of other works
- Driver declaration of medical fitness to drive
- IPAF Loading and Unloading training
- Operator/ Demonstrator training cards
- Harness safety awareness training card

- For Service Engineers, Welders provide copies of (non exhaustive list);
 - Operator training cards
 - Harness safety awareness training card
 - Service engineer/ Access mechanic trade qualifications
 - Welding qualifications
 - Abrasive wheels training
 - Relevant insurances

- For Specialist Machine Operators provide copies of (non exhaustive list);
 - Operator training cards
 - Harness safety awareness training card
 - Driving licence
 - Relevant insurances

Category 2 contractors shall;

- Comply with the Employee Duties as listed in the SHEQ Policy Statement and any other specific roles and responsibilities relevant to them.
- Comply with the requirements for clocking in and clocking via the TMS system.
- Provide their Safety, Health and Environmental Policy Statement and any Method Statements deemed necessary when requested to do so.
- Conduct an assessment of likely safety hazards and risks involved in or associated with the proposed work. The degree of risk assessment that must be carried out before work begins will depend on the nature and extent of activities associated with each individual contract.
- Develop and agree control measures and safety responsibilities.
- Not be allowed on the premises to carry out work until the relevant Depot Manager has checked and are satisfied with their employer's and public liability insurance cover.
- Liaise with the Depot Manager to discuss and agree the safety precautions deemed necessary by either party.
- Take all due care of their own safety, the safety of their employees and all others affected by their work.

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- Not use any equipment or the service of personnel belonging to or employed by The Group without prior approval being granted by the Depot Manager. This will have to be approved prior to work commencing.
- Provide full training records for all employees engaged to carry out work on company premises.
- Ensure that scaffolding and other access equipment used by sub-contractors is erected and maintained in accordance with current standards and regulations and is constructed by personnel in possession of valid and in date training cards/ certificates.
- Comply with all applicable statutory requirements, best industry practices and any special safety rules or conditions imposed by The Easi UpLifts Group while working on the premises.
- Provide all necessary instruction, training and information on health and safety matters to their employees. Ensure where employees are required to operate a machine on company premises, that they are in possession of a valid and in date training card.
- Ensure their employees are inducted by the Depot Manager on depot specific health and safety issues.
- Provide competent workers and competent and adequate supervision of their employees and activities.
- Provide all necessary safety equipment and clothing for their employees.
- Ensure that all plant and equipment brought onto the company premises is safe and in good working order, fitted with any necessary guards and safety devices and has any necessary certificates available for inspection.
- Ensure that all accidents and dangerous occurrences are reported to the Depot Manager immediately. If at time of accident or dangerous occurrence management cannot be located report to the main office/ reception immediately.
- Ensure that all safety notices and alarms are adhered to at all times.
- Ensure that hazardous substances are not brought onto the company premises without prior notice and approval.
- Provide relevant SDS (Safety Data Sheets)/ COSHH (Chemical or Substance Hazardous to Health) sheets for all hazardous chemicals that have been approved for use on the company premises.
- Ensure that 'approved' hazardous substances are stored and used safely whilst on the premises.
- Ensure, on completion of work, that all hazardous substances are removed from the premises.
- Monitor and assess the safety performance of their employees and address any unsafe behaviours or conditions.
- Ensure that all subcontractors are advised accordingly and, in particular, are not brought onto company premises without prior notice or permission.

2.18 Construction Roles and Responsibilities

For any work involving construction activity, the provisions of the Construction (Design and Management) Regulations 2007 (CDM) must be adhered to within the UK. The *Safety, Health and Welfare at Work (Construction)(Amendment) Regulations, 2013* must be adhered to within the Republic of Ireland.

During building/ maintenance work, conditions are very different from those normally encountered and new hazards may be introduced. It is essential that everyone concerned is aware of the hazards and the correct precautions are adopted. All contractors must supply a copy of their site specific Safety, Health and Environmental Policy Statement. Proper method statements should be obtained from all contractors carrying out high-risk activities such as working at a height, operating an MEWP in a congested work area etc. A permit-to-work system may be required for 'hot works' (welding, cutting, etc.), electrical works, or other high-risk work as deemed necessary.

The Easi UpLifts Group recognises that deliveries and collections are done on construction sites by HGV drivers. Service engineers may be required to attend site to carry out service inspections, testing or repairs following a break down. Area sales managers would attend site to meet prospective customers or carry out site surveys when looking to recommend a machine for a particular task. Specialist operators would be carrying out work on site on behalf of a customer.

Construction (Design and Management) Regulations 2007- Duty Holders Roles and Responsibilities

| | All construction projects (Part 2 of the Regulations) | Additional duties for notifiable projects (Part 3 of the Regulations) |
|--|---|---|
| Clients (excluding domestic clients) A 'client' is anyone having construction or building work carried out as part of their business. This could be an individual, partnership or company and includes property developers or management companies for domestic properties. | Check competence and resources of all appointees Ensure there are suitable management arrangements for the project welfare facilities Allow sufficient time and resources for all stages Provide pre-construction information to designers and contractors | Appoint CDM co-ordinator* Appoint principal contractor* Make sure that the construction phase does not start unless there are suitable welfare facilities and a construction phase plan is in place. Provide information relating to the health and safety file to the CDM co-ordinator Retain and provide access to the health and safety file (* There must be a CDM co-ordinator and principal contractor until the end of the construction phase) |
| CDM co-ordinators A 'CDM co-ordinator' has to be appointed to advise the client on projects that last more than 30 days or involve 500 person days of construction work. The CDM co-ordinator's role is to advise the client on health and safety issues during the design and planning phases of construction work. | | Advise and assist the client with his/her duties Notify HSE Co-ordinate health and safety aspects of design work and co-operate with others involved with the project Facilitate good communication between client, designers and contractors Liaise with principal contractor regarding ongoing design Identify, collect and pass on pre-construction information Prepare/update health and safety file |

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| | | |
|--|---|--|
| <p>Designers</p> <p>The term 'designer' has a broad meaning and relates to the function performed, rather than the profession or job title. Designers are those who, as part of their work, prepare design drawings, specifications, bills of quantities and the specification of articles and substances. This could include architects, engineers and quantity surveyors.</p> | <p>Eliminate hazards and reduce risks during design</p> <p>Provide information about remaining risks</p> | <p>Check client is aware of duties and CDM co-ordinator has been appointed</p> <p>Provide any information needed for the health and safety file</p> |
| <p>Principal contractors</p> <p>A 'principal contractor' has to be appointed for projects which last more than 30 days or involve 500 person days of construction work. The principal contractor's role is to plan, manage and co-ordinate health and safety while construction work is being undertaken. The principal contractor is usually the main or managing contractor for the work.</p> | | <p>Plan, manage and monitor construction phase in liaison with contractor</p> <p>Prepare, develop and implement a written plan and site rules (Initial plan completed before the construction phase begins)</p> <p>Give contractors relevant parts of the plan</p> <p>Make sure suitable welfare facilities are provided from the start and maintained throughout the construction phase</p> <p>Check competence of all appointees</p> <p>Ensure all workers have site inductions and any further information and training needed for the work</p> <p>Consult with the workers</p> <p>Liaise with CDM co-ordinator regarding ongoing design</p> <p>Secure the site</p> |
| <p>Contractors</p> <p>A 'contractor' is a business who is involved in construction, alteration, maintenance or demolition work. This could involve building, civil engineering, mechanical, electrical, demolition and maintenance companies, partnerships and the self-employed.</p> | <p>Plan, manage and monitor own work and that of workers</p> <p>Check competence of all their appointees and workers</p> <p>Train own employees</p> <p>Provide information to their workers</p> <p>Comply with the specific requirements in Part 4 of the Regulations</p> <p>Ensure there are adequate welfare facilities for their workers</p> | <p>Check client is aware of duties and a CDM co-ordinator has been appointed and HSE notified before starting work</p> <p>Co-operate with principal contractor in planning and managing work, including reasonable directions and site rules</p> <p>Provide details to the principal contractor of any contractor whom he engages in connection with carrying out the work</p> <p>Provide any information needed for the health and safety file</p> <p>Inform principal contractor of problems with the plan</p> <p>Inform principal contractor of reportable accidents, diseases and dangerous occurrences</p> |
| <p>Workers/ Everyone</p> <p>A 'worker' is anyone who carries out work during the construction, alteration, maintenance or demolition of a building or structure. A worker could be, for example, a plumber, electrician, scaffolder, painter, decorator, steel erector, as well as those supervising the work, such as foreman and charge hands.</p> | <p>Check own competence</p> <p>Co-operate with others and co-ordinate work so as to ensure the health and safety of construction workers and others who may be affected by the work</p> <p>Report obvious risks</p> | |

PART III- Arrangements for Safety, Health, Environment and Quality**3.1 Documentation and Dissemination of Safety, Health, Environmental and Quality Policy Statement**

The Safety, Health, Environmental and Quality Policy Statement (SHEQ Policy Statement) will be made available to all employees of the Easi UpLifts Group (The Group). Others may also require access to the SHEQ Policy Statement e.g. contractors and customers.

The master copy of the SHEQ Policy Statement will be held by the Health and Safety Officer, as an electronic file. Controlled printed copies of the SHEQ Policy Statement will be issued to personnel as specified on the circulation list. Therefore each depot will receive a printed bound copy of the SHEQ Policy Statement.

When making changes to the SHEQ Policy Statement, the Health and Safety Officer will ensure that the master copy, held as an electronic file, is updated. Where there are significant changes to the document, these will be communicated to all depots and all staff via toolbox talk briefings. These will form supplementary sections to the SHEQ Policy Statement.

Every January, as a minimum, to ensure that each official printed copy of the document contains a record of all changes, the Safety Officer will ensure that all circulated copies are retrieved/ deleted and will issue the new revised SHEQ Policy Statement with the appropriate changes. The revision number and date of revision will be recorded in the footer with more specific details of changes recorded under the heading of Document Revision Tracker. Prior to issuing the new revision the document will be opened for consultation by all employees. This opportunity will allow suggestions on what to add, what to remove, what to amend etc. Consultation took place in October and November 2012.

The SHEQ Policy Statement will be brought to the attention of all new employees during their induction training. Existing employees will have the document brought to their attention at least annually and following any amendments, via toolbox talk briefings. It will also be brought to the attention of non-employees who may be exposed to specific risks in the workplace (e.g. contractors).

The SHEQ Policy Statement will be brought to the attention of the above persons in a form, manner and as appropriate, language that will be understood.

3.2 Review of Safety, Health, Environmental and Quality Policy Statement

The SHEQ Policy Statement will be updated throughout the year during active monitoring of processes, policies and procedures, following accidents, incidents, after the introduction of new equipment, processes etc. These changes will be made by the Health and Safety Officer. The SHEQ Policy Statement will be reviewed at least annually and where:

- (a) There has been a significant change in the matters to which it refers,
- (b) There is another reason to believe that it is no longer valid, or
- (c) Under the direction of an inspector from a regulatory body such as HSE/ HSENI/HSA

Following the review, the SHEQ Policy Statement will be amended as appropriate and changes documented in the Document Revision Tracker. The review will be carried out by the Health and Safety Officer in conjunction with various management personnel. Senior Management and the Managing Director will give final approval and set objectives for the year ahead.

This will be done in accordance with;

UK- Health and Safety at Work Act 1974, Section 2 (3) and associated regulations

NI- Health and Safety at Work (Northern Ireland) Order 1978, Section 4 (3) and associated regulations

ROI- The Safety, Health and Welfare at Work 2005, Section 19 (3)

As part of the overall review the Board and the Health and Safety Officer will review the objectives set and determine whether the objectives were met, if not why not and establish new objectives for the following year. These objectives form a collective annual Safety, Health and Environmental plan.

3.3 Documentation and Dissemination of the Risk Assessments

The Risk Assessments will be made available to all employees of the Easi UpLifts Group (The Group). Others may also require access to the Risk Assessments e.g. contractors and customers.

The master copy of the Risk Assessments will be held by the Health and Safety Officer, as an electronic file. Controlled printed copies of the Risk Assessments will be issued to personnel as specified on the circulation list. Therefore each depot will receive a printed bound copy of the Risk Assessments as well as the SHEQ Policy Statement.

Risk Assessments will initially be carried out by Paula Mumford (Health and Safety Officer). Risk assessments will be finalised with the assistance of relevant staff who have specific knowledge in a given task, process, plant, equipment etc. However assessment of risks will be conducted by staff when completing site specific information in a method statement.

A Risk Assessment will ask;

- What is the hazard?
- What is the risk?
- What are the controls?
- What do we do if something goes wrong?

Senior Management, Depot Managers and Senior Service Engineers will be responsible for ensuring that existing and new/ additional recommended controls are implemented within agreed timeframes. New employees will be made aware of the Risk Assessments relevant to their work activities during their induction training. Existing employees will have the document brought to their attention at least annually and following any amendments, via toolbox talk briefings. It will also be brought to the attention of non-employees who may be exposed to specific risks in the workplace (e.g. contractors).

The Risk Assessments will be brought to the attention of the above persons in a form, manner and as appropriate, language that will be understood.

When making changes to the Risk Assessments, the Health and Safety Officer will ensure that the master copy, held as an electronic file, is updated. Where there are significant changes to the Risk Assessments or new Risk Assessments completed, these will be communicated to all depots and all staff via toolbox talk briefings. These will be made available to all staff as a controlled electronic file until such a time as the annual review is completed and new revision document is issued.

As with the SHEQ Policy Statement, every January, as a minimum, to ensure that each official printed copy of the document contains a record of all changes, the Safety Officer will ensure that all circulated copies are

retrieved/ deleted and will issue the new and revised Risk Assessments. The revision number and date of revision will be recorded at the bottom of the assessment including the date for the next review. Prior to issuing the new revision, the document will be opened for consultation by all employees. This opportunity will allow suggestions on what to add, what to remove, what to amend etc. Consultation took place in October and November 2012.

Persons carrying out risk assessments will have regard to the General Principles of Prevention/ Hierarchy of Controls;

These principles are;

1. Avoid risks
2. Evaluate risk which cannot be avoided
3. Combat risks at source
4. Adapt work to suit the individual
5. Adapt to technical progress
6. Replace the dangerous with the non dangerous or less dangerous
7. Develop coherent overall prevention policy
8. Give priority to collective protective measures over individual protective measures
9. Give appropriate instructions to employees

Simply put this means;

Step 1- Eliminate the hazard- through elimination

Step 2- Create a safe place- through substitution and engineering controls

Step 3- Create a safe person- through administrative controls

3.4 Review of Risk Assessments

The Risk Assessment document will remain a live document at all times and will constantly be monitored and updated throughout the year by the Health and Safety Officer.

Risk Assessments will be reviewed formally at least annually and where:

- (a) There has been significant change in the matters to which it relates,
- (b) There is another reason to believe that it is no longer valid,
- (c) Under the direction of an inspector from a regulatory body such as HSE/HSENI/ HSA

In accordance with;

UK- The Management of Health and Safety at Work Regulations 1999, Regulation 3

NI- Management of Health and Safety at Work Regulations (NI) 2000, Regulation 3

ROI- The Safety, Health and Welfare at Work 2005, Section 19 (3)

Following a formal review, relevant Risk Assessments will be amended as appropriate and new Risk Assessments catalogued. In general the review will be carried out by the Health and Safety Officer in conjunction with various management personnel and employees.

3.5 Review of Environmental Impact Assessments

Environmental aspects will be identified and the impact of these aspects of our business on the environment will be assessed. As part of the overall development of the environmental management system these assessments will be developed to consist of procedures to control the particular aspects of our business, procedures to deal with an environmental accident/ incident and objectives to ensure The Group meets its legal obligations and becomes more environmentally friendly and more efficient.

These impact assessments will be reviewed on an annual basis and new objectives set to ensure continuous improvement. The Environmental Coordinator will monitor various indicators to ensure compliance with The Easi UpLifts Group Environmental Policy.

3.6 Document Control for Safety, Health and Environmental Policy/ Procedural Documentation and Forms

Forms and procedures that have undergone consultation and have been approved are filed, electronically, as a PDF document at the following location in the All Depot Drive (or T Drive).

Each form and procedure are catalogued on a document control register and assigned a number. Forms use the format HS- xxx and procedures use the format PR- xxx. The revision number is recorded in the footer on each document.

Master copies are held with the Health and Safety Officer.

Other forms produced for printing into duplicate books, such as pre use inspection sheets, are designed in house and master copies held by the IT Department. Reviews take place when stocks run low. Consultation will take place before approving final print.

3.7 Process for identifying changes in legislation, best practice, guidance with regards to Safety, Health and Environment

There are many sources of information on safety, health and the environment. The Easi UpLifts Group uses both internal and external sources. The Easi UpLifts Group is committed to taking measures to identify changes in legislation, best practice and general guidance.

At present the following internal sources of information are consulted to give an insight into the nature of a health and safety issue at depot and organisational levels;

- ✓ Accident records including accident report books
- ✓ Incident records
- ✓ Risk assessments
- ✓ Maintenance records and reports
- ✓ Inspection records and reports
- ✓ Audit reports
- ✓ Fire Log Book

At present the following external sources of information are consulted to give an insight into standards and also provide an overview of certain issues i.e. the bigger picture;

- ✓ National legislation

- ✓ Approved Codes of Practice and guidance notes such as those issued by the fire authorities, HSE, IPAF, Local Authorities, environmental agencies, British Quality Foundation, EU
- ✓ British and International Standards, National Standards Authority of Ireland
- ✓ Manufacturer's information such as operating instructions for machines and safety data sheets for chemicals
- ✓ Trade associations- we actively maintain memberships to Freight Transport Association, Fleet Operators Recognition Scheme, IPAF from which we receive regular updates
- ✓ Safety journals such as the Safety Health Practitioner magazine
- ✓ Various e-mail bulletins from associations such as VOSA, IOSH, DSA, DVLA, SEPA, EA, FORS, FTA, HSE and HSA

3.8 Consultation

The Easi UpLifts Group is committed to meeting their obligations under the following legislation regarding consultation;

UK- Section 2 of the Health and Safety at Work Act 1974 and Health and Safety (Consultation with Employees) Regulations 1996

NI- Health and Safety at Work (Northern Ireland) Order 1978 and associated regulations

ROI- Section 26 of the Safety, Health and Welfare at Work Act 2005 and associated regulations

It is the policy of The Group to ensure adequate measures are in place to ensure co-operation and consultation between all levels of management and staff. The Group will take account of any representations made by staff members. The effectiveness of the consultation arrangements will be reviewed at regular intervals.

Staff members are encouraged to raise safety, health and environmental concerns as and when they arise with their Group Department Manager, Depot Manager or Health and Safety Officer. However they are free to raise concerns with any management personnel.

Monthly Management Meetings take place on a weekly basis and will be attended by various Group Department Managers, Health and Safety Officer and Company Directors.

Consultation will take place in advance and in good time with regard to health and safety management at the place of work. Consultation period was held for various Health, Safety and Environmental forms and procedures which are incorporated into the SHEQ Policy Statement 2015. The SHEQ Policy Statement will be open for consultation at the end of each year, during the review process, for all employees to have input.

Additional formal mechanisms may be introduced in the future such as:

- Safety Representative
- Safety Committee

3.8.1 Safety Representatives

The Easi UpLifts Group recognises the rights and entitlements of Safety Representatives under the following legislation;

UK- Health and Safety (Consultation with Employees) Regulations 1996

NI- Health and Safety (Consultation with Employees) Regulations (Northern Ireland) 1996

ROI- Safety, Health and Welfare at Work Act 2005, Section 25

Employees may select and appoint a Safety Representative. Safety Representatives will not be placed at any disadvantage as a result of fulfilling their role. Currently there are no elected Safety Representatives in the company.

Safety Representatives, whether they are elected in the UK, NI and ROI, have a number of rights and entitlements including the right to:

- Make representations to their employer on any aspects of safety, health and welfare at the place of work.
- Investigate accidents and dangerous occurrences provided that they do not interfere with or obstruct any person fulfilling their legal duty.
- After giving reasonable notice to their employer, investigate complaints about health and safety made by employees whom they represent.
- Receive advice and information from HSE/ HSENI/ HSA on matters relating to health, safety and welfare at the place of work.

Safety Representatives elected in the UK and NI under the Health and Safety (Consultation with Employees) Regulations 1996 can only carry out the following with the employer's permission. Those elected in the ROI have the following rights;

- Inspect the place of work after giving reasonable notice to their employer. The frequency and schedule of inspections must be agreed between the Safety Representative and the employer in advance.
- Examine the causes of accidents such as inspecting the place of work in the event of an accident, dangerous occurrence or a situation of imminent danger or risk to health and safety.

Safety Representatives elected in ROI are also entitled to;

- Accompany a HSA Inspector on a tour of inspection.
- At the discretion of a HSA Inspector, accompany the inspector while they are investigating an accident or dangerous occurrence.
- Make oral or written representations to HSA Inspectors on matters relating to health, safety and welfare at the place of work.
- Consult and liaise with other Safety Representatives appointed in the organisation

Safety Representatives will be given reasonable time off, without loss of remuneration, to discharge their functions as a Safety Representative and to acquire appropriate knowledge and training. They must be provided with reasonable facilities to perform their functions.

Safety Representatives must be notified when a HSA or HSE Inspector visits the depot for the purpose of an inspection.

3.8.2 Safety Committee

Currently there is no safety committee in place.

Although not mandatory, where an employer is required to consult with a Representative of Employee Safety (UK/ NI) or Safety Representative (ROI) a Safety Committee may be established upon agreement by the employer as per;

UK- Health and Safety (Consultation with Employees) Regulations 1996

NI- Health and Safety (Consultation with Employees) Regulations (Northern Ireland) 1996

ROI- Safety, Health and Welfare at Work Act 2005, Section 26 and Schedule 4

3.9 Communication; Information, Instruction, Training and Supervision

The Easi UpLifts Group is committed to providing appropriate safety, health and environmental information, instruction, training and supervision for all employees in line with health and safety legislative requirements as well as environmental legislative requirements.

New employees, whether employed on a full- time or temporary basis, must attend the induction training. The nature and duration of the induction process depends on the role filled by the new employee.

Employees are expected to co-operate in any safety, health and environmental training provided in line with their duties under the relevant legislation.

When providing information to employees on safety, health and environmental matters, it will be given in a form, manner, and as appropriate, language that will be understood.

3.9.1 General Communication

1. **Daily High 5!** 5 minute meetings are held by all departmental teams to facilitate effective regular communication and to improve work processes.
2. **Bi-monthly Maintenance Conference Call-** takes place between Service Engineers in each depot and various members of management staff based in Head Office. Safety, health and environment issues are on the agenda and it is used as an opportunity to discuss incidents, accidents, technical faults etc. This system uses 'GoToMeeting' software.
3. **Monthly Management Meeting-** Safety, health and environment will be on the agenda of every meeting. Regular board meetings occur at the Easi UpLifts Group Head Office in Ashbourne. Safety, health and environmental issues raised are discussed here between company Directors and various Senior Management personnel.
4. **Quarterly Board Meeting** - deals with strategic decisions and fulfils corporate governance obligations.
5. **Annual Monster Meetings-** Depot Managers, Area Sales Managers, Health and Safety, Safety Training, Company Directors participate in a two day monster meeting covering a variety of topics
6. **Quarterly Newsletter 'High'**- It features company news, new staff, league tables for training and sales and topics in safety, health and environment.
7. **HR/ H&S Notice Boards-** Featuring vacancies, notification of various policies and procedures- HR and H&S, notification of new staff, safety alerts, Safety posters, environmental bulletins
8. **E-mail communication-** Group mail shots, hyperlinks to relevant documents
9. **Toolbox talks, bulletins, briefings and service memos-** Issued on a regular basis to all depots communicating policy and procedural changes, outcome of accident/ incident investigations, changes in legislation etc. Each depot would communicate to relevant staff and obtain a sign off sheet (see below)
10. **Informal meetings between various management staff-** discussing transport management, quality, environment, health and safety, inductions, forms and procedures
11. **Regular depot contact meetings-** Typically these informal meetings are held between a Company Director/ Health and Safety Officer/ HR Manager and the various Depot Managers and staff. This enables face to face communication where they are free to raise and explain various issues within the depot.

3.9.2 Information

While there is no legal definition it is generally accepted that information means providing factual materials which tells people about risks and health and safety measures/ precautions and environmental aspects, impacts and procedures.

Information needs to be provided not only to employees but also to employers of any staff visiting premises, temporary staff, contractors and members of the public visiting premises.

This would include various guides, leaflets, booklets from the HSA, HSE, Freight Transport Association, IOSH, BOC Gases, IPAF, DVLA, EPA, EA, SEPA to name but a few examples. General downloaded safety, health and environmental information is filed in the T Drive at the following file address.

T:\1. SAFETY AND ENVIRONMENTAL\SAFETY MANAGEMENT FILE\15. General Health and Safety Documents

More specifically it would include information detailed in risk assessments, emergency and evacuation procedures, responsibilities, personal protective equipment etc.

Information is needed when someone starts work, when their job changes or when they face new/ increased risks and when people unfamiliar with our premises are visiting or carrying out work

Information must be easy to understand and must be effective.

- Employee handbook- issued to all new staff
- Driver handbook- issued to all drivers who drive in scope vehicles
- Training course booklet- issued to all staff that complete IPAF / In house Operator Training

3.9.3 Instruction

While there is no legal definition it is generally accepted that instruction involves providing instruction/ guidance to people about what they **should** do and what they **shouldn't** do.

This would include communicating policies and procedures for various work tasks, manufacturer's operator's manuals, using toolbox talks, memos and briefings, providing familiarisation, developing method statements for various tasks, communicating legislation, Safety Data Sheets/ COSHH sheets etc.

Toolbox talks, service memo's, safety bulletins are issued on an on going basis when;

- There are changes to existing policies and procedures
- Introduction of new policies and procedures
- Occurrence of accident, incident, near miss
- Outcome of accident, incident, near miss investigation
- Relevant industry notices and articles

Sign off sheets are required for all of the above to confirm receipt and understanding of the information. These sign off sheets are returned to the Health and Safety Officer within a given time frame.

Aims for 2015

Develop a general safety, health and environmental communication schedule relevant to all staff as well as specific roles. This would be in addition to the aforementioned toolbox talks, service memos and safety bulletins.

3.9.4 Training

Training means helping employees to learn **how** to do what they should do. This can include giving information and instruction also.

Training is a more formal means of providing information and instruction which can include theory and practical elements and can vary from a few hours to a few days. Training is required for all levels of staff to ensure they can work safely and manage safety, health and environment.

(i) Induction Training

Induction training is provided to all new employees and covers general health and safety topics including;

- Employee Handbook
- The Health and Safety Policy
- Fire and other emergency procedures
- First aid facilities and personnel
- Location of welfare facilities
- Safe movement around the workplace including access and egress
- Accident and incident reporting procedure
- Worker consultation arrangements
- General safety rules
- Employee and employer roles and responsibilities
- Details of procedures and policies
- PPE requirements
- Introduction to the risk assessment system
- A tour of the depot

(ii) Driver Induction and Mentoring Policy

It is the policy of The Easi UpLifts Group that drivers will undergo the general induction as with all new employees. However due to the nature of their role and the risk involved in loading and unloading they will participate in a more detailed induction and mentoring program.

Each driver will undergo the following training or must otherwise be in possession of valid training card in;

- IPAF or Easi UpLifts (Safety Training) Plant Operator Training
- IPAF or Easi UpLifts (Safety Training) Plant Demonstrator Training
- IPAF or Easi UpLifts (Safety Training) Safety Harness Awareness Training
- IPAF Loading and Unloading Training

Other professional qualifications will be monitored during the driver mentoring program and before a driver is authorized to drive, load and unload this will have to be demonstrated and verified and signed off by various members of staff.

A Driver Handbook by the Freight Transport Association will be issued and the driver will acknowledge receipt of the Driver Handbook by signing an issue confirmation form. This will be supplementary to the

Employee Handbook. Transport procedures will also be communicated in the Driver Loading and Unloading Guide which is issued to all new drivers.

The mentoring program has six elements to it;

1. Vehicle familiarization- ensures the driver is familiar with the specific vehicle they will be driving
2. Demonstration of driving the vehicle with experienced driver/ Driver Mentor
3. Demonstration of loading and unloading for machine categories including loading combinations with Driver Mentor
4. Specific familiarization for specialized machines with Specialist Division
5. Demonstration of loading and unloading of specialized machine category with Specialist Division
6. Final authorization to commence driving, loading and unloading. This authorization is given by the Driver Mentor, HR Manager and Depot Manager.

Drivers will be followed up periodically by the Group Transport Manager, HR Manager and Depot Manager to assess their competency.

(iii) Training Needs Identification- Safety, Health and Environment

Training needs are identified through various mechanisms including;

1. Consultation with employees
2. Recommendations made by management via Training Request Form (Form HS- 019)
3. Risk assessments
4. Health and Safety Officer recommendation based upon observations made during workplace inspections and audits
5. Use of IT program such as CATMAN and Excel to highlight expiry dates of various training for staff
6. Regular meetings such as bi-monthly maintenance conference call with Service Engineers
7. Head Office identifying new equipment coming into the fleet
8. Driver CPC requirements

Training is provided through the following means;

- In house training courses such as safety harness awareness, manual handling, environmental awareness
- Easi UpLifts (Safety Training) Ltd- awarding bodies such as IPAF, IOSH, CAA, FAS, CSCS, PASMA
- External training providers such as occupational first aid, tachographs compliance
- Manufacturer training courses such as servicing and maintenance, advanced operation
- Driver CPC- accredited modules

(iv) Health and Safety Training Plan for Various Roles

More detailed training will be provided to employees in line with their role in the company. General training courses relevant to specific roles are listed below:

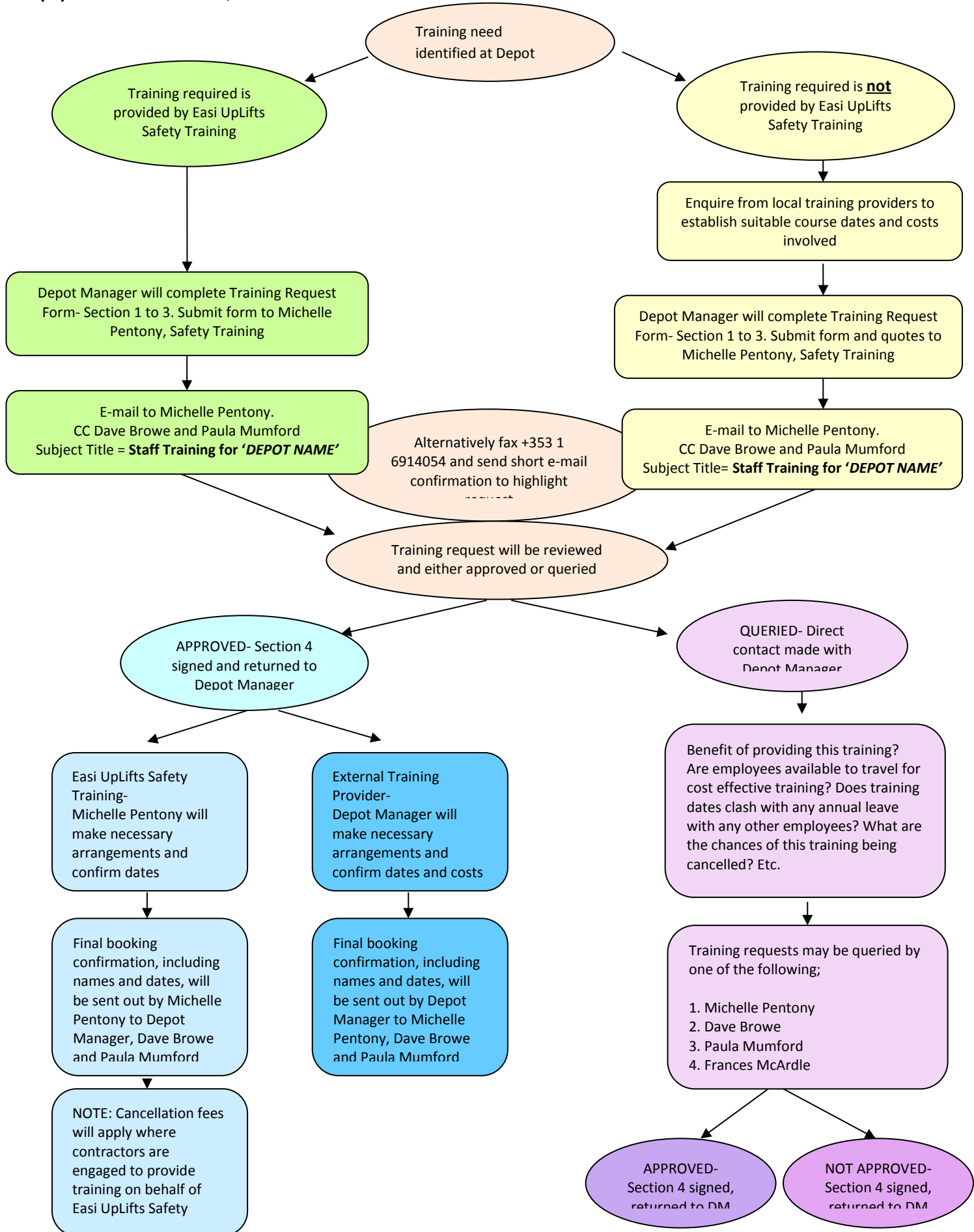
| Role and Existing Training Requirements | Training Course |
|---|--|
| Driver Relevant driver licence | Induction Internal mentoring programme IPAF/ CSCS Plant Operator IPAF Demonstrator IPAF/ In house Harness Awareness Training IPAF Loading and Unloading Safe Pass/ CSCS Health and Safety Driver CPC Manual Handling |
| Service Engineer Relevant driver licence Relevant trade qualification e.g. FETAC construction plant fitter or similar | Induction IPAF/ CSCS Plant Operator IPAF Demonstrator IPAF/ In house Harness Awareness Training IPAF Loading and Unloading Manufacturer specific training courses Abrasive Wheels IPAF CAP (Competent Assessed Person) Manual Handling |
| Specialist operator Relevant driver licence | Induction IPAF/ CSCS Plant Operator IPAF Demonstrator IPAF/ In house Harness Awareness Training Safe Pass/ CSCS Health and Safety Manual Handling |
| Area Sales Managers Relevant driver licence | Induction IPAF/ CSCS Plant Operator IPAF Demonstrator Safe Pass/ CSCS Health and Safety Manual Handling |
| Depot Manager | Induction Safe Pass/ CSCS Health and Safety, where required Loading and Unloading for Supervisors (Depot Managers) Manual Handling |
| Department Manager Administration/ Office | Induction Manual Handling |
| Other training courses as required | Occupational First Aid General Fire Safety Fire Warden Tachograph compliance/ legislation |

(v) Environmental Training Plan

General environmental awareness training courses relevant to most roles may include:

| Role | Training Course |
|---------|--|
| General | Spill containment, use of spill kits Recycling and reduction strategies Environmental accident and incident reporting Hazardous waste storage and removal |

(vi) TRAINING REQUEST PROCEDURE



(vii) Requesting Training for Employees

Depot Managers will follow the training request procedure above when they have identified a training need for a member of staff.

Training is required for new employees, when an employee's job changes, when new technology is introduced, when there is a change in a process or changes to legislation that affect working practices. Training may be required by law or may be required as a result of an accident or trends in near misses and incidents.

There may be new hazards and risks involved which will need to be communicated to all relevant personnel by their supervisors/ competent person. Refresher training may need to be provided as appropriate.

Refresher training is carried out when training is due to expire.

A large proportion of the above training courses will be provided by Easi UpLifts (Safety Training) Ltd. There are accredited training centres in each depot for IPAF, PASMA, CAA, CSCS and IOSH training courses. Some courses will be provided by external providers local to each depot where training is not provided by Easi UpLifts (Safety Training) Ltd. Environmental awareness training will be developed in house in 2015. Training in this area may also be outsourced where necessary.

(viii) Record Management- Training, Competence and Ability Records

A record of all training that a person has completed, including induction training, will be maintained by Easi UpLifts (Safety Training) and the Health and Safety Officer in conjunction with the Human Resource Department. There will be an overall training matrix compiled and maintained which will be designed to automatically flag expiry dates. Hard copies of training certificates and copies of cards will be held within specific training files.

The Human Resource Department is implementing a new HR software system which will allow them to enter details and maintain records.

Training records will contain the following information:

- Date of instruction;
- Duration;
- Name of Instructor;
- Name of person receiving instruction; and
- Nature and content of instruction.

As well as the internal training matrix The Easi UpLifts Group uses a specialised programme called CATMAN to keep a record of all training courses provided as well as expiry dates. This is used as a secondary means of flagging expiry dates.

An e-mail campaign called 'Check your Wallet' will be issued to all staff through their e-mail accounts asking them to literally check their wallets to check expiry dates on training cards etc.

3.9.5 Supervision

Senior management and Line management need to be aware that they have a responsibility to manage safety, health and environment and they need to recognise good standards of safety, health and environment in order to take action for poor standards.

General awareness training in safety, health and environment will be given to various management personnel to ensure that they have the necessary knowledge and skills to organise work safely without risk to health and the environment.

To do this they need to:

- Understand hazards to both safety and health and the environment
- Organise or carry out risk assessments
- Understand how to minimise risks
- Review effectiveness of safety measures/ precautions
- Investigate accidents, incidents and near misses
- Decide how to make improvements

Several employees have been promoted to Senior Service Engineers who now provide additional supervision within the depots.

Aims for 2015

Develop an internal academy (High School) which delivers clear and comprehensive induction of new employees and ongoing training of existing staff.

3.10 Monitoring and Measuring Performance

The Easi UpLifts Group is committed to monitoring safety, health and environmental performance. The Group will do this using both active and reactive monitoring methods.

Monitoring is a line management function as well as a function of the Health and Safety Officer. It is possible to measure whether certain performance standards/ indicators are in place, the degree to which they are in place and happening and perhaps assess their quality.

Basic performance standards to monitor;

1. The number and quality of risk assessments covering work activities
2. The provision of health and safety training as per training plan
3. The completion of workplace inspections as per inspection schedule

3.10.1 Active Monitoring

An inspection is a process of checking the workplace for uncontrolled hazards and addressing any that are found.

The Easi UpLifts Group carries out workplace inspections across its depots at regular intervals throughout the year. Formal Safety, Health and Environmental inspections are typically conducted by the Health and Safety Officer and corrective actions are recorded on the Internal Inspection/ Audit Report Form (HS-003). There is a comprehensive checklist/ prompt list that is used (HS-002). Once the Internal Inspection/Audit Report Form is complete, a copy is issued to the relevant Depot Manager/ Group Department Manager and copied to a Company Director.

It will be the responsibility of the Depot Manager/ Group Department Manager to ensure that the corrective actions are allocated to relevant staff for action and implemented within the stated timeframe. Upon completion of each action item the report form must be signed and dated. Once completed entirely, the report form must be returned to the Health and Safety Officer within the agreed timeframe.

The relevant Company Director and HR Manager will be notified where a Depot Manager/ Group Department Manager continually fails to address items raised in an Internal Inspection/ Audit Report Form within given timeframe, without explanation.

The Depot Manager/ Group Department Manager are required to periodically inspect their workplace under their control and also to observe the working practices of the staff within their depot/ department. This is to ensure that employees are complying with relevant policies and procedures and to ensure current arrangements are adequate to ensure the safety, health and welfare of all employees. Should any issues arise during these routine, informal inspections, action will be taken to close them out. It is essential that all issues and subsequent corrective actions taken must be recorded such as in their diary. The Depot Manager/ Group Department Manager will notify the Health and Safety Officer of these issues and their proposed corrective actions. It is proposed that more formal inspections will be conducted and recorded by both senior management during depot visits and line management on a regular basis within their depots.

Types of inspections taking place within The Easi UpLifts Group;

- A routine inspection of the workplace and the working environment is conducted on a regular basis to determine if general standards of safety, health and environment are acceptable or if corrective action is necessary.
- Drivers of HGVs and operators of truck mounted access platforms carry out pre use inspections on prescribed form on a daily basis.
- Periodic inspection of vehicles, plant and equipment as part of planned maintenance programme such as 6 to 12 weekly inspections of HGVs, annual road worthiness tests, 6 monthly inspections of work equipment.
- Statutory inspections of an item by a competent person to fulfil a legal requirement such as inspection of fire extinguisher, fire detection system, lifting equipment, portable electrical appliance testing etc.

Details of safety inspections conducted within The Group can be found below. Allocation of responsibilities is detailed below each inspection regime. Every employee is responsible for ensuring their work equipment, plant, machinery etc is in good working order and where applicable has a valid and in date test certification in place. Where an employee is aware that an item of work equipment, plant, machinery etc is not inspected or out of date they must report it immediately.

(i) Inspection regime of work equipment

| Work Equipment | Daily Visual | Weekly Visual | 6 month examination |
|--|--------------|---------------|---------------------|
| Slings- flat, round | Pre use | | X |
| Hooks- claw, wire, chassis, snap, transporter | Pre use | | X |
| Ratchet straps | Pre use | | X |
| Straps and attachments (buckles, hooks, rings) | Pre use | | X |
| Winch | Pre use | HS-025 | X |
| Winch rope and hook | Pre use | HS-025 | X |
| Chains | | | X |
| Chain block | | | X |
| Shackles- 'bow', 'dee', 'safety' | | | X |
| Load binder/ tensioner | | | X |
| Snatch block (pulley block) | | | X |

Allocation of responsibilities

The Depot Manager and Senior Service Engineer/ Service Engineer are responsible for ensuring that work equipment is inspected on a 6 monthly basis. The Depot Manager will engage the services of an external contractor for this task.

Drivers are responsible for carrying out a thorough pre use check on a daily basis and recording checks on the prescribed form.

Drivers are responsible for carrying out a weekly visual inspection of their vehicle winch and winch rope and hook. This must be recorded on form HS-025.

The Depot Manager is responsible for ensuring the above checks are completed and relevant forms are returned on a daily or weekly basis and filed accordingly.

(ii) Inspection regime for lifting equipment

| Work Equipment | Pre Delivery Inspection | 6 month examination | 12 month examination |
|---------------------------------|-------------------------|---------------------|----------------------|
| MEWPs- all categories | X | X | |
| Telescopic Forklift | X | | X |
| Rotator Telescopic Forklift | X | X | |
| Telescopic Forklift attachments | X | X | |

Allocation for responsibilities

Service Inspection Due reports are sent to each depot on a weekly basis highlighting when a machine within their fleet is due their statutory thorough examination

The Depot Manager is responsible for ensuring that all machines have a valid and in date statutory certification.

The Senior Service Engineer/ Service Engineer are responsible for ensuring these checks are done correctly and thoroughly. They must ensure the relevant documentation is completed in full and correctly and submitted to the office for filing. Ensure details of any remedial work are documented.

(iii) Inspection regime for other items

| Work Equipment | Daily Visual | Weekly Visual | Other |
|---|--------------|---------------|------------------|
| Fire Extinguishers, Fire Blankets, Hose Reels | | X | Monthly & Annual |
| Fire Detection and Alarm System | | | Monthly & Annual |
| Fire Escape Routes, Emergency Exits | | X | |
| Fire Safety Signs including evacuation notice | | | Monthly |
| Emergency Safety Lighting | | | Monthly & Annual |
| Smoke Detectors/ Carbon Monoxide Detectors | | X | Monthly |
| First Aid Boxes/ Stock | | | 6 Monthly |
| Harness and Lanyards | Pre use | HS-020 | 6 Monthly |
| Portable Appliance Testing- PAT- Workshop | | | Annual |
| Portable Appliance Testing- PAT- Office | | | Every 3 years |
| Electrical Installations- Periodic Review of | | | Every 5 years |

Allocation of responsibilities

The allocated Fire Warden is responsible for ensuring the fire extinguishers, fire detection and alarm system and smoke/ carbon monoxide detectors undergo regular visual inspections or tests as per the table above.

The Depot Manager is responsible for ensuring that an annual service of fire extinguishers and the fire detection and alarm system takes place.

The allocated First Aider is responsible for checking that the number of first aid boxes and the stock is sufficient. The First Aider will report their findings to the Depot Manager.

Those who are in possession of a harness and lanyard and are in possession of a valid in date safety harness awareness training card will complete pre use checks and weekly visual inspections and record this on the prescribed forms.

The Depot Manager will ensure that PAT testing takes place when required. They will also ensure that a periodic review of electrical installations takes place within the depot.

3.10.2 Reactive Monitoring

In order to ensure continuous improvement with regards to safety, health and environmental issues it is necessary to use accidents, incidents, near misses, ill-health and other unwanted events and situations as indicators of health and safety performance to highlight areas of concern. By analysing both individual events and statistics from several events we can learn lessons, find trends and patterns, which will influence policy, objectives and improvement plans.

The Easi UpLifts Group is committed to putting in place systems which will enable the gathering of data and subsequent analysis of data from a number of different unwanted events;

- Accidents
- Dangerous occurrences
- Near misses
- Sickness absences
- Complaints from the work force
- Complaints from customers
- Enforcement action

Currently an Accident and Incident Statistic Tracker is maintained by the Health and Safety Officer with information relating to all accidents, incidents, near misses, road traffic accidents and dangerous occurrences.

The HR Manager keeps records of employee absences including sickness absences.

(i) Accident Frequency Rates

The Group will use the following formula when converting raw data into an accident rate to allow for comparisons over specific periods of time e.g. per year.

$$\text{Accident Frequency Rate} = \frac{\text{Number of reportable accidents during specific period of time}}{\text{Man hours worked during the same period of time}} \times 100000$$

This will give a measure of number of reportable accidents per 100,000 man hours worked

$$\text{Incident Frequency Rate} = \frac{\text{Number of incidents during specific period of time}}{\text{Man hours worked during the same period of time}} \times 100000$$

This will give a measure of the number of incidents per 100,000 man hours worked

$$\text{Accident Incidence Rate} = \frac{\text{Number of accidents/ incidents during a specific period of time}}{\text{Average number of workers over the same period of time}} \times 100$$

This will give a measure of the number of accidents or incidents per 100 workers

This will allow The Group to compare accident and incident statistics from one year to the next.

3.11 Audit and Management Review

An audit focuses on the management systems. It examines documents such as safety, health, environment and quality policies, arrangements, risk assessments, procedures etc. It examines forms created to verify and record training, maintenance, inspections, statutory examinations etc.

The Easi Uplifts Group carries out audits across its depots at regular intervals throughout the year. Formal Safety, Health and Environmental audits are typically conducted by the Health and Safety Officer and corrective actions are recorded on the Internal Inspection/ Audit Report Form (HS-003). There is a comprehensive checklist/ prompt list that is used (HS-002). Once the Internal Inspection/Audit Report Form is complete, a copy is issued to the relevant Depot Manager/ Group Department Manager and copied to a Company Director.

It will be the responsibility of the Depot Manager/ Group Department Manager to ensure that the corrective actions are allocated to relevant staff for action and implemented within the stated timeframe. Upon completion of each action item the report form must be signed and dated. Once completed entirely, the report form must be returned to the Health and Safety Officer within the agreed timeframe.

As well as the general audit of risk assessments, procedures and arrangements at depot level throughout the year there will be a more comprehensive audit and review of the overall, Group wide safety, health and environmental management systems carried out on an annual basis.

During this audit objectives that were set for the year ahead will be reviewed and analysed to ensure that objectives were achieved. Where objectives were not achieved challenges will be identified and objectives redefined.

Once areas of improvement have been identified these will form the basis of new objectives set within the area of safety, health, environment and quality.

(i) Internal and External Audit Schedule

| Internal/ External Audit | Frequency |
|---|--------------------|
| Workplace Inspection - Health and Safety Officer | Every 6 months |
| Management System Audit- Health and Safety Officer | Every 6 months |
| Fire Risk Assessment Audit and Review- Health and Safety Officer | Annually |
| Overall review of the SHEQ Policy Statement- Board and Management | Annually |
| Overall review of the Risk Assessments- Board and Management | Annually |
| Depot Health Check 60- Visiting staff | Ongoing |
| Depot Health Check 60- Depot Managers/ Senior Service Engineers | Weekly/ Monthly |
| Depot Manager Formal Inspection (Proposed) | Every 2 months |
| External Achilles Verify Audit | Annually |
| External Freight Transport Association Audit | Annually |
| External IPAF Audit- Safety Training | Annually |
| External PASMA Audit- Safety Training | Annually |
| External FAS CSCS Audit- Safety Training | Unannounced visits |
| External CAA Audit- Safety Training | Annually |

3.12 Emergency Preparedness

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

Various emergency preparedness procedures have been developed to deal with different types of foreseeable emergencies i.e. situations of serious and imminent danger.

Emergency preparedness procedures detailed include the following;

1. Fire Emergency Plan/ Evacuation Plan
2. Severe Weather
3. Road Traffic Accident
4. Detecting flammable gas leaks
5. Cylinders in a fire
6. Environmental Impact- Oil Spills
7. Environmental Impact- Battery Acid Spills
8. Environmental Impact- Other Hazardous Substance Spills

Various other emergency preparedness procedures can be found throughout this document including;

- Access for fire fighting vehicles- Section 3.13.7
- Fire Emergency Plan Template- Section 3.13.8
- Emergency Evacuation Plan Template- Section 3.13.12
- Procedure to be followed in case of an accident (First Aid) - Section 3.14.1
- Accident/ Incident Reporting and Investigation- Section 3.15
- Environmental Incident Reporting and Investigation- Section 3.16
- Rescue procedure for safety training customers from MEWPs- Section 3.38.4
- General rescue procedure from MEWPs – Section 3.38.5

New emergency plans developed in 2015 will be done so in line with the following format

| | |
|---|---|
| Type of emergency situation | e.g. fire, flooding |
| Procedures to be followed | Details actions to take |
| Provision of suitable equipment | Is there any specific equipment required to deal with emergency |
| Nomination of responsible staff | Who should be notified, who coordinates efforts |
| Provision of training and information | What should people know |
| Drills and exercises | Instruction in how the procedure should work |
| Means of communication and identification of location | How employees will communicate |
| Arrangements for contacting emergency services- communication | Contact details, who should call |
| Accounting for personnel involved | How to provide staff list and do role call |

Specific operational method statements will include emergency preparedness procedures e.g. oil spills. The driver loading and unloading guide will include relevant emergency preparedness procedures.

Aims for 2015

Develop emergency preparedness procedures for issues such as traffic management issues, unstable loading, transporting equipment and storage of materials

3.12.2 Fire Emergency Plan/ Emergency Evacuation

See section 13. More specifically see Section 13.13.8 and 13.13.12 for contents of a depot specific Fire Emergency Plan and Emergency Evacuation Plan

i) GENERAL EMERGENCY ACTION NOTICE IN THE EVENT OF A FIRE

- Any member of staff who discovers a fire should set off the alarm using a manual call point or alternative arrangement. An alarm is activated via a manual call point by breaking the glass.
- Any member of staff having first set off the alarm should immediately notify the Fire Warden in their department / office, giving details of the location of the fire. Such information to include, where possible, floor, room, area.
- When the alarm sounds, employees should switch off any machines they are using and evacuate the building along the nearest fire escape route as quickly as possible, without stopping to take equipment or possessions.
- Where applicable any lifts within the depot must not be used. Use the staircases at all times in the event of an emergency.
- As a rule fire fighting should be left to the emergency services. An attempt to fight a fire with the firefighting equipment available would only be relevant for trained staff, where the fire was of a very small nature or impinging on an exit route. The first priority is to raise the alarm and evacuate.
- Close all doors behind you and never keep fire doors open by using a 'door stop'. This will ensure small fires do not spread or spread less rapidly.
- Before opening any door of a room or office that leads to the main hallway feel the door first to see if it is hot.
- If the door is not hot, open it slowly.
- Then if conditions allow, proceed to the nearest stairway and follow the evacuation plan.
- If smoke is too heavy, do not enter
- Try alternative route
- Ensure you are familiar with your emergency access route, nearest emergency exit, fire extinguisher, first aid box etc
- All occupants should proceed to the designated Fire Assembly Point. It is important the staff do not remain near the entrances of the buildings which have been evacuated; this can restrict the evacuation and hinder access for the Emergency Services. If the Fire Wardens deem it necessary they will move the evacuated staff further from the building for safety reasons.
- Notify the fire marshal of any injured parties
- People must wait at the assembly point until accounted for in the roll call. Each Fire Warden will account for all the staff for their department / office.
- At all times during the emergency, staff should comply with all instructions given to them by the Health and Safety Officer, Fire Wardens, members of the Emergency Services.
- No-one is to re-enter the building under any circumstances until advised to do so by the Health and Safety Officer, Fire Warden, Emergency Services. Keep calm.
Please DO NOT leave the Assembly Point without notifying the hire controller/ fire warden, as this may endanger others attempting an unnecessary rescue.
- All personnel must use the depot access control system e.g. clock in/ clock out system to ensure they are accounted for correctly. Never leave the depot without clocking out. In the event of an emergency you will be seen to be present in the building and where you cannot be accounted for you will be classed as a missing person.

ii) Calling the Fire Services

- In the event of a fire outbreak, regardless of size, immediately dial 112/ 999 and ask for the Fire Services.
- When connected to the Fire Services control centre, state your name and location, including any landmarks to assist
- Ensure you are aware of the depot address prior to calling the Emergency Services
- If known, state the type of fire situation e.g. Fire location, Fire size, Materials involved and Persons missing.
- Do not replace the receiver until the address has been repeated by the Fire Services.

3.12.3 In the Event of Severe Weather Conditions

Ensure the vehicle is well maintained and serviced i.e. all fluids including anti freeze are optimal, tyres are in good condition and at required pressure, heaters are working etc. Ensure all your lights are working including hazards, fog lamps, dip beams and high beams.

Ensure vehicles have emergency kits are in place where required i.e. emergency triangle, high visibility vest, de-scraper etc.

i) Driving in the dark, at sunrise, at sunset

During the autumn and winter months the shorter days mean drivers are now driving in reduced natural light during working hours. At night or just before the sun rises or goes down vision is severely limited.

1. Turn your headlights on one hour before sunset to make it easier for other drivers to see you in early twilight. Keep your headlights on at least one hour after sunrise.
2. Refrain from flashing your high beams at a vehicle with its high beams on, this will only increase the chance that two drivers will not be able to see.
3. Avoid glare - instead of looking at oncoming headlights, look toward the left side of the road and watch the kerb, ditch or any line marking the lane of traffic to the left.
4. When headlights from vehicles following you reflect in your rear view mirror, use the "day-night" feature on the mirror or adjust your mirror to cut out as much of the light as possible
5. Keep all windows clean to reduce glare. Keep all headlights clean to retain efficiency. Be sure to clean the inside and outside of your windshield
6. Keep your eyes moving - look for flashes or beams of light [or glare] at hilltops, curves and intersections that may indicate the headlights of other vehicles.
7. Increase your following distance - increasing your distance by four to five seconds can make it easier to spot potential problems on and along the roadway and give you more time to respond.
8. Regulate your speed - driving too fast is more dangerous after dark than during the day because of decreased visibility.
9. Prevent fatigue - driving in the dark can be tiring, so ensure good ventilation inside the vehicle and take frequent refreshment breaks to give your eyes a chance to recover. Take a short nap or a brisk walk, or have some caffeine to help you stay alert.
10. Use vehicle mirrors to your advantage – ensure they are properly aligned.
11. Align your headlights correctly - properly aligned headlights will help you see the road better and will help other drivers avoid glare.
12. Have your vision checked regularly

ii) Driving in heavy rain, hail or heavy surface spray

Two main challenges faced by drivers; reduced visibility and a reduction in grip between the tyres and the road surface. The easiest and safest way to drive in these conditions is with head lamps on and to increase braking distances between you and the car in front. Using rear fog lamps offers extra protection

iii) Driving in fog

High intensity rear fog lamps must be used.

In fog, use only your low beam headlights; high beams reduce your own ability to see and may temporarily blind other drivers. If your vehicle is equipped with fog lamps, use them with your low beams only when there is fog (or incremental weather)

Driving in snow and frost and ice

Being prepared is the key.

1. Check local and national weather forecasts. Listen to travel information on radio.
2. Take care around road gritters and snow ploughs. Don't be tempted to overtake snow ploughs by squeezing into partially cleared lanes.
3. It can take ten times further to stop in icy conditions. Allow extra room, 10 seconds, to slow down and stop.
4. Use the highest gear possible to avoid wheel spin. Manoeuvre gently and avoid harsh braking and acceleration. If you start to skid, gently ease off the accelerator and try to avoid braking. If braking becomes necessary, brake very gently.
5. When driving in snow, make sure you're equipped with de-icer, warm clothes, one or more warm blankets, food, water, boots, a torch (*i.e. flashlight*) and spade.

iv) Driving in high winds

Three main challenges faced by drivers driving in high winds

1. You can be blown off course- Keep both hands on the wheel, particularly if you're being buffeted by the wind or the slipstreams of other vehicles and anticipate stronger winds and gusts on exposed stretches of road or when passing high-sided vehicles. It's important to keep your speed down too.
2. Other vehicles can be blown into your path- Sudden gusts can blow any vehicle off course. Keep your distance from all other vehicles and take particular care around cyclists, motorcyclists and horse-riders. If you break down on the motorway or on any busy road in gusty weather it's safer to move to a safe location away from the vehicle rather than wait in the car to be rescued.
3. There could be trees or other debris in the road- If you see twigs or small branches in the road there could easily be a tree or large branch in the road around the next bend. It's important to keep your speed down and drive with great care particularly on country roads early in the morning. Trees can partially fall too and hang above the road.

3.12.4 In the Event of Road Traffic Accident (RTA)

These are the basic steps to be taken by our drivers in the event that they are involved in a RTA:

1. Don't panic
2. Assess casualties
3. Decide whether to move your car or not
4. Exchange motoring details
5. Photograph the scene
6. Discussing the specifics of the road traffic accident
7. The issue of liability
8. Take a break and gather your thoughts

1. Don't Panic-

- Remain calm. This will ease tensions and will also help you to remember the cause of the car accident.

2. Assessing Casualties-

- Assess the scene for casualties. Start with yourself, check if you are injured, then move on to the rest of the passengers in your vehicle.
- If you are capable of doing so assess any other drivers, pedestrians, motorcyclists, cyclists involved for injury too. Don't move any injured parties unless they are in immediate danger from oncoming vehicles.
- Call the emergency services, providing as much detail about the collision as you can such as the location of the car crash, number of people and vehicles involved and injuries sustained.
- Do not ignore injuries you have sustained. Ensure you report injuries and get treated.

3. Decide whether to move the vehicle or not-

- If it is a serious motor accident, don't move any vehicles. Use warning triangles if you are physically capable and it's safe to do so. Place them about 20 meters behind the car nearest oncoming traffic. If on a bend in the road place the warning triangles either side of the bend.
- If it is possible to do it in safety then remove debris from the road which may be a hazard to other traffic.
- If it's a minor car accident, pull over as far left as possible to prevent obstruction to oncoming vehicles and thus prevent large traffic tailbacks.
- If carrying passengers ensure they exit the car from the left and stay as far left on the roadside as possible.

4. Exchanging motoring details-

- Always ensure that you have a pen and paper in your vehicle to take note of all details if you are involved in a RTA.
- Take note of ALL the following essential information in relation to the third party:
 - Name of third party
 - Third party address
 - Third party phone number
 - Driver's licence numbers
 - Make & model of vehicle damaged including colour and year
 - Registration number of that vehicle
 - Third party insurance company name and number

- Third party insurance policy number
- Third party insurance renewal date
- Ask who the vehicle belongs to. Where the vehicle does not belong to driver get the name, address and number of the owner of the vehicle

- You're not allowed to withhold this type of information from another party involved in the motor accident.

5. Photographing the scene-

- Take photos of the damage, no matter how minor, caused to the third party vehicle / property and the company vehicle. This must be carried out in case there is further damage to the vehicle after the accident which has nothing to do with the incident in question.
- Ask the third party if there was any damage to the vehicle before the accident / incident occurred.
- Take photos of the scene of the road traffic accident. Try to capture their position on the road.
- Take photos of anything else you would deem necessary e.g. condition of the tyres, car registration
- If a camera (phone or camera) is not available, use a piece of paper and document the same details pertaining to all vehicles involved.
- Ensure to ring your Depot Manager immediately to report the accident. Don't leave reporting of an accident until you return to the depot.
- The Depot Manager must be made aware of any accident immediately in order to report the accident / incident to the Health and Safety Officer.

6. Discussing the specifics of the road traffic accident-

A host of details may prove relevant and should not be overlooked;

- The speed of the vehicles involved
- The width of the road
- The road markings and road signs
- The road surface conditions
- The weather conditions
- Visibility/ Lighting in the area
- The manner of other's driving
- If the other driver or passengers were wearing their seat belts
- If you have an accident involving a parked vehicle, note where the vehicle was parked (i.e. near a corner, on a yellow line, in a loading / unloading area).
- Note the exact time of the accident.
- Note the exact damage cause to the Third Party vehicle / property.
- Write a brief description of the accident at the scene, exactly what happened in your own words. This can be elaborated upon once you are back at the depot with the Depot Manager. He / She will also provide you with an Accident Report form to complete fully and you must also provide a sketch of the scene of the accident.
- If the **Police or Gardaí** is called, note the name of the attending officer, the station where that officer is based and their telephone number. Where available note the incident number.
- Were there any witnesses to the accident/ incident? You should also take the contact details (name, address and phone number) and driver's licence numbers of those who witnessed the car accident.
- Were there any passengers in either vehicle? Take their name and contact number also.

7. The issue of liability-

- No discussion of liability should take place at the scene of the car crash; do not feel drawn into any such discussion.
- Even if you feel yourself to have been responsible take full details of the other driver's motor insurance
- You should only discuss details of the motor accident with **the Police or Gardaí** or your motor insurance company or motor insurance broker.

8. Take a break and gather your thoughts-

Once you have exchanged all necessary details with the other drivers involved in the car crash, take some time to collect yourself before driving off. No matter how minor a road traffic accident it can cause stress and shock.

3.12.5 Detecting Flammable Gas Leaks

(Adapted from BOC.ie and BOC.co.uk website)

Dissolved acetylene (DA)

Identifying features:

- hissing sound and often a garlic-like smell will reveal leakage from a dissolved acetylene cylinder
- specific gravity of gas: 0.9
- dissolved acetylene is lighter than air and therefore will dissipate into roof spaces

Problem 1 - suspected leak

Action –

- Check to see if valve is properly closed using moderate force (hand tight)
Perform a leak test

Problem 2- persistent leak

Action -

- Extinguish all ignition sources
- Evacuate personnel from the area
- Move the cylinder to a safe position - outside and away from drains. Keep the leak uppermost and take care to ensure further risks are not encountered along the way
- Cordon off the area
- Warn everyone in the area of the gas leak and give priority to those downwind or downhill
- Inform the supplier and call their customer service line where applicable
- Ensure the work area is thoroughly ventilated before returning

Problem 3 -ignited leak

Action -

- Extinguish all ignition sources
- Wear leather gauntlet
- Extinguish the flame with a dry powder extinguisher or a wet rag - but only if it is safe to do so
- Close the cylinder valve
- If the flame from the cylinder has started a secondary fire, or is heating the cylinder, evacuate personnel to a safe location
- Call the fire service
- Inform the supplier and call their customer service line where applicable

3.12.6 Cylinders in a Fire

All gas cylinders, whatever their gas content, are potentially dangerous when directly exposed to a fire.

If subjected to sustained heat from a fire, a cylinder may in some circumstances rupture with explosive force. If it contains fuel gas or oxygen it will cause the fire to burn more ferociously and may cause it to spread.

The force from a cylinder rupture may create flying debris which could cause damage to property and injury to personnel.

i) If a gas cylinder is directly involved in a fire

1. Evacuate the area to a minimum of 200 metres from the cylinder
2. Call the fire service
3. Advise neighbours within the 200-metre hazard zone area about the danger
4. Inform the supplier and call their customer service line where applicable
5. Cylinders which are not directly involved in the fire and have not become heated should be moved as quickly as possible to a safe place, provided this can be done without risk to personnel. Make sure the cylinder valves are closed
6. When the fire service arrives, explain the location and number of gas cylinders directly involved in the fire and the names of the gases they contain. The fire service cannot enter your premises to deal with the situation without this information

ii) When the fire has been extinguished

NEVER move or use cylinders that have been exposed to a fire until the fire service or the supplier has declared it safe to do so.

iii) Dissolved acetylene (DA) cylinders

- Once the fire has been extinguished, dissolved acetylene cylinders which have been involved in the fire need to be cooled for a total of 24 hours
- The fire service will impose a cordon while the cylinder is cooled
- Ensure nobody tampers or interferes with the DA cylinder during this period. The fire service will inform you when it is safe to handle the cylinder
- Ensure the supplier has arranged to collect the DA cylinder after the 24-hour cooling period

3.12.7 Environmental Impact- Oil Spills

If you discover an oil spill, initially determine whether or not you can deal with the spillage.

1. Do not start the machine if you notice an oil leak.
2. If you are operating the machine and notice a leak stop the machine immediately when it is safe to do so.
3. Assess the scale of the spillage.
4. Contact the depot manager or relevant supervisor immediately.
5. Contact the site manager if on a customer premises
6. The source of the spill should be identified and plugged if possible to stop the leakage.
7. An inspection of the immediate area surrounding the spillage needs to be carried out in order to determine whether any drainage/ sewerage points are close by.
8. If any drains are in danger i.e. if the spill is travelling down a slope, granular absorbent should be displaced around them to prevent oil getting into them and/ or absorbent socks placed around it.
9. Take photos of spill as a visual record.

Points to consider;

While it is not possible to say definitively when a spillage becomes so big that it cannot be dealt with on a personal level, a general rule of thumb is that if the spill covers an area of approximately four or five square feet or less, it should be possible to deal with it using your spill response kit.

Consult the Safety Data Sheet for further information regarding spills, environmental considerations and disposal relating to the spilled substance

If on a public road (follow procedure for spills on highways)

i) Necessary equipment required for cleaning the spill

A company representative may have to be sent to site with a spill kit.

Spill response kit consists of the following:

- Bags of vermiculite, dry sand or similar
- Shovel
- Collection bucket
- Eye Protection
- Plastic gloves

ii) Dealing with an oil spillage

1. Disperse granular absorbent/ absorbent mats/ absorbent socks over and around the spill area.
2. Allow oil to be absorbed by the absorbent
3. Use shovel to put granular absorbent into the dedicated bucket
4. Return bucket to depot for suitable disposal
5. Fill out an incident report form (HS-006), noting:
 - Date and time
 - Location
 - An approximation of the volume involved
 - Action taken to deal with the situation

- Who was contacted? (E.g. emergency services, depot manager, site manager etc.)
- Where was the source of the leak?
- Was it possible to stop the leak?

- What was done with the absorbent
- Whether any oil leaked into drain or similar
- The make, model, serial number or the machine/vehicle involved
- Likely cause of spillage

6. This incident report should be kept on file at the depot and a copy sent to the Environmental Coordinator (Health and Safety Officer)

3.12.8 Environmental Impact- Battery Acid Spills

In the event that a electrical storage battery spills its contents;

1. Stop flow of material where possible. Do not handle a battery that has tipped over and is spilling its contents unless you are wearing the correct PPE (see below)
2. Dilute spill cautiously with approximately six times the amount of water and gradually neutralize with sodium bicarbonate, soda ash or lime (see below)
3. Contain/ absorb small spills with dry sand or earth and vermiculite.
4. Do not use combustible materials.
5. Sweep or shovel spilled materials and contaminated absorbent material and place into an approved container.
6. If possible, carefully neutralize spilled electrolyte with soda ash, sodium bicarbonate, lime, etc. Wear acid-resistant clothing, boots, and gloves and face shield.
7. The neutralised solution can be cleaned away with water. However do not allow discharge of raw acid to sewer
8. Notify the depot manager/ yard man/ supervisor/ foreman of the spill immediately.
9. Seek assistance where required.
10. Ensure ventilation is maintained and ignition sources are kept away from the area.

3.12.9 Environmental Impact- Other Hazardous Substance Spills

Various substances are used with the work shop area such as diesel, paint, paint thinners etc. The following basic procedure for all other spills is;

1. Stop source of leak/ spill
2. Contain substance using contents of emergency spill kit i.e. absorbent granules, mats, socks
3. Leave to soak up substance
4. Sweep or shovel contaminated material into an approved container
5. Dispose of contaminated material as hazardous waste
6. Notify the Depot Manager and Environmental Coordinator (Health and Safety Officer) of significant spills

3.13 Fire Safety

3.13.1 Fire Safety Policy

It is the policy of The Easi UpLifts Group to ensure, so far as is reasonably practicable, the safety of employees and take such fire precautions as may reasonably be required in the circumstances to ensure that premises are safe in relation to non- employees and ensure a risk assessment for fire safety is in place.

The Easi UpLifts Group recognises that it owes a duty of care to all visitors to our depots as well a duty to provide a safe workplace for employees, including controlling fire risks. These duties are set out in various legislation including;

UK- Regulatory Reform (Fire Safety) Order 2005 (RRFSO)

NI- Fire and Rescue Services (Northern Ireland) Order 2006

Scot- Fire Safety (Scotland) Regulations 2006

ROI- Fire Services Act 1981

Each depot has designated a minimum of one staff member to the role of Fire Warden. It is the intention of The Group to ensure that staff training for Fire Wardens and General Fire Safety for all other staff is completed in 2015.

The Group is committed to communication and consultation with staff in each depot with regards to fire safety. The Health and Safety Officer in conjunction with the designated Fire Warden will conduct fire safety checks at regular intervals. These checks will be used to identify uncontrolled fire hazards and preventative and protective measures required. Fire safety considerations will form part of the overall workplace inspections and audits carried out by the Health and Safety Officer.

3.13.2 Fire Risk Assessment

The Health and Safety Officer will conduct Fire Risk Assessments for all the depots within UK, NI and ROI. A Fire Risk Assessment Template will be developed and catalogued within the management system for document control and referencing purposes.

The Fire Risk Assessment will follow the standard five step approach as detailed by the HSE in UK

1. Identify the fire hazards
2. Identify the people who might be harmed and how
3. Evaluate the risk and decide on precautions
4. Record the significant findings
5. Review and update as necessary

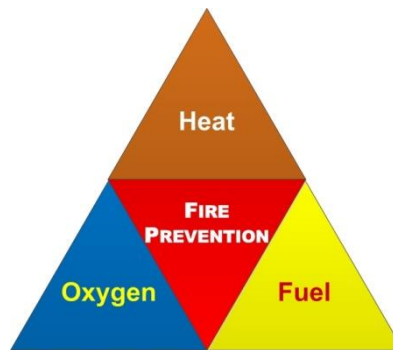
Depot specific Fire Risk Assessments will be completed in 2015.

Each depot will have a fire log book in place to record all inspections. The Depot Manager, in conjunction with the Fire Warden, will ensure this is in place.

3.13.3 Fire Prevention

To initiate and sustain a fire, three things need to be present at the same time;

6. Fuel- such as wood, paper, plastic, petrol
7. Oxygen- usually from the air, gas cylinders, oxidising agents
8. Heat/ energy- usually from ignition sources such as smoking, hot work, sparks from electrical equipment, arson, friction from plant and equipment



This fire triangle illustrates the method of preventing or controlling ignition of combustible materials, thus preventing a fire from being initiated and sustained, by removing one or more elements.

The fire prevention strategy of The Group will rely on separating fuels from ignition sources as it is less practical to exclude oxygen using measures such as:

- Proper storage of flammables and combustibles- A dedicated store will be
- Good housekeeping- control accumulation of rubbish and combustible
- Information, instruction and training in awareness of fire hazards and precautions

3.13.4 Fire Detection

Each depot must have in place means for detecting fire within the office and workshop areas. Fire detection measures will consist of a combination of automatic and manual detection systems such as manual call points, smoke detectors, heat detectors etc.

Not all detectors are suitable for every location so in order to reduce the number of false alarms;

Smoke detectors will be used in areas such as communications rooms, canteen and offices.

Heat detectors are more appropriate for and will be used in the workshop areas. They are good in areas where smoke, steam and dust are present under normal conditions.

Carbon monoxide detectors are a useful addition to smoke detectors in small infrequently visited rooms as slow, smouldering fires emit detectable levels of carbon monoxide before they emit smoke. They are also a requirement where there is plant that burns fuel for energy such as a gas boiler.

Any system in place must undergo annual servicing and any necessary maintenance. A schedule for regular testing of smoke detectors, manual call points etc will be established in individual depots. The Depot Manager will be responsible for ensuring these tests are completed and recorded.

3.13.5 Fire Warning Systems

Each depot must have in place means for alerting occupants to the presence of a fire or where the building is empty, alerting the emergency services to the presence of a fire. The fire alarm system will consist of bells and/ or sounders. Some depots have in place manually operated devices i.e. klaxon horn as a supplementary measure.





Automatic alarm and detection systems must be serviced on a 6 monthly basis (BS 5839-1). Simpler checks can be conducted more regularly. Checks would include checking for faults on the control panel and operating a different manual call point each week.

3.13.6 Fire Fighting Equipment

Fire extinguishers must be in place in all offices and workshops. They must be mounted on the walls at 1m from the ground or on suitable bases. CO2 extinguishers will be in place at all switch boards and in all communications rooms. They will be serviced on an annual basis. Ensure that extinguishers undergo discharge and testing every 5 to 10 years (depending on type). This should be done on a rolling basis.

Every truck must have a portable fire extinguisher and this must be included in the annual service

Hoses, where in place, must also be serviced on an annual basis.

| Fire Extinguisher Chart | | | | | | |
|---|----------------------|--|----------------------|---------------------|-------------------------|------------------------|
| Extinguisher | | Type of Fire | | | | |
| Colour | Type | Solids (wood, paper, cloth, etc) | Flammable Liquids | Flammable Gasses | Electrical Equipment | Cooking Oils & Fats |
|  | Water | ✓ Yes | ✗ No | ✗ No | ✗ No | ✗ No |
|  | Foam | ✓ Yes | ✓ Yes | ✗ No | ✗ No | ✓ Yes |
|  | Dry Powder | ✓ Yes | ✓ Yes | ✓ Yes | ✓ Yes | ✗ No |
|  | Carbon Dioxide (CO2) | ✗ No | ✓ Yes | ✗ No | ✓ Yes | ✓ Yes |

(i) Environmental Considerations for Fire Fighting

The Easi UpLifts Group recognises the environmental impact of fire and fire fighting. Environmental damage can occur from two basic sources; toxic and corrosive smoke and contaminated fire fighting water run-off. The Group is committed to assisting the local fire service and Local Authority in their coordinated effort in

the event of fire incidents that have the potential to pollute controlled waters and the disposal of any associated waste, such as contained, contaminated fire fighting water run-off.

3.13.7 Access for Fire Fighting Vehicle

Fire engines need to be able to get close to the perimeter of a building. For small buildings, such as each of the depot buildings, without a fire main, access for a pump appliance should be provided to 15% of the perimeter or to within 45 m of every point on the building surrounds.

For buildings with a dry fire main pumping appliances should be able to approach to within 18m of each inlet connection point. For buildings with a wet fire main, the appliance should be able to approach within 18m of an entrance giving access to the main.

13.13.8 Fire Emergency Plan Template

Each depot will develop their depot specific Fire Emergency Plan using the following prompts

| Element of Fire Emergency Plan | Depot Specific Details Required |
|---|--|
| How people will be warned | Type of fire alarm system on premises How does it alert people |
| What action people should take on discovering a fire | Immediate evacuation of the building Actions to be taken to deal with the fire |
| Action people should take in the event of a fire | Actions necessary to safe guard the situation before following the means of escape to a place of safety |
| Arrangements for calling the fire and rescue service | What individuals may have to do to contact the fire and rescue service Details of any automatic calling system |
| Arrangements for liaising with the fire and rescue service | Name of competent person |
| Isolations | Any actions required to safeguard the situation by isolating hazardous plant or equipment |
| Fire alarm activities | Special actions that individuals might have to take on hearing the fire alarm e.g. check alarm panel, disable lifts, direct people to exit, provide assistance to vulnerable persons |
| Evacuation procedure | Procedure to be followed in order to evacuate the building and assemble at a place of safety Arrangements to ensure the safe evacuation of any vulnerable persons |
| Assembly points | Location and description of designated assembly points |
| Fire fighting arrangements | Provision of both portable and fixed fire fighting equipment Details of the individuals expected to use such equipment |
| Procedures for meeting the fire and rescue service on arrival (including access arrangements) | Designation of persons on duty at the scene of any incident involving a fire and their role in liaising with the fire service Arrangements for vehicle and building access for the fire service |
| Provision of information on the incident | On the contents of a particular building On any hazardous materials or processes and facilities that might create a risk to fire fighters carrying out their duties |

3.13.9 Emergency Evacuation

Each depot will be required to complete a fire drill on an annual basis. They will then be required to conduct an emergency evacuation drill at least annually or where a number of new employees have started working within the depot. These allow people to practise the fire procedure and enable them to react calmly in the event of an emergency. It allows fire wardens to practise their roles.

Employees will be reminded to familiarise themselves with the procedures so that a fast and effective evacuation of the premises can be completed in the event of an emergency.

A roll call will take place during the evacuation and will involve all staff gathering at the assembly point and having their name checked off a list by the fire warden.

After each evacuation the findings will be recorded on the Fire Drill Report (HS-030) by the Depot Manager. Upon initial completion of the report a review will be carried out to evaluate procedures and carry out any remedial action deemed necessary. They will note who is responsible. The actions, once completed, will be signed off on the Fire Drill Report.

There is an induction in place for visitors and contractors and at this point they will be informed of evacuation procedure, location of the assembly point and the name of the fire warden.

In general, in the event of a situation arising in the course of work involving serious, imminent and unavoidable danger, employees can stop work and/or immediately leave the place of work and proceed to a place of safety.

When on a customer's site, in the event of an emergency employees are instructed to stop work and immediately leave the place of work and proceed to a place of safety such as assembly point as instructed by the customer.

As well as employees being evacuated The Easi UpLifts Group recognises the importance of ensuring consideration has been made for evacuating vulnerable people such as those with hearing or visual impairments and members of the public from the premises. This could include customers, visitors and those attending training.

All depots are small buildings and the workshops are generally closed to members of the public. However customers may enter the offices when returning or collecting machines or placing a general enquiry. There may be visitors from manufacturers on the premises or contractors carrying out repairs. Staff levels in each depot are between 3 and 12 employees. The Depot Manager and Fire Warden will direct non employees to the nearest exit and the assembly point.

3.13.10 Emergency Escape Lighting

Emergency escape lighting is independent of the main lighting and is activated by battery power when the main lighting fails. In the depots they will be found in most stairways (larger depots), internal corridors and windowless areas.

3.13.11 Emergency Escape Signage

Emergency escape signs should clearly indicate the escape routes and are placed on doors, exits and along escape routes. They will be pictorial signs

3.13.12 Emergency Evacuation Procedure Template

Each depot will develop their depot specific Emergency Evacuation Procedure using the following prompts

| Element of Emergency Evacuation | Depot Specific Details Required |
|--|--|
| How people are warned of a fire | Details of the alarm system |
| How the evacuation should proceed | Routes to take, including alternatives available if the main route is blocked by fire Operation of emergency fire exits Closing of fire doors on leaving the various parts of the building Leaving belongings in the building Not using the lifts except those specially designed for disabled persons |
| Arrangements for specially vulnerable people | Disabled Members of the public |
| Arrangements for special groups of people | Contractors, cleanings and others who are not employees Those who may be working outside normal working hours |
| Where people should assemble | After evacuating from the building |
| How to ensure that everyone has been evacuated | Use of a roll call |
| How people are informed and training/ retrained in the procedure | Information during induction/ refresher training Displays on notice boards and at call points Regular fire drills to practise and familiarise with procedures Additional training for the fire wardens |
| How to allocate responsibilities to individuals | e.g. Fire warden |

3.13.13 Emergency Escape Routes and Exits

Designated escape routes and exits must be managed. They must be actively maintained to be effective. To remain effective management must avoid fire doors being left wedged open, corridors or exits being obstructed, fire exits being locked, emergency lighting not working, storage of combustibles along escape routes including under stairs. This will be achieved by carrying out regular inspections of escape routes and dealing with any deficiencies promptly. Depot Managers/ Fire Wardens will record all inspections and corrective actions.

3.13.14 Fire Safety Training

One to two employees within each depot will be appointed and trained as Fire Wardens. The names of these personnel will be displayed in appropriate locations around depot. Each depot will display a list containing the names and contact details of all fire wardens and first aiders.

Basic fire safety training is required for all remaining staff.

As part of the overall health and safety Induction training, new employees will receive basic information regarding what to do if there is a fire and how to evacuate the premises safely.

This will include the following:

- The Fire Emergency Plan for the particular depot
- The policy on smoking
- What action to take if there is a fire
- How to raise the alarm in specific depot
- Identity of the Fire Wardens
- How to call the emergency services

Fire safety training will be carried out by external contractors until such a time that it can be carried out internally. An internal programme will be developed and will cover the following as a guideline;

1. What to do on discovering a fire
2. How to raise the alarm
3. What to do upon hearing the alarm
4. Procedures for alerting contractors and visitors
5. Arrangements for calling emergency services
6. Evacuation procedures
7. Location of fire fighting equipment
8. Location of escape routes
9. How to open emergency exit doors
10. Importance of keeping fire doors closed to prevent spread of fire, heat and smoke
11. How to stop machines and isolate power supplies
12. The risk from and safe use of flammable substances
13. Importance of general fire safety, which includes good housekeeping

3.13.15 Managing the risk of Arson

Arson is a risk facing all businesses. The Easi UpLifts Group is aware that the frequency and severity of arson attacks are influenced by two factors; location and use; and security and access control.

To minimise the risk each depot has a secure perimeter around the premises with security lighting and CCTV in place. Employees currently ensure that all doors and windows are locked and roller shutters are lowered and locked upon closing. Entrance gates are closed and locked also. All external buildings are locked.

Staff will be encouraged to report incidents of people acting suspiciously.

Each depot will ensure that combustible rubbish is removed regularly and rubbish bins and skips will be secured and stored away from buildings. They will also ensure that flammable liquids are stored in suitable metal cabinets.

The Depot Manager and Fire Warden will monitor the detection and alarm systems regularly and make use of the Fire Log Book to record false alarms.

3.14 First Aid Policy

The Group is committed to having an adequate number of first-aid kits and trained first-aiders at each of their premises in accordance with;

UK- Health and Safety (First Aid) Regulations 1981

NI- Health and Safety (First Aid) Regulations (Northern Ireland) 1982

ROI- Safety Health and Welfare at Work (General Application) Regulations 2007 (Chapter 2 – Part 7)

It is company policy that there is a minimum of one first aider in each depot. This person will be office based. Ideally there will be a second person trained to ensure cover during sickness and holidays.

First-aiders will receive appropriate training, including refresher training every 2 years. The names of trained first-aiders should be displayed on or near the first-aid kit so that staff members know whom to contact. The names of first-aiders and the locations of first-aid kits will be listed and posted in each depot on the office notice board as well as emergency contact details, location of the nearest hospital/ local doctor etc.

Where a depot is more than one hour's total travelling time from appropriate medical assistance, the numbers of occupational first aiders will double.

The first-aider has the responsibility for checking the first-aid kits on a regular basis and ensuring that they are adequately stocked and in date. A minimum of one large first-aid kit will be stocked and located in each depot. The provision of additional first aid kits will depend on the number of staff based in each depot and its proximity to medical assistance. Check stock and expiry dates on a 6 monthly basis (see Roles and Responsibilities and Health and Safety Inspection/ Audits for more information). Eye wash facilities must also be in place in each depot. These will generally be located within the workshop area.

In addition to first aid kits in the office and workshop there will also be basic vehicle/ travel first aid kits located in each truck and in each service van. The designated first aider will ensure these are regularly checked and restocked where applicable.

In addition to the above, first-aiders must ensure the following:

- Disposable gloves to be worn, particularly when treating an open cut or wound
- No tablets, drugs or medicines to be kept or administered
- That the accident/ first aid book is completed following an accident requiring first-aid treatment and further medical treatment

The Hygiene Policy can be found in the employee hand book.

3.14.1 Procedure to be followed In Case of Accident:

- The first aider and Depot Manager will be notified immediately
- The first-aider will attend to the injured party and assess the situation
- They will contact the emergency services directly or instruct a colleague to contact the emergency services
- The first-aider will carry out necessary treatment to the injured party if they are capable
- Where necessary the injured person will be accompanied to hospital by the first aider or a colleague
- If it is a serious accident, the Depot Manager will decide whether the next-of-kin needs to be informed

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- If someone near you has a serious accident, do not attempt treatment unless you are qualified to do so. Send someone for the first-aider or call for the first aider
- Do not move the person if they are unconscious or if they have had a fall
- Switch off any machinery involved by operating the emergency button or by unplugging at the socket
- If the person is in contact with electricity and it cannot be disconnected immediately, do not touch them directly. Terminate the power supply at source if possible
- Report all first aid incidents, near misses, incidents and accidents to the Depot Manager
- The Depot Manager will inform the Health and Safety Officer immediately
- Record all first aid incidents in the Accident Report Book

3.15 Accident/Incident Reporting and Investigation Policy

It is the policy of The Easi UpLifts Group that all accidents, incidents, vehicle incidents, near misses, first aid incidents and dangerous occurrences, whether serious or not, are reported immediately to the relevant Depot Manager, Group Department Manager and Health and Safety Officer. The following forms are available in the event of an accident, incident or near miss and must be completed by the relevant Manager in the presence of the employee/ s involved including any injured parties.

HS-006- Incident Report Form

HS-007- Accident Report Form

HS-008- Vehicle Accident Report Form

HS-009- Victim Statement

HS-010- Witness Statement

HS-011- Observation Report

HS-012- Statement of Events

Accident/ incident investigations will be carried out by the relevant Depot Managers/ Group Department Manager in conjunction with the Health and Safety Officer. The purpose of investigation is to determine the immediate and root cause of the accident/ incident and to prevent a recurrence. The conclusions of the investigation are documented. All employees are required to co-operate with such investigations and to provide any information, which may be useful in establishing the circumstances surrounding the accident/ incident.

Corrective action will be taken where necessary and will be communicated to all employees via a toolbox talk memo issued by the Health and Safety Officer to all depots. Depot Managers will ensure the implementation or completion of the corrective actions in the depots. The Health and Safety Officer will ensure checks are completed with each depot to confirm implementation or completion of the corrective actions in the depots e.g. by collecting all communication sign off sheets, inspection sheets, obtaining e-mail confirmation.

Employees are encouraged to report all near misses as well as accidents and incidents to their Depot Manager/ Group Department Manager and the Health and Safety Officer. Near misses are potentially dangerous situations or conditions that did not cause injury or damage but had the potential to cause injury or damage. These will assist in the identification of trends and focus efforts and attention where required.

All incidents and near misses should be examined to determine the potential for serious harm, injury or loss. Where it is decided that this potential exists, a thorough investigation will be carried out to prevent the potential harm, injury or loss from becoming a reality. This will be the decision of the Health and Safety Officer/ Environmental Coordinator.

The following legislation requires that certain accidents and dangerous occurrences are reported to the relevant regulatory authorities;

UK and NI- Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

ROI- Part X Safety, Health and Welfare at Work (General Application) Regulations 2007 (Notification of Accidents and Dangerous Occurrences)

These include the following categories:

- an accident resulting in the death of an employee;

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- an accident resulting in the absence of an employee for more than 7 working days in UK (not including the day of the accident); and 3 working days in NI/ ROI. Please note from April 2013 NI requirements will be amended to more than 7 working days.
- an accident to any person not at work caused by a work activity which causes loss of life or requires medical treatment (e.g. member of the public); and
- Dangerous occurrences as listed in legislation, which have the potential to cause serious injury, whether or not they did cause serious injury
- Reportable diseases as listed in legislation, upon written confirmation of diagnosis by a medical practitioner
- UK- Major injury (as per Schedule 1 of RIDDOR)
- UK- Flammable gas incident
- UK- Dangerous gas fitting

The Health and Safety Officer is responsible for reporting any such accidents/ dangerous occurrences to the Health and Safety Authority in ROI, Health and Safety Executive in UK and the Health and Safety Executive Northern Ireland.

Reporting will be done on the prescribed forms and notification will be done without delay, by fax, telephone or via the internet in the first instance to the relevant regulatory authority. This will be backed up by a hard copy in the post.

The Health and Safety Officer will hold copies of completed reports for a period of 5 years.

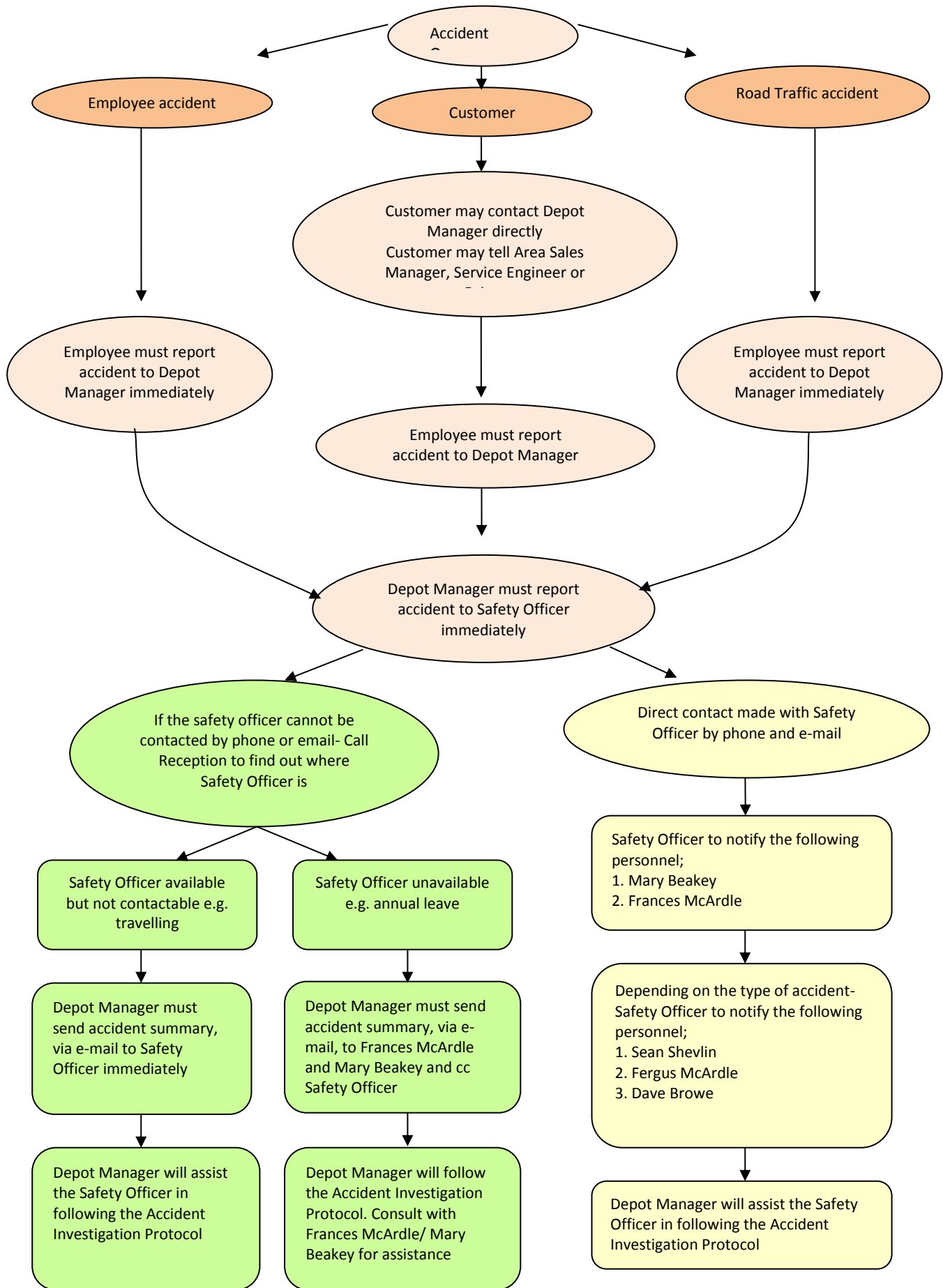
| | | |
|--|---|--|
| <p>HSA contact details:</p> <p>The Health & Safety Authority The Metropolitan Building James Joyce Street Dublin 1 Lo-Call No. +353 1890 289389 www.hsa.ie</p> | <p>HSE contact details:</p> <p>Head Office Redgrave Court Merton Road Bootle, Merseyside L20 7HS Incident contact centre: +44 (0) 845 300 9923 www.hse.gov.uk</p> | <p>HSE NI contact details:</p> <p>Belfast HQ 83 Ladas Drive Belfast BT6 9FR Incident contact centre: +44 (0) 800 0320 121 www.hseni.gov.uk</p> |
|--|---|--|

3.15.1 Analysis of Accident and Incident Data

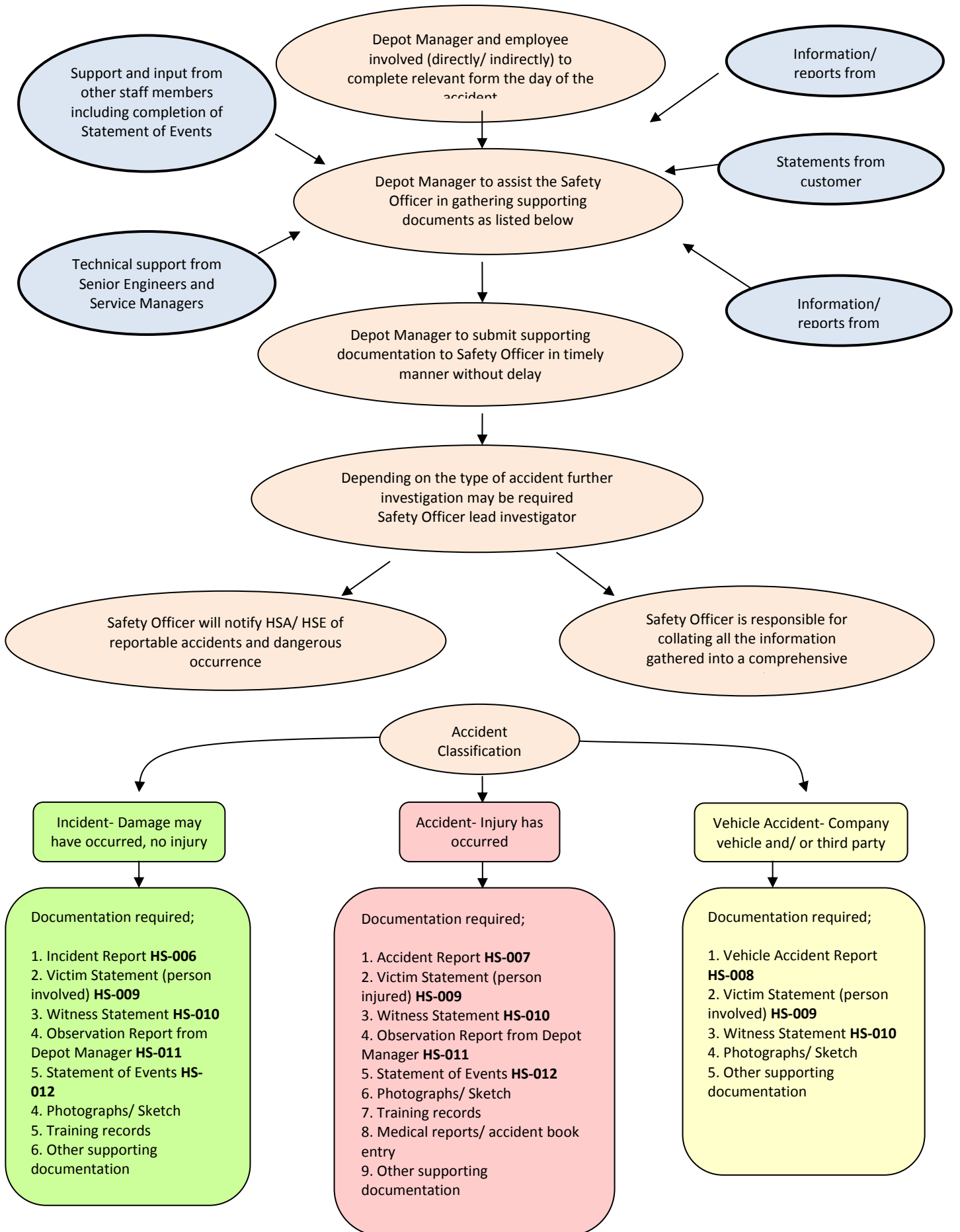
Accident data will be periodically analysed by the Health and Safety Officer with a view to improving safety performance. An Accident and Incident Statistic Tracker will be maintained by the Health and Safety Officer and will summarise each incident and classify it according to whether it was a road traffic incident, accident, lost time etc. Where required the SHEQ Policy Statement (including risk assessments) will be reviewed to take account of the outcome of the accident/ incident investigation and any preventative measures to be put into place.

Employees who are identified as persons who have a higher frequency of accidents, incidents, vehicle incidents then other employees will be addressed by their Depot Manager and Health and Safety Officer. If necessary any issue will be escalated to Senior Management. Retraining and/ or disciplinary action may be required.

3.15.2 ACCIDENT REPORTING PROCEDURE



3.15.3 ACCIDENT INVESTIGATION PROCEDURE



3.15.4 Vehicle Accidents

The reporting and investigation procedure for vehicle accidents is the same as that detailed above. However it is essential that drivers of company vehicles, when involved in a road traffic accident (injury/ damage/ both) establish basic facts and complete Section 1 of the Vehicle Accident Report Form HS-008.

When noting the exact location or address of accident drivers must include the postcode where there is one. Drivers will have to provide a detailed location and not just a street name, county or map reference. Details of the third party driver and vehicle must be obtained at the time of the accident. As per point 4 of Section 3.12.4 the driver must obtain the following details;

- Name of third party driver
- Third party driver address
- Third party telephone number
- Make & model of vehicle damaged including colour and year
- Registration number of that vehicle
- Third party driver insurance company name and number
- Third party driver insurance policy number
- Third party driver insurance renewal date

Ask who the vehicle belongs to. Where the vehicle does not belong to driver get the name, address and number of the owner of the vehicle.

Drivers must get the company vehicle inspected as soon as possible and must submit a minimum of 2 estimates with the completed Vehicle Accident Report Form.

Motor vehicle accidents that occur over the weekend must be notified immediately to the HR Manager, Dave Browe. Employees who have access to e-mail must e-mail the Depot Manager and the Health and Safety Officer of the incident. First thing Monday morning the employee must complete the Vehicle Accident Report Form and Victim Statement and submit to the Health and Safety Officer. Dave Browe will also send an e-mail with brief incident details to be picked up Monday morning.

3.15.5 IPAF Pledge to Report Accidents

The Easi UpLifts Group have pledged to report known mobile elevating work platform (MEWP) accidents involving staff members to IPAF, through their accident database www.ipaf.org/accident. The data collected will help indicate the most common high risk behaviour in order to gradually reduce the number of fatal and serious accidents. This initiative allows the Easi UpLifts Group to record data confidentially and create a register of accidents. The system requires companies to 'sign off' monthly on their accident records.



3.16 Environmental Incident Reporting and Investigation

The Easi UpLifts Group is committed to encouraging the reporting and subsequent investigation of environmental incidents.

Environmental incidents include but are not limited to;

- Oil spills
- Fuel spills
- Breaking of hydraulic oil hoses resulting in a spill
- Battery acid leaks and spills
- Unauthorised disposal of hazardous waste
- Any indication that environmental pollution has, or may have, taken place

All environmental incidents and near misses, whether serious or not, must be reported immediately to the relevant Depot Manager, Group Department Manager and Environmental Coordinator (currently the Health and Safety Officer).

The key in dealing with an environmental incident is ensuring that staff carries out the appropriate level of response based upon the status of the on-ongoing situation. It is necessary to ensure that suitable safety precautions are in place regarding any on-site response such as spill kits and personal protective equipment.

The procedure to follow for environmental incidents will follow the Accident Reporting and Accident Investigation Procedures detailed above. The following forms are available in the event of an incident or near miss and must be completed by the relevant Manager in the presence of the employee/ s involved.

HS-006- Incident Report Form

HS-010- Witness Statement

HS-011- Observation Report

HS-012- Statement of Events

The environmental incident investigation will be carried out by the relevant Depot Managers/ Group Department Manager in conjunction with the Environmental Coordinator. Where required the SHEQ Policy Statement (including risk assessments) will be reviewed to take account of the outcome of the environmental incident investigation and any preventative measures to be put into place.

Corrective action will be taken where necessary and will be communicated to all employees via a toolbox talk memo issued by the Environmental Coordinator to all depots. Depot Managers will ensure the implementation or completion of the corrective actions in the depots. The Environmental Coordinator will ensure checks are completed with each depot to confirm implementation or completion of the corrective actions in the depots e.g. by collecting all communication sign off sheets, inspection sheets, obtaining e-mail confirmation.

3.17 Personal Protective Equipment and Clothing Policy

It is the policy of The Group to provide appropriate personal protective equipment and clothing and to replace it as required, free of charge to all employees. There are some operations where the risks to employee health & safety cannot be eliminated so in order to minimise the risks involved Personal Protective Equipment is provided as a control measure.

The Group recognise its obligations and the requirements as set out under;

UK- Personal Protective Equipment at Work Regulations 1992

NI- Personal Protective Equipment at Work Regulations (Northern Ireland) 1993

ROI- Safety Health and Welfare at Work (General Application) Regulations 2007 (Chapter 3 – Part 2)

Each Group Department Manager, with the assistance of staff and the Health and Safety Officer, is responsible for identifying and requesting the appropriate protective equipment and clothing for tasks which cannot be made safe by any other practicable means. It is our employees’ responsibility to take care of the PPE issued to them. Misuse or abuse of this equipment will result in disciplinary action being taken. Procurement of PPE is organised through HR. This is to ensure all PPE supplied conforms to relevant standards and is suitable for the tasks to be carried out.

Responsibility for ensuring that the equipment is used according to user instructions rests with each individual employee. The Site Supervisor, assisted by the Health and Safety Officer, will ensure that employees are properly instructed in the maintenance and use of safety equipment and protective clothing. A review of personal protective equipment and clothing will be carried out as required. This review will take account of experiences to date, changes in work arrangements and the use of new materials and processes. Employees will be encouraged to highlight issues with current personal protective equipment and clothing currently used during consultation period at the end of each year or indeed as the need arises.

As PPE is issued a PPE Register Form will be completed by the individual. This will be kept in digitally on the new Human Resource software system, TMS.

(i) PPE Matrix

| Minimum issue | Additional |
|---|-------------------|
| Hard Hat | High Vis Trousers |
| High Vis Vest/ Jacket | Wet Gear |
| Safety Boots | Overalls |
| Safety Gloves (see below) | Goggle/ Glasses |
| Harness and Lanyard (Driver Harness) | Welding visor |
| Any other PPE necessary to carry out a task safely as per Risk Assessment | |

(ii) Safety Glove Matrix

| Task | Type of glove required |
|---|---|
| Manual Handling of steel/ metal | Kevlar- Cut resistant |
| Welding | Welders gauntlets |
| Use of angle grinder | Welders or rigger glove |
| Inspection of winch rope and winch | Rigger glove |
| Handling of hazardous substances/ batteries | Solvent resistant/ neoprene/ as per SDS |

3.18 Pregnant, Post Natal and Breastfeeding Employees at Work Policy

It is the policy of The Easi UpLifts Group to adhere to the provisions of;

- Management of Health and Safety at Work Regulations 1999, Regulations 16 to 18, Protection of New and Expectant Mothers
- Management of Health and Safety at Work Regulations (NI) 2000
- The Safety Health and Welfare at Work (General Application) Regulations 2007, Chapter 2 – Part 6, Protection of Pregnant, Post Natal and Breastfeeding Employees

These regulations apply to employees who are pregnant, have just had a baby or are breast-feeding (within the first 26 weeks after birth). If Management is notified of any of the above, an assessment of any hazardous activities relating to the employee will be carried out. There are a number of hazards specified under the Regulations which must be taken into account. Please note management must be notified in writing of the employee's status.

If any such risks are identified and it is not practicable to ensure the safety or health of the employee or unborn child through protective or preventative measures, then the employer must adjust temporarily the working conditions or the working hours (or both) of the employee concerned so that exposure to such risk is avoided or the employee must be transferred to other work. If these safeguards are not possible then the employee must be granted Health and Safety Leave.

Persons wishing for more information as to their entitlements under this legislation should contact the HR Department.

3.19 The Protection of Young Persons at Work Policy

A young person is defined as anyone under the age of 18, generally age 16 to 18. Specific attention must be paid to young person's as they exhibit specific characteristics that put them more at risk such as physical and mental immaturity and lack of experience.

The Easi UpLifts Group recognises its obligations to young people. Currently there are no young person's employed within The Group.

It is the policy of The Group to carry out a specific risk assessment on an individual basis. Young person's will not be permitted to work with certain plant and machinery e.g. welding equipment, angle grinders or use certain articles and substances such as sulphuric acid from electric storage batteries or carry out certain high risk work activities such as loading and unloading.

3.20 Occupational Health Policy

It is the policy of The Easi UpLifts Group to assess relevant work activities on an ongoing basis in order to identify any activity that has the potential to cause ill-health. This will be achieved through the risk assessment process. This process will identify health hazards; identify who is at risk and detail measures to be taken to control the risk to health.

Where risk remains, The Group recognises the need to take further steps, one of which is to consider health surveillance. In cases where there is a statutory requirement to do so, the company is committed to adhering to such a legislative requirements.

Health Surveillance is a process involving a range of strategies and methods to systematically detect and assess the early signs of work related ill health in employees exposed to certain health hazards and subsequently acting on the results by putting in place procedures such as;

- Simple methods, such as employees checking themselves for signs or symptoms of ill health e.g. looking for changes in skin condition;
- Questionnaires- Fitness for work or medical questionnaires done periodically to assess fitness for specific roles;
- Technical checks on employees, such as hearing tests

| Role | Tasks | Types of health surveillance that may be required depending on risk rating |
|---|---|--|
| HGV Driver, Area Sales Manager, Service Engineers, Specialist Operators | Driving Operating plant | Occupational Health Assessment Declaration of fitness to drive Eye sight assessment |
| Service Engineers | Cleaning machinery Refuelling Vehicle spray painting Welding stainless steel Working with batteries Use of plant and equipment where exposure levels exceed 80Db | Depending on substance; Occupational Health Assessment Self reporting Skin surveillance Hearing tests Increase awareness of dermatitis, contents of SDS/ COSHH sheets |
| Yard Man | Cleaning yard, cleaning tanks, power washing | Increase awareness of biological agents and associated symptoms |
| Office Staff | Display screen equipment use | VDU/ DSE Assessments Eye sight assessment |
| Out of hours workers e.g. night/ weekend | | Occupational Health Assessment or questionnaire |
| Pregnant workers | | Occupational Health Assessment or questionnaire |
| Manual handling | Pushing, pulling, lifting, carrying | Occupational Health Assessment or questionnaire |

Health Surveillance should be conducted when:

- there is an identifiable disease or other identifiable adverse health outcome
- the disease or health effect may be related to exposure
- there is a likelihood that the disease or health effect may occur
- there are valid techniques for detecting indications of the disease or health effects

Currently sickness absence is monitored by the HR Department. A new improved HR software programme will allow for improved management of personnel details and analysis of why employees are absent from work.

The Fitness for Work Policy can be found in the employee hand book. The Easi UpLifts Group reserves the right to send an employee away from the workplace if it believed that the employee may not be able to undertake their duties in a safe manner or may pose a safety risk to themselves or others.

Aims for 2015

Develop an occupational health assessment or questionnaire to assess and record employee current physical and mental ability as well as any disability.

3.21 Smoking Policy

In compliance with current legislation, it is the policy of The Easi UpLifts Group, that smoking is not permitted in its premises i.e. offices and workshops. This rule applies to all staff, visitors and contractors. Smoking is permitted at designated points outdoors but all naked flames and cigarette ends must be carefully extinguished and suitably disposed. Depot managers must ensure that housekeeping standards are maintained by providing an appropriate receptacle to dispose of cigarette butts.

This ban on smoking also extends to company vehicles.

The Smoking Policy for company premises and company vehicles can be found in the employee hand book.

3.22 Alcohol and Drug Policy

The use of alcohol and drugs may impair the safe and efficient running of the business and/ or the health and safety of employees. It is the policy of the Easi UpLifts Group that where it is believed that an employee is under the influence of an intoxicant, it may, at its discretion send the employee home for the remainder of the day.

This policy extends to any medication that is prescribed to an employee. Where the medication is expected to produce side effects likely to adversely affect the employee's performance and therefore their health and safety the employee must inform their line manager.

The Alcohol and Drugs Policy can be found in the employee hand book.

3.23 Workplace Harassment/Bullying Policy

It is the policy of the Easi UpLifts Group to provide a work environment free of any kind of bullying or harassment and an environment that encourages and supports the right to dignity at work. Management at the highest level will not tolerate bullying or harassment and will take appropriate steps to resolve any problems that may occur.

In accordance with the general duties in the laid out in various legislation in UK, and ROI regarding bullying and harassment, a Bullying Prevention Policy and Personal Harassment Policy is in place. The associated procedure can be utilised as and when required. It is the responsibility of all employees, particularly those in management positions, to ensure the day-to-day practical application of the policy.

The Bullying Prevention Policy and The Personal Harassment Policy and Procedure can be found in the employee hand book.

3.24 Stress at Work Policy

It is the policy of the Easi UpLifts Group to provide a work environment that ensures employees safety, health and welfare in accordance with relevant legislation. This is inclusive of mental health and therefore recognises stress.

Workplace stress arises when the demands of the job and the working environment on a person exceed their capacity to meet them.

Causes of stress in the workplace can include:

- Excessive workload
- Poor work organisation
- Poor working relationships
- Poor communication at work
- Poorly organised shift work
- Ill defined work roles
- Lack of support to staff
- Dull repetitive work
- Highly demanding tasks
- Dealing directly with the public
- The threat of violence

Safeguarding health and safety from the effects of stress is based on the same approach as that of any other hazard:

- Identification of potential problems;
- Assessment of risks;
- Implementation of safeguards; and
- Monitoring the effectiveness of safeguards.

It is the policy of The Group to utilise one or more of the following methods of managing stress where appropriate:

- Ensure that members of staff are instructed to raise any issues of stress with their direct line manager as soon as possible. This will be highlighted during the induction.
- Provide management with information regarding the potential causes of stress and the early warning signs.
- Ensure that all complaints that may be related to stress are listened to and appropriate measures taken. Notify HR and Health and Safety Officer of any issues raised.
- Provide training for employees in stress management where an issue has been highlighted.
- Depending on individual circumstances, research will be conducted into the provision of an Employee Assistance Programme. The aim of such a program is to provide support to employees experiencing difficulties such as bereavement, trauma, alcohol/ drug abuse, depression or anxiety, stress at work, etc.

3.25 Lone Working Policy

It is the policy of The Easi UpLifts Group to ensure that adequate systems are developed and put in place to ensure the safety, health and welfare of lone workers in order to reduce the risks of lone working as far as is reasonably practicable. The aim of the policy is to outline the steps to reduce and improve personal safety to all staff who work alone as well as raising the awareness of the risks relating to lone working.

A lone worker can be any employee who finds him/ herself working without close co-worker support or direct supervision. Therefore this policy applies to all staff whether they work in fixed establishment but work alone or are mobile workers away from a fixed base. This could include Service Engineers, Specialist Operators, HGV Drivers, Area Sales Managers, cleaners, paint shop workers or staff travelling between depots. This can also include working outside normal working hours.

3.25.1 What needs to be assessed?

An employer must assess whether an employee is at significantly higher risk when working alone. Adapted from FTA Best Practice Guide for Lone Working

| Task | Location | Person |
|--|--|---|
| Is the task carried out during normal working hours? | Does workplace present special risk e.g. restricted access? | Is the employee medically fit? |
| Can the work activity be carried out safely by one person? | Is the workplace close to first aid/ medical facilities? | Is the employee new to the job? |
| Can substances, materials be handled safely by one person? | Is the area a high crime area-possible violence? | Are they competent to work alone or require supervision? |
| Can plant, equipment be handled safely by one person? | Previous incidents recorded in this area? | Do they know the procedure for accidents and emergencies? |
| Is the plant or equipment capable of becoming live? | Is there safe entry and exit for the employee? | Is the employee trained to respond in an emergency? |
| Is hot work activities required? | Is the employee exposed to adverse weather, difficult terrain? | Are women at particular risk if they work alone? |
| Does work involve working at a height? | Is the employee working on high speed carriageways? | How will the person be supervised? |

The Group will ensure that measures are in place to avoid or control such risks. Control measures will address some or all of the following considerations;

- How to managing the lone work activity and plan safe working arrangements
- Providing detailed instructions to all involved
- Agreed communication process, regular reporting to assigned person at agreed period of time e.g. 'overdue employee' procedure
- The use of smart phones and GPS technology in certain circumstances such as remote locations
- Training, instruction, information
- Protective equipment including local and personal alarms
- Take account of foreseeable emergencies e.g. fire, equipment failure, illness, accident, breakdown
- Someone else must know the whereabouts of the lone worker and what they are doing

3.25.2 Lone Worker Guidance

| Task/ Location/ Person factors | Guidance |
|---|--|
| Visiting customer as a result of dispute or complaint | Lone working not permitted. Accompanying person required due to potential adverse customer behaviour |
| Visiting customer premises in general | Accompanying person to be available at the discretion and request of the individual depending on risk factors. Individuals to make themselves known to site security and make themselves aware of security arrangements and facilities on site |
| The work requires manual handling beyond the capabilities of the individual | Lone working not permitted. Accompanying person required |
| Working at a height | The individual will need to be accompanied if a second person is needed to facilitate work or rescue |
| Employee is new to the job | Lone working not permitted. Accompanying person/mentor required for specified time. |
| Adverse weather conditions | Lone working should be avoided as adverse weather and isolated areas could create high risk |
| Driving alone including driving to remote sites | Lone working permitted. However individual must ensure vehicle is road worthy, be familiar with vehicle accident procedure, take regular breaks, carry food and drink in case of breakdown/ adverse weather, plan journey in advance. Must maintain contact with Transport Manager/ Depot Manager |
| Attending/ Collecting machines early morning/ late evenings (out of hours) | Lone working permitted. However communication must be open between Transport Manager and Depot Manager. Fewer people around, possibly dark, possibly people under the influence of an intoxicant. |
| Defective mobile phone, vehicle tracker | Lone working is not permitted. Communication and tracking systems must be in good working order. |
| Out of Hours- operation of machine or on call service engineer | Lone working permitted. Individual must report in at regular intervals during operation of machine. Service engineer must notify designated staff member that a call out has come in and note the location. Individual must report in at regular intervals. |
| Loss of communication | Individual is already lone working. Individual must find alternative solution to communication immediately. Where contact has not been made to the Transport Manager/ Depot Manager they must await the agreed period of time. Where contact has not been made within agreed period of time, action must be taken to locate the individual using the tracker system and sending an individual to that location |
| Employee does not have good grasp of English language | Lone working is only permitted where full details have been provided verbally and in writing |

3.26 Threats to Staff

All employees are required to report immediately to their Departmental Manager, any acts of violence or expression of implied threats of violence made against them arising out of, or in connection with their duties. As soon as practicable thereafter the matter must be reported to the Health and Safety Officer.

Any employee who has concerns in relation to their safety arising from the performance of their duties is invited to raise those concerns with the Managing Director or any other member of staff in a position of authority.

3.27 International and Domestic Business Travel Policy

It is the policy of The Easi UpLifts Group to provide a duty of care to its employees to ensure the health, safety and welfare of employees when away from home on business. This includes their security.

General business trips involve short trips between the various depot locations in the UK and the Republic of Ireland. At any one time, any member of staff could be requested to travel to Head Office or to a particular depot depending on the circumstances. However the more frequent travellers would include the Health and Safety Officer, HR Manager, Safety Trainers and members of the IT department.

Company directors would take frequent business trips to various depot locations within the Republic of Ireland and also to the UK. However business trips would involve international travel to various other depots in Europe as well as business trips to visit manufacturers, industry representatives and attend trade shows.

The Group have in place a Group personal accident and business travel insurance premium for all Directors and employees to cover medical and emergency travel expenses including loss of personal belongings, money and passport.

3.27.1 Making travel arrangements

Means of travel includes flying, travelling on national train services, driving, taxis and shuttle buses.

- i) Flights are booked through the HR Travel Administrator or the HR Manager, Dave Browe. Flights are only booked by the individual where permitted. Travel will be undertaken in economy class only.
- ii) Long term and short term parking will be arranged by the individual where permitted. Otherwise parking will be booked through the HR Travel Administrator or the HR Manager, Dave Browe.
- iii) Accommodation is booked through a travel administrator in the Limerick Depot. Travel details will be communicated to the relevant Depot Manager so as to accommodate airport transfers and collection or drop off.
- iv) Rental cars, where required, are organized through the Purchasing Department. Full driving licence must be available for collection of vehicles.
- v) Trains should be booked or planned prior to the business trip. Pre booking requires a credit card which must be presented when collecting the tickets. If using cash ensure the correct currency is available and you know the route you require.
- vi) Taxis should be used as a last resort where collection or drop off by colleagues in the host depot is not possible. Use an authorised taxi from an authorised taxi rank or if in doubt get a number from an information desk in the airport, train station or bus station.

Potential risks facing travellers, both domestic and international, include;

- Lost passport
- Cancelled flights
- Lost luggage
- Adverse weather
- Falling ill
- Being injured
- Petty crime
- Lost ticket
- Rental vehicle accident
- Political unrest
- Requirements for foreign legal assistance
- Visa requirements
- Language or cultural barriers
- Stolen personal information- use of work lap top in unauthorised wireless hot spots

Controlling the risks from business travel begins with removing or reducing the need for business travel. The Easi UpLifts Group is committed to conducting more business meetings between employees across the Republic of Ireland and the UK, through 'GoToMeeting' conferencing. This will be carried out over the Citrix Server using dedicated conferencing head phones on personal computers or lap tops.

3.27.2 Information and Instruction

Employees engaged in business travel between the UK and the Republic of Ireland will be provided with basic information and instruction in the following areas:

1. What to do in the event of medical emergency
2. What to do in the event of injury/ accident
3. Hotel security and safety procedures
4. Vehicle safety
5. Protecting personal property
6. Mitigating health hazards
7. Reducing risk of street crime

This is currently not in place.

International travel will be dealt with on a case by case basis. This outline of information and instruction of will be developed over the course of 2015.

Aim for 2015

Create a budget plan for company travel and co-ordinate trips.

3.28 Driving for Work

3.28.1 Driving for Work Policy

Driving for work includes any person who drives on a road as part of their work either in:

- A vehicle provided by their employer; or
- Their own vehicle and receives an allowance or payment from their employer for distances driven.

Commuting to work is not generally classified as driving for work, except where the person's journey starts from their home and they are travelling to a work location that is not their normal place of work.

It is the policy of the Easi UpLifts Group to manage driving for work to protect employees and business. The Group is committed to reducing motor vehicle incidents, improving staff morale, reducing insurance premiums, damage to vehicles, operating costs and environmental impact.

The Group recognises that there are three main types of legislation that apply to driving for work; Local Road Traffic law, Health and Safety law and EU Rules of driving time.

Safe driving for work is a shared responsibility between The Group and all employees who are engaged in driving for work. The driver is ultimately responsible for how a vehicle is driven on the road. It is the intention of The Group to put in place measures that will positively influence the driver and the vehicle.

Measures in place include:

- Selecting drivers and carrying out licence checks to ensure that drivers have the correct licence for the vehicle being driven.
- Ensuring company vehicles are serviced and maintained to ensure they are fit for purpose.
- Providing Driver Handbook to all HGV drivers.
- Providing safety and personal protective equipment in case of a vehicle breakdown.
- Safe scheduling and planning of journeys so journeys can be completed safely.

Only authorised drivers that hold a full driver's licence will be covered by the company motor insurance policy. Company vehicles are solely for the use of work related business. In all situations drivers will be authorised by Senior Management. The rules of the road must be obeyed at all times. Site-specific speed limits and rules will be observed at all locations. Any person wishing to use other company vehicles must contact Senior Management to ensure adequate insurance cover is in place.

The Easi UpLifts Group are aware of its obligations to report work related road traffic accidents where an employee is prevented from performing their normal work duties for more than 3 or 7 consecutive days in the ROI and UK/NI, respectively.

3.28.2 Vehicle Safety Policy

It is the policy of the Easi UpLifts Group that company owned vehicles will be serviced and maintained in accordance with the manufacturer's instructions and legislative requirements. Certification will be kept on file in each depot and copies sent to Head Office. Where defects are discovered the vehicle driver must bring these to the attention of their Depot Manager immediately.

Materials stored in vehicles must be adequately secured to prevent injury to drivers, damage to the materials, damage to the vehicle and accidental displacement from the vehicle onto the road way. The cab and storage areas of vehicles must be regularly cleaned out and cab free of all loose materials at all times. Loose materials can roll and obstruct controls.

As well as employees who are driving company vehicles The Group recognises that employees who use their own cars on behalf of the company must follow the same rules and have the same responsibilities regarding their vehicle and driving for work. They must ensure that their cars are insured, taxed and roadworthy. It is the responsibility of the driver to ensure they are driving a car that is safe i.e. tyres in good condition.

The Easi UpLifts Group uses lease vehicles and hire purchase vehicles regularly. These vehicles will follow the same maintenance schedule as company vehicles. Again employees are responsible for making sure that the lease or hire purchase car they are using is insured, taxed and roadworthy.

(i) Maintenance Schedule

| | Trucks | Vans | Cars |
|-----------------------|----------------|----------------|----------------|
| Pre Use Checks- Daily | X | X | X |
| VOSA 6 weekly- UK | X | | |
| DVA 12 weekly- NI | X | | |
| MOT/ NCT | X | X | X |
| DOE | X | X | |
| Servicing- External | Annually | Annually | Annually |
| Servicing- Internal | Every 3 months | Every 3 months | Every 3 months |

Operator licence vehicles are inspected on a 6 to 12 weekly basis while non operating licence vehicles are serviced according to manufacturer recommendations on a time scale basis as opposed to a mileage basis. If the service does not take place as recommended the vehicle will be removed from service until the service is completed.

Annual service schedule/ plans are in place in each UK depot highlighting when VOSA inspections and MOT tests are due.

(i) Tax and Insurance Policy

It is the policy of The Easi UpLifts Group to ensure that all vehicles are covered by The Group insurance policy and to ensure that vehicle road use tax is in place for each vehicle. Tax expiry dates are recorded on InspHire software system and monitored. Each Depot Manager and the Motor Vehicle Administrator will monitor this and ensure compliance. Drivers are responsible for daily pre use inspections including checking insurance and tax discs. These will be checked on a random basis during scheduled depot visits by the Health and Safety Officer and other members of management.

The renewal of motor vehicle, public liability and plant insurance premiums is the sole responsibility of Mary Beakey, Company Secretary.

All new vehicles and hire vehicles are notified to Mary Beakey by the HR Department to ensure the insurance policy is up to date.

3.28.3 Pre Use Inspections for HGVs

Pre use check list books are available for trucks and truck mounted access platforms which are a comprehensive daily check and form part of the defect recording and reporting procedure.

A pre-use inspection must be carried out by all HGV drivers on a daily basis before operating any vehicle and trailer. This is to ensure they are good working order and roadworthy before leaving the depot. HGV drivers are in possession of the FTA Driver Handbook which gives written details as well as a pull out poster of a HGV walk around checks. HGV drivers will also be issued with the internal Driver Loading and Unloading Guide which also included the pre use inspection sheet. These checks should take approximately 10 minutes to complete, however this is dependent on a number of factors such as weather.

In the UK the Vehicle & Operator Service Agency (VOSA) are the enforcement body who's aim is to improve the roadworthiness standards of vehicles and trailers by ensure all Operating Centres comply to the terms outlined when their licence is issued. In Northern Ireland it is the Driver and Vehicle Authority (DVA) is the enforcement body. In Republic of Ireland the Road Safety Authority (RSA) are the enforcement body.

The Operator Licence (Restricted) issued to the UK and NI depots, stipulates that all drivers must carry out a pre-use inspection each morning before operation of the vehicle and trailer. Enforcement officers are entitled to stop company vehicles and inspect the physical condition of the vehicle and trailer, the driver's vehicle licence, the Operator Licence disc where applicable and the pre-use inspection sheets.

The enforcement authorities are also entitled to download and inspect driver's tachographs. They can view if adequate time was given before commencement of driving to carry out the pre-use inspection. Drivers should clock in upon arrival to the depot. They should then proceed to their vehicle and insert their Driver Card into the digital tachograph or analogue chart into the analogue tachograph. The tachograph mode switch must then be set to 'other work'. Now the pre use inspection may proceed. This must be done in order to verify that the pre-use inspections are being carried out daily.

The company pre-use inspection duplicate books are available from the Depot Manager. A single sheet in this inspection booklet represents a day of vehicle / trailer inspections. At the end of each day the inspection sheet must be removed from the booklet and submitted to the office. However if a defect is recorded the inspection sheet must be submitted to the office before leaving the depot.

This requirement extends to subcontracted drivers also who must ensure that their vehicles are in good working order.

(ii) Summary of pre use inspection process

Step 1- Clock in to work

Step 2- Immediately proceed to vehicle and trailer

Step 3- Set vehicle tachograph's mode switch to 'Other Work'

Step 4- Begin preparation for work e.g. changing clothing, getting PPE etc

Step 5- Carry out pre use inspection of the vehicle and trailer before leaving the depot

Step 6- Fill out the pre use inspection form

Step 7- If no issues are evident then commence driving operations and return completed form at the end of the day

See the next section 3.28.4 Recording and reporting of defects, in the event that a defect is recorded.

Develop pre use checks and a defect recording and reporting procedure specific for drivers of company cars and vans.

(iii) Daily Vehicle Pre Checks Posters from HSA

Health and Safety Authority Car and Small Passenger Vehicle Driver Daily Pre Check Poster

Car & Small Passenger Vehicle Driver Daily Pre-Checks

In Car Checks

- Driving controls, seat & head rest positions adjusted correctly
- Safety belt(s) in correct position & working correctly
- Clean interior & no obstructions or loose material in the foot-well(s) or parcel shelf behind rear seats
- Turn on engine & check that all instrument gauges & warning lights working correctly
- Wipers, washers, horn, demister & temperature controls working correctly
- Steering & brakes working correctly
- Hi-visibility triangle & vest readily accessible in the car
- Pedals in good anti-slip condition

Mirrors & Windows

- Mirrors secure & aligned correctly
- Clean & in good condition
- View not obstructed. E.g. by stickers etc.
- Windows opening & closing properly

Lights, Indicators, Hazard Lights & Reflectors

- All in place
- Working properly
- Correct colour
- No breaks or cracks
- Clean

Access

- Door locks working properly
- Doors opening & closing correctly

External Checks

- Vehicle sitting square and not leaning to one side
- Check underside of vehicle for fluid leaks
- Bumpers (Front & Rear) in good condition
- Exhaust: No excessive noise or smoke
- Number plates (Front & Rear): of correct type, in correct position, visible & clean
- Fuel cap seal: in place, in good condition & no leaks
- Wiper blades in good condition
- Valid Insurance, NCT & Tax discs displayed
- Check engine oil, coolant, water, windscreen wash & brake fluid for levels and leaks

Wheels & Tyres

- Tyres correctly inflated
- Tyres correct tread depth
- Tyres undamaged: no bulges, tears or abrasions
- All wheel nuts in place, correctly fitted & secure
- Wheel nut indicators correctly aligned (if in use)
- Tyre has 'E' mark

Load Security & Restraint

- Vehicle loaded within load limits of vehicle
- Load distributed evenly
- Articles in vehicle stored securely (in boot) and restrained if necessary
- Load restraint equipment suited to load & in good condition
- No loose articles on seats
- Articles on roof securely tied down
- Overhanging articles on roof visible to other road users. e.g. hi-visibility warning flag
- Estate cars: barrier in place to protect driver and/or front passenger when goods are being carried in rear goods space

Health and Safety Authority Van and LGV Driver Walk-around Check Poster

Van & LGV Driver Walkaround Checks



In Cab Checks

- Check driving controls, seat position & safety belt
- General housekeeping & cleanliness of cab
- Remove any obstructions or loose material especially in the foot well
- Turn on engine & check all instrument gauges & warning lights working
- Tachograph: Calibrated, correct hours & speed limiter plaque displayed (where applicable)
- Wipers, washers, horn, demister & temperature controls working correctly
- Steering & brakes working correctly
- Ensure safety belts accessible & working
- Hi-Viz jacket/vest accessible in cab

Mirrors & Windows

- Mirrors secure & aligned correctly
- Clean & in good condition
- View not obstructed e.g. by stickers, etc.
- Valid insurance & tax discs displayed

Access

- Steps undamaged
- Good worn surface
- Clean
- Doors working properly

External Checks

- Vehicle sitting square & not leaning to one side
- Check underneath front of vehicle for fluid leaks
- Bumpers (Front & Rear) in good condition
- Exhaust: No excessive noise or smoke
- Number plates (Front & Rear): In place, visible & clean
- Fuel cap seal: In place, in good condition & no leaks
- Check engine oil, coolant, windscreen wash and brake fluid for levels & leaks

Lights, Indicators & Reflectors

- All in place
- Undamaged
- Working
- Clean
- Correct colour

Load Security


- Vehicle loaded within load limits
- Load distributed evenly across axles
- Bulkhead in position
- Load secured properly (restraining equipment, straps, racking)
- Restraint equipment inspected: no damage, no loose racking bolts, etc.

Wheels & Tyres

- Tyres correctly inflated
- Tyres correct tread depth
- Tyres undamaged: No abrasions, bulges or tears
- Road wheel nuts all in place, correctly fitted & secure
- Wheel nut indicators (if in use) correctly aligned

Health and Safety Authority HGV Driver Walk-around Check Poster

HGV Driver Walkaround Checks



In Cab Checks

- Check driving controls, seat position, safety belt (if fitted)
- Tachograph: Correct hours, calibrated & speed limiter plaque displayed
- ABS/EBS warning lights working
- Instruments, gauges & warning devices working
- Wipers, washers, horn, demister & temperature controls working correctly

Load Security

- Loaded correctly
- Weight distributed across axles
- Not overloaded
- Load restrained & contained

External Checks

- Check underneath front of vehicle for fluid leaks
- Exhaust: No excessive noise or smoke
- Landing legs fully raised & handle in position
- Trailer park brake operates correctly & is fully released
- Air suspension correctly set
- Number & marker plates in place, clean & in good condition

- Check vehicle sitting square & not leaning to one side
- Check engine oil, coolant, windscreen wash & fuel for levels & leaks
- Check for sounds of air leaks or drop in air pressure
- Fuel cap seal in good condition & no leaks
- Side & rear reflective markings fitted, clean & in good condition

Windows (Windscreen & Side Windows)

- Undamaged
- Clean
- View not obstructed e.g. by stickers, etc.
- Valid Tax/insurance discs present
- Windscreen washers & wipers working correctly & in good condition

Vehicle Access

- Steps undamaged
- Good worn surface
- Clean
- Good handholds
- Proper access to catwalk & load area (if required)
- Safe access for driver
- Safe access to Suzie Connections

Lights & Indicators

- Working
- Clean
- Correct colour
- All in place & undamaged

Mirrors

- Cover side & rear blind spots (if fitted)
- Clean & in good condition
- Correctly aligned

Suzie Connections

- All required air & electrical Suzie connectors present & correctly located
- In good condition: No chaffing, stretching or any other damage
- ABS/EBS cable fitted (if required)
- No air leaks from connectors

Tyres, Wheels & Couplings

- Tyres correctly inflated
- Tyres correct tread depth
- Tyres undamaged: No abrasions, bulges or tears
- Wheel nut indicators correctly aligned (if fitted)
- Road wheel nuts all in place, correctly fitted & secure
- Road wheels in good condition
- Semi-trailer is correctly located in fifth wheel & locked in position (if applicable)
- Drawbar coupling in place & good condition

3.28.4 Recording and Reporting of Defects

Employees must record and report any defects in their vehicles in accordance with the defect reporting procedure. This will be recorded on the pre use inspection check sheet for trucks and truck mounted access platforms. Following on from the procedure for the pre use inspection process this procedure details what a driver must do if they record a defect.

Step 8- If defects are evident report it to the Depot Manager/ Transport Coordinator immediately. Submit the completed form to the office. Do not leave the depot.

Step 9- A decision will be made to determine if the vehicle or trailer is deemed 'unfit for use' or 'fit for use but requires attention'.

Step 10- If it is deemed unfit for work then it must be taken out of service until repairs are carried out. Safety critical items must always be repaired immediately.

Step 11- If it requires attention but it is safe to use then it may leave the depot when arrangements have been made for its repair.

Records of all checks, repairs and services should be kept for the vehicle. All repairs carried out must be recorded on a Service Report Form if done internally and must be stored in the vehicle file with the invoice for parts and labour where applicable. It is necessary to have supporting documentation in place to prove that issues highlighted were rectified and how they were rectified.

Analysis of the records may highlight a pattern or history to the vehicle, re-occurring defects or poor maintenance repair standards.

This inspection sheet must then be kept on file for 15 months. Any inspection sheets with no issues highlighted can be removed from files after 3 months.

3.28.5 Management of and Compliance with Goods Vehicle Operating Licence (Restricted) Policy

A goods vehicle operator's licence is required for use of goods vehicles of over 3.5 tonne gross plated weight to transport goods for hire or reward or in connection with a trade or business. The Easi UpLifts Group is in possession of an Operating Licence (Restricted) for depots within the UK and Northern Ireland. At present it is not a requirement to hold an Operating Licence in the Republic of Ireland. A restricted licence is for the carriage of goods on the licence holder's own account in connection with their business.

As a permitted Operator The Easi UpLifts Group is committed to giving undertakings to make proper arrangements so that;

- The rules on driver's hours and tachographs are observed and proper records kept
- Motor vehicles and trailers are not overloaded
- Vehicles will operate within speed limits
- Motor vehicles and trailers, including hire vehicles and trailers, are kept fit and serviceable
- Drivers report promptly and defects or symptoms of defects that could prevent the safe operation of vehicles and/ or trailers and that any defects that could be promptly recorded in writing
- Records are kept for 15 months of all driver defect reports, all safety inspections, routine maintenance and repairs to vehicles and trailers and these are made available on request.
- In respect of each operating centre specific, that the number of authorised vehicles and the number of authorities trailers kept there will not exceed the maximum numbers recorded against the operating centre in the licence.

The Easi UpLifts Group shall undertake to inform the appropriate authorities within 28 days of the occurrence of any of the following;

1. Changes in the maintenance and safety inspection arrangements
2. Changes in the ownership of the business
3. Any notifiable convictions

i) Hire Vehicles

It is the policy of the Easi UpLifts Group that all hired vehicles subject to the Operator Licence (Restricted) are included on the VOSA online business system to ensure compliance with the number of authorised vehicles and trailers at each Operating Centre. It is the responsibility of the Depot Manager to notify the Group Transport Manager of plans to hire in vehicles that are subject to the Operator Licence (Restricted). They are also responsible for ensuring that the vehicle is inspected and free from defects prior to being put into operation.

3.28.6 Safer Speed Policy

The Easi UpLifts Group is committed to reducing the risks which our employees face and create when driving for work. Employees are encouraged to play their part, whether they use a company vehicle, their own one or a hire vehicle.

Employees driving for work must never drive faster than conditions safely allow and must obey posted speed limits at all times. Exceeding the speed limit is against the law. Persistent failure to comply with the law will be regarded as a serious matter and gross speeding while driving for work will be regarded as a serious disciplinary matter.

Employees who gain penalty points on their licence may be required to take driver training. Company cars may be withdrawn from employees who attain 9 or more penalty points. They will be withdrawn from employees who are disqualified from driving.

The Group will co-operate with police enquires resulting from an alleged speeding offence or incident and supply details of the employee (or the driver, if different) to whom the vehicle is allocated.

Specific responsibilities include;

Senior Managers must:

- Lead by personal example, both in the way they drive themselves and by not tolerating poor driving practice among colleagues

Line Managers must ensure:

- They lead by personal example
- Staff understand their responsibilities to drive at safe speeds and obey speed limits (As detailed in the Driver Handbook)
- Staff plan and undertake journeys at safe speeds and obey speed limits
- Work targets, systems of work or performance related methods of pay do not create pressures which lead staff to use speed inappropriately

- Periodic checks are conducted to ensure our Safe Speed Policy is being followed. This can be achieved by reviewing vehicle tracker reports in relation to speed limit compliance.
- They challenge unsafe attitudes and behaviours and encourage staff to drive safely.

Staff who drive for work must they:

- Never drive faster than conditions safely allow and obey posted speed limits at all times
- Ensure they know the maximum speed limit for the vehicle they are driving.
- Plan journeys so they can be completed at safe speeds and without exceeding speed limits
- Report road safety problems, including crashes, incidents, fixed penalty notices, summons and convictions for any of offence, including speeding, to their line manager
- Present their licence, and any other documents required, for inspection on request (normally annually)
- Co-operate with monitoring, reporting and investigation procedures

3.28.7 Use of Mobile Phones and Other In-Vehicle Technologies Policy

The Easi Uplifts is aware that it is illegal for an employee to hold a mobile phone in their hand or support it with another part of their body, for example between their head and shoulder, when driving. It is the policy of The Group to ensure all employees who drive for work have been provided with hands free kits in their vehicles. While the use of a hands free kit is not against the law, it is just as likely to affect a driver's concentration.

With regards to in vehicle technologies such as satellite navigation systems most HGV and Vans are fitted with the technology. Most company cars would have them available also. As with mobile phones and hands free kits, using in vehicle technologies is likely to affect a driver's concentration.

It is the intention of the Easi Uplifts Group to communicate the following to all drivers to ensure their safety while driving for work;

- Employees must not make calls, check missed calls etc using their hands free.
- Their hands free should be used to receive calls as it can be set to automatically answer.
- Employees must never take notes, look up a number or send a text message while driving.
- If an employee wishes to do any of the above e.g. look up a number, they must pull over and stop the car. Ensure the place they stop is a legal and safe place to park. A hard shoulder on a motorway is not a safe place.
- An employee must set their next destination prior to leaving their current location to ensure they avoid having to readjust their journey after it commences. Of course the unexpected occurs. Therefore drivers must pull over and stop if they wish to adjust their journey on the satellite navigation system.

3.28.8 Combating Fatigue Policy

It is the policy of the Easi UpLifts Group to ensure that schedules are planned in such a way to allow drivers to get adequate sleep and rest, ensure they take account of delays and disruptions and to balance early/late/ long shifts with early/ late finishing times or shorter shifts the following day.

If a driver begins to feel tired and sleepy they are advised to stop the vehicle somewhere safe (not the hard shoulder of a motor way) and have a strong caffeine drink. They should take a 15 minute nap. However ensuring adequate sleep before driving is the ideal practice.

HGV Drivers can refer to the FTA Driver Handbook for more information. Due to the geographical locations of the depots in the UK, NI and the Republic of Ireland, excessive driving periods are unlikely.

3.28.9 Driving Licence and Authority to Drive Company Vehicles Policy

Employees who are required to possess a current driving licence such as Service Engineers, Area Sales Managers and HGV Drivers, are required to produce their driving licence for inspection at any time when so requested.

Employees must report all endorsements, penalties, fines, convictions and penalty points to the HR Manager immediately. They must ensure their personal details are up to date and that their licence is kept in good condition and is in date and valid for the vehicle they are driving.

Driving licences will be checked at least annually by the Health and Safety Officer, Group Transport Manager and HR Department. These checks will be carried out in conjunction with the DVLA document INF45 'Your photo card driving licence explained' and the Freight Transport Association document 'Checking driver licences- a checklist'

They must report changes in the condition of their health where it may alter their ability to drive and where prescribed in legislation.

Potential new drivers will have their driving licence validated prior to commencement of employment.

In addition to checking driving licences it is the policy of The Easi UpLifts Group to ensure that HGV licence holders are in possession of their Driver CPC qualification to validate their licence. In ROI drivers with acquired rights must complete one module per year from September 2009 to September 2014 in order for their licence to remain valid. In the UK drivers with acquired rights must complete five modules within this five year time period in order for their licence to remain valid.

The policy on Driving Licences and Authority to Drive Company Vehicles can be found in the employee hand book.

3.28.10 Management of Driver Tachograph Cards Policy

As with driving licence checks, it is the policy of Easi UpLifts Group to ensure regular checks of driver cards is conducted. The training matrix will be used to record the expiry date on each driver's card. A driver may only hold one valid card.

The Group is aware that where a driver loses their card they are permitted to drive without a card for a maximum period of 15 calendar days. A replacement driver card must be applied for within 7 calendar days. Drivers will only be permitted to drive company vehicles without a card once a replacement card has been applied for.

If a driver forgets their driver card the Easi UpLifts Group will send them home. If the driver can retrieve their card they may return to work. The legislation states that a driver must use their card in an in scope vehicle and must be able to produce the card when driving a vehicle with an analogue tachographs. Drivers who persistently forget to bring their card to work will be subject to disciplinary action.

Where a driver has been in employment for a period of 2 years they will receive assistance in the purchase and application of a renewal card and one replacement card in the event of loss, theft or malfunction.

Each driver must submit their driver card into the Depot Manager/ Transport Coordinator on a weekly basis to upload digital data.

3.28.11 Fines and Penalties Policy

It is the policy of the Easi UpLifts Group that responsibility for parking or other fines incurred by an employee will be held by the employee and not the Group.

This policy regarding Fines can be found in the employee hand book.

3.28.12 Driver Infringements Policy

It is the policy of the Easi UpLifts Group to address and discuss driver infringements. The Freight Transport Association (FTA) currently analyse all digital data and analogue charts. On a monthly basis they issue a report which details, among other things, driver infringements for that period in time. The Easi UpLifts Group is committed to educating and instructing drivers to avoid infringements. Drivers will receive additional training in tachographs management, working time regulations and rules on driver's hours. Where drivers continuously fail to comply (and fail to improve) with working time and driver hours rules and regulations they will be subject to disciplinary action.

3.28.13 Vulnerable Road User Policy

It is the policy of the Easi UpLifts Group to ensure that our Company Drivers exercise specific consideration and vigilance whilst sharing the road with vulnerable road users in order to ensure their safety, health and welfare. It is the aim of the policy that vehicle incidents involving other road users, particularly those who may be more vulnerable e.g. cyclists are avoided by making Company Drivers more aware of and understand the issues faced by cyclists, motorcyclists and pedestrians.

The Group will instruct drivers to take all reasonable steps to prevent serious incidents occurring including but not limited to;

1. Check mirror adjustments
2. Respect other road users
3. Concentrate and focus on driving
4. Give plenty of space when overtaking or hold back until there is room
5. Look over the dash
6. Always signal your intentions
7. Stay cool and don't get into a situation of blame
8. Read, know, understand and apply the rules of the road/ Highway Code.

3.28.14 Fuel Efficiency Policy

It is the policy of The Easi UpLifts Group to improve consumption of fuel by developing measures to ensure effective routing and scheduling, ensuring vehicles are as energy efficient and environmentally friendly as possible and ensuring proper maintenance of vehicles. The Group is committed to continuous development and updating of the Transport Reckoner which enables correct calculations of fuel requirements for specific vehicles with specific loads. The Group has committed to significant investment in Bi Energy machines and more energy efficient service vans to replace older vehicles in the fleet.

The Group recognises that while these measures may contribute towards reduced fuel consumption the driver is the key to keeping fuel consumption in check.

Drivers are required to complete one Driver CPC module in Fuel Efficient Driving.

Measures for fuel efficient driving are detailed in the Driver Handbook and include;

- Always carry out pre use checks- tyre pressure and leaks affect fuel consumption
- Keep revs in the green band wherever possible
- Accelerate and brake smoothly
- Use the engine/ exhaust brake where possible
- Stop the engine when parked or loading and unloading.

Top 10 tips for drivers of company vehicles

1. Shift to a higher gear as soon as possible
2. Anticipate road conditions and drive more smoothly. Avoid last minute braking
3. Maintain a steady speed in as high a gear as possible
4. Drive a little slower. Stick to speed limits. 45 to 50mph is most efficient
5. Switch off if you're stationary for more than a minute
6. Keep your tyres properly inflated and prevent drag and resistance
7. Switch off air conditioning
8. Close your windows if travelling at 50mph or more to reduce drag
9. Remove roof boxes and racks if not being used
10. Remove unnecessary items and do not carry excess weight

3.28.15 EU Driver Hours Policy

The Easi UpLifts Group recognizes their obligations imposed on drivers under EU Law. Regulation (EC) 561/2006 regulates the driving time of professional drivers using goods vehicles over 3.5t (including trailers) and passenger vehicles with more than 8 passenger seats. The Road Transport Directive also applies to mobile workers, such as drivers, on vehicle operations subject to the EU drivers' hours' rules. Compliance with driver hours is the responsibility of the professional driver and the Depot Manager.

It is the policy of The Group to manage driver's hours to ensure compliance. The Group has engaged the services of the Freight Transport Association (FTA) to analyze data from both digital and analogue tachographs through their Gateway software system.

- Drivers must submit their driver card on a weekly basis to their Depot Manager so the digital data can be uploaded.
- Vehicle data will be uploaded on a weekly basis also to ensure regular reports issued by the FTA are up to date and complete.
- Analogue charts will be collected at specific times throughout the year as per the FTA postal schedule. The driver will ensure 28 days worth of analogue charts are kept on their person.
- Analogue charts will be stored in date order per driver and will be available for inspection.

Records will be kept and managed by the Depot Manager. The Transport Manager will monitor compliance on a regular basis. Records of driver hours must be kept for period of 12 months. This includes driving activity, non driving activity, holidays, sickness and any other types of leave. Records will be kept in the form of digital print outs, analogue charts or manual entries for both digital and analogue systems. The FTA Gateway system will also be used to satisfy record keeping requirements.

FTA Audit Reports are issued for each depot on a monthly basis. The Transport Manager receives a copy of all reports and ensures the Depot Managers deal with any infringements incurred by the drivers.

The FTA are contracted to conduct depot compliance visits as and when required. These will take place every 3 to 6 months to ensure records are in good order, infringement reports are printed, communicated and signed and any issues are dealt with.

Tachograph Compliance Training and Gateway Training were completed by one staff member in each depot, either the Depot Manager or Hire Controller including drivers' hour's rules.

Further details of Drivers' Hours can be found in the Freight Transport Associations Driver Handbook.

Drivers are required to complete one Driver CPC module in Digital and Analogue Tachograph and Drivers Hours.

3.29 Organisation of Working Time Policy

It is the policy of The Easi UpLifts Group to meet the obligations imposed by the following legislation which enacts an EU Directive;

UK- The Working Time Regulations 1998 and amendments (2003)

NI- The Working Time (Northern Ireland) Regulations 1998 and amendments (2003)

ROI- Organisation of Working Time Act 1997 and associated regulations and amendments

This legislation sets out statutory rights for employees in respect of rest, maximum working time and holidays and provides minimum legally enforceable entitlements for all employees to holidays and public holidays. An amendment to the Main EU Directive in 2003 removed the exemption for the transport sector. This meant that full rules applied to non mobile workers such as warehouse staff and office workers and only some rules applied to mobile workers such as drivers.

The Group are aware that the extent to which the provisions of the Working Time legislation apply to mobile workers to depends upon when the vehicle is covered by EU Drivers Hours rules or with regards to the UK, whether domestic drivers' hours rules apply.

Health and Safety enforcement authorities would regulate and enforce the maximum weekly working time limit, night work limits and health assessments for night work

The HR Department has an overall management role with regards to employees working time entitlements. Each depot has a biometric clocking in/ out system in place which requires employees to swipe in every morning and swipe out every evening. The system also allows remote clocking in/ out through use of applications or texts via their mobile phone. The HR software system, TMS, monitor time off, paid annual leave and sickness absences. Every employee is given adequate rest break entitlements upon employment and it is detailed within their terms of employment.

Each Depot Manager/ Group Department Manager is responsible for reporting unauthorised time off, annual leave requests, sickness absences to the HR Manager.

In addition to the clocking in/ out system drivers driving hours and working time hours are monitored and analysed by the Freight Transport Association through use of the Gateway system. Drivers are also required to complete Job Task Sheets to manage their working time.

The Group must keep records of working time for employees for a period of two years after the period covered. The rules must show whether the rules are being complied with.

3.30 Manual Handling Policy

The Easi UpLifts Group recognise that manual handling activities can be a source of injury resulting in pain, recurring injury, time off from work and sometimes long term or permanent disablement. Management of manual handling is therefore necessary for maintaining a healthy and safe working environment.

It is the policy of The Group to reduce or avoid, so far as is reasonably practicable, the risks involved in manual handling activities and to plan and implement arrangements to achieve this reduction in line with legislative requirements;

UK/ NI- Manual Handling Operations Regulations 1992

ROI- Safety, Health and Welfare at Work (General Application) Regulations 2007, Part II, Chapter 4 and Schedule 3

The Group are committed to implementing an ergonomic approach to removing or reducing the risk of injury. The ergonomic approach will look at manual handling as a whole, taking into account a range of relevant factors, including the nature of the task, the load, the working environment and individual capability i.e. TILE.

The Group expects the full cooperation of all employees at all levels including contractors in working towards ergonomic improvements to avoid or reduce risks associated with manual handling activities.

The Health and Safety Officer is a trained and competent Manual Handling Instructor and conducts in house training with staff. A program of Manual Handling training will conclude in Q1 of 2015 to ensure all staff, including new starts have valid and in date manual handling training.

During manual handling training staff will be asked to highlight tasks that involve manual handling with a view to carrying out a follow up review of the task. This will form one aspect of regular consultation between

management and staff to allow for the proper planning and implementation of the policy. Tasks identified as posing the greatest risk will require the input from several staff members to come up with a practical and lower risk solution. The Group is committed to providing adequate resources to implement this policy which would include instruction and training, researching and purchasing new mechanical aids and outsourcing certain tasks.

3.31 The Use of Display Screen Equipment Policy

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 technologies such as laptops, touch-screens and other similar devices.

Computer workstations or equipment can be associated with neck, shoulder, back or arm pain, as well as with fatigue and eyestrain. Most of these conditions do not indicate any serious ill health. The Easi UpLifts Group is committed to encouraging employees to take some simple precautions to make working with DSE more comfortable and to avoid upper limb disorders in so far as is reasonably practicable.

Relevant legislation aims to protect the health of people who work with DSE as it has now become one of the most common types of work equipment;

UK/ NI- Health and Safety (Display Screen Equipment) Regulations 1992

ROI- Safety, Health and Welfare at Work, (General Application) Regulations 2007, Chapter 5 of Part 2

Every employee who habitually uses DSE as a significant part of their normal work has a right to opt for an appropriate eye test which must be made available and paid for by the employer. The employer must inform employees that they are entitled to be provided with an appropriate eye and eyesight test, which would be carried out by a competent person.

Minimum requirements for display screen equipment workstation;

- Display Screen Equipment
- Keyboard
- Work desk or work surface
- Work chair
- Environment (space requirements, lighting, radiation, noise, heat and humidity)
- Employee computer interface (software should be suitable for the task and easy to use)

1. Set up work stations properly

- Adjust the angle of the backrest, length of bottom cushion. Back should be supported and bottom cushion should not be too long. If an employee can't sit fully back and upright without the back of your knees hooking the front of the seat, you need a different chair with a shorter bottom-cushion.
- Adjust backrest height. Sit upright. Lower back will be supported.
- Adjust chair height. When an employee puts their fingers on the middle row of the keyboard their forearms and hands are horizontal. Elbows will be vertical under their shoulders. No angle should be present at the wrist. Feet should be flat on the floor. Knees should be slightly lower than the hips.
- Consider a footrest or a lower desk if an employee experiences compression forces on the underside of their thighs.

- Move a chair forward or backwards so that when typing elbows are vertically under shoulders. If an employee cannot get close to the desk due to the chair arm rests then they must be changed, adjusted or removed.
- Fixed height armrests can be quite low encouraging an employee to slump down. Adjustable height armrests are usually shorter. These will allow an employee to get close enough to their desk. Arm rests provide support and takes weight of arms off shoulder and neck muscles.
- Check distance of the monitor. By sitting comfortably in a chair and stretching arms out straight ahead, if fingertips can touch the screen this is an ideal distance (approx 55 to 65cm).
- Check the side to side position of the monitor. It should be directly in front of an employee. Do not put the monitor in the corner as an employee's posture will be twisted. It may also cause difficulty in getting close enough to the keyboard.
- Sit close to desk. The employee should not put things between themselves and the keyboard except a gel wrist rest. If an employee rests their wrists on the table when they type they should use a wrist rest.
- The mouse should be positioned and used as close to their person as possible. Employees should aim to have their elbow vertically under their shoulder, and right by their side or on the arm rest.
- If an employee often refers to documents whilst typing use a document holder. This should be positioned at the same height and distance as the monitor. If they look at the documents more than the screen then the document holder should be positioned directly in front and the monitor to the side.
- Position any additional equipment e.g. phones, paper trays, reference material in accessible places. Try to avoid reaching and twisting.
- The temperature and humidity should be adjusted so that they are comfortable
- Eliminate any uncomfortable draughts

2. *Take breaks during prolonged use*

The Easi UpLifts Group recognises that work must be planned in such a way that daily work at VDU's is interrupted periodically by breaks or changes in activity which reduces the work at the screen. Therefore, as a general rule, no single continuous period of work at a screen should exceed one hour. Ideally, the length of the rest should reflect the intensity of the individual job.

- Short frequent rest breaks are more satisfactory than longer breaks taken occasionally.
- Rest breaks should be taken away from the VDU. Other duties may be assigned during this period, provided they are not too intensive such as filing, photocopying and other administrative duties.
- The employee should not sit in the same position for long periods and make sure to change posture as often as practicable.
- Rest breaks or changes in the pattern of work, where they are necessary, should be taken before fatigue sets in.

3.32 Electrical Safety Policy

It is the policy of the Easi Uplifts Group to ensure, so far as is reasonably practicable, that electrical equipment and installations are maintained to prevent danger.

Users of electrical equipment, including portable appliances, should carry out visual checks. Remove the equipment from use immediately and check it, repair it or replace it if:

- the plug or connector is damaged
- the cable has been repaired with tape, is not secure, or internal wires are visible etc
- burn marks or stains are present (suggesting overheating)

Repairs should only be carried out by a competent person (someone who has the necessary skills, knowledge and experience to carry out the work safely).

Currently all portable electrical equipment in the workshop will be PAT (portable appliance test) tested on an annual basis. This equipment is regularly moved, used frequently or used in a hostile environment. Portable electrical equipment used in the office requires less frequent checks as it is a lower risk environment. These require an annual visual check with a PAT conducted every 3 years.

Make arrangements for inspecting and testing fixed wiring installations, i.e. the circuits from the meter and consumer unit supplying light switches, sockets, wired-in equipment (e.g. cookers, hairdryers) etc, to be carried out regularly so there is little chance of deterioration leading to danger. This work should normally be carried out by a competent person, usually an electrician. Periodic inspection of electrical installations will be carried out in each depot every 5 years.

- Check that socket outlets are not overloaded by using adaptors with no fuse as this can cause fires
- Ensure there are no trailing cables that can cause people to trip or fall
- Switch off and unplug appliances before cleaning or adjusting them
- Make sure anyone working with electricity has sufficient skills, knowledge and experience to do so. Incorrectly wiring a plug can be dangerous and lead to fatal accidents or fires
- Stop using equipment immediately if it appears to be faulty – have it checked by a competent person
- Ensure any electrical equipment brought to work by employees, or any hired or borrowed, is suitable for use before using it and remains suitable by being maintained as necessary

3.32.1 What is a periodic inspection of electrical installation?

Periodic Inspection and Testing is required every 5 years for a commercial installation. It is also required for tenanted properties, every 5 years or at each change of occupancy, whichever is sooner (Landlord and Tenancy legislation)

UK/ NI- The electrician will check the electrical installation against the requirements of BS7671 - Requirements for Electrical Installations (IEE Wiring Regulations) - as amended, which is the national safety standard for electrical installations, and contains around 850 Regulations.

ROI- Every property owner must have a valid Periodic Inspection Report in order to comply with Regulation 89(b) of SI 299 2007 as amended by SI 732 2007. A Periodic Inspection Report is valid for 5 years in a Commercial Property.

3.33 Management of Asbestos Policy

The Easi UpLifts Group recognizes that they have a duty to manage asbestos in non-domestic premises and protect others who work or use the premises, from the risks to ill health that exposure to asbestos causes.

Relevant legislation includes;

UK- Control of Asbestos Regulations 2012, Regulation 4

NI- Control of Asbestos Regulations (Northern Ireland) 2012

ROI- The Chemicals (Asbestos Articles) Regulations 2011 and The Safety, Health and Welfare at Work (Exposure to Asbestos) Regulations, 2006 and amendments

The Group will take the following steps to fulfil their duty to management asbestos in non domestic premises including;

- Take reasonable steps to find out if there are materials containing asbestos in non-domestic premises and if so, its amount, where it is and what in condition is it.. This will be done by getting an asbestos survey carried out by a competent person;
- Presume materials contain asbestos unless there is strong evidence that they do not;
- Make, and keep up-to-date, a record of the location and condition of the asbestos containing materials - or materials which are presumed to contain asbestos. This will be done through the completion of an asbestos survey by a competent person;
- Assess the risk of anyone being exposed to fibres from the materials identified;
- Prepare a plan that sets out in detail how the risks from these materials will be managed;
- Take the necessary steps to put the plan into action;
- Periodically review and monitor the plan and the arrangements to act on it so that the plan remains relevant and up-to-date. The asbestos survey will be reviewed on an annual basis;
- Provide information on the location and condition of the materials to anyone who is liable to work on or disturb them such as maintenance workers, plumbing or electrical contractors. This will be the responsibility of the Depot Manager.

The Group expect their employees to fulfill their duty to cooperate with The Group as far as is necessary to allow The Group to comply with legislative requirements. The Group will provide information and instruction on the presence and location of asbestos in the premises, risks and controls.

With regards to managing asbestos there are several basic principles to make note of:

- Asbestos is only dangerous when disturbed.
- Don't remove asbestos unnecessarily - removing it can be more dangerous than leaving it in place and managing it.
- Not all asbestos materials present the same risk. The measures that need to be taken for controlling the risks from materials such as pipe insulation are different from those needed in relation to asbestos cement.
- If you are unsure about whether certain materials contain asbestos, you can presume they do and treat them as such;
- Work should be planned to avoid disturbing asbestos containing materials
- Where asbestos containing materials need to be sealed, encapsulated or removed, remember you will need to employ a licensed contractor if the materials are high risk e.g. pipe insulation.

3.33.1 What is Asbestos?

Asbestos is the name for a group of natural occurring mineral fibres which are strong and both heat and chemically resistant. Due to these properties, asbestos was commonly used in the past as insulation and fire proofing. It was also used as a component in other building materials.

There are three main types of asbestos found in the UK and Ireland – chrysotile (white asbestos), amosite (brown asbestos) and crocidolite (blue asbestos).

The risk associated with exposure to asbestos relates to the possibility that the fibres within the asbestos containing material (ACM) can become released into the air and are then inhaled. Breathing in air containing asbestos fibres can lead to asbestos-related diseases (mainly cancers of the chest and lungs). Note that as long as asbestos is in good condition and there is no disturbance or damage to the ACM, it will not pose a risk to health as fibres will not be released.

Products or materials containing asbestos, which were already installed or in service prior to the prohibition of sale or use, may remain in place until they are disposed of or reach the end of their service life. As a result, there is still potential for exposure to asbestos in a variety of workplaces due to the large quantities of asbestos and ACM's which were used in buildings in the past.

3.34 Safe Use of Gas

Gas cylinders are used and stored within The Easi UpLifts Group premises. Typically quantities are limited to a single oxygen gas cylinder and a single acetylene gas cylinder. These would be used infrequently for oxyacetylene welding for minor repairs.

The Easi UpLifts Group recognises the following general safety measures must be in place within each depot where oxygen and acetylene are used and stored.

3.34.1 Training

- Employees should understand the risks associated with gas cylinders and its contents. No one should be using gas cylinders unless authorised to do so. Only competent persons may use gas cylinders.
- Users should be able to carry out an external visual inspection of the gas cylinder, and any attachments (e.g. valves, flashback arresters, and regulators), to determine whether they are damaged. Visible indicators may include dents, bulges, evidence of fire damage (scorch marks) and severe grinding marks etc.

3.34.2 Handling and Use

- Use gas cylinders in a vertical position, unless specifically designed to be used otherwise.
- Securely restrain cylinders to prevent them falling over.
- Always double check that the cylinder/gas is the right one for the intended use.
- Before connecting a gas cylinder to equipment make sure that the regulator and equipment are suitable for the type of gas and pressure being used.
- Do not use gas cylinders for any other purpose than the transport and storage of gas.
- Do not drop, roll or drag gas cylinders.
- Close the cylinder valve and replace dust caps, where provided, when a gas cylinder is not in use.
- Where appropriate, fit cylinders with residual pressure valves (non-return valves) to reduce the risk of back flow of water or other materials into the cylinder during use that might corrode it.

- Ensure that the valve is protected by a valve cap or collar or that the valve has been designed to withstand impact if the cylinder is dropped.

3.34.3 Storage

- Gas cylinders should not be stored for excessive periods of time. Only purchase sufficient quantities of gas to cover short-term needs.
- Store gas cylinders in a dry, safe place on a flat surface in the open air. If this is not reasonably practicable, store in an adequately ventilated building or part of a building specifically reserved for this purpose.
- Gas cylinders containing flammable gas should not be stored in part of a building used for other purposes.
- Protect gas cylinders from external heat sources that may adversely affect their mechanical integrity.
- Gas cylinders should be stored away from sources of ignition and other flammable materials.
- Avoid storing gas cylinders so that they stand or lie in water.
- Ensure the valve is kept shut on empty cylinders to prevent contaminants getting in.
- Store gas cylinders securely when they are not in use. They should be properly restrained by chains or straps on a bottle trolley. Each depot will have a designated storage area where cylinders will be kept when not in use. This will ensure more efficient response in the event of an emergency.
- Gas cylinders must be clearly marked to show what they contain and the hazards associated with their contents.
- Store cylinders where they are not vulnerable to hazards caused by impact, e.g. from vehicles such as fork-lift trucks or telescopic handlers.

3.35 Welding

3.35.1 Oxyacetylene welding

The precautions necessary when carrying out oxyacetylene welding in the workshop are;

- Use of regulators to the appropriate standard
- Use of hoses that are as short as possible
- Use of colour coded hoses
- Fitting the torch unit with non return valves
- Fitting flashback arrestors to the outlets of the regulators
- Using crimped hose connections and not jubilee clips
- Minimise the amount of combustible materials in the area of the welding operation
- Ensuring cylinders are not heated by the flame
- Closing cylinders at the valve when not in use
- Using trained and competent staff
- Storing acetylene and oxygen cylinders uptight and in a well ventilate area away from sources of heat and sparks

3.35.2 Arc Welding

Arc welding (short for Manual Metal Arc (MMA) welding and also known as Stick and SMAW) is used in some depots by competent Service Engineers for minor repairs.

The Easi Uplifts Group recognises the following general safety measures must be in place within each depot where ARC welding takes place.

The main points are:

- Arc welding generates very bright light. Protect eyes from UV light, and shield your welding area from the eyes of onlookers using welding screens.
- Protect skin from UV light as it may become sunburned quickly. Use overalls and welding gauntlets.
- Auto darkening helmets or welding visors should be used.
- Work in a well ventilated area (extraction fans should be used when welding inside a small workshop). Remain out of the fumes, especially the head area.
- It is possible to arc weld in a strong breeze so ensuring good ventilation should not be an issue.
- A fume mask or an air fed helmet are required for special materials such as galvanised metal, stainless steel and hard facing alloys.
- Note the coatings on some rods as some specific coatings should be avoided as much as possible e.g. barium on cast iron rods.
- Be careful not to leave anything flammable nearby. Welding spatter and grinding sparks can travel a long distance. Clear the area before commencing welding activities.
- Cotton overalls are more resistant to spatter than manmade fabrics.
- Keep a fire extinguisher nearby. Both CO₂ and dry powder types are suitable.
- Reduce the risk of electric shock by making sure all cables are in good condition and the rod holder is insulated. Welding gauntlets will help insulate only when they are dry.
- Slag can ping off a hot weld and burn into your eyes. Use safety glasses or goggles.
- Do not look closely at the weld while it cools.
- Slag is lightweight and brittle so can fly a fair distance. Wear eye protection when chipping

Always ask for and read the manufacturer's instructions and HSE guidance. Manufacturers are legally obliged to inform you of any hazards and to supply Material Safety Data Sheets for all their products.

3.36 Management of Hazardous Substances/ COSHH Policy

The Easi Uplifts Group recognises that hazardous substances are used by employees during various tasks. The Group acknowledges its responsibility to take effective measures to control exposure to these hazardous substances and protect health. Control measures will be a mixture of equipment and ways of working to reduce exposure.

It is the policy of The Group to develop and implement measures to comply with the requirements as laid out in relevant legislation;

UK/ NI- Control of Substances Hazardous to Health (COSHH) Regulations 2002

ROI- Safety, Health and Welfare at Work (Chemical Agents) Regulations, 2001

Duties include the following;

- Determine which hazardous substances are present in the workplace.
- Assess the risks to employees and others from the presence of these hazardous substances.

- Prevent or control exposure to the hazardous substances to as low a level as is reasonably practicable.
- Have arrangements in place to deal with accidents, incidents and emergencies.
- Provide information, training and consultation to employees.
- Make available health surveillance to employees where applicable.

Employees also have additional duties which include the following;

- Co-operate with their employer e.g. follow procedures.
- Make full and proper use of control measures and report any defects.
- Report any defects in plant/ equipment immediately to the employer as appropriate.
- Report any accident or incident which may have resulted in the release of a dangerous chemical/substance into the workplace

The process that will be used to assess what substances are harmful will follow these steps;

Step 1- Create a complete list of the chemicals in your workplace.

Step 2- Know where they are located, how much you have, how you are using them and who is potentially exposed to them.

Step 3- Know about the risks they pose.

Step 4- Check whether the necessary controls are in place.

Step 5- Identify corrective actions to be taken where controls are lacking.

3.37 Flammable Materials/ Dangerous Substances

The Easi Uplifts Group recognises the following general housekeeping measures must be in place within each depot to prevent fire and explosion in the workplace resulting from the use, storage and transport of flammable materials;

1. Do not carry out hot work activities on or close to flammable liquid containers, materials containers or spray equipment
2. Do not use flammable liquids to burn waste materials or accelerate fires
3. Remove all sources of ignition from flammable liquid storage areas
4. Do not dismantle or dispose of equipment or containers containing flammable materials or their residues
5. Contain all spills as soon as possible and prevent or contain leakage from hoses etc
6. Ensure storage and disposal arrangements are in place in each depot to control contaminated clothing, cleaning rags, oily rags etc
7. Provide adequate storage areas to ensure incompatible materials are segregated properly
8. Ensure spraying activities are carried out in well ventilated areas and notify staff of the activity as spraying can generate large vapour concentrations
9. Do not stock pile large amounts of combustible materials
10. Do not accumulate combustible rubbish or overfill skips. Keep bins and skips away from buildings

3.38 Working at Height

The Easi UpLifts Group recognises their obligations as stipulated in;

UK/ NI- Working at Height Regulations 2005

ROI- Safety, Health and Welfare at Work (General Application) Regulations 2007, Part 4 Work at Height

3.38.1 Policy for Use of Harnesses and Lanyards in MEWPs**i) Boom Type MEWPs**

Boom type mobile elevated work platforms would include the following IPAF categories;

- 1b- Static Booms- vehicle mounted, trailer mounted
- 3b- Mobile Booms- self propelled

It is the policy of The Easi UpLifts Group that all users (drivers / operators / engineers) of boom type MEWPs must wear a full body harness with an adjustable restraint lanyard (used to provide work restraint and adjusted to be as short as possible) attached to a suitable anchor point, at all times during;

- Loading & unloading of booms on / off trailers
- Any operation or servicing of the booms in depot yards
- Any operation or servicing of the booms on customer sites

This initiative is supported by the Construction Plant-hire Association and IPAF as a result of numerous unnecessary fatal accidents which have occurred when users have been catapulted out of boom platforms because they were not wearing harnesses.

Failure to adhere to this policy will result in disciplinary action in accordance with the procedures laid out in the employee handbook.

ii) Vertical MEWPs

Vertical type mobile elevated work platforms would include the following IPAF categories:

- 1a- static verticals
- 3a- mobile verticals
- MC- mast climbing work platforms

It is the policy of the Easi UpLifts Group that on customer sites all users (drivers / operators / engineers) of vertical lift type MEWPs must wear a full body harness with an adjustable restraint lanyard (used to provide work restraint and adjusted to be as short as possible) attached to a suitable anchor point, at all times, during machine operation.

Failure to adhere to this policy will result in disciplinary action in accordance with the procedures laid out in the employee handbook.

At Easi UpLifts Group depots, in the depot yard, wearing of a harness and lanyard in a vertical MEWP is not mandatory; however it may be advisable to wear them depending on the risk. See below for further information regarding assessing your work environment. If you need assistance in assessing your work environment please contact your Depot Manager or the Health and Safety Officer for help.

| Summary | Vertical MEWP | Boom Type MEWP |
|---------------------------|---------------|----------------|
| Customer Sites | Mandatory | Mandatory |
| Easi UpLifts Group Depots | Optional | Mandatory |

3.38.2 Using the Right Safety Harness and Lanyard

Employees must wear a full body harness with an adjustable restraint lanyard attached to a suitable anchor point, at all times, during machine operation.

The lanyard, used as fall restraint, must be set short enough to prevent a person reaching a position where they could fall.

The majority of anchor points are currently rated for work restraint and not fall arrest. There are different standards applied for anchor points used as part of a fall arrest system (EN 795).

Where safety harnesses are provided it is essential to ensure that:-

- Information, instruction and training as to the proper fitting and adjustment are carried out (IPAF/ Height for Hire/ Easi UpLifts training)
- The harnesses selected are fit for purpose, give freedom of movement and are comfortable (e.g. driver harness jacket)
- For fall restraint- The lanyard must be adjustable to prevent persons from getting into a position from where they could fall
- For fall arrest- The lanyard must give maximum protection in the event of a fall i.e. shock absorber

Safety harnesses should be stored in a cool, dry place away from direct sunlight, excessive heat or heat sources, high humidity, sharp edges or corrosives. Wet equipment should be allowed to dry naturally before storage.

The recommended service life is 5 years from date of first use or as stated by manufacturer.

Serial numbers of harnesses and lanyards must be recorded on a basic register. They must be thoroughly inspected every 6 months by an external contractor/ suitably qualified personnel. They will also need to be visually inspected on a weekly basis by the user and recorded on the harness inspection sheet, HS-020.

Defects must be reported to the Depot Manager immediately and taken out of service where defective/ damaged.

Employees should be in possession of an in date IPAF/ Easi UpLifts Safety Harness Awareness training card. If an employee finds they are not in possession of this training and they are using a harness and lanyard then they need to inform their Depot Manager immediately.

3.38.3 Safety Harness Awareness Training Contents

- Legislation
- Hierarchy of fall protection measures
- Pre use checks including a practical exercise
- Usage and anchor points
- Storage and maintenance

- Hazards and precautions
- Rescue requirements and options

Persons in possession of this training are capable of day to day inspection of their equipment, as well as selection and use. They are competent to carry out weekly visual inspections and daily visual pre use inspections.

They are not considered to be competent persons for the purpose of mandatory periodic inspections i.e. 6 monthly inspections. This will be carried out by an external contractor/ suitably qualified personnel.

3.38.4 Rescue Procedure for Safety Training Customers from MEWPs

Read in conjunction with 3.38.5.

Prior to commencing practical training, the instructor should check the following:

- The emergency lowering controls of the machine at ground level are fully functioning.
- Whether another MEWP is available on site that can be used in the event of a rescue from the basket being necessary. The proximity of the rescue MEWP and height shall be taken into account when planning the practical test route.

During the course of the training, a competent person (e.g. the trainer) should stay in close proximity of the ground emergency lowering controls.

i) Rescue plan in the event of basket operators needing assistance

1. In the case of personal injury or illness occurring to the operator of a basket while the basket is elevated at a height, the trainer shall lower the basket to ground level.
2. The assistance of medical personnel may be required to deal with the injury/illness suffered by the trainee. A doctor should be alerted as soon as possible after discovering that the trainee has suffered an accident/illness.
3. The doctor should examine the trainee and an ambulance should be called if necessary.

ii) Rescue plan in the event of machine malfunction

If illness/injury occurs to the trainee during the training course and if the controls fail to operate correctly, the following procedure should be followed:

- Request medical assistance.
- Assess the situation fully before commencing a rescue operation
- Identify the proper position from which to carry out the rescue.
- Ensure anyone involved in the rescue:
 - Is competent to perform their role
 - Fully understands what they must do.
- Carry out the rescue in a steady and controlled manner.
- Ensure effective communication is maintained constantly during the rescue.
- Assess the condition of the trainee and provide first aid if available and if appropriate to do so.

On arrival, the doctor should examine the trainee and an ambulance should be called if necessary.

3.38.5 Rescue Procedure from MEWPs

Adapted from IPAF Guidance on Rescue Plan

| Emergency Situation | Proposed Action- General MEWP (where the emergency/ recovery mode will not override the standard safety interlocks for the safe operating envelope of the machine) | Proposed Action- Specialist MEWP e.g. Truck Mount, Spider (where the emergency / recovery mode may override the standard safety interlocks for the safe operating envelope of the machine) |
|---|---|---|
| Failure of upper control functions while elevated | Where the normal upper control functions fail, the operator will use the auxiliary controls from the platform to lower the boom to the ground | The operator will assess the situation and may take corrective action available as appropriate to their level of training. The operator will call the Technical Support Desk on 00 800 800 444 33 to log the call whether they can resolve the issue or need further assistance. |
| Failure of the operator to be able to operate the MEWP functions while elevated due to the following reasons: A. Operator is incapacitated B. Total failure of all basket functions C. Auxiliary functions fail to operate from the platform | A nominated person will be familiarized in the emergency lowering procedure and therefore the use of the 'ground level' controls. They will use the ground controls to lower the platform safely. They will call the Technical Support Desk on 00 800 800 444 33. Depending on a number of factors such as whether it is a medical emergency or not, how soon a Service Engineer can be on location, level of urgency etc. the emergency services may need to be alerted. | A nominated person will be shown the location of the 'ground level' controls and will be instructed to immediately call the Technical Support Desk on 00 800 800 444 33 and await further instruction. Depending on a number of factors such as whether it is a medical emergency or not, how soon a Service Engineer can be on location, level of urgency etc. the emergency services may need to be alerted. |
| Failure of basket and ground controls | Where the lower ground controls fail to allow the boom to be lowered safely to the ground, the nominated person will use the auxiliary ground controls to lower the boom safely to the ground | The operator will take corrective action available as appropriate to their level of training. The operator will call the Technical Support Desk on 00 800 800 444 33 to log the call whether they can resolve the issue or need further assistance. |
| Failure of all normal and auxiliary lowering functions | Where all normal and auxiliary functions have failed, the nominated person on the ground will call the Technical Support Desk on 00 800 800 444 33 and await further instruction. Depending on a number of factors such as whether it is a medical emergency or not, how soon a Service Engineer can be on location, level of urgency etc. the emergency services may need to be alerted. | Where all normal and auxiliary functions have failed, the nominated person on the ground will call the Technical Support Desk on 00 800 800 444 33 and await further instruction. Depending on a number of factors such as whether it is a medical emergency or not, how soon a Service Engineer can be on location, level of urgency etc. the emergency services may need to be alerted. |

i) General Machine Problem- Process

Where The Easi UpLifts Group provides a Specialist Operator as part of the hire agreement or employees are operating an MEWP on company premises the following rescue guidelines apply. Under normal circumstances, back-up systems built into the machine will allow the operator to bring the platform of the machine to ground level under controlled conditions. There are ground level controls and emergency descent systems in both the upper basket controls and lower ground controls.

Prior to commencing the task, the Specialist Operator should check the following:

- The emergency lowering controls of the machine at ground level are fully functioning.
- An employee on the ground, a 'nominated person' has been shown the location of or has been familiarised with the emergency lowering function at ground controls.
- An employee will be shown where the number for the Technical Support Desk is located and instructed to call them immediately in the event of an issue.
- If the customer has made another MEWP available on site in the event of a rescue from the basket being necessary.

ii) Specialist Machine Problem- Process

Further to the process detailed above a Specialist Operator must be aware of what to do in the event of a fault arising with a Specialist MEWP such as a Truck Mount or Spider.

Bronto/ Ruthmann

If a fault develops on a Truck Mount, the Specialist Operator may take corrective action available as appropriate to their level of training. The operator will call the Technical Support Desk on 00 800 800 444 33 to log the call whether they can resolve the issue or need further assistance.

- Technical Support logs the call and assigns it to one of the following members of the support team;
 - Easi UpLifts Group Truck Mount Engineer / Specialist Operator
 - CPS Engineer (Bronto only)
 - Bronto Engineer (Bronto only)
 - Ruthmann Engineer (Ruthmann only)
- In the event that the issue is referred to CPS, Bronto or Ruthmann they will assist via remote access.
- If deemed necessary the relevant support team member will instruct the site nominated person at ground level to lower the machine via the ground controls under strict instructions.
- Only Technical Support may make direct contact with CPS, Bronto or Ruthmann unless the operator is in imminent danger.
- CPS, Bronto and Ruthmann have been notified that they should only receive calls from the Technical Support Desk.
- All calls placed to Technical Support are logged. This allows the information to be analysed and for trends to be identified. This also enables a full machine history to be maintained.
- CPS, Bronto and Ruthmann have been instructed to notify Technical Support of all contact they receive from Specialist Operators.

iii) Truck Mount- Mid Air Rescue- Basket to Basket- Process

1. A customer may make a second MEWP available to rescue the operator.
2. Contact the customer manager to report failure of back-up emergency lowering systems and request local engineering back-up.
3. If, after inspection by the Service Engineer, it is not possible to affect a repair to allow the machine to be brought to the ground, the customer manager must be contacted for permission to carry out basket to basket rescue.
4. A rescue machine will be positioned approaching from above or side to enable the rescue procedure to be carried out without compromising the safety of personnel involved in the rescue
5. The platforms of both machines must be lined up to each other, gate to gate leaving adequate space between the baskets to flex, without crushing fingers.
6. Where gate to gate positioning is not possible, and the occupants have no option but to evacuate over the railings. The rescue basket must be positioned so that access into the rescue basket is done over the short side of the basket, leaving a longer landing strip for the occupant to descend from the railings into the rescue basket.
7. When the basket is correctly positioned the machine will be switched off and the emergency stop will be engaged before the transfer begins to prevent inadvertent operation of the controls.
8. The Specialist Operator wears a full body harness and fall restraint lanyard (for normal use of MEWP) and has a fall arrest lanyard in the basket (for emergency purposes only).
9. The fall arrest lanyard will only be used in the event of a mid air rescue.
10. The fall arrest lanyard will be attached to a suitable anchor point on the stranded machine basket.
11. The fall restraint lanyard will be unclipped to allow the operator to move from one basket to another.
12. As the occupant climbs through the gate or over the railing of the stranded basket they should hold on to rescue basket railing so that their hands / fingers do not get crushed between the 2 sets of railings
13. Upon reaching the rescue basket they will attach their fall restraint lanyard and unclip their fall arrest lanyard, leaving the fall arrest lanyard in the stranded machine.
14. Care must be taken not to overload the rescue machine. This may mean making more than one journey to complete the rescue.

Reference BS8460, Section 6.6, Rescue from height

3.38.6 Exiting the Platform at a Height on Specialist Operator Hires

Mobile elevating work platforms (MEWPs) are specifically designed to lift people to a position where they can carry out work from the work platform and then return to ground level. They are not intended for the transfer of people from one level to another or exiting the work platform at a height.

Where The Easi UpLifts Group provides a Specialist Operator as part of the hire agreement the Area Sales Manager must confirm that the customer has been informed of the following

- All occupants of the basket will wear a safety harness and fall restraint lanyard during the operation of the machine and will attach it to a secure anchorage point in basket at all times.
- At no point during the task may the lanyard be disconnected until at ground level.
- The customer is expected to provide their own safety harness and fall restraint lanyard. However the Easi UpLifts Group can arrange the supply of a safety harness and fall restraint lanyard on request at an additional cost. Adequate notice must be given by the customer.
- If weather conditions deteriorate it will result in work stoppage until weather conditions improve
- It is the responsibility of the customer to put in place adequate traffic management measures for the

duration of the hire.

- It is the responsibility of the customer to supply proof that traffic permits are in place for work taking place on public roads. Permits include traffic order permits (use of road and infringing on pavement (outriggers)), parking bay suspension permits, road closure permits etc.
- The customer is not permitted to exit the basket at a height at any time during operation
- The customer is not permitted to climb on top of the working cage rail at any time.

Immediately before the job begins the operator must also confirm the above and ensure that the relevant form in the task specific method statement is marked and signed off.

Exiting the platform at height may only be undertaken where a rigorous risk assessment has been carried out by the customer that justifies this practice as the safest way of carrying out the required task. They must indicate that this is the safest and most effective means of accessing a particular location. The procedure must include an adequate double lanyard procedure has been developed. This Risk Assessment must be forwarded to the Easi UpLifts Group Health and Safety Officer for review and authorisation. This activity will not be permitted without direct authorisation from the Easi UpLifts Health and Safety Officer.

Where the Specialist Operator deems activities/ conditions to be unsafe or where there is any concern over their own personal safety or the safety of the customer then all works must be stopped until the situation can be rectified. This will be at the discretion of the Specialist Operator.

3.38.7 Loading and Unloading- Prevention of Falls from Vehicles

The Easi UpLifts Group recognises that falls from workplace vehicles can be caused by several things including;

- Poor access- Slipping/ falling from loads, access steps and ladders
- Poor maintenance- Broken ropes causing over balancing
- Poor housekeeping- vehicle storage lashings
- Lack of awareness and training
- Environmental- bad weather, poor visibility
- Inappropriate footwear

Drivers, when driving plant on and off carrying vehicle or fitting/ removing load securing devices, require access to the vehicle body and to the item of plant. They also require access to the brake lines etc which requires suitable access to the rear of the tractor unit to fit/ remove airlines etc. Therefore they require good access and measures to eliminate or restrict working at height or measures to reduce the consequences of a fall.

During the loading and unloading of wheeled plant the heights involved will be relatively low. Many types of machine will be loaded using a remote control or use of basket controls from the ground. Drivers may be required to walk in front of the machine down the centre of the trailer to ensure it is straight and in line. They must ensure that this is a slow controlled operation as they must face the direction of travel to ensure they can see where they are going to prevent slips or trips as well as watch the travel of the machine to prevent overturning. Most of the load restraints will be attached and secured or removed from the ground except where certain configurations cause obstruction. However employees are required to operate boom type machines from the basket and maintain 100% tie off while loading or unloading. Again due to the low heights involved rescue can be carried out swiftly without the need for special equipment if they become suspended from the boom basket.

Ramps are operated hydraulically which means employees are not required to access the trailer bed or adjust ramps.

Each depot must ensure where employees are loading or unloading that other vehicles or other people are not in the area. This is to ensure that in the event of a fall an employee is not subjected to the risk of being struck or run over by passing vehicles. And in the event of a fall other people are not put at risk.

New vehicles are being designed with fall prevention in mind. The Group Technical Manager will consult with manufacturers when the time comes.

The Easi Uplifts Group recognises the following general safety measures must be in place for loading and unloading activities;

- Employees use dedicated access point/ steps and hand holds for accessing the cab, trailer, fifth wheel etc. They must not use vehicle parts that are not designed as hand or footholds such as mudguards or bumpers to gain access. When using access points they must maintain three points of contact i.e. 2 hands and one foot or one hand and two feet.
- Drivers will not jump down from the trailer bed or cab to the ground.
- Employees accessing the trailer are advised to access it from the ramps as opposed to climbing the side of the trailer. Trailers and/ or exposed metal trailer edges are fitted with either slip resistant metal mesh or grip tape to prevent slips. These must be inspected to make sure they are in place and in good condition.
- Access ramps such as Beaver Tails, are used throughout the fleet. Research is currently taking place into the possibility of providing infilling to the space between the ramps which in turn provide an access way to the vehicle deck which is at least 0.9m from an unprotected edge.
- The basic configuration of vehicles used by The Easi UpLifts Group for transporting plant means that it would not be possible to provide means of access to parts of the vehicle with collective fall protection in place, particularly when it being loaded or unloaded. Small access ladders may be used once they have a broad base and can be fixed to provide effective restraint against slipping.
- If drivers require the ladder to access the bed of the trailer then there must be at least three rungs projecting beyond the landing level to ensure they can maintain adequate hand hold. If they are used they must be stored securely during transit. These will be subject to daily pre use checks and weekly inspections thereafter.
- Maintenance is essential to ensure that the vehicle is maintained to a safe standard. Using straps, ropes etc to take body weight when working at a height or using them for access can cause them to snap causing over balancing and falls. Use approved access points and hand holds and ensure load restraints are inspected and maintained.
- If features are retrofitted to existing vehicles the alterations must not affect the structural integrity of the equipment. The actual fitting must be safe.
- The trailer bed must be kept clear of all load restraint equipment, waste and any other loose materials that could cause a slip or trip.
- Each depot has a vehicle wash bay available that drivers will utilise to clear mud and other debris from their trailer bed.
- The driver will ensure their cab is clean and tidy
- Driver will not walk around a machine that is full width of the trailer by holding on to the chains/ machine components- the driver will step down from the trailer using access steps or ramps and then use access steps (or moveable steps) to front of trailer (near the cab) to remove/ apply winch rope or chains

- Where drivers are loading a telescopic handler they must not be forced to break the three points of contact rule when opening a cab door on a vehicle.
- If strap or chain needs to be pulled tight, the operator should try to keep one foot behind the other and keep control of their weight. This must be carried out from the ground
- Each depot will ensure there is adequate lighting for loading and unloading activities.
- The Depot Managers and Drivers will review loading and unloading activities when they experience bad weather conditions such as strong winds, rain, fog and ice. These will all increase the risk of slips, trips and falls from the vehicle.
- The driver will be issued with suitable safety footwear. Drivers will use this PPE appropriately and seek replacement when necessary.

3.39 Abrasive Wheels Policy

The Easi UpLifts Group recognises that abrasive wheels are used in various work equipment, such as bench grinders and angle grinders, in each of the depots. However this work equipment is used infrequently.

Legislation relating to the provision and use of work equipment requires that any person using a piece of work equipment that presents a significant risk must be trained;

UK/ NI- The Provision and Use of Work Equipment Regulations 1999;

ROI- Safety in Industry (Abrasive Wheels) Regulations 1982, Safety Health and Welfare at Work (General Application) Regulations 2007, Part 2, Chapter 2;

It is the policy of the Easi UpLifts Group to ensure at least one Service Engineer in each depot has completed training in the selection and mounting of abrasive wheels. This Service Engineer will be authorised to mount an abrasive wheel once they are trained appropriately and are competent.

The Easi UpLifts Group recognises the following general safety measures must be in place within each depot where abrasive wheels are used;

- Ensure that only the disc specified for the type of material to be cut is used
- Always wear PPE as appropriate
- Wear RPE when working on masonry, concrete or other materials that create dust
- When starting the work equipment, ensure that the cutting disc is not in contact with the ground or any other obstruction
- Ensure protective guards are in place and in proper working order
- Ensure fire extinguisher(s) and/or water is readily available where working in areas with flammable materials
- No person other than the operator should be in close vicinity when an abrasive wheel is in use
- Do not work with the work equipment above shoulder height
- Hold the work equipment with both hands during use.
- No abrasive wheel can be operated at a speed in excess of the appropriate maximum permissible speed. Identifying the maximum permissible speed (typically on the wheel itself) and types of notices required in rooms where grinding is carried out must form part of their formal training
- When storing abrasive wheels the room should not be subject to extreme temperature changes, humidity, water or any other liquids.
- Organically bonded wheels may be affected by oxidation if stored for long periods. They should not be stored for more than three years after the date of manufacture.

- Most plain and tapered wheels should be supported on edge or on a central support
- Each abrasive wheel must be tested before use in order to ensure it is fit for use
- A visual inspection should be carried out by a competent person before each use. Any tool in an unsafe or unserviceable condition must be withdrawn from use until defects have been rectified by a competent person
- A guard must be provided and kept in position at every abrasive wheel in motion
- However where, because of work being done at a wheel or because of the work ordinarily done or intended to be done at a wheel or because of the nature of the wheel, the use of a guard would be impracticable, a guard does not have to be provided and kept in position.
- Guards must be properly maintained and so secured as to prevent its displacement in the event of any such fracture
- They must also enclose the whole of the abrasive wheel, except such part as is necessarily exposed for the purpose of any work being done at the wheel or, where a non-adjustable guard is used, for the purpose of the work which is ordinarily done or ordinarily intended to be done at the wheel.

3.40 Electric Storage Batteries and Sulphuric Acid

Please reference PR-014 Working Safely with Electric Storage Batteries

Please reference PR-020 Battery Acid Spill Response

3.41 Use of Compressed Air

Please reference PR-016 Working Safely with Compressed Air

Please reference PR-017 Dealing with High Pressure Fluids

3.42 Spray Painting

Please reference PR-021 Spray Painting

3.43 Company Employees or Associates Working in Non Company Premises

Employees and associates working in non company premises maybe exposed to hazardous situations. The risks associated with this however, can be reduced if Easi UpLifts Group employees ensure:

- they always report to a person in authority on arrival;
- as far as possible, they are accompanied at all times by a responsible person based at the premises;
- they makes themselves aware of/ identify any potentially hazardous conditions and the necessary precautions to be taken;
- they obey the safety rules/ relevant Codes of Practice of the premises;
- they wear appropriate safety equipment/ personal protective devices required on that premises.

Under no circumstances are employees or associates to put themselves in danger when working on non company premises. Employees are advised to report any issues or concerns to their Depot Manager or Health and Safety Officer immediately.

The policy regarding Clients/ Customer Premises can be found in the employee hand book.

3.44 Use of Self Employed, Contractors and Agency Employees

The Easi UpLifts Group recognises that it is good practice to select contractors and agencies carefully based upon their health and safety competence. Management are advised to ask to see evidence of competence such as;

1. A copy of their health and safety policy
2. Risk assessments for their work
3. Qualifications and training of their staff
4. Proof of adequate insurances
5. Proof of adequate resources such as access to specialist safety advice
6. Records of maintenance and testing for plant and equipment they may be using
7. Records of enforcements action taken by authorities against them
8. Accident history records
9. Names of previous clients
10. Membership of professional organisation

The Group recognise that they share duties with contractors, who are employers in their own right and the employees of the contractor where applicable. This means the contractor and their employees owe a duty to everyone and The Group and all employees own a duty to everyone.

With regards to working time, in the case of agency workers, the party who pays the wages (employment agency or The Group) is the employer for the purposes of the requirements of legislation and is responsible for providing annual leave and public holiday entitlement.

Those contracted to carry out work on behalf of the Easi UpLifts Group will be made aware of emergency preparedness procedures and plans relevant to them.

3.45 Management of Visitors to Company Premises

It is the policy of the Easi UpLifts Group to ensure, as far as is reasonably practicable, the safety of visitors to company premises.

- All visitors must report to reception or, where there isn't a dedicated reception, report to the main office before they carry out any work related activity to seek permission to carry out such work.
- Visitors entering the premises for the purpose of business (work activities or visit) must sign in upon arrival and sign out before leaving.
- The individual must be briefed, by way of a visitor induction, the emergency preparedness procedures and plans relevant to them, location of first aid and welfare facilities and location of the assembly point.
- It will be the responsibility of the Depot Manager to ensure this is done and that the individual is accompanied where appropriate.
- It is the responsibility of the Depot Manager to ensure that the individual has the appropriate PPE while on the company premises e.g. high visibility vest or safety boots or both for the workshop and yard.
- Workshop staff must instruct any visitor to do the same if they have not reported to reception in the first instance.

- Whilst in the building, visitors will be required to obey the safety rules and emergency procedures at all times. In the event of a fire alarm, the Depot Manager or another designated employee will be responsible for bringing the individual to the assembly point and remaining with them until given the “all clear”.
- No visitor is permitted to operate a machine unless they can produce a valid training card relevant for the vehicle they wish to operate on company premises.

3.46 Management of Safety Training Customers/ Visitors to Company Premises

Each depot has an accredited training facility for carrying out safety training courses. Safety training customers would attend training courses such as IPAF Operator training in both vertical type lifts and boom type lifts. This type of course requires both theoretical and practical instruction. This means that safety training customers are exposed to both the office environment and the yard. There is no requirement for safety training customers to enter the live workshop areas.

Prior to commencement of a training course a Depot Health and Safety Awareness Induction and depot tour will be completed by the safety training instructor to highlight the following;

- The signing in/out procedure.
- Location of the toilet facilities.
- Location of the tea/ coffee facilities.
- Location of the designated smoking area and ashtray/ bin.
- Location of the fire exits.
- Location of the fire extinguishers.
- Location of the first aid box.
- The fire procedure and the assembly point and the name of the fire safety officer.
- The procedure for obtaining first aid and the name of the first aid officer.
- The need to wear safety clothing in the working areas of the yard/out buildings.
- The movement of vehicles around the depot yard and importance of staying within designated practical training area.

Confirmation of this training will be recorded on the prescribed form. These training records will be submitted to Safety Training office with all other training records by the training instructor upon completion of the course. These will be filed alongside the training documentation.

3.47 Disciplinary Action

Where advice, persuasion and appeals to common sense fail to achieve compliance with safety, health, environmental and quality rules, it is the policy of the Easi UpLifts Group to enforce disciplinary rules and procedures. It is the aim of the Group that the rules and procedures will emphasise and encourage improvement in the conduct of employees, where they are failing to meet the required standards. Disciplinary action will be issued to staff where appropriate, in a fair manner and will be categorised as either Minor misconduct, Major misconduct or Gross misconduct. Gross misconduct will result in dismissal without notice.

Details of Disciplinary Rules and Procedures as well as the Disciplinary Appeal Procedure can be found in employee hand book.

3.48 Annual Report

On an annual basis, The Easi UpLifts Group will evaluate the extent to which the Safety, Health and Environmental Policy Statement was put into effect during the previous twelve months. It will show the level of resources committed to Safety, Health, Environment and Quality, any special preventative measures taken and data on occupational injuries and ill-health in the workplace.

This will be reported in the company's annual report and include details such as:

- Safety, Health, Environmental and Quality Policy Statement reviews
- Risk Assessment reviews
- Safety, Health and Environmental training completed
- Numbers of recorded accidents, incidents and dangerous occurrences including motor accidents
- New safety arrangements put in place during the year where applicable

3.49 Summary of aims for 2015**3.9 Communication**

- Develop a general safety, health and environmental communication schedule relevant to all staff as well as specific roles. This would be in addition to the aforementioned toolbox talks, service memos and safety bulletins.
- Develop an internal academy (High School) which delivers clear and comprehensive induction of new employees and ongoing training of existing staff.

3.12 Emergency Preparedness

- Develop emergency preparedness procedures for issues such as traffic management issues, unstable loading, transporting equipment and storage of materials

3.20 Occupational Health Policy

- Develop an occupational health assessment or questionnaire to assess and record employee current physical and mental ability as well as any disability.

3.28 Driving for Work

- Develop pre use checks and a defect recording and reporting procedure specific for drivers of company cars and vans.

PART IV: Environmental Management Plan**4.1 Commitment and Policy**

The objective of the Environmental Management Plan is directly related to the environmental policy, Lean goals and objectives and the commitment from The Group including their objectives set for 2015;

The Group is committed to;

- Reducing waste and the unnecessary consumption of resources, materials, fuel and energy while carrying out our activities
- Reuse rather than disposal where possible
- Recycling, segregation and the use of recycled materials
- Ensuring waste management remains a significant aspect of company operations
- Designing energy efficiency into new services, equipment and other relevant activities
- Design energy efficiency into new or existing buildings during the set up or development of depots where environmental issues and factors are addressed on the agenda
- Identifying, acquiring/ developing any skills, equipment, processes, control systems or other resources to achieve improved environmental performance
- Identifying, assessing and where necessary protecting against the environmental effects arising from incidents, accidents or potential emergency situations
- Promoting the reporting and investigation of environmental incidents
- Providing adequate resources to enable staff to carry out this policy
- Reducing, wherever practicable, the level of harmful emissions
- Investing in newer stock and selling older machinery to ensure we have the most efficient fleet possible
- Managing energy wisely in all operations e.g. Our newest depot has a software system that monitors energy usage within the premises and can identify any unnecessary use of energy
- Increasing our fleet of Bi Energy Vehicles and Low emission vehicles

Objectives for Environment in 2015

1. Develop, formalise and catalogue forms and procedures as part of the overall development of the Environmental Management System, in line with Lean Start requirements, with a view to seeking external accreditation
2. Promote Recycling and responsible disposal of waste. Fewer waste management contractors to manage the various waste streams throughout the Group.
3. Introduce environmental awareness training through our E- Learning platform
4. Develop a fleet management system to address and manage fuel consumption and route planning, encourage fuel efficient driving, identify more fuel efficient and environmentally friendly vehicles for investment etc.
5. Further to the establishment of the Technical Support Desk ensure environmental incidents are logged, actions are documented and costs are assigned

4.2 Planning for Environmental Management

4.2.1 Identification of key environmental aspects and related impacts

In identifying environmental risks, opportunities and impacts The Group must consider if activities, products and services will have any impact on the environment, including air, water or land, or involving waste, emissions, resource uses and any physical attributes.

An environmental opportunity means a potential for beneficial environmental impacts which can include prevention and minimising adverse environmental impacts.

An environmental risk means a potential for adverse environmental impacts.

Where applicable the aspects and impacts identified will be considered under normal, abnormal and emergency conditions.

The following table identifies the key environmental aspects (with risks and opportunities) and the related impacts associated with The Group's activities, products and services.

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| Activity/ Product/ Service | Environmental Risk/ Environmental Aspect | Environmental Impact | Environmental Assessment |
|--|--|--|--------------------------|
| WITHIN THE YARD | | | |
| Washing vehicles and machines of mud, debris, dust | Water consumption Use of cleaning products Contaminated water droplets in the air Debris from customer site- generation of waste within the yard | Municipal water supply demand increase Run off entering nearby ground water/ water course (streams, ponds, rivers etc), drains Contamination of ground water Environmental nuisance, irritation of airways or eyes for those near by Waste could be blown to nearby properties or onto public paths or road ways | Minor |
| Cleaning machines of concrete | Water consumption Use of acid solutions Contaminated water droplets in the air Waste being generated | Run off entering nearby ground water/ water course (streams, ponds, rivers etc) Run off entering drains Contamination of ground water Environmental nuisance, irritation of airways or eyes for those near by | Minor Limited |
| Refuelling | Leaks from tank or hose Spillages while refuelling Uncontrolled release- failure of containment vessel Ignition sources not segregated, fire | Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) Contamination of soil and vegetation Fire, air pollution, fire fighting water run off Exposure of persons to fumes and irritant | Limited |
| Deliveries of parts, stationary to depot etc. | Waste packaging being generated- plastic, cardboard, pallets Fuel consumption in the distribution of goods Traffic management | Waste going to landfill Emissions to air- exhaust smoke Increase traffic to depot | Minor |
| Collection and delivery of machines | Fuel consumption Noise at locality Traffic management Leaks from vehicle or machine Spillages should machine fail or overturn Spillages from vehicle should a road traffic accident occur | Emissions to air- exhaust smoke Environmental noise nuisance Increase traffic, over sized vehicles Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) Contamination of soil and vegetation | Limited |
| Activity/ Product/ Service | Environmental Risk/ Environmental Aspect | Environmental Impact | Environmental |

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| | | | Assessment |
|--|--|---|---------------------------------|
| WITHIN THE WORKSHOP | | | |
| Servicing machines/ breakdowns | Contaminated waste generated such as oily rags, packaging from replacement parts Leaks from cracked or broken components Spillage of oils and fluids should machine have been struck or overturned | Contaminated waste going to landfill Spillages of oils and fluids entering nearby ground water/ water courses/ drains Contamination of nearby ground water/ water courses Contamination of soil or vegetation | Limited |
| Changing oil- filling oil containers, emptying oil tanks | Leaks from oil tank Spillage of old oil while emptying tank Spillage of new oil while filling tank Uncontrolled release- failure of containment vessel Build up of spills not cleaned sufficiently on concrete floors, fire spread | Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) Contamination of soil and vegetation Fire, air pollution, fire fighting water run off Exposure of persons to fumes and irritant | Minor |
| Transport to service machines/ breakdowns | Fuel consumption Traffic management Leaks from vehicle Leaks of materials transported within vehicle Contaminated waste being generated Waste packaging being generated- plastic, cardboard, pallets | Emissions to air- exhaust smoke Environmental nuisance- noise, disturbance Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) Contamination of soil and vegetation Contaminated waste going to land fill Waste going to land fill | Limited |
| Use of lubricants, grease, brake fluids and other hazardous substances | Spillages while in use Leaks from containment vessels if not appropriate for substance, if old or damaged Waste being generated- empty containers Disposal of waste Formation of vapours and fumes, fire, explosion, irritation to those in vicinity | Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) Waste going to land fill Use of unauthorised contractor/ fly tipping Fire, air pollution, fire fighting water run off Exposure of persons to fumes and irritant | Minor |
| Storage of hazardous/ flammable substances | Leaks from containment vessels if not appropriate for substance, if old or damaged Spillages if containers are not secured or storage facility | Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) | Limited |
| Activity/ Product/ Service | Environmental Risk/ Environmental Aspect | Environmental Impact | Environmental Assessment |

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| | | | |
|---|---|--|---------------------------------|
| | <p>is compromised</p> <p>Uncontrolled release, bund insufficient for storage quantities</p> <p>Ignition sources not segregated, fire, explosion</p> <p>Formation of vapours, lack of ventilation, explosive atmosphere, fire and explosion</p> | <p>Contamination of soil and vegetation</p> <p>Fire, air pollution, fire fighting water run off</p> <p>Exposure of persons to fumes and irritant</p> | |
| Disposal of hazardous/ flammable substances | Contaminated waste being generated | Waste going to landfill | Minor |
| Spray painting | <p>Paint solution mist formed</p> <p>Clean up of work area</p> <p>Storage of materials</p> <p>Surplus and unused product incorrectly labelled</p> <p>Use of solvent based cleaners</p> <p>Use of solvent based paints</p> <p>Flammables and combustibles not separated</p> | <p>Emissions of fumes and vapours into air</p> <p>Spillages of solvents and other substances entering nearby ground water/ water courses/ drains</p> <p>Contamination of nearby ground water/ water courses</p> <p>Contamination of soil or vegetation</p> <p>Waste going to land fill</p> <p>Hazardous waste- wet rags etc, waste going to land fill</p> <p>Fire, air pollution, fire fighting water run off</p> <p>Exposure of persons to fumes and irritant</p> | Limited |
| Replacing tyres on vehicles or machines | <p>Generation of waste- tyres</p> <p>Stockpiling leading to increase risk of arson and fire</p> | <p>Waste going to land fill</p> <p>Fire, air pollution, fire spread within location</p> | Minor |
| Replacing oil filters | Generation of waste- oil filters | Contaminated waste going to land fill | Minor |
| Electric Storage Batteries | <p>Handling electric storage batteries</p> <p>Creation of vapours</p> <p>Ignition sources not segregated, fire and explosion</p> <p>Flammable and explosive atmospheres, fire and explosion</p> <p>Leaks of sulphuric acid due to corrosion, damage etc</p> <p>Spillages of sulphuric acid due to mishandling</p> | <p>Emissions of vapours, fire, explosion, air pollution, fire fighting water run off</p> <p>Exposure of persons to fumes and irritant</p> <p>Spillages of sulphuric acid entering nearby ground water/ water courses/ drains</p> <p>Contamination of nearby ground water/ water courses- impact on aquatic life</p> <p>Contamination of soil or vegetation</p> | Limited |
| Gas cylinders | <p>Use of gas cylinders- oxygen, acetylene, argon etc</p> <p>Collection of empty gas cylinders</p> <p>Storage of gas cylinders</p> <p>Ignition sources not segregated, fire and explosion</p> | <p>Emissions of gases to enclosed atmospheres, explosive mixture</p> <p>Fire, explosion, air pollution, fire fighting water run off</p> <p>Exposure of persons to fumes and irritant</p> <p>Waste going to landfill</p> | Limited |
| Activity/ Product/ Service | Environmental Risk/ Environmental Aspect | Environmental Impact | Environmental Assessment |
| | Water consumption in event of flash back- to cool | | |

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| | | | |
|---|---|---|---------------------------------|
| | cylinder | | |
| Welding | Welding fumes Consumption of fuel and energy Waste generated- welding rods, scrap metal | Emissions to air of toxic gases and exhaust fumes from energy production Use of non renewable resources, depleting resources Waste going to land fill | Minor |
| Waste segregation and recycling of both hazardous and non hazardous materials | Maintaining separate waste streams Using approved waste contractors (licensed) Maintaining records of consignment notes | Non compliance, open to fines and penalties Waste going to land fill Unauthorised contractor/ fly tipping | Limited |
| Housekeeping | Formation of dusts- sweeping Use of cleaning products Contaminated rags and containers Waste and debris generated | Environmental nuisance- emissions to air- dust Run off entering nearby ground water/ water course (streams, ponds, rivers etc) Run off entering drains Contamination of ground water Waste going to landfill Waste, dust, debris could be blown to nearby properties or onto public paths or road ways | Minor |
| WITHIN THE OFFICE | | | |
| Transport for site visits and meetings | Fuel consumption Noise at locality Traffic management Spillages from vehicle should a road traffic accident occur | Emissions to air- exhaust smoke Environmental noise nuisance Increase traffic, congestion Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) Contamination of soil and vegetation | Minor |
| Waste segregation and recycling of both hazardous and non hazardous materials | Maintaining separate waste streams Using approved waste contractors (licensed) Maintaining records of consignment notes | Non compliance, open to fines and penalties Waste going to land fill Unauthorised contractor/ fly tipping | Limited |
| Office- printer toner cartridge | Hazardous waste generated | Waste going to land fill | Minor |
| Activity/ Product/ Service | Environmental Risk/ Environmental Aspect | Environmental Impact | Environmental Assessment |
| Provision of bottled water systems | Use of energy Waste generated | Use of non renewable resources Waste going to land fill | Minor |

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| | | | |
|---|--|--|---------|
| Cleaning office, kitchen, canteen and toilet facilities | Water consumption Use of cleaning solutions Hazardous waste being generated Use of energy Waste being generated- rags, rubbish bags | Municipal water supply demand increase Spillage/ dilutions of cleaning solutions going into drains Hazardous waste going to land fill Use of non renewable resources Waste going to land fill | Minor |
| ON CUSTOMER SITES | | | |
| Servicing machines/ breakdowns | Contaminated waste generated such as oily rags, packaging from replacement parts Leaks from cracked or broken components Spillage of oils and fluids should machine have been struck or overturned | Contaminated waste going to landfill Spillages of oils and fluids entering nearby ground water/ water courses/ drains Contamination of nearby ground water/ water courses Contamination of soil or vegetation | Limited |
| Operation of machines on behalf of customers | Fuel consumption Traffic management Leaks from vehicle or machine Spillages should machine fail or overturn | Emissions to air- exhaust smoke Environmental noise nuisance Increase traffic, over sized vehicles Spillage entering drains Spillage entering nearby ground water/ watercourses (streams, ponds, rivers etc) Contamination of soil and vegetation | Limited |

4.2.2 Environmental Impact Assessment Criteria

The table below has been adapted from the Environmental Protection Agency website and the environmental impact scale is the same as that used in the National Framework for Major Emergency Management (MEM).

It provides the definitions associated with each level of environmental impact and will be used as the basis for the assessment of an environmental accident/ incident. The following points should also be considered as part of the assessment:

- The effects on water quality
- The potential for damage to an ecosystem (e.g. impact on fish population)
- Any requirement for notification or closure of potable water extractors
- The potential reduction in amenity value
- The potential for damage to agriculture or commerce
- The broader impact on man
- The remedial action necessary
- The likely timescale of short term and longer term environmental consequences
- The environmental consequences of likely response action
- Any injury or loss of life caused by the incident

Table 1 – Environmental Impact Assessment Criteria

| Ranking | Classification | Impact on the environment |
|---------|----------------|--|
| 1 | Minor | No contamination, localised effects Minor effect on air quality as evidenced by dust or odour complaint(s) A pattern of repeated minor incidents should be taken into account when considering the level of response |
| 2 | Limited | Simple contamination, localised effects of short duration Local limited impact to water, land or air Notification to and short term closure of potable water extractors required |
| 3 | Serious | Simple contamination, widespread effects of extended duration Significant effects on water quality Major damage to an ecosystem (e.g. significant impact on fish population) Longer term closure of potable water extractors Significant impact on man |
| 4 | Very Serious | Heavy contamination, localised effects of extended duration |
| 5 | Catastrophic | Very heavy contamination, widespread effects of extended duration EPA Guidance to Licensees/COA holders on the Notification, Management and Communication of Environmental Incidents |

Rankings of very serious or catastrophic impact on the environment are new incident classifications and are for incidents at a level that would be considered major emergencies. A major emergency is defined as an event which, usually occurs with little or no warning, causes or threatens death or injury, serious disruption

of essential services, or damage to property, the environment or infrastructure beyond the normal capabilities of the principal emergency services in the area in which the event occurs and requiring the activation of specific additional procedures to ensure an effective, co-ordinated response.

4.2.3 Measures to address significant impacts, risks and opportunities

Having identified the activities, products and services and the environmental risk, aspects and subsequent impacts on the environment it is necessary to put in place realistic objectives, targets for improving environmental performance. It is also necessary to develop action plan to meet these objectives and measure targets.

The table on the following pages identifies the key objectives, targets, measures to be taken in relation to the various aspects and impacts associated with The Group's activities, products and services, that have been identified previously.

4.3 Implementation of the Environmental Management Plan

The table on the following pages identifies the actions to be taken in relation to the various aspects and impacts associated with The Group's activities, products and services that have been identified previously. These actions and procedures are to ensure that the necessary steps are taken to ensure that environmental aspects and impacts are management accordingly.

Emergency response procedures are in place and are detailed in Section 3, Emergency Preparedness

4.4 Monitoring and Reviewing the Environmental Management Plan

The Environmental Management Plan including the environmental aspects and impacts will be reviewed on an annual basis by the Board of Directors, Health and Safety Officer/ Environmental Coordinator and the Depot Managers. Objectives, targets and measures will be reviewed to ensure that they were achieved and if they were not to uncover the challenges faced in achieving them. Objectives, targets and measures will be amended accordingly. This will allow the Group to identify areas of the plan that need to be improved. New objectives, targets and measures will be set to ensure continuous improvement. The Environmental Coordinator will monitor various performance standards to ensure compliance with The Easi UpLifts Group Environmental Policy and the Environmental Management Plan.

Upon completion of the review all amended and new objectives, targets and measures will be communicated to all employees.

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| Environmental Aspect/ Impact to Address | Objective | Target | Measurement | Actions to be taken |
|--|--|--|--|---|
| <p>Waste going to landfill</p> <p>Waste segregation</p> <p>Waste reduction</p> | <p>Reduce the amount of waste going to landfill</p> <p>Reduce cost of sending waste to land fill</p> <p>Improved levels of waste being segregated</p> <p>Reduce overall amount of waste being generated</p> <p>Reuse materials where possible</p> <p>Use recycled materials where possible</p> | <p>Establish the number of general waste skips being removed from each depot for first 6 months of year.</p> <p>Achieve reduction in the number of general waste skips being removed from each depot for second 6 months of year.</p> <p>Have approved contractors in place for segregated waste in categories 1 to 8</p> <p>Confirm if service exchange facilities (e.g. synthetic oil use) can be utilised</p> | <p>Number of skips removed from each depot per month.</p> <p>Size of skips being removed</p> <p>Measure the amount of segregated waste being collected</p> <p>Check certificates of registration for waste carriers for categories 1 to 8.</p> <p>Check whether confirmation was received for applicable service exchange facilities</p> | <ul style="list-style-type: none"> • Separate waste into separate waste streams in order to assist in management of waste • Waste can be segregated into the following categories; <ol style="list-style-type: none"> 1. Scrap metal/ steel 2. Batteries 3. Tyres 4. Oil filters 5. Waste oil 6. Timber- pallets 7. Printer toner 8. Office paper- confidential/ shredding 9. Cardboard- compacter 10. Glass 11. Cans/ Plastic/ Tetra Pac/ light cardboard- general • Research various waste providers for general waste and cost of skips. • Record all consignment notes and invoices for collection of skips including reports detailing quantity of waste so analysis and comparison can be kept. • Each waste collection/ processing contractor used must supply a certificate of registration to remove and process and dispose of that particular article e.g. batteries. These certificates will be requested by each depot manager and filed accordingly. • Each depot in England is registered as a hazardous waste producer. This is not a requirement in Scotland, Northern Ireland or the Republic of Ireland. • Promote recycling and the use of recycled material. • No waste materials will be incinerated on the premises. |
| Environmental Aspect/ Impact to Address | Objective | Target | Measurement | Actions to be taken |

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| Impact to Address | | | | |
|---|--|--|---|---|
| | | | | <ul style="list-style-type: none"> Where a compacter is present all cardboard will be compacted and sent for recycling Reuse materials rather than dispose of materials whenever possible e.g. reusing pallets |
| Waste packaging being generated- plastic, cardboard, pallets etc. | <p>Reduce generation of waste by reducing packaging</p> <p>Reuse existent materials</p> <p>Recycle office products</p> | Identify where the practice of bulk buying can be applied and apply | Number of goods/ products now purchased in a bulk buying manner. | <ul style="list-style-type: none"> Where printed goods are required such as Hot Leads booklets, duplicate pre use inspection sheets etc they are order in a single order from Head Office and distributed to each depot. The Group Purchasing Department will monitor order history of various goods with a view to identifying where the practice of bulk buying is possible. When distributing goods to depots Head Office will take measures to minimise additional packaging by using existing packaging, loading onto a pallet and wrapping to secure. |
| Storage of material on site | <p>Reduce over-ordering costs</p> <p>Reduce generation of waste through surplus material</p> <p>Remove all unnecessary materials from each depot. Return to supplier/ Head Office where possible for stock take.</p> | <p>Designate employee/s to order materials and monitor accuracy of deliveries</p> <p>Report incidents of over ordering</p> <p>Increase space by removing any unnecessary materials</p> | <p>Confirmation that orders are placed through designated employee/s</p> <p>Confirmation over ordering has been reported</p> <p>Increase in space</p> | <ul style="list-style-type: none"> A control system will be in place in each depot to ensure that the ordering of materials is carried through a designated employee/s. This will ensure that over-ordering of materials occurs as infrequently as possible in order to reduce surplus stocks and costs and the storage of excess of materials. Where possible all ordering for common goods will be carried out through Group Purchasing Department via Head Office. Secure storage areas to be designated for the segregation of surplus materials. An allocated area will be set aside for non-conforming materials (materials that must be sent back to the supplier due to error in ordering or delivery). |
| Environmental Aspect/ Impact to Address | Objective | Target | Measurement | Actions to be taken |

SAFETY, HEALTH, ENVIRONMENTAL & QUALITY POLICY STATEMENT

| | | | | |
|--|---|--|--|--|
| <p>Use, storage and disposal of hazardous substances</p> | <p>Create a register of chemicals/ hazardous substances used across all depots</p> <p>Ensure Safety Data Sheets are in place for each chemical/ hazardous substance and made available electronically to each depot</p> <p>Reduce hazardous with less hazardous e.g. solvent based with water based</p> <p>Storage appropriate for hazardous substances in use.</p> <p>All hazardous waste to be separated and disposed of through approved contractor (including materials contaminated by hazardous substances)</p> | <p>Complete survey of Ashbourne and Glasgow depot and compile register</p> <p>Gather all existing Safety Data Sheets and compare to register</p> <p>Identify substances that can be substituted for less hazardous</p> <p>Each depot to have a flammable substances cabinet and appropriate fire protection measures in place</p> <p>Each depot to have bunds in place for oil drums</p> <p>Each depot to have spill kit in place.</p> | <p>Confirmation survey was completed in Ashbourne</p> <p>Confirmation survey was completed in Glasgow</p> <p>Compilation of chemical/ hazardous substance register</p> <p>Confirmation flammable substance cabinet in place</p> <p>Confirmation appropriate fire protection measures in place</p> <p>Confirmation bunds in place</p> <p>Confirmation spill kits in place</p> | <ul style="list-style-type: none"> • Senior Service Engineers will replace hazardous substances with less hazardous where possible in consultation with supplier • Containers will be appropriate for use with specific substance e.g. jerry can for diesel. They will be labelled correctly. • Surplus materials or unused material will be correctly labelled and stored. • Senior Service Engineer will ensure that Safety Data Sheet for each hazardous substance ordered is received and filed. • Flammable substances will be stored in a flammable storage cabinet. • Containers and drums will be stored on bunds. Small containers will be kept on drip trays. • Flammable and combustible materials will be separated • Fire extinguishers should be in good order and available adjacent to stores. • Measures to neutralise acid in the event of a spill will be put in place by the Senior Service Engineer e.g. sodium bicarbonate. • Reduce risk of spills by using correct handling techniques. Use mechanical aids for heavier containers to prevent them falling. As part of emergency plan a spill kit will be in place including absorbent granules, mats and socks. Identify vulnerable drains and ensure drain protection is included in the spill kit. • If transferring hazardous substance from larger to smaller vessel use a suitable area with drip tray or bund to catch spills. |
| <p>Environmental Aspect/ Impact to Address</p> | <p>Objective</p> | <p>Target</p> | <p>Measurement</p> | <p>Actions to be taken</p> |
| | | | | <ul style="list-style-type: none"> • Redundant batteries will be stored in specialised |

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| | | | | <p>containers and collected by an approved waste collection company</p> <ul style="list-style-type: none"> • Low to medium hazardous waste will be stored in stores in a labelled hazardous waste container. • Redundant product and empty containers for: - paints, adhesives, additives, sealants and other product designated low hazardous will be reviewed with a view to removing them off site by a designated company. |
| Use, handling and disposal of gas cylinders | Avoid prolonged storage of empty cylinders | Report empty cylinders to gas supplier and remove within a week | Record time taken to remove empty cylinder from the depot | <ul style="list-style-type: none"> • Cylinders must be secured while in use and while not in use • Use of bottle trolley with chains to secure will suffice • Post sign in prominent location stating, 'Compressed gas present' • Report empty gas cylinders to supplier when empty • Store empty cylinders as a full cylinder • Keep away from external sources of heat • Keep away from ignition sources |
| Spillages – substances entering drains, water courses, ground water; Refuelling Overturning machine Road traffic accident | <p>Reduce incidents of spillages- prevent overturning machines</p> <p>Reduce incidents of spillages- prevent refuelling incidents</p> | Environmental incidents and near misses to be reported to gather data on the types of spillages | <p>Measure the number of environmental incidents and near misses</p> <p>Analysis of environmental incidents and near misses</p> | <ul style="list-style-type: none"> • All fuel storage tanks have a double bund and will take 110% capacity if there is a fuel spill. • Maintenance pits are designed to ensure any spillage of oils / diesels are contained without causing ground contamination. This waste oil is pumped into storage tanks and disposed of using registered contractors. • Oils, chemical substances and solvents will be securely stored in designated stores within the workshop. • These stores will be clearly signed to indicate that they store hazardous materials. |
| Environmental Aspect/ Impact to Address | Objective | Target | Measurement | Actions to be taken |
| | Reduce incidents of | | | <ul style="list-style-type: none"> • The fuel tank used to fill plant in the yard will be |

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| | <p>spillages- prevent road traffic accident</p> <p>Prevent contamination to soil and vegetation</p> <p>Prevent contamination to any water sources</p> | | | <p>properly equipped with auto shut offs, keys etc to ensure there is no authorised use of the fuel tanks and no possibility of fuel leaks.</p> <ul style="list-style-type: none"> • Employees will comply with procedure for refuelling • The selection and use of MEWPs will be appropriate for the environment. Operators must assess ground conditions. • Employees will comply with loading and unloading procedures. • All environmental incidents and near misses to be reported immediately to Depot Manager and Environmental Coordinator (Health and Safety Officer) |
| Leaks from cracked or broken components- substances entering drains, water courses, ground water | Reduce leaks from cracked or broken components | <p>Identify machine that incurs most breakdown calls</p> <p>Identify most common mechanical/ component failure resulting in leaks</p> | Analyse breakdown data including incidents of leaks | <ul style="list-style-type: none"> • Technical Support Desk established. • Excel document designed to input breakdown details into and provide data analysis • Battery scissors identified as machine that incurs a significant amount of breakdown calls. • Daily High 5 meeting identifying number of breakdowns occurring with battery scissor lifts in each depot. • Service memos issued to highlight issues in battery scissors • Will be extended to query other machines upon completion of project to reduce breakdowns and leaks occurring from battery scissors. • Service Engineers to use maintenance conference call and Techipedia forum to identify other machines |
| Environmental Aspect/ Impact to Address | Objective | Target | Measurement | Actions to be taken |
| Fire and explosion- Consequences of fire and fire fighting | Reduce risk of fire | To achieve zero incidents of fire | Review incident reports and analyse those involving fire | <ul style="list-style-type: none"> • Separate flammables and combustibles • Clean up spills immediately to prevent build up of residue and risk of fire spread |

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| | | | Confirm zero fire incidents | <ul style="list-style-type: none"> • Ensure adequate ventilation to prevent build up of vapours and fumes • Separate ignition sources from flammable materials/ substances • Avoid stock piling of materials such as tyres, oils, oil filters, timber • The depot will be secure with perimeter fencing, lights, CCTV and intruder alarm system • Fire fighting equipment to be located throughout premises • Gas cylinders to be kept away from external heat sources |
| Water consumption and municipal water supply demand increase | <p>Use recycled water where possible</p> <p>Reduce water consumption</p> <p>Reduce demand on municipal water supplies</p> | Review possibility of installing rain water collection tanks in all depots by 2014 | Measure number of depots with rain water collection tanks | <ul style="list-style-type: none"> • Use/ install hoses fitted with end stop fixtures & taps. • Recycle water used in the washing bays. Our HQ depot has a rainwater collection system in place to reduce to use of municipal water for the cleaning of machinery, trailers and surfaces. • ‘Save water’ and other such media stickers and awareness information to be posted at tap locations |
| Energy Use | For existing depots- Research energy conservation measures and reduce unnecessary consumption of resources | <p>Analyse energy costs for 2011 and 2012</p> <p>Reduce energy costs by 2% in 2015</p> | Measure the difference in cost of energy between 2011/ 2012/ 2013 and 2015 | <ul style="list-style-type: none"> • Electricity supply will be monitored by the Depot Manager for usage / cost on the electricity meter. • Utility bills (water, electricity, gas) are issued to each depot individually. • Data analyst will establish an excel form in conjunction with Group Purchasing for Depot Managers to complete with details of energy usage and costs. |
| Environmental Aspect/ Impact to Address | Objective | Target | Measurement | Actions to be taken |
| | For new depots set ups- design energy efficient into new premises | | | <ul style="list-style-type: none"> • Where possible, hallway lighting to be fitted with sensors to ensure lighting is turned off when the area is not occupied. |

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| | <p>Reduce energy bills</p> <p>Move towards use of higher efficient products and processes</p> | | | <ul style="list-style-type: none"> • 'Save Energy and other such media stickers and awareness information to be positioned within the depot at light switches, taps etc. • All staff must ensure that all equipment in their office /work area is turned off before leaving the building on a daily basis. The Senior Service Engineer will check the building every evening to ensure this is carried out. Where the Senior Service Engineer is not available the Service Engineer will do this. Newest depot building has a building management system that monitors energy usage within premises and identifies any unnecessary use of energy |
| <p>Transportation of goods and service</p> <p>Distribution of goods and service</p> <p>Operation of machines</p> | <p>Reduce fuel consumption</p> <p>Reduce harmful emissions to air- exhaust smoke</p> <p>Avoid complaints in relation to traffic, parking of company vehicles</p> <p>Invest in more energy and fuel efficient products</p> <p>Regular maintenance of the fleet- vehicles and machines</p> | <p>Establish means of measuring fuel consumption</p> <p>All drivers to complete Driver CPC module on fuel efficient driving</p> <p>Achieve zero complaints in relation to traffic, parking of company vehicles</p> <p>Establish maintenance schedule</p> | <p>Compare fuel consumption month by month</p> <p>Training records to confirm Driver CPC module completed by each driver</p> <p>Compare fuel consumption depot by depot</p> <p>Confirm zero complaints</p> <p>Confirm, through review of service reports, maintenance schedule compliance</p> | <ul style="list-style-type: none"> • Route planning required to ensure deliveries of product and services is efficient. • Use of Transport Reckoner 4 to calculate transport costs for certain vehicles with certain load ratings as per calculations in the document. • Breakdown desk will remove requirement for a Service Engineer to attend every single breakdown call. Aim is to deal with issue over the phone. • If breakdown cannot be dealt with over the phone then an on-call Service Engineer in the locality will be dispatched. • ROI Service vans are new Renault models with more fuel efficient engines and lower emissions • Drivers must complete a Driver CPC Module on Fuel Efficient Driving as part of their training • Significant investment taking place into new vehicles (vans and trucks) as well as new machines (e.g. bi energy) |
| Environmental Aspect/ Impact to Address | Objective | Target | Measurement | Actions to be taken |
| | | | | <ul style="list-style-type: none"> • Used Sales Department maintain fleet age profile by |

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| | | | | <p>selling older stock to make room for newer, more efficient stock. Preferred policy to ensure age profile of self-propelled, non-operated rental equipment is approximately 6 years and younger.</p> <ul style="list-style-type: none"> • Depot distribution and delivery areas are designed in such a way to ensure fuel efficiency i.e. areas nearest to the depot qualify for one day hires whereas areas in the outer regions of their operating area qualify for weekly hire as a minimum to cut down on fuel costs as well as time etc |
| Noise | Avoid complaints in relation to environmental nuisance noise | To achieve zero complaints in relation to noise | <p>Review customer complaints and feedback</p> <p>Confirm zero complaints for noise</p> | <ul style="list-style-type: none"> • All plant and equipment used within the depots will be shut down when not in use to prevent disturbance to neighbours. • Avoid late night deliveries/ collections- HGV driving, parking, reversing etc. • No vehicle to be left idling at any time. Engines must be switched off. |

4.5 Communication of Environmental Issues

Environmental information will be communicated to potential clients, employees and sub-contractors by one of the following methods;

- During the Health, Safety and Environmental Induction
- Through the establishment of environmental awareness training sessions and/ or toolbox talks
- Distribution of this Safety, Health, Environmental and Quality Policy Statement
- Use of notice boards in the depots to post safety/ environmental bulletins, posters etc
- E-mail correspondence

PART V- Quality Planning and Control**5.1 Testing and Inspection of Machines****5.1.1 Thorough examination of machines and issue of test certificates**

In the UK, Northern Ireland (NI) and Republic of Ireland (ROI) there is a legal requirement to ensure that lifting equipment used to lift personnel including mobile elevated work platforms (MEWPs) must undergo a thorough examination every 6 months. These thorough examinations are recorded on Easi UpLifts Group Test Certificates (also known as LOLER Cert in NI and UK, GA1 Cert in ROI)

When a depot receives a new hire of a machine, the Hire Desk will complete the customer details in the Hire Book. A copy of the relevant page of the Hire Book (or check list) will be referred to the Service Engineers in the workshop. The Service Engineers will use this list to carry out any Pre-Delivery Inspections (PDI) or Test Certifications that must be completed on the machine.

When these steps are completed it must be fully recorded on a Service Report Sheet. The back page of a Service Report Sheet is a comprehensive check list of maintenance and test requirements for all different types of machines within the fleet. A Test Certificate will be created on InspHire. Each depot will record their individual identity number and the Service Engineer responsible for completing the thorough examination. The completed Service Report Form must be filed in the machine file.

These inspections will be carried out by Service Engineers who are IPAF CAP (Competent Assessed Person) qualified

Machines for hire dispatch will be checked to ensure that the certificate is in date before being released to a new customer. A copy of the test certificate is printed and laminated and placed within the document holder in the basket of the machine or in an equivalent location in larger machines. Each machine has decals fitted including their plant number. It is this plant number that drivers use to identify the machines due for delivery.

A weekly report is generated from the InspHire system and forwarded to all depots identifying all machines that are coming to the end of the certification period.

5.1.2 Inspection of machines upon off hire and prior to next hire

Upon collection of the machine the driver, prior to exiting the clients premises/ work location, will inspect the machine for damage. Where damage is identified, photos shall be taken and damage report card completed. The Depot Manager will be notified.

Upon return to depot yard the machine will be unloaded from the trailer (as per the company Loading & Unloading procedures). The machine will be parked in the designated area such as a Test & Run Area in the yard. Any battery units should be put on charge once delivered back to the depot to ensure they are fully charged when carrying out inspections and testing. This is the responsibility of the HGV Driver.

An inspection of the machine must be carried out by a Service Engineer for any damage, defects or missing parts. A report must be made to the Depot Manager. Following this assessment any necessary parts will be ordered through the Group Purchasing Department.

Any machine requiring additional maintenance is quarantined and marked with a red decal. This decal identifies the machine as being unchecked i.e. not available for hire.

The date of the previous service of the machine is checked, by consulting the machine's service history file. The date of the previous certificate of thorough examination will be checked to ensure it is in date. All the function tests, inspections and maintenance work carried out on the machine must be recorded in full as a Pre-Delivery Inspection or PDI on the Service Report Form. This includes any repairs made and parts fitted. If required, the machine will be load tested and verified.

These inspections will be carried out by Service Engineers who are IPAF CAP (Competent Assessed Person) qualified. The completed Service Report Form for the PDI will be returned to the hire desk and the machine will then be identified as available for hire. The machine will be parked in the designated Ready for Hire Area in the yard.

Before delivery to a new customer the machine will be fuelled and washed.

5.2 Control of Non Conforming Service from the Easi UpLifts Group

The Easi UpLifts Group considers prompt and efficient service to be essential to overall operation of the business. The Group are committed to delivering service and product on time. To achieve this The Group uses a reliable and well maintained haulage fleet.

The Area Sales Managers and the Hire Controllers interact directly with the customer to ensure that machinery requested and supplied is the most suitable for the particular application. The Area Sales Managers will conduct a site survey upon request to analyse the environment and proposed work with a view to recommending a machine that will be suitable for the customer's needs. The Area Sales Managers have a thorough knowledge and understanding of all machines within the fleet. The Group have developed a detailed catalogue called the Black Book of all machines within the fleet including specification. If a machine is supplied which does not comply with specification the Area Sales Manager and Hire Controller will log the issue and endeavour to ensure the customer receives the service and product they require.

Where a customer has not requested a site survey and do not take on board recommendation of the Area Sales Manager and then the selection of a machine and its use will be based upon the skill and judgement of the customer.

5.3 Control of Non Conforming Product from the Easi UpLifts Group

It is the preferred policy of the Easi Uplifts Group to purchase all machines brand new direct from the manufacturer and these are maintained to a high standard, in house by quality certified engineers (IPAF CAP-Competent Assessed Person.) It is the preferred policy of The Group to keep the self-propelled, non-operated machinery fleet to within 4 to 6 years old. This ensures the Group provides the most up to date, highest quality and most diverse fleets in the industry.

As mentioned above non conformances such as damage, defects or missing parts are usually identified during regular inspection of the machine; the Pre Delivery Inspections or the 6/12 monthly thorough examinations. Where a machine requires additional maintenance due to these non conformances, the machine will be quarantined and marked with a red decal. This decal identifies the machine as being

unchecked i.e. not available for hire. These machines will be withheld from the hire fleet until any defects or damage is corrected or missing parts are replaced.

These defects will be noted on the Service Report Form and notified to the Depot Manager/ Hire Controller and where applicable the Senior Service Manager.

Where the machine or equipment is still within its warranty period this should be highlighted immediately to the Group Parts Department prior to parts being ordered. Most parts will be ordered centrally through the Group Parts Department. However some items will be dealt with locally by each depot.

Any repairs made and/ or parts fitted to ensure the machine is in good working order and suitable for hire must be recorded on a Service Report Form. All invoices related to this maintenance work should be attached to the Service Report Form to confirm that the repairs have been made.

5.4 Control of Non Conforming Goods, Products or Services from External Suppliers

In the event of non conforming products/ goods or services being provided through external suppliers these should be highlighted to the Group Parts Department and Depot Manager/ Senior Service Engineer. They will authorize return of goods notices to relevant staff and notify the external supplier of their intention to return the goods. All calls and e-mails will be recorded in daily planner diaries.

5.5 Dispatch procedure

The Hire Controller allocates the machine to a customer and raises the Hire Contract which states the Plant No. and Serial No. of the machine and any attachments being dispatched.

The Hire Controller checks the status of the machine on InspHire and checks the test certificate is in date, and also that the Service Report Form has been completed for the PDI.

The Hire Controller then instructs the HGV Driver which Plant No is to be delivered and hands over the Hire Contract to the driver.

The machine is loaded by the driver according to the agreed loading & unloading procedures (PR001 to PR008) and transported to the client's site where the handover is carried out by the driver to the customer.

Means of verification and validation of product;

- Service Report Form
- Pre Delivery Inspections
- Hire Contract
- Delivery Docket
- Collection Note
- Off Hire Note

5.6 Handover- Delivery and collection of machines from client

Upon collection of the machine from the client's premises, the HGV Driver will inspect the machine for damage or missing parts. This will take place before the machine is removed from the client's premises.

Where damage is identified, photos shall be taken and damage report card completed. The damage will be highlighted to a representative of the client. This representative must sign the drivers report form confirming the damage.

If no damage is identified the clients representative must sign the Collection Note. The client's representative has an opportunity to make comments at this point. The HGV Driver will notify the Depot Manager. Upon completion of this process the machine will then be transported back to the depot.

When delivering the machine to the client's premises, the HGV Driver will make themselves known to a member of either security, the front desk or management staff. The HGV Driver will submit the Hire Contract to the client's representative for a signature. This Hire Agreement must be signed at the point of delivery.

When the HGV Driver returns to the depot after delivery or collection of a machine they must submit these forms for review to the Depot Manager. They must be completed in full with plant numbers, dates and signatures in place.

5.7 Standard of completed documentation

Upon review of documentation, where it is seen that they are being completed incorrectly or incompletely, the Depot Manager and/ or Hire Controller must raise the issue with all relevant staff.

5.8 Customer Care

Customer care can be described as;

1. Meeting and exceeding customer expectations about their idea of good service
2. Avoiding complaints by getting it 'right first time'
3. Continuously looking for ways to improve quality

Providing a high quality service is essential to gain new business and maintain regular customers.

Customer care can be summarized as being

- Professionalism- being professional reflects on both the employee and The Group's reputation
- Politeness- being polite gains respect. Acknowledge and comply with customer rules
- Proficiency- A proficient employee is one who can conduct a task with minimum effort, time etc. due to the fact that they are competent and skilled in that task. Employees must do the best they can and follow their training and instruction.

5.9 Complaints and Feedback Policy

The Easi UpLifts Group is committed to developing systems for responding to positive feedback from customers as well as addressing formal customer complaints.

At present it is the policy of The Group to record all positive feedback and ensure it is conveyed to all parties involved. Complaints are dealt with at depot level, by the Depot Manager, within 1 to 2 days. A complaint

will be escalated to the Managing Director if the query reaches a high severity level. It is the intention of The Group to deal with complaints immediately but, in any event, within 7 days.

5.9.1 Customer Surveys

The Easi Uplifts Group has developed a simple one question customer survey to determine if customers, upon confirmation of an off hire, would recommend the Group to a friend or colleague. This will enable The Group to analyse their Net Promoter Score. This survey is sent to customers who have given authorisation. This survey will identify whether customers has had a positive or negative experience with the Group. At present negative scores will be followed up to find out how we can improve our product and service. Area Sales Managers will be able to use the information with their customers to highlight areas for improvement.

5.10 IPAF Terms and Conditions for Hire

As members of IPAF the Easi UpLifts Group uses the IPAF Terms and Conditions for Hire. These terms and conditions of hire meet the recommendations and guidance notes set out by the European Rental Association in its Rental Checklist and Framework for General Rental Conditions. They aim to improve service levels and harmonize with international best practice for both contractors and end users of powered access equipment.

5.11 Professional Body and Trade Memberships

The Easi UpLifts Group actively maintains memberships for relevant trade associations including;

1. International Powered Access Federation- IPAF
2. Freight Transport Association- FTA
3. Fleet Operators Recognition Scheme- FORS

Easi UpLifts Safety Training is registered as accredited training centres for the following awards bodies;

1. International Powered Access Federation- IPAF
2. Construction Awards Alliance- CAA
3. Foras Áiseanna Saothair- Irish National Training and Employment Authority- FÁS
4. Prefabricated Access Suppliers' and Manufacturers' Association- PASMA
5. Institute of Occupational Safety and Health- IOSH
6. Construction Skills Certification Scheme- CSCS

As part of these memberships and accreditations, The Easi UpLifts Group are subject to external audits on an ongoing basis to ensure compliance with health and safety, environmental and quality legislation and industry standards. This includes monitoring the CPD of relevant individuals to ensure competence e.g. trainers and health and safety officer.

Benefits of membership include the provision of technical advice, information, safety initiatives and training.

The Easi UpLifts Group is a registered supplier through the Achilles UVDB scheme and our safety, health, environment and quality management systems are assessed and verified on an annual basis.