



Health & Safety Policy

Building great projects together

Includes Organisation and Procedures for Implementing Policy

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This document has been prepared by



Unit F Bedford Business Centre, Mile Road, Bedford. MK42 9TW

Tel: 03456 122 144

Email: enquiries@thsp.co.uk

Web: www.thsp.co.uk

And is fully supported by them until: **1st May 2023**

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Health & Safety Policy Amendment Sheet

Record of Amendments

Version No	Date	Index Ref.	Brief Description of Amendment
One	03.06.09		First Issue
Two	02.07.09	Part 1 Part 2	Changes to Management Structure and Responsibilities Amended Section 'N'
Three	04.05.10	Part 2 Guidance Notes	Updated Section N – First Aid Requirements Section N – Added Training Requirements for First Aiders
Four	10.06.11	Part 2 Guidance Notes	Section H – Updated Asbestos Management Section O – Removed Pre-Employment Health Questionnaire Section O – Added Pre-Employment Health Screening
Five	15.12.11	Part 1	Changes to Management Structure and Responsibilities
Six	09.05.12	Part 1 Part 2 Guidance Notes	Changes to Responsibilities Updated all Sections including B – Work Related Stress, Section N – RIDDOR Reporting and Section U – Non-Hazardous Waste Transfer Note Updated all Sections, including RIDDOR reporting and Asbestos regulations
Seven	21.05.13	Guidance Notes	Added O017 Employee Health Questionnaire Updated P008 Head Protection
Eight	01.07.14	Part 1 Part 2 Guidance Notes	Updated Health and Safety Policy Statement Section B – Updated Risk Assessment Template and Flowchart Section C – Added Temporary Works Section H – Updated COSHH Template and DSEAR Replaced Section N Updated A002 Health and Safety advice/support, N002 Training Requirements for First Aiders and N005 RIDDOR Reporting
Nine	05.12.14	Part 1	Additional Responsibilities regarding deputisation of roles

Version No	Date	Index Ref.	Brief Description of Amendment
Ten	04.06.15	Part 1 Part 2	Changes to Management Structure and Responsibilities Section C - Updated due to changes in CDM Regulations Section H – New COSHH Assessment template Section L – New Manual Handling form
Eleven	10.02.16	Part 1	Changes to Management Structure and Responsibilities
Twelve	26.05.16	Part 1 Part 2	Updated Introductory Note, SmokeFree Statement and Responsibilities Section H updated DSEAR Section R updated Drugs and Alcohol
Thirteen		Part 1 Part 2 Guidance Notes	Changes to Management Structure and Responsibilities Updated Section L Manual Handling Updated Section R: Drugs, Alcohol and Other Substances (to include psychoactive substances) Updated O017 Employee Health Questionnaire and P004 RPE
Fourteen	29.11.17	Part 2	Amended wording of Section N to include disciplinary action.
Fifteen	30.05.18	Part 1 Guidance Notes	Changes to Management Structure and Responsibilities Updated B402 Hot Works Permit
Sixteen	25.02.19	Part 1	Change to Health and Safety Statement
Seventeen	08.05.19	Part 2 Guidance Notes	Updated Section F: Toolbox Talk Attendance Form Updated Section S: Contractor Assessment Form for Sub-Contracted Construction Work Updated H405: (Oxygas Welding and Cutting)
Eighteen	21.06.19	Part 1	Changes to Management Structure and Responsibilities.
Nineteen	07/05/20	Part 1	Extended front cover date
Twenty	22/05/20	Part 2	Amendments to Management Structure and responsibilities Section B Added Lone Working, Daily Briefing Section B Workstation Form Section F Toolbox Talk Attendance Form Section G Hand Arm Vibration, Section G Inspection and Testing of Portable Electric Equipment Section H Asbestos Management Section N Accident Incident Report Form and Near Miss Form replaced with combined Accident Incident Report Form

Version No	Date	Index Ref.	Brief Description of Amendment
			Section S Contractor Assessment Form for Sub Contracted Construction Work Section U Waste
Twenty One	17/05/21	Part 1 Part 2	Management Structure Change, reference to ISO 45001 added Drugs and Alcohol Section Amended, Homeworking Guidance added
Twenty Two	07/03/22	n/a	No change policy
Twenty Three	08/04/22	All Documents	QA tab updated, updated Arrangement Guidance Section P to include limb(b) workers.

Introductory Note

This health and safety management system (the policy) is divided into two sections - policy and arrangements.

The **'policy'** section contains the company's policy statement together with the health and safety organisation and the responsibilities allocated to individuals.

The arrangements for putting the goals of the policy statement into practice are contained in more specific form in the **'arrangements'** section, which includes guidance on procedures (including assessment and documentation procedures) to be observed and adhered to in the course of company operations. Such guidance would be applied in conjunction with task and site-specific health and safety instructions and documentation pertinent to individual work activities and environments.

Terminology - throughout this documented health and safety management system we have allocated key responsibilities/duties to employees of I T C Concepts Ltd. We use the terminology "ensure" this shall be "so far as is reasonably practicable" as stipulated within the Health Safety at Work etc. Act 1974.

Where relevant health and safety regulations require mandatory compliance the terminology "ensure" shall be absolute.

Where we have used terms such as "recommend" or "preferred" within the document, these are the recognised standards or methods to be met to comply with the regulations and duties imposed by the Health and Safety at Work etc. Act.

Compliance Review

ITC Concepts Ltd's Health & Safety policy shall be formally reviewed annually by THSP for as long as this company retains their services. This review shall cover all sections of the policy and shall ensure that:

- a) The responsibilities reflect the current staffing of the organisation.
- b) The arrangements remain unchanged.
- c) The guidance is still applicable.

Additionally, the policy shall be reviewed as necessary to reflect any changes in legislation, appointments or working methods and materials used.

Safety Programme

THSP shall undertake an annual review of the company's safety programme to ensure that the company is in compliance with the policy. This review shall check that:

1. All the responsibilities allocated in the policy are understood and are being performed.
2. The arrangements set up in the policy are being complied with and remain effective.
3. Records, as required in the policy, are being adequately compiled and retained.
4. All the necessary reports are being prepared and forwarded to the relevant persons within the company and the relevant enforcing authorities.
5. Any additional training needs are identified at all levels as appropriate.
6. Accident and incidents records are being monitored in order to identify trends.

The results of the review shall be compiled into a report for management and shall include recommendations of the actions to be taken in order to rectify any non-compliance and improve overall health and safety performance.

Health & Safety Policy Statement

In accordance with its duty under Section 2(3) of the Health and Safety at Work etc. Act 1974 and in fulfilling its obligations to both employees and the public who may be affected by its activities; the Directors of ITC Concepts Ltd have produced the following statement of policy in respect of health and safety.

It is our aim to achieve a working environment which is free of work-related accidents, incidents and ill-health and to this end we will pursue continuing improvements from year to year.

ITC Concepts Ltd are accredited to ISO 45001.

We undertake to discharge our statutory duties by:

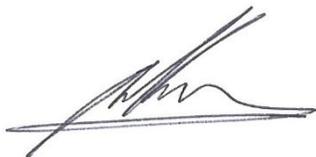
- Complying with applicable legal requirements, and with other requirements to which the company subscribes that relate to its OH&S hazards.
- Identifying hazards in the workplace, assessing the risks related to them and implementing appropriate preventative and protective measures.
- Providing and maintaining safe work equipment.
- Establishing and enforcing safe methods of work.
- Recruiting and appointing personnel who have the skills, abilities and competence commensurate with their role and level of responsibility.
- Ensuring that tasks given to employees are within their skills, knowledge and ability to perform.
- Ensuring that technical competence is maintained through the provision of refresher training as appropriate.
- Promoting awareness of health and safety and of good practice through the effective communications of relevant information, ensuring all persons within the organisation are made aware of their individual OH&S responsibilities.
- Identifying opportunities and needs for continual improvement of OH&S performance and the prevention of injury and ill health.
- Furnishing sufficient funds needed to meet these objectives.
- Ensure that health and safety will not be compromised for other objectives.

All employees on their part are encouraged to contribute actively towards achieving a work environment that is free of accidents, incidents and ill health.

We are fully committed to consultation and participation of workers and their representatives in all matters of Health and Safety.

Our health and safety policy will be reviewed periodically to monitor its effectiveness and to ensure that it remains relevant and appropriate to the organisation.

This statement is to be read in conjunction with the responsibilities, arrangements, procedures and guidance that together form the health and safety policy for ITC Concepts Ltd.



Signed:

Nick Conway, Managing Director
On behalf of I T C Concepts Ltd

Date: March 2022

Smoke Free Policy Statement

Purpose

This policy has been developed to protect all employees, customers and visitors from exposure to second-hand smoke and to assist in compliance with the Health Act 2006.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Policy

It is the policy of I T C Concepts Ltd that all our workplaces are smoke-free, and all employees have a right to work in a smoke-free environment. Smoking and the use of e-cigarettes and similar devices are prohibited in all enclosed and substantially enclosed premises in the workplace and all work vehicles if they are used by more than one person. This policy applies to all employees, customers, consultants, contractors and visitors.

Implementation

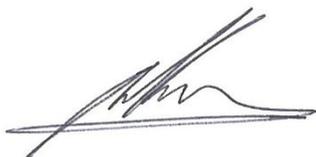
Overall responsibility for policy implementation and review rests with the Directors. However, all employees are obliged to adhere to and support the implementation of the policy. They shall inform all existing employees of the policy and their role in the implementation and monitoring of the policy. They will also ensure that new employees are given a copy of the policy on recruitment/induction. Appropriate 'No-Smoking' signs will be clearly displayed at the entrances to and within the company premises and in all smoke-free vehicles.

Non-Compliance

Disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with smoke-free law may also be liable to a fixed penalty fine and possible criminal prosecution.

Help to Stop Smoking

The NHS offers a range of free services to help smokers give up. Visit gosmokefree.co.uk or call the NHS Smoking Helpline on 0800 169 0 169 for details.

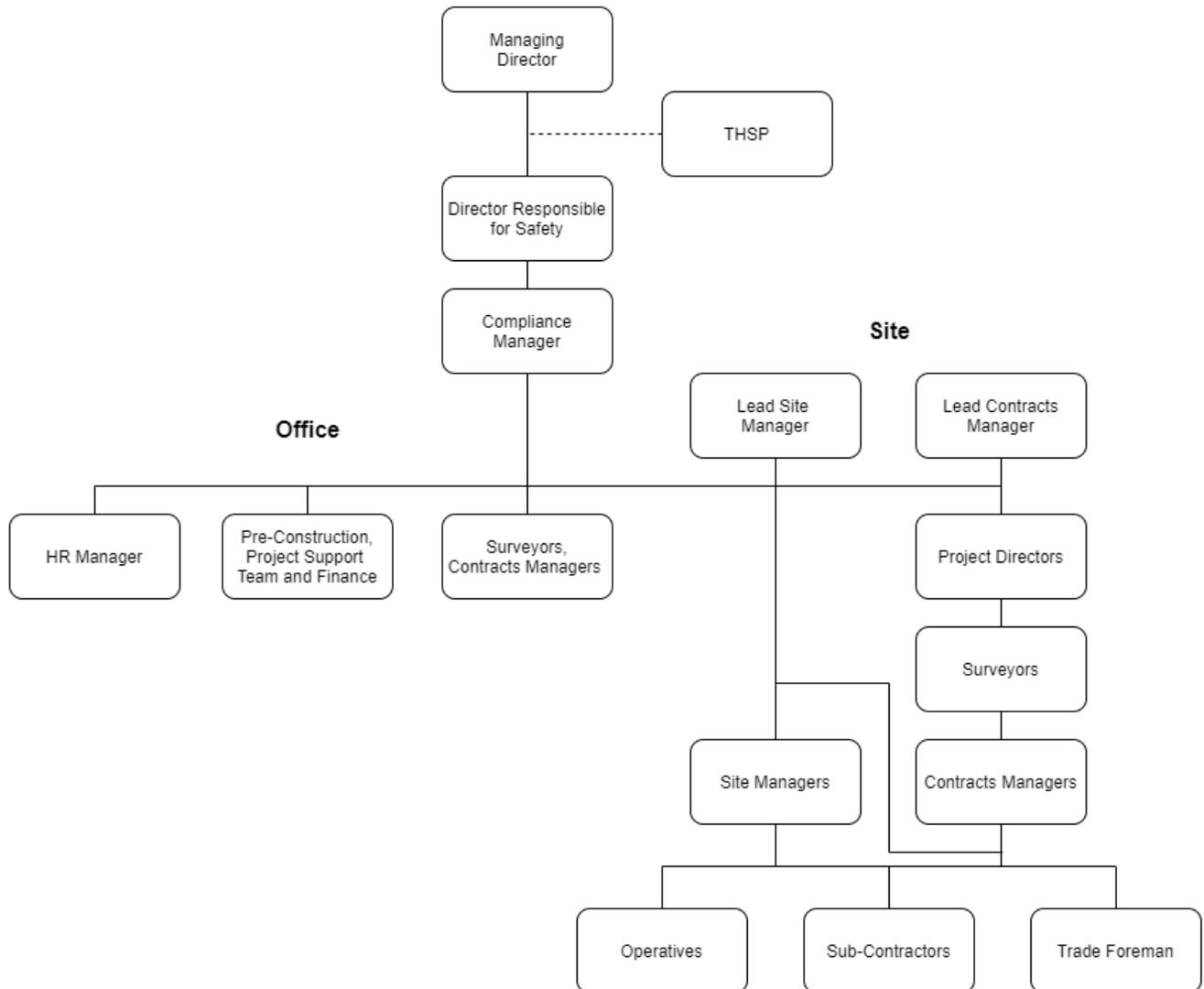


Signed:

Nick Conway, Managing Director

Date: March 2022

Management Structure for Health & Safety



Responsibilities for Health & Safety

Managing Director

The **Managing Director's** health and safety responsibilities are to ensure that:

1. The policy is effectively implemented, monitored, developed and communicated to all staff and that necessary alterations are made to the policy to reflect changes in legislation or company development.
2. Suitable and sufficient funds, people and equipment are made available to meet the health and safety requirements of the policy.
3. The appropriate insurance cover is provided and maintained.
4. Procedures are put in place to ensure that all equipment is in good condition, adequately maintained, is suitable for the purpose for which it is used and has any required certificates of inspection or examination.
5. All levels of management and employees understand their responsibilities for health and safety placed upon them by this policy.
6. An effective training programme is established to ensure that all levels of employees are trained and competent to carry out their duties.
7. Senior management recognises its role in providing health and safety leadership in the Organisation and to engage the active participation of workers in improving health and safety through continuous improvement.
8. Procedures are put in place to ensure that planning and control measures are provided to establish safe working methods for situations involving potential hazards.
9. Procedures are put in place to ensure that adequate welfare facilities are provided for employees.
10. Health and safety objectives are set and their achievement is measured and reported as part of the management review.
11. Policies, procedures and programmes are reviewed and approved
12. Where necessary, health and safety rules are developed to meet legislative and organisational requirements.
13. He will deputise for the Director Responsible for Safety.

Director Responsible for Safety; Compliance Manager; Lead Site Manager; Contracts Manager, HR Manager

The **above personnel's** health and safety responsibilities are to ensure that:

1. They understand the organisation's health and safety policy and understand their responsibilities.
2. They actively lead the implementation of the health and safety policy, accepting formally and publicly their collective and individual role in providing health and safety leadership in the organisation.
3. All management decisions reflect the organisation's health and safety intentions as detailed in the health and safety policy statement.
4. Managers recognise their role in engaging the active participation of workers in improving health and safety.
5. Management health and safety responsibilities are properly discharged.
6. They are responsible and accountable for the organisation's Health and Safety performance at their level
7. Adequate welfare facilities are provided and maintained in a satisfactory condition.
8. They communicate and consult with staff on issues of health and safety and encourage staff to report hazards and raise health and safety concerns.
9. Written instructions are provided through risk management and safe systems of work to establish working methods, to explain the sequence of operations, to outline the potential hazards and implementation of suitable risk controls.
10. All health and safety rules are followed by all.
11. All equipment within the workplace is maintained in a safe condition, guarded in accordance with the relevant legislation and has the statutory certificates of inspection or examination.
12. Adequate supervision of staff is provided to ensure that they are working safely, including the provision of increased supervision for vulnerable groups.
13. Safety training requirements are identified for all members of staff under their control to ensure that those members of staff are competent to undertake their work in a safe manner.
14. They set a good personal example by following established health and safety rules/guidelines.
15. Their line manager is informed of any change to their state of health, either temporary or permanent, which might affect their working ability or their suitability to carry out any particular task or tasks.

The **Director Responsible for Safety and Compliance Manager's** additional Health and Safety responsibilities are to ensure that:

1. All reportable injuries, diseases and dangerous occurrences are reported to the relevant enforcing authority.
2. All accidents, incidents, ill health, dangerous occurrences and other issues concerning safety raised by anyone at work are recorded and investigated such that effective controls can be implemented to help prevent recurrence.

The **Contracts Manager** with suitable qualifications (SMSTS, and First Aider trained) will deputise for the Site Manager.

The **Project Director** will deputise for a Contractors Manager.

The **Director Responsible for Safety** will deputise for the Compliance Manager on site and the Managing Director in the office.

Project Directors, Surveyors, Contracts Managers and Site Managers

The **Project Directors, Surveyors, Contracts Managers and Site Managers'** health and safety responsibilities are to ensure that:

1. They understand the organisation's health and safety policy and understand their responsibilities.
2. They actively lead the implementation of the health and safety policy.
3. Adequate welfare facilities are provided and maintained in a satisfactory condition.
4. Written instructions are provided through risk management and safe systems of work to establish working methods, to explain the sequence of operations, to outline the potential hazards and implementation of suitable risk controls.
5. They communicate and consult with staff on issues of health and safety and encourage staff to report hazards and raise health and safety concerns.
6. They address unsafe acts and conditions and direct daily health and safety activities, correcting root causes.
7. They act on all employees' health and safety complaints, concerns and suggestions;
8. All accidents, incidents, ill health, dangerous occurrences and other issues concerning safety raised by anyone at work are recorded and investigated such that effective controls can be implemented to help prevent recurrence.
9. Persons under their control are competent to carry out their work and operate any equipment in a safe manner.
10. They instruct employees in health and safety rules and regulations; enforce all health and safety rules and regulations;
11. They are responsible and held accountable for their group's health and safety performance.
12. All health and safety site rules are followed by all.
13. Hazardous substances are stored, transported, handled and used in a safe manner in accordance with manufacturers' instructions and established rules and procedures.
14. All equipment within the workplace is maintained in a safe condition, guarded in accordance with the relevant legislation and has the statutory certificates of inspection or examination.
15. They undertake daily inspections of work areas and take appropriate corrective action to correct any failings or breaches;
16. Management is informed of any safety issues that cannot be resolved.
17. Personal protective equipment is readily available and maintained, and relevant employees are aware of its correct use, storage and procedures for replacement.
18. They set a good personal example by following established health and safety rules/guidelines.
19. They inform their line manager of any change to their state of health, either temporary or permanent, which might affect their working ability or their suitability to carry out any particular task or tasks.

Operatives, Pre-Construction, Project Support Team and Finance, Surveyors, Contracts Managers.

The **above Personnel's** health and safety responsibilities are to ensure that they:

1. Understand the Organisation's health and safety policy, understand their responsibilities and comply with the requirements.
2. Avoid improvisation and only use the correct equipment for the task.
3. Use the correct personal protective equipment as provided.
4. Report all defective equipment and materials, or any obvious safety or health hazards.
5. Take reasonable care not to endanger themselves or other persons through their actions or omissions at work.
6. Warn new employees of known hazards.
7. Refrain from horseplay and follow all health and safety rules.
8. Do not misuse or abuse anything provided under a statutory requirement in the interests of health and safety.
9. Co-operate with the Organisation on all aspects of health, safety and welfare.
10. Do not operate any equipment unless they have been fully trained and instructed in its operation.
11. Report all accidents and incidents so that action can be taken to prevent a recurrence.
12. Inform their line manager of any change to their state of health, either temporary or permanent, which might affect their working ability or their suitability to carry out any particular task or tasks.

Sub-Contractors and Trade Foremen

The **Sub-Contractors and Trade Foremen's** health and safety responsibilities are to ensure that they:

1. Provide copies of their health and safety policy and any other relevant documentation appertaining to health and safety that may be requested by the Organisation.
2. Comply with all the requirements of this Organisation's health and safety policy.
3. Undertake work in accordance with the relevant statutory provisions and taking into account the safety of others on the site and the general public.
4. Ensure that all equipment used is safe and in good working condition and is accompanied by any necessary certification.
5. Ensure that any injury suffered, or damage caused by their employees is reported immediately to this Organisation's representative.
6. Follow this Organisation's safety rules and comply with any safety instructions given by our representative.
7. Ensure that any materials which have health, safety or fire risks are used and stored in accordance with regulations and current recommendations and such information is provided to any other person who may be affected. Assessment of risk associated with any substance or process hazardous to health that will be used must be presented to this Organisation's representative before work commences.
8. Ensure that workplaces are kept tidy and all debris, waste materials, etc are cleared as work proceeds.
9. Provide written instructions through risk assessment and safe systems of work to establish safe working methods, to explain the sequence of operations, outline the potential hazards and the implementation of suitable risk controls.
10. Attend safety meetings as requested; these meetings shall be the principal point for the transfer of information.

The **Trade Foremen** with suitable qualifications (SSSTS, and First Aider trained) will deputise for First Aiders.

The **Trade Foremen** with suitable qualifications (SSSTS, and Fire Marshal trained within the last year) will deputise for Fire Marshals.

THSP

THSP have been retained as the Company's Safety Advisers and shall:

1. Ensure that the Health and Safety Policy and documentation, as prepared by them, is reviewed and updated as required;
2. Provide a telephone advisory service relating to all aspects of health and safety at work;
3. Carry out site safety inspections, as requested by the Organisation;
4. Provide written reports and assessments for the Organisation subsequent to the inspections;
5. By arrangement, provide an accident investigation service and liaise with the enforcing authority;
6. If requested, assess all method statements prepared by the Organisation;
7. If requested, attend meetings regarding health and safety, on behalf of the Organisation;
8. If requested, provide health and safety training to both management and staff;
9. Ensure that THSP's staff act to reduce imminent danger wherever that may be seen in any area of the Organisation's responsibilities.

Arrangements for Health & Safety

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Section A

Arrangements for Concern over Health and Safety Issues

If any employee has any concern over health and safety issues they should tell their immediate superior or health and safety manager / advisor. If neither is available, then they should tell the director to whom they report.

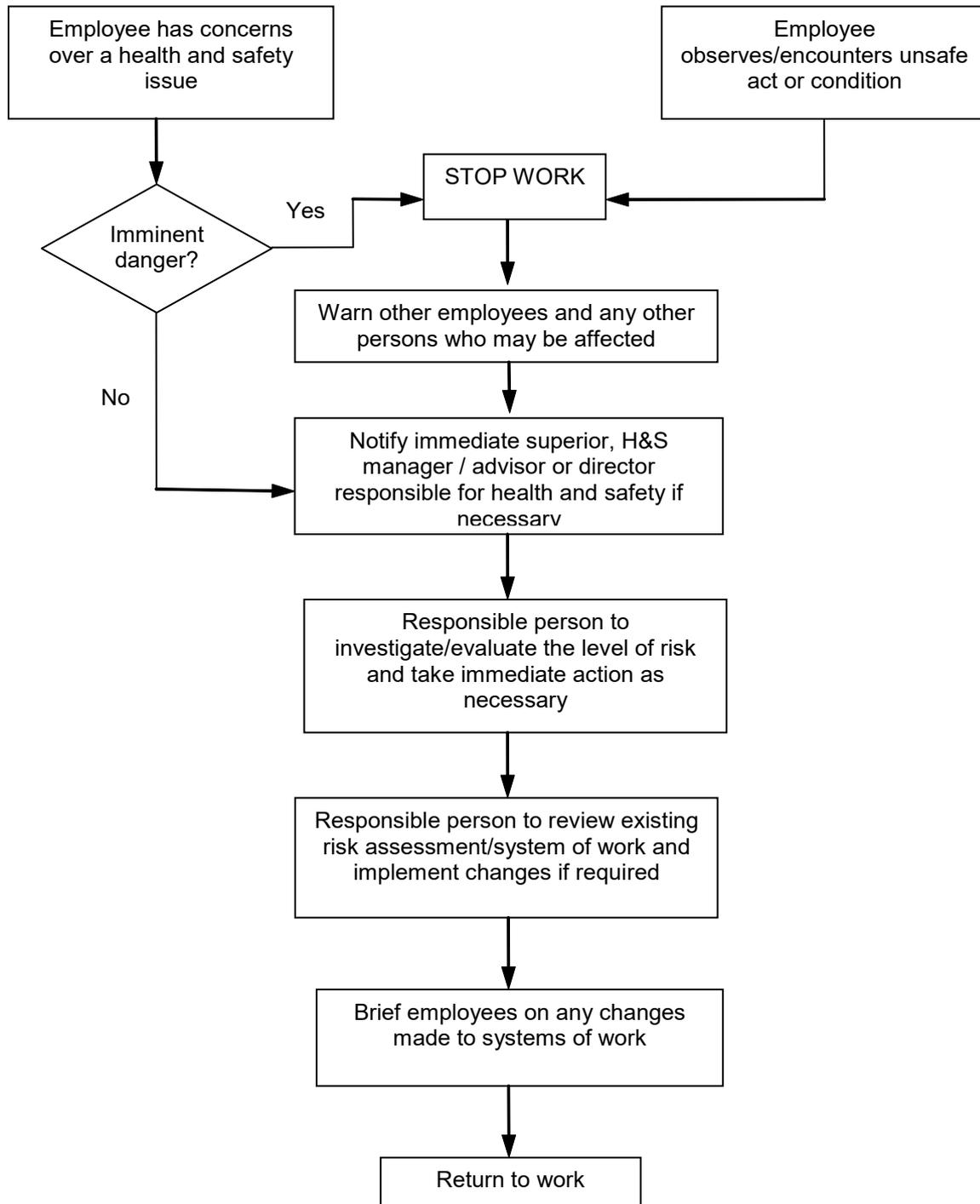
Concerns must be addressed quickly, and no employee shall continue work until the working environment is safe.

THSP have been retained by this organisation for the purpose of assisting us in keeping up-to-date with changes in the law in relation to their employees' working practices and to provide advice on all matters relating to health and safety at work.

Their call out service and telephone advisory service is available. A director should be notified when they have been used by whoever has made the contact. The telephone number available for the advice service is shown below. Should a call be answered by an answer phone the caller must record their name, their organisation name and the number on which that person may be contacted.

THSP: 03456 122 144

Procedure for Concern Over Health & Safety Issues



Guidance Note V003 Rev A
Refusal to Work

INTRODUCTION

This procedure sets out how the commitments made in ITC's Safety Management System towards the right of an individual to refuse to perform a work activity on the grounds that it is unsafe. This guidance describes how the commitment will be applied in the workplace it applies to all ITC personnel including staff, sub-contractors or self-employed persons working for, or on behalf of ourselves.

SCOPE

This guidance covers all employees, sub-contractor staff or anyone else engaged by ourselves to carry out work on our behalf.

The guidance covers anything with the potential to cause an accident, taking into account the health and safety commitments made by ITC in its SMS and the client expectations by ensuring that a person working for, or on behalf of ITC, must not carry out, or cause to be carried out, any work process or operate, or cause to be operated, any tool, appliance, or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.

ARRANGEMENTS

We must do all that is reasonably practicable to ensure that all employees and sub-contractors working for or on our behalf, work in a safe manner and in a healthy environment. The aforementioned personnel will be made aware of this procedure and its contents in respect of the right to refuse to perform a work activity on the grounds that it is unsafe.

Persons can, and should, refuse any work they consider dangerous. Anyone who refuses unsafe work will be free from discipline or retaliation. The person may be temporarily reassigned to alternative work at no loss of pay until the matter has been resolved, and this should not be considered a disciplinary action.

The person appointed to carry out the work should have reason to believe that there is an unhealthy or unsafe situation to which the member or another person is being exposed, and that this situation constitutes an occupational health and safety hazard which, in turn, presents a risk to himself or others which is unacceptable.

The person involved shall immediately report to the supervisor that she/he is refusing unsafe work, clearly stating that the refusal is for occupational health and safety reasons (a breach of health and safety legislation for example). The person should explain the nature of the concern in as much detail as possible, including symptoms and events as necessary or applicable. It is always a good idea in such situations, which are not always easy for operatives, to involve the staff safety representative and local safety adviser so that support is provided, and the process is witnessed. However, if the danger is imminent, it is unlikely there will be enough time to report to anyone other than the supervisor.

The supervisor or employer who receives the report that a person is refusing unsafe work must immediately investigate the matter and must ensure that any unsafe situation is remedied without delay. If the undue hazard is due to a previous injury, hypersensitivity, or allergy, or a lack of training/experience, the person may be reassigned to alternative work. The person who is assigned to assume the refused work must be informed of the refusal and the reasons for it. If the supervisor is of the opinion that no hazard exists, the person must be so informed. If the person is satisfied with either the remedy or the supervisor's opinion that there is no hazard, the person returns to work. If not satisfied, the person continues to refuse unsafe work, and a second (team) investigation must be conducted.

The second investigation, if required, must be conducted in the presence of the person who is refusing unsafe work and the local staff representative. Should no representative or local safety officer be available, the person may choose a worker representative from those present on site to participate in the investigation. If the person is satisfied with the outcome of the investigation and any resulting corrective action taken by the employer, the person returns to work.

If there is no resolution as a result of the team investigation and the person continues to believe that an undue hazard exists, the person can continue to refuse unsafe work. Both the person and the supervisor must contact ITC Concepts Director of Safety who will visit the site with the Compliance Manager to ensure the situation is resolved. Any decision whether to continue to work or amend the work conditions must be recorded in writing to both the person and their supervisor.

Special Conditions for Working with Network Rail

If the matter involves safety concerns with the rail infrastructure the expectations of the Railway Safety and Standards Board (RSSB) and Network Rail must be followed.

The above procedure applies with the addition of the process listed below;

The person may nominate a representative from Network Rail if this is the case.

A Network Rail representative must, without undue delay, be asked to visit the workplace where the member is refusing unsafe work and conduct an inspection. Although the Network Rail representative will normally attend site in such circumstances, they may decide to make a decision based on information given by telephone or some other means of communication.

At this stage, an inspection of a refusal to work by the Network Rail representative (may be conducted in the following manner:

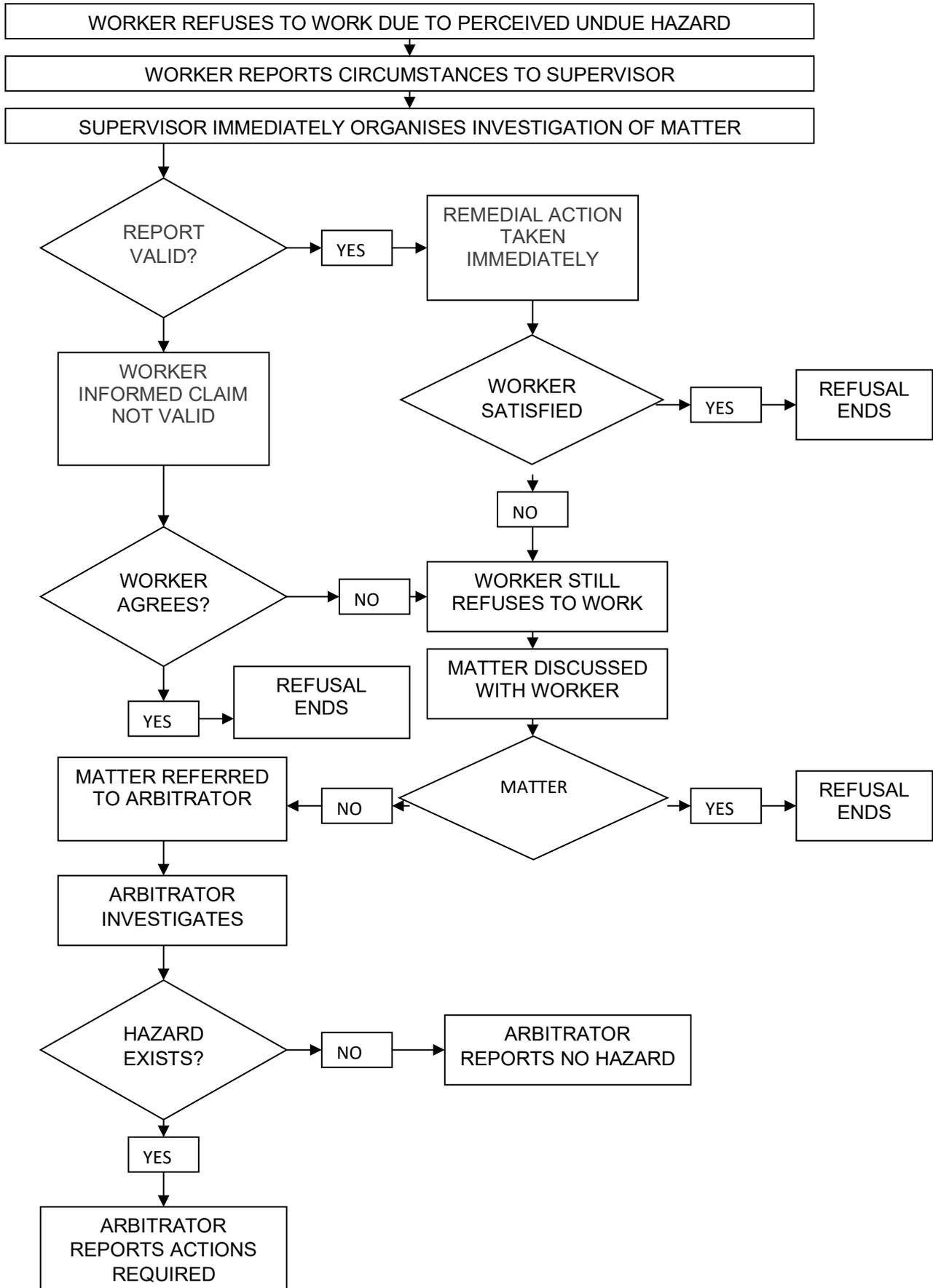
- Interview the person(s) refusing to work and ITC's representative (manager/supervisor safety adviser etc.) to obtain all pertinent information
- Inspect the site of the suspected hazard.
- Issue an inspection report specific to the site or subject of the suspected hazard.
- Where an undue hazard exists, issue a "prohibition" notice which will require a corrective measure before the work activity can proceed or resume.
- Where an immediate danger exists, issue a "quarantine" order may be issued which will require closure of all or part of the workplace
- Where no undue hazard is observed, a record may be made in the inspection report.
- Discuss with the person(s) refusing to work and with ITC's representative the results of the investigation; ensuring that both parties understand the Network Rail Worksafe procedure for resolving work refusals, including the fact that a worker who is acting in compliance with this procedure cannot be disciplined.

If the person feels threatened by reporting an unsafe work activity, they may invoke the CIRAS reporting procedure, where ITC may be later asked for their response by an independent arbitrator towards a satisfactory resolution.

If the Network Rail representative observes no undue hazard, work resumes, as the person no longer has the right to refuse. The decision of the Network Rail representative may be appealed and/or may of course, be the subject of a CIRAS report. The appeal process can take some days, but the worker is still obliged to return to work pending the appeal.

Where it is unclear if the steps within this procedure have been followed, the Network Rail representative will attempt to contact the person reporting the refusal to work, or ITC, and determine whether the requirements of the existing procedures etc. could be followed in an attempt to resolve the situation. The Network Rail representative will probably refrain from further involvement until the Network Rail client professional head is notified that the refusal to work has reached the last stage of the procedure. If it is unclear whether the steps in the refusal to work procedure have been properly followed, the Network Rail representative will perhaps treat the reported problem as a complaint and follow-up accordingly.

Worksafe (Refusal to Work) Flowchart



Section B

Arrangements for Managing Risks arising from Work Activities

The Compliance Manager, the Lead Contracts Manager, the Contracts Managers the Lead Site Manager and the Site Managers shall ensure that risk assessments are carried out and the control measures are implemented and communicated to employees through their designated line manager.

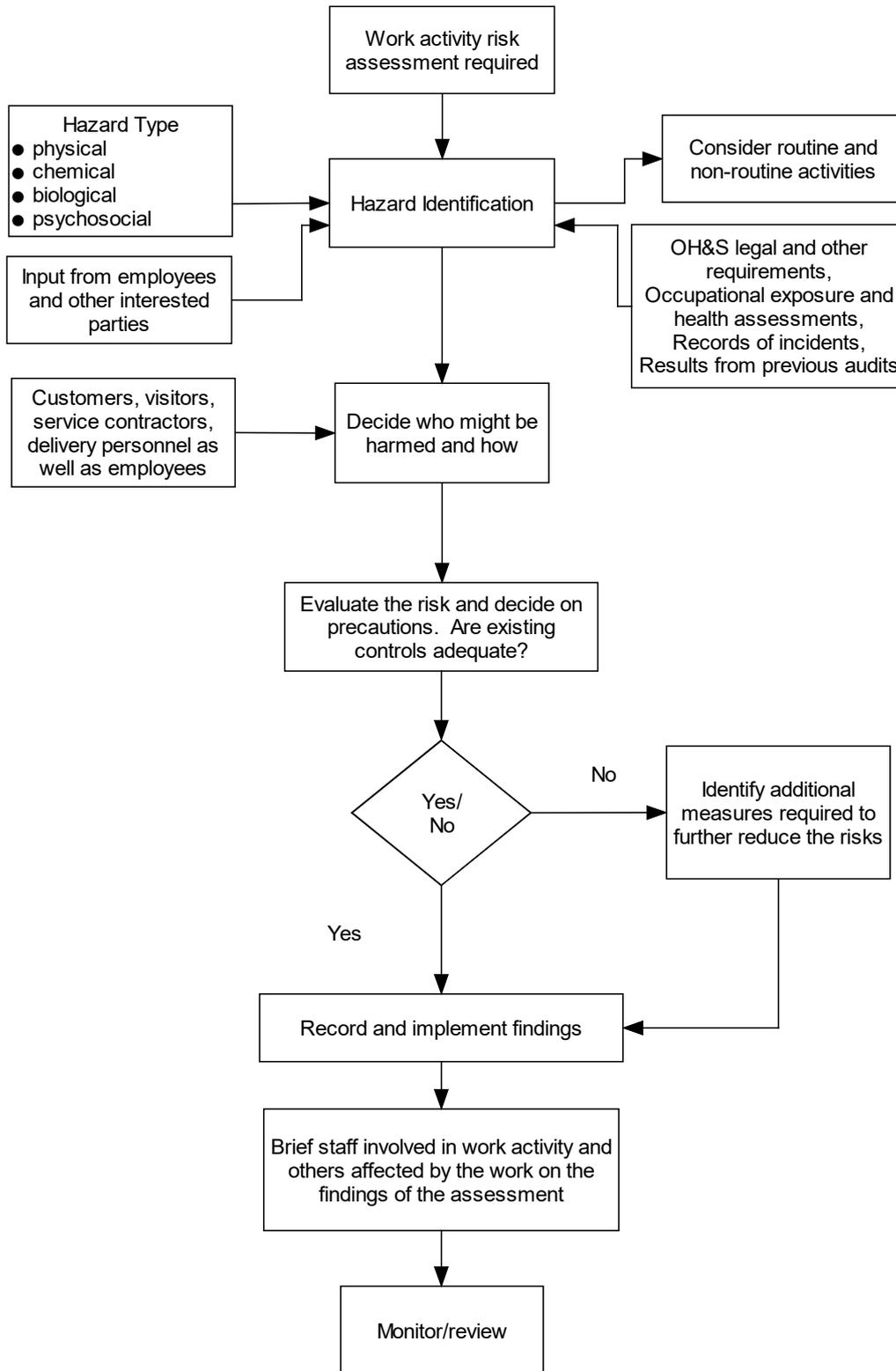
Risk assessments will be undertaken by **The Compliance Manager, the Lead Contracts Manager, the Contracts Managers the Lead Site Manager and the Site Managers** with the advice and assistance of THSP, should it be requested. Any significant findings of risk assessments will be reported to the management team.

The Compliance Manager, the Lead Contracts Manager, the Contracts Managers the Lead Site Manager and the Site Managers will be responsible for ensuring special risk assessments are carried out for works to be undertaken by vulnerable groups, including those under the age of 18 years. Copies of written risk assessments are to be sent to the parents or guardians of young persons.

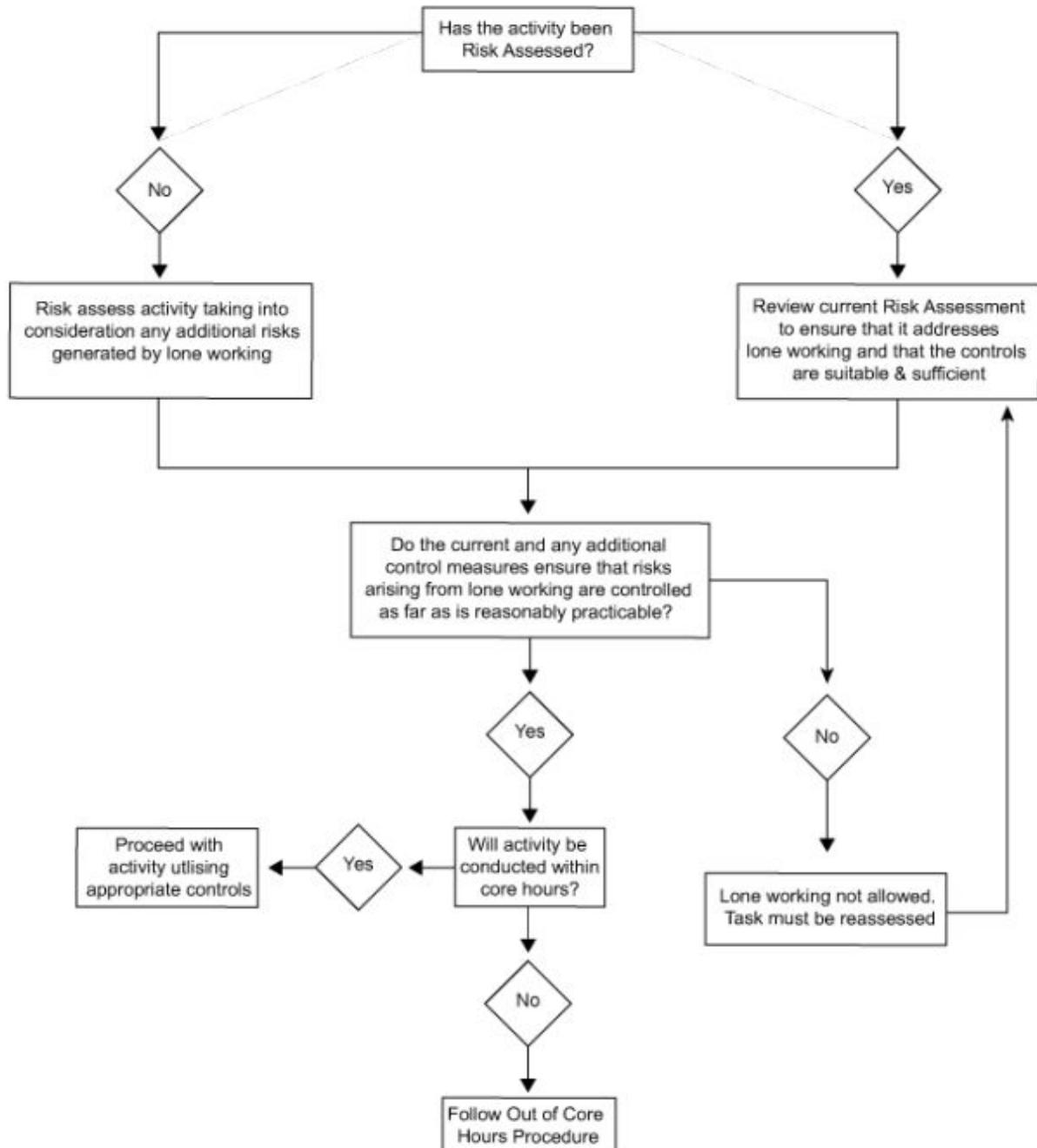
The Compliance Manager, the Lead Contracts Manager, the Contracts Managers the Lead Site Manager and the Site Managers shall ensure that a regular review of the effectiveness of control measures introduced through the risk assessment process is carried out. In any case, **The Managing Director** shall ensure that all risk assessments are reviewed at least annually or when the work activity changes, whichever is sooner.

ITC Concepts Ltd carries out a set of tasks which are frequently similar. To help control the risks of these tasks ITC Concepts Ltd have produced a set of generic risk assessments, which are kept in a separate file. These are only to be considered valid if they are made site specific prior to use by **The Compliance Manager, the Lead Contracts Manager, the Contracts Managers the Lead Site Manager and the Site Managers** (or in their absence by a nominated competent person) and any significant changes to the risk control procedure have been implemented and communicated to the management team and the employees who will carry out the task.

Procedure for Managing Risks Arising from Work Activities



Procedure for Lone Working



Guidance Note B005 Issue B Lone Working on Host Employers Sites

- Health and Safety at Work, etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Construction (Design and Management) Regulations 2015

Solitary working means working in remote areas as well as being the only one on site.

First on Site and last to leave follow the relevant site lockup and lock down procedures.

Ensure that you inform someone of where you are.

Instigate a checking procedure for times when you are working on your own.

Keep times down to a minimum.

Ensure you are familiar with fire evacuation and other emergency procedures.

Do not take unnecessary risks.

Do not carry out hazardous activities.

A Director to ensure this policy is implemented.

Site Managers to ensure no high-risk activity takes place without proper supervision.

Contracts Manager to ensure that where possible solitary working is avoided.

Contracts Manager to ensure that a safe system is set up **IF SOLITARY WORKING IS UNAVOIDABLE.**

Compliance Manager to monitor and assess the procedure.

Employees to co-operate with all this procedure and report any problems.

Section C

Arrangements for Managing Health and Safety in Construction

ITC Concepts Ltd may, during the course of its activities, assume roles and responsibilities under the Construction (Design and Management) Regulations (CDM).

In so doing, ITC Concepts Ltd shall comply with its duties under the requirements of these regulations insofar as they relate to our work activities and our relations with other duty holders during the course of the works.

The Compliance Manager, the Contracts Managers, the Lead Site Manager and the Site Managers shall ensure that procedures are implemented and monitored in compliance with the Construction (Design and Management) Regulations.

ITC Concepts Ltd's assumed roles under CDM are:

Client
Principal Designer
Designer
Principal Contractor
Contractor

Arrangements for Managing Health and Safety in Temporary Works

ITC Concepts Ltd may, during the course of its activities, assume roles and responsibilities under BS5975, the Code of Practice for Temporary Works

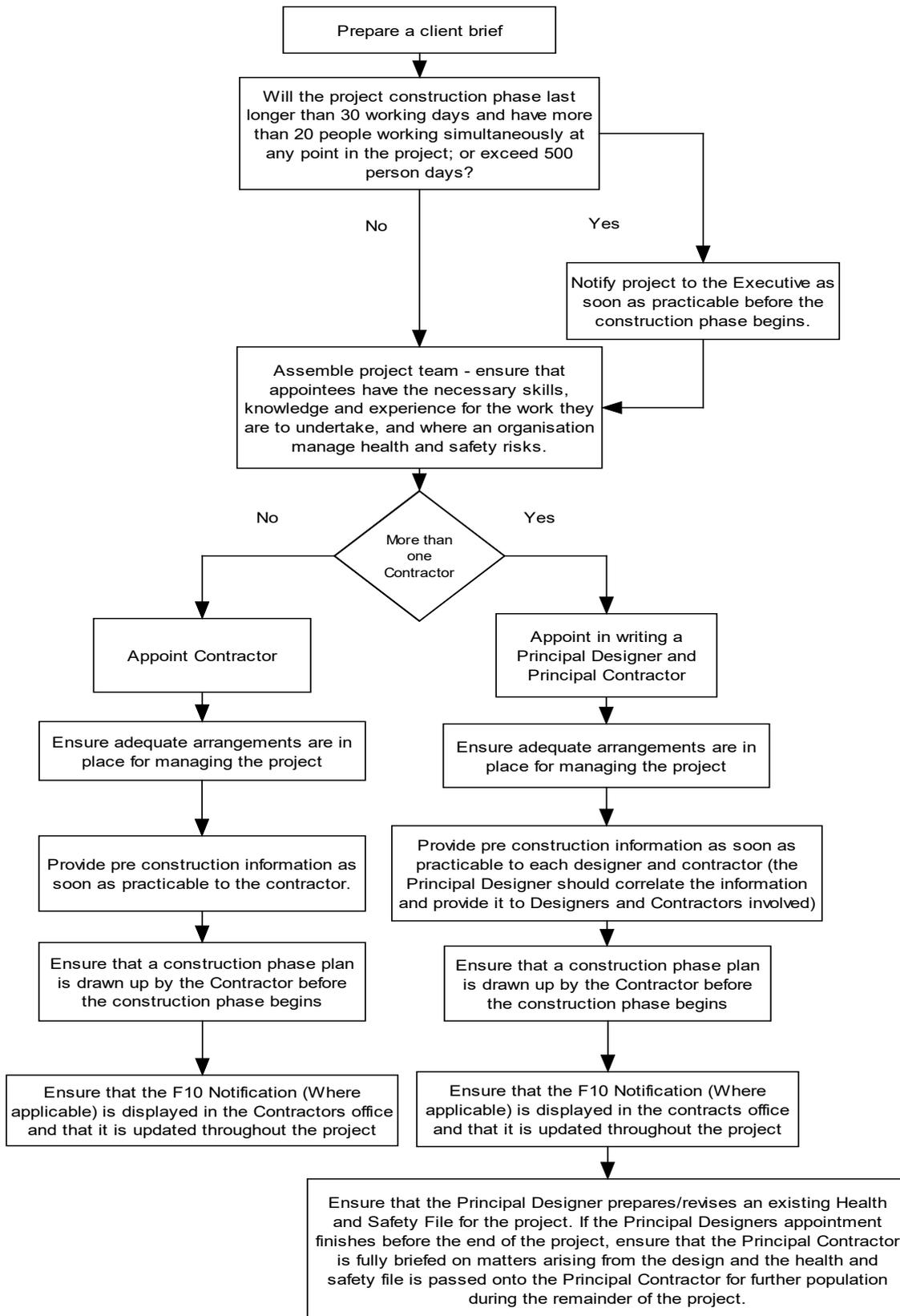
In so doing, ITC Concepts Ltd shall comply with its duties under the requirements of the Code of Practice insofar as they relate to our work activities and our relations with other duty holders during the course of the works.

The Compliance Manager, the Lead Contracts Manager, the Contracts Managers, the Lead Site Manager and the Site Managers shall be appointed as the Designated Individual and ensure that procedures are implemented and monitored in compliance with the Code of Practice

ITC Concepts Ltd assumed roles under the Code of Practice are:

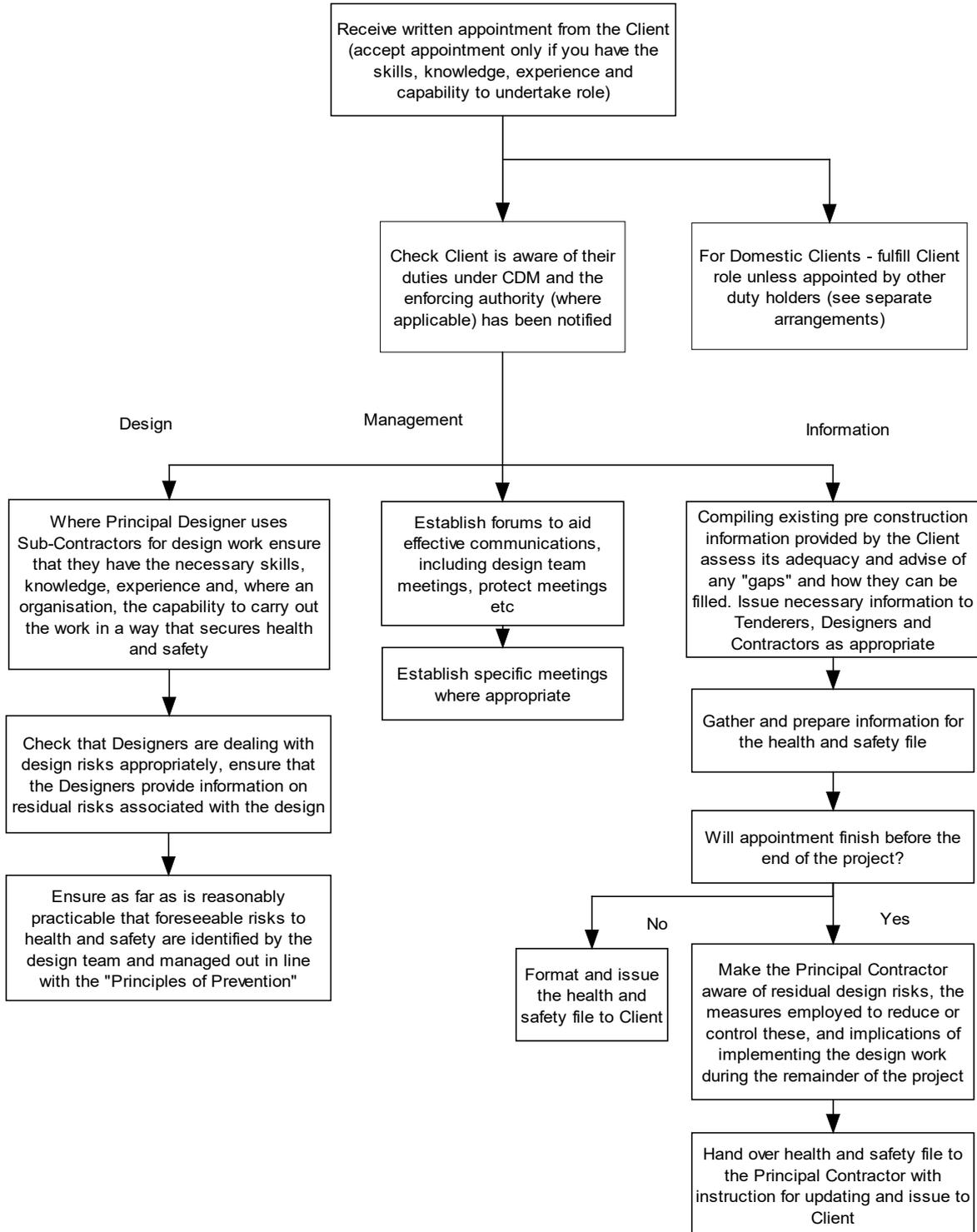
Designated Individual
Temporary Works Co-ordinator
Temporary Works Supervisor

Procedure for Role of Client

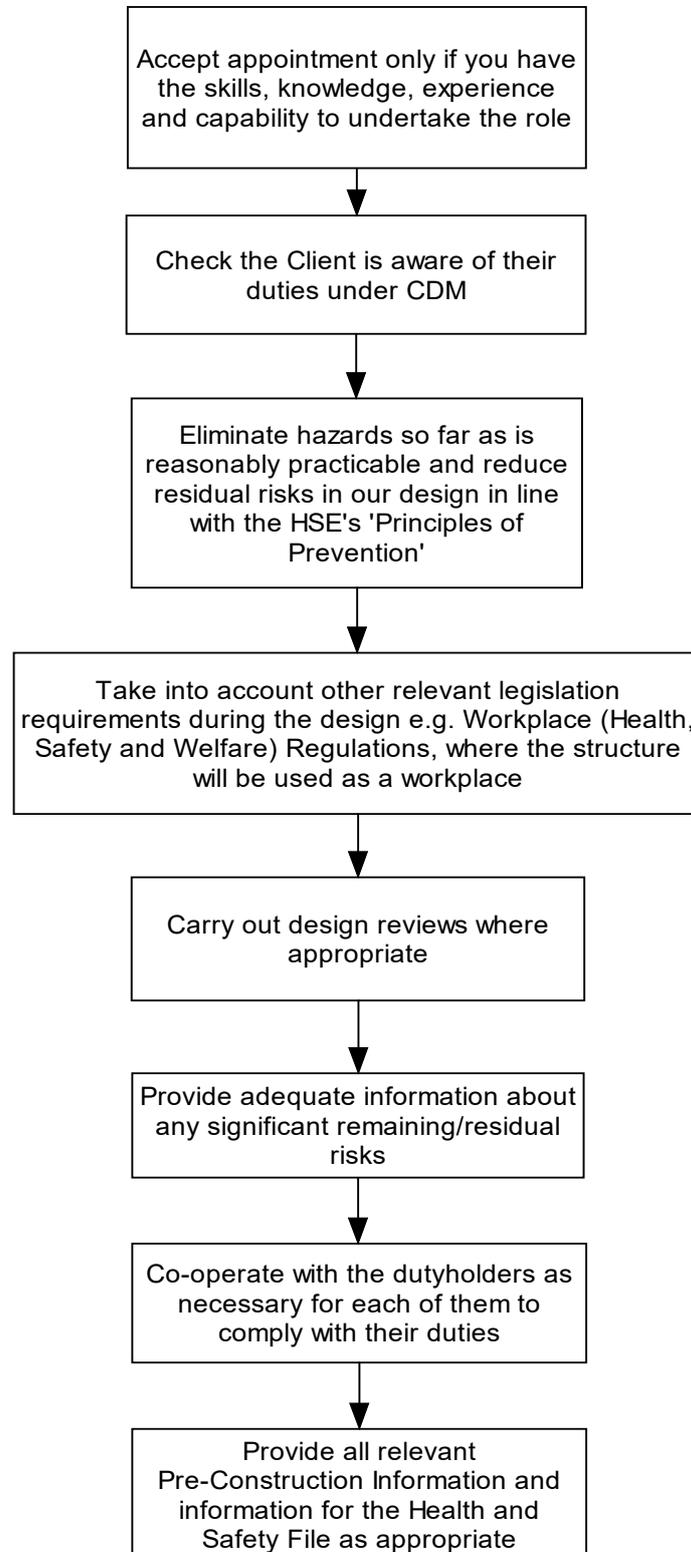


Procedure for The Role of Principal Designer

For all projects where there is more than one contractor

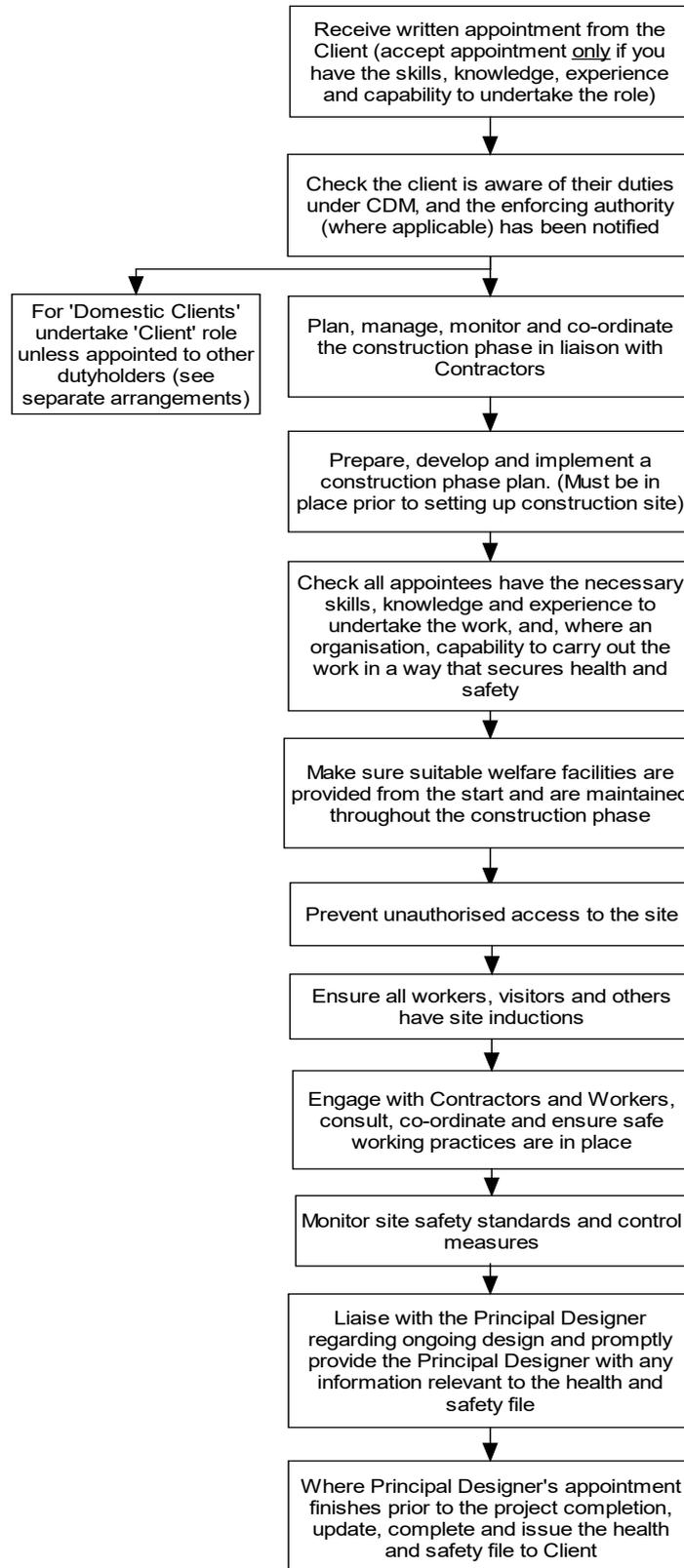


Procedure for The Role of Designer

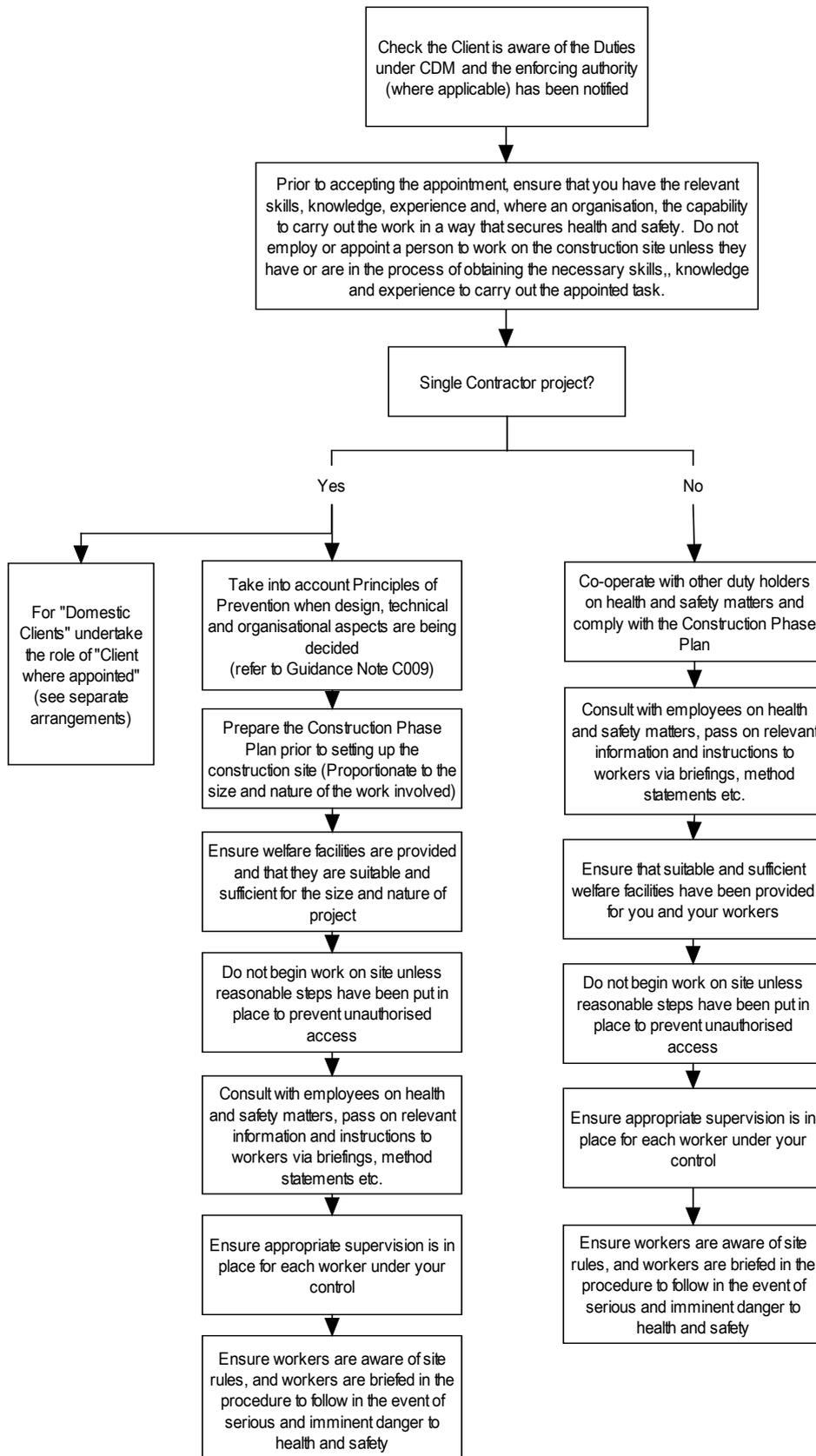


Procedure for The Role of Principal Contractor

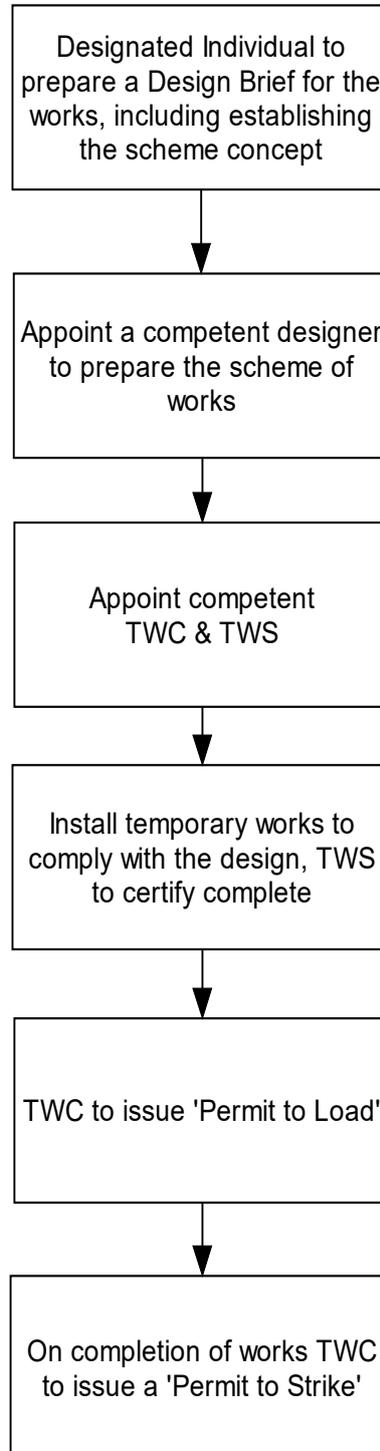
Projects with more than one Contractor



Procedure for The Role of Contractor



Procedure for The Role of The Management of Temporary Works



Section D

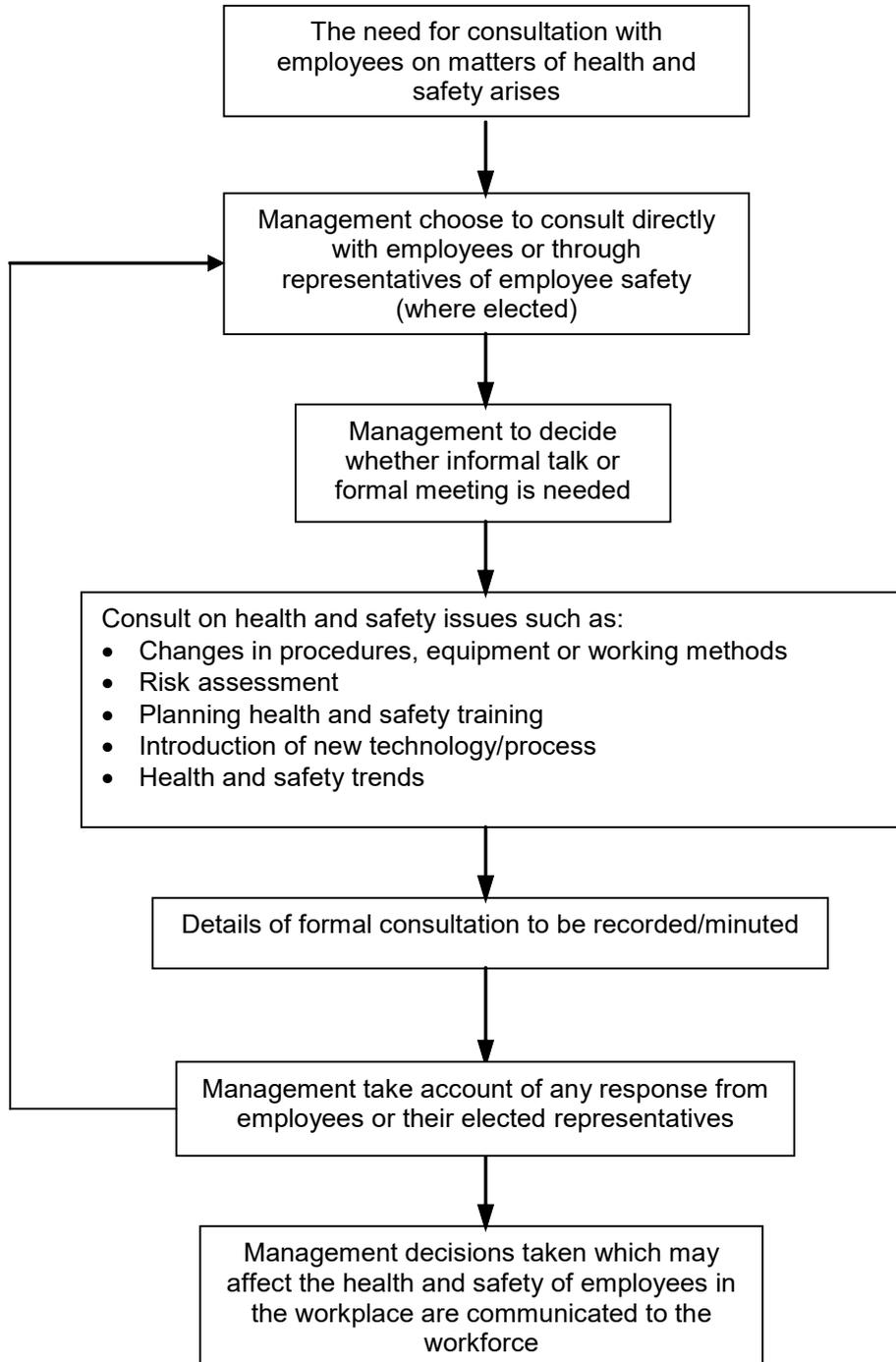
Arrangements for Consultation with Employees

Consultation shall be carried out on all matters to do with the health and safety of our employees at work including:

- Any proposed change which may substantially affect their health and safety at work, e.g. changing a work procedure.
- Appointing a competent person to help ITC Concepts Ltd to comply with health and safety laws.
- When introducing new technology, tools or working processes.
- When planning health and safety training.
- Informing employees of the likely risks and dangers arising from their work, measures to remove or reduce these risks and what they should do if they have to deal with a risk or danger.

The Managing Director will consult directly with individual employees or groups of employees will consult directly with individual employees or groups of employees.

Procedure for Consultation with Employees



Section E

Arrangements for Induction Training

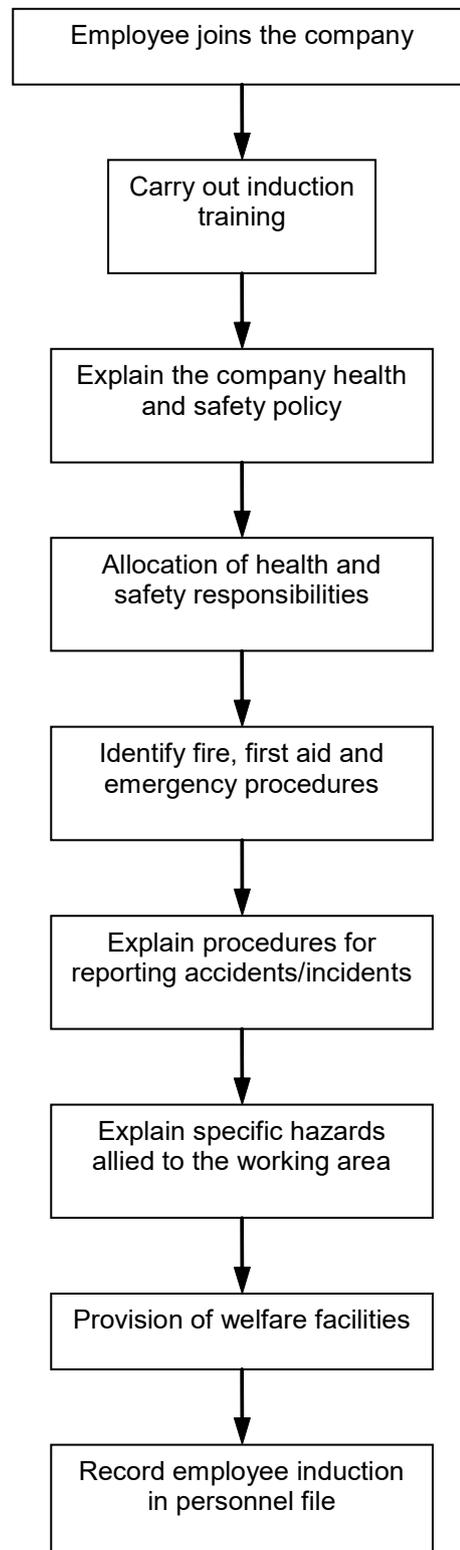
ITC Concepts Ltd expects its employees to undergo specific induction training (which may be provided by the company or others) prior to works starting, in order that we may address the health and safety hazards associated with that particular area.

The Compliance Manager and the HR Manager will ensure that all employees undergo induction training.

The Lead Site Manager, and the Site Managers shall ensure that employees working off site undergo induction training and that records of this training are kept at the workplace, together with any certificates from off-site courses attended by employees.

Records of induction training will be held at head office by **the Compliance Manager, the HR Manager and the Pre-Construction, Project Support team and Finance**.

Procedure for Induction Training



Section F

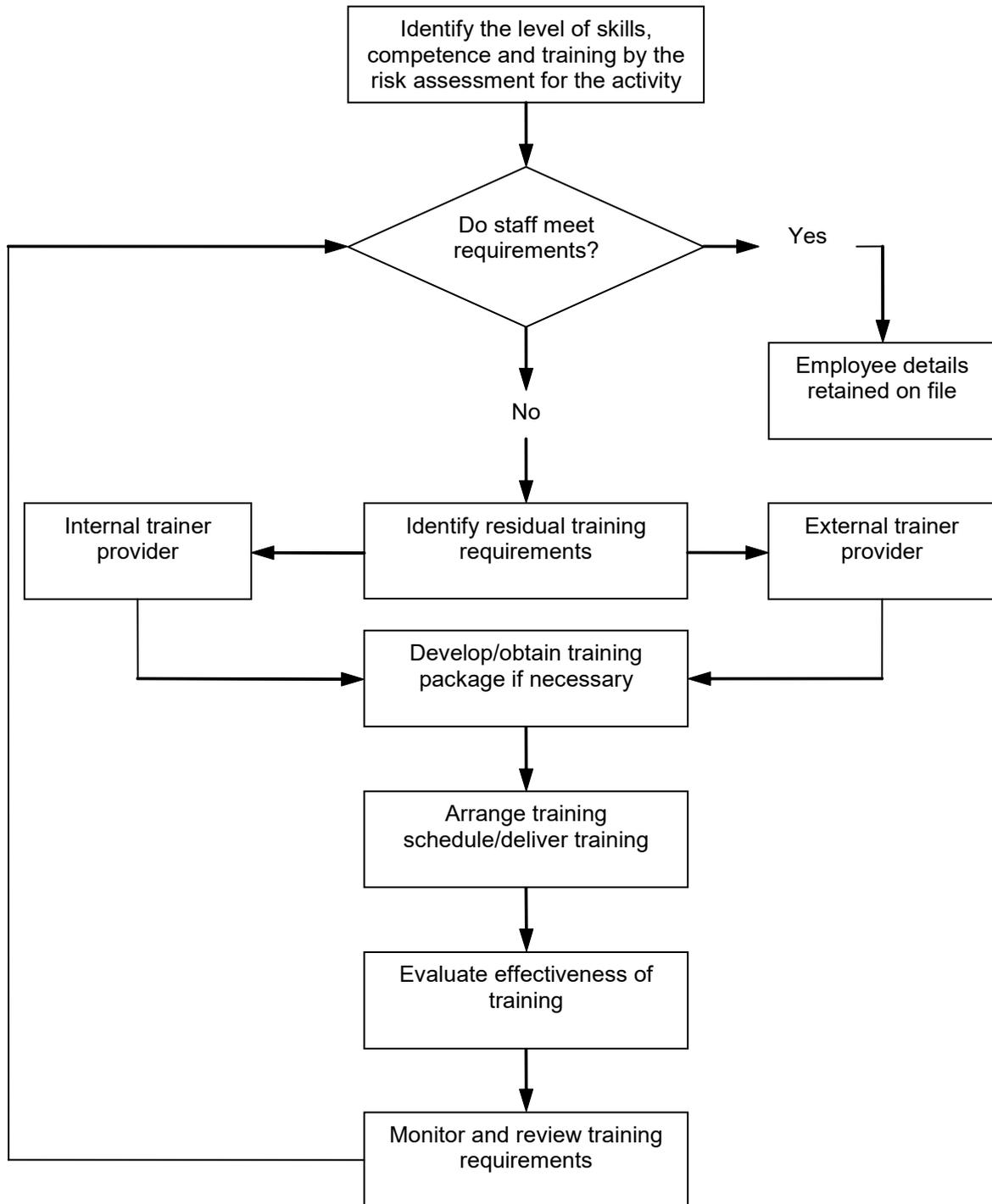
Arrangements for Training

The Compliance Manager, the HR Manager and the Pre-Construction, Project Support Team and Finance will ensure that all members of staff receive training on health and safety to assist them in undertaking their tasks safely and efficiently. External courses on specific subjects may be utilised along with internal training.

Although the **Managing Director** maintains a major role within I T C Concepts Ltd's health and safety policy, each member of staff in a supervisory role is responsible for ensuring that their subordinates receive appropriate training and instruction and shall, therefore, liaise with **the Compliance Manager, the HR Manager and the Pre-Construction, Project Support Team and Finance** regarding training needs.

Copies of all training records will be held at head office by **the Compliance Manager, the HR Manager and the Pre-Construction, Project Support Team and Finance**.

Procedure for Training



Section G

Arrangements for Safe Equipment and Plant

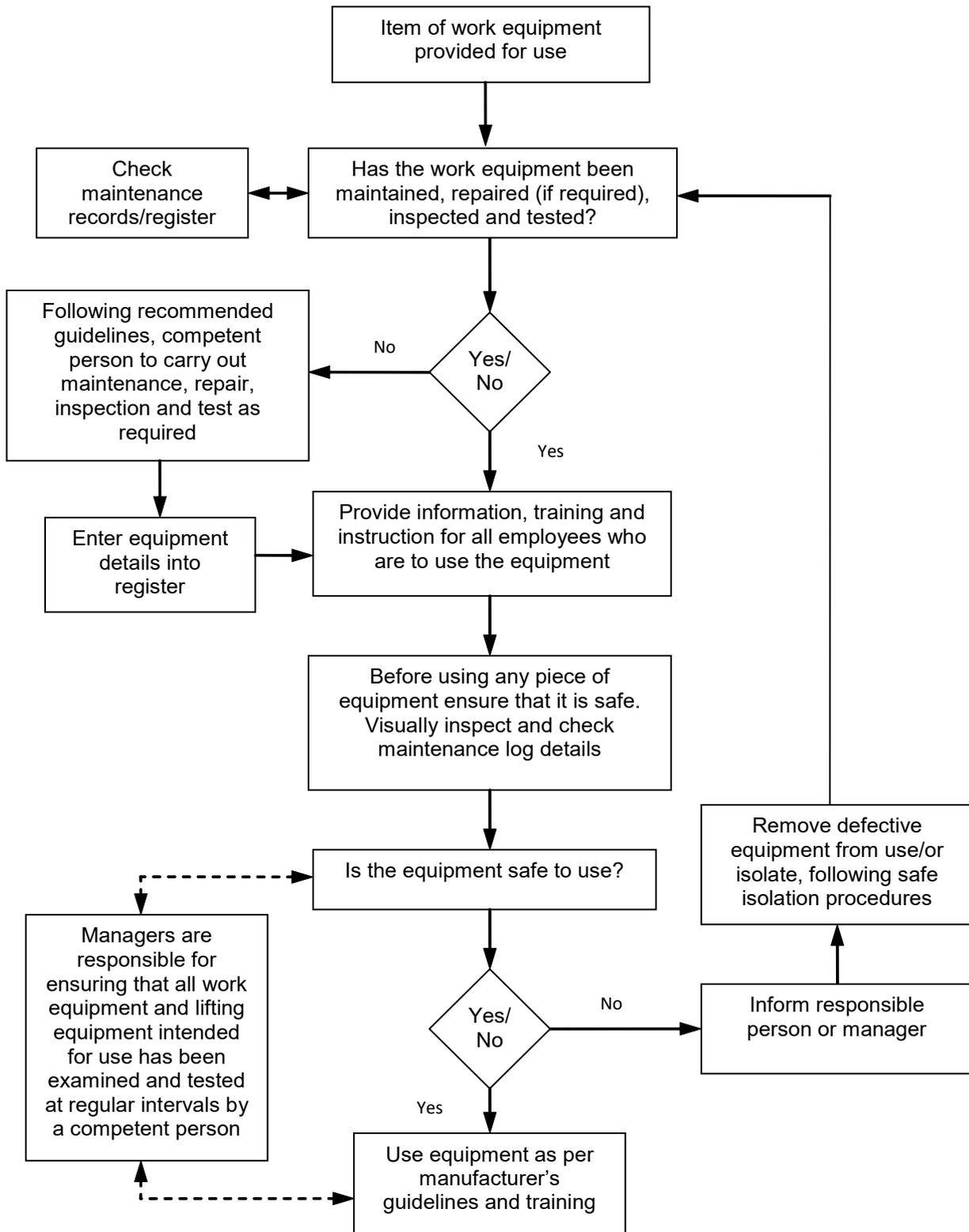
The Director Responsible for Safety, The Compliance Manager, the Lead Site Manager and the Site Managers will ensure that new plant and equipment is suitable for the intended use and meets the safety requirements as laid down in the Provision and Use of Work Equipment Regulations before it is purchased.

The Compliance Manager, the Lead Site Manager and the Site Managers will be responsible for appointing competent persons to check, inspect and examine all equipment and plant in accordance with the requirements of relevant legislation and industry best practice.

The Compliance Manager, the Lead Site Manager and the Site Managers will be responsible for ensuring that effective procedures for the maintenance of equipment and plant are drawn up and implemented (including testing of portable appliances, i.e. PAT).

Faulty plant and equipment should be reported to **The Compliance Manager, the Lead Site Manager and the Site Managers**.

Procedure for Safe Equipment and Plant



Guidance for Working at Height

DEFINITION OF TERMS

The following are definitions of some of the terms used in the Work at Height Regulations:

“Access and egress” includes ascent and descent.

“Fragile surface” means a surface which would be liable to fail if any reasonably foreseeable loading were to be applied to it.

“Personal fall protection system” means a fall prevention, work restraint, work positioning, fall arrest or rescue system, other than a system in which the only safeguards are collective safeguards. The term includes rope access and positioning techniques.

“Work at height” means work in any place where a person could fall a distance liable to cause personal injury, including a place at or below ground level, and obtaining access to or egress from such a place while at work, except by a staircase in a permanent workplace.

“Working platform” means any platform used as a place of work or as a means of access to or egress from a place of work and includes any scaffold, suspended scaffold, cradle, mobile platform, trestle, gangway, run, gantry and stairway which is so used.

PLANNING AND HIERARCHY OF CONTROL MEASURES

A place is deemed “at height” if a person could be injured falling from it; even if it is at or below ground level. In order to identify the measures required to avoid the risks from working at height a site-specific risk assessment will always need to be carried out. Where it is reasonably practicable to carry out the work safely otherwise than at height then work at height must be avoided. Where work is carried out at height, suitable and sufficient measures must be taken to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury.

Risk assessment is key to the proper planning and organisation of all work at height and should assist in ensuring the selection of appropriate equipment for the task and its correct use.

The hierarchy of control measures is as follows:

Where it is reasonably practicable to carry work out safely and under appropriate ergonomic conditions, then work should be carried out from an existing place of work or, in the case of obtaining access or egress, using an existing means. Where this is not reasonably practicable sufficient work equipment must be provided to prevent a fall occurring.

Where the risk of a fall occurring cannot be eliminated, sufficient work equipment must be provided to minimise both the distance and the consequences of a fall. Where it is not reasonably practicable to minimise the distance, sufficient work equipment must be provided to minimise the consequences of a fall.

Where the risk of a fall occurring cannot be eliminated, additional training and instruction or other additional measures must be taken to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury.

SELECTION OF WORK EQUIPMENT FOR WORK AT HEIGHT

Work equipment for use at work at height must give priority to collective protection measures over personal protective measures and, additionally, take account of:

- The working conditions and the risks to the safety of persons at the place where the work equipment is to be used.
- In the case of work equipment for access and egress, the distance to be negotiated.
- The distance and consequences of a potential fall.
- The duration and frequency of use.
- The need for easy and timely evacuation and rescue in an emergency.
- Any additional risk posed by the use, installation or removal of that work equipment or by evacuation and rescue from it.

Only work equipment which has characteristics, including dimensions, which are appropriate to the nature of the work to be performed and the foreseeable loadings, allow passage without risk and is in other respects the most suitable work equipment is to be selected for work at height.

FRAGILE SURFACES

You must ensure that no one working under your control goes onto or near a fragile surface unless that is the only reasonably practicable way for the worker to carry out the work safely, having regard to the demands of the task, equipment or working environment.

If anyone does work on or near a fragile surface you must:

- Ensure, as far as it is reasonably practicable, that suitable platforms, coverings, guardrails and the like are provided and used to minimise the risk.
- If any risk of a fall remains, do all that is reasonably practicable to minimise the distance and effect of a fall.

If anyone working under your control may go onto or near a fragile surface you must do all that is reasonably practicable to make them aware of the danger, preferably by prominent warning notices fixed at the approaches to the danger zone.

FALLING OBJECTS

Suitable and sufficient steps must be taken to prevent, so far as is reasonably practicable, materials or objects from falling and causing injury to any person. If it is not reasonably practicable to prevent materials falling precautions must be taken to prevent people being struck. Materials or objects must not be thrown from a height if they could injure someone.

DANGER AREAS

Where a workplace contains an area in which there is a risk of any person at work being injured by falling a distance or being struck by a falling object (including members of the public) the workplace is, so far as is reasonably practicable, to be equipped with devices preventing unauthorised persons from entering that area and that area must be clearly indicated.

INSPECTION OF WORK EQUIPMENT

In addition to any pre-use operator checks, equipment provided for work at height requires regular formal inspection to ensure that it is safe to use.

For most equipment, the nature, frequency and extent of any inspection will be determined by a competent person. However, the following specific requirements apply:

- Where the safety of work equipment depends on how it is installed or assembled it must not be used after installation or assembly in any position until it has been inspected in that position by a competent person.
- Where work equipment is exposed to conditions causing deterioration that is liable to result in dangerous situations it must be inspected by a competent person at suitable intervals and each time that exceptional circumstances that are liable to jeopardise the safety of the work equipment have occurred.
- A working platform that is used for access and from which a person could fall 2.0 metres or more must be inspected at least every 7 days (this includes a mobile working platform).
- With the exception of lifting equipment, which is covered by the requirements of the Lifting Operations and Lifting Equipment Regulations, all work equipment that leaves one organisation for use by another organisation must be accompanied by physical evidence that the last required inspection has been carried out.

Any person who carries out an inspection under Regulation 12 of the Work at Height Regulations shall prepare a report before the end of the working period during which the inspection is completed. A copy of this report must be provided to the person requesting the inspection within 24 hours.

A copy of this report must also be held on site throughout the duration of the work and, after the work at that site is complete, at this organisations head office for at least 3 months after the work was completed.

The report must be made available, at reasonable times, for inspection by Her Majesty's Inspector of Health and Safety.

The report must incorporate the following particulars:

- The name and address of the person on whose behalf the inspection was carried out.
- The location of the work equipment inspected.
- A description of the work equipment inspected.
- The date and time of the inspection.
- Details of any matter identified that could give rise to a risk to the health and safety of any person.
- Details of any action taken as a result of any matter identified.
- Details of any further action considered necessary.
- The name and position of the person making the report.

INSPECTION OF PLACES OF WORK AT HEIGHT

So far as is reasonably practicable, in order to identify any obvious defects a competent person must check the surface conditions and every parapet, permanent rail or other fall protection measure of every place of work at height on each occasion before work starts. These checks do not have to be recorded.

Section H

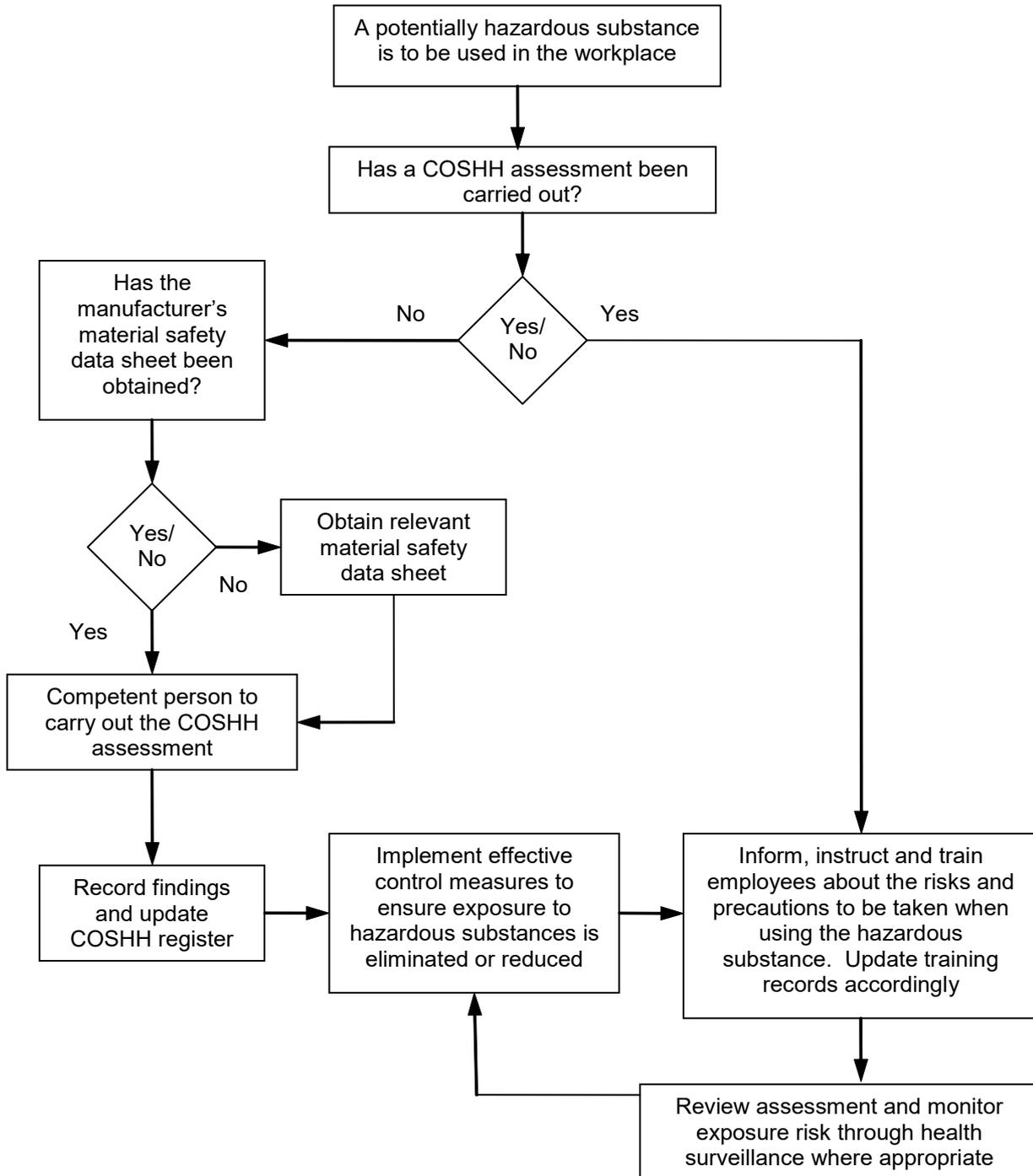
Arrangements for the Safe Handling and Use of Substances

The Compliance Manager, the Lead Contracts Manager, the Lead Site Manager and the Site Managers will be responsible for identifying all substances that require a COSHH assessment and for checking that new substances can be used safely before they are purchased.

The Compliance Manager, the Lead Contracts Manager, the Lead Site Manager and the Site Managers will be responsible for undertaking COSHH assessments, or they may, at their discretion, delegate this responsibility to another competent employee.

The Compliance Manager, the Lead Contracts Manager, the Lead Site Manager and the Site Managers will be responsible for ensuring that all actions identified in the COSHH assessments are implemented, that all relevant employees are informed about the significant findings, and that assessments will be reviewed every year or when the work activity changes, whichever is sooner.

Procedure for The Safe Handling and Use of Substances



Section I

Arrangements for Providing Information, Instruction and Supervision

The health and safety law poster is displayed at all fixed company workplaces and should also be displayed at each temporary site within the common welfare areas. The health and safety law poster contains the following information:

- Names and locations of trade unions or other safety representatives and groups they represent.
- Management of health and safety appointed person(s) health and safety responsibilities.
- Name and address of enforcing authority whose health and safety inspectors cover this workplace (e.g. the HSE or your local authority's environmental health department).

Health and safety advice is available from your immediate supervisor or from THSP on 03456 122 144.

The Compliance Manager, the Lead Site Manager and the Site Managers shall ensure that adequate supervision of trainee workers is provided. Day-to-day supervision shall be carried out by the relevant workplace manager or supervisor.

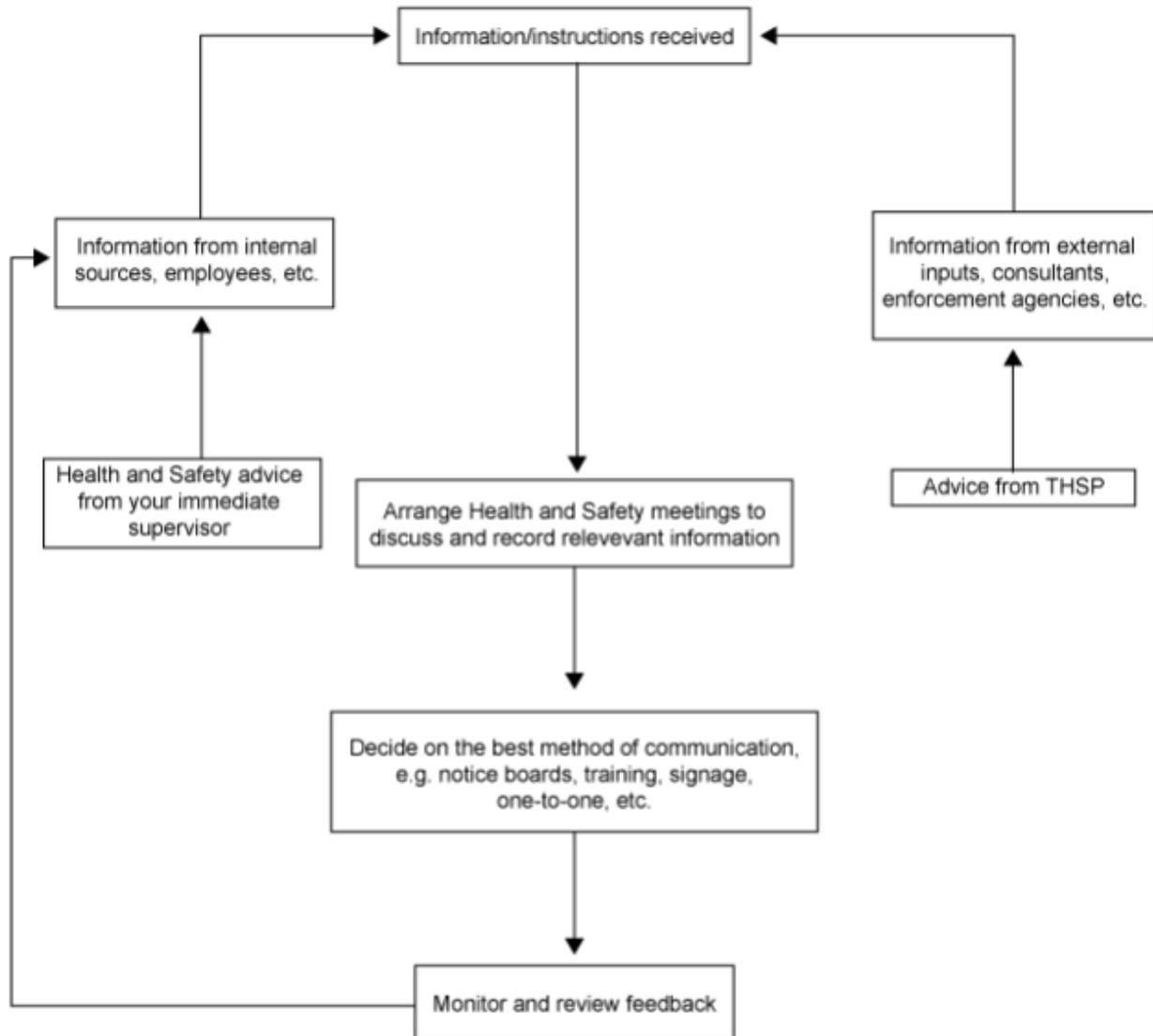
The Compliance Manager, the Lead Site Manager and the Site Managers shall ensure that adequate supervision of vulnerable groups is provided. Day-to-day supervision shall be carried out by the relevant workplace manager or supervisor.

The Compliance Manager, the Lead Site Manager and the Site Managers shall be responsible for ensuring that any of our employees working at locations under the control of other employers are given relevant health and safety information.

All Personnel

There is a requirement for all personnel to sign in when they enter the site and out when they leave. Full instruction as to the location of the signing register will be given during the site induction process.

Procedure for Providing Information, Instruction and Supervision



Guidance Note V105 Rev A
Hours of Work (Rail)

INTRODUCTION

This document sets out how the commitments made by our organisation on Hours of Work will be applied in the workplace. It applies to all personnel including staff, sub-contractors or self-employed persons working for, or on our behalf.

SCOPE

The document takes into account all hours worked by such staff on behalf of ITC and aims to reduce the risk to personal safety created by fatigue which impairs individual safety performance and the risk to others affected by the individual's acts and omissions.

ARRANGEMENTS

In order to maintain individual fitness through avoidance of fatigue, the limits on working hours will be as follows:

- a) No more than 12 hours to be worked per turn of duty.
- b) No more than 72 hours to be worked per calendar week (Sunday to Saturday)
- c) A minimum rest period of 12 hours from booking off a turn of duty to booking for the next turn. This may be reduced to 8 hours at the weekly shift change over.
- d) No more than 13 turns of duty to be worked in any 14-day period.

ITC will do all that is reasonably practicable to ensure that all employees and sub-contractors are made fully aware of the latest provisions put in place by the Railway Safety and Standards Board (RSSB) and Network Rail in respect of hours of work.

Work deemed to be 'Safety Critical Work', will normally be performed outside the normal working hours of between 09:00 hrs and 17:00 hrs Monday to Friday. Such works may include weekday night working or weekend shifts.

The anticipated duration of each planned shift will be taken into account when rostering individual members of the work team. Where it is likely that an individual will exceed the permitted working hours (as described above), then appointment of staff to the work team will take into account the number of hours already worked by an individual that week. This may involve identifying staff with sufficient hours left to undertake the shift within the permitted limits or splitting the shift between a number of work teams as necessary.

Instances of excessive hours will only occur in exceptional circumstances. Such circumstances will often relate to emergencies or unanticipated delays where an individual has been called out or is required to remain on duty beyond the rostered hours for example.

No-one will be permitted to work who is already suffering from fatigue or they are not fit for duty for any other reason (e.g. through alcohol, illness or other obvious impediment) under any circumstances.

Agreement for excessive hours to be worked will be subject to the following conditions:

- The client's representative has approved exceedance OR
- ITC have approved the exceedance AND
 - Relief staff have been arranged as necessary

Agreement for excessive hours to be worked by any individual will usually be based on the following considerations:

The shift takes longer than anticipated due to break down, or other failure

The shift is delayed because of external factors such as a change in possession arrangements.

These will only be considered however, when it is the case that the works cannot be deferred, and a replacement team is not available to work the shift.

If it becomes apparent that the shift is likely to take longer than the number of man-hours available, then a normal request will be submitted to the ITC's contracts manager by a representative of the Network Rail Client (or Contract Specific Client), after which, a risk assessment will be made in respect of the excessive hours worked as part of the contract. The work will only take place if the risk is acceptable.

Risk assessments are, of course, undertaken for all planned works whether SCW or not. Should a variation be agreed prior to commencement of the planned works the risk will be re-evaluated and the assessment amended accordingly.

If working hours are likely to be exceeded, then will complete an "Hours of Exceedance" form. The contracts manager (or a person nominated to act on his behalf) will complete the form in full and arrange for its submission to the client by fax for authorisation.

The contracts manager (or a person nominated to act on his behalf) will review the form on its return from the client. If agreement is received for an exceedance of working hours by an individual, a copy of this will be filed with the timesheet. If authorisation is not given, for an individual to exceed his/her hours, then the work may only continue with an alternative individual (if this is possible).

In instances where the need to work excessive hours is identified prior to the commencement of a shift, this will always involve a short notice change, such as compassionate leave, sickness or unavoidable additional workload determined by the client. Work will NOT be planned in the normal way which will require excessive hours (above the limits described above) to be worked.

The approach towards any sub-contractors working excessive hours will include the same considerations as those given to employees in respect of hours and Safety Critical Work (SCW) patterns. This does not absolve the sub-contractor's employer from their statutory obligations. Monitoring of SCW for sub-contractors is also considered in the same way as that for direct employees through submission/timesheets.

Upon receipt of an instruction, assessment will be made of the scope of works in relation to the necessary resources to complete the works. This will take into account the programmed duration of works with specific reference to allowable working periods (as described above).

Staffing is to be allocated to a contract upon evaluation of the details of the contract. In these circumstances, it will normally be the case to receive an initial verbal request confirmed with written order once an evaluation has been made.

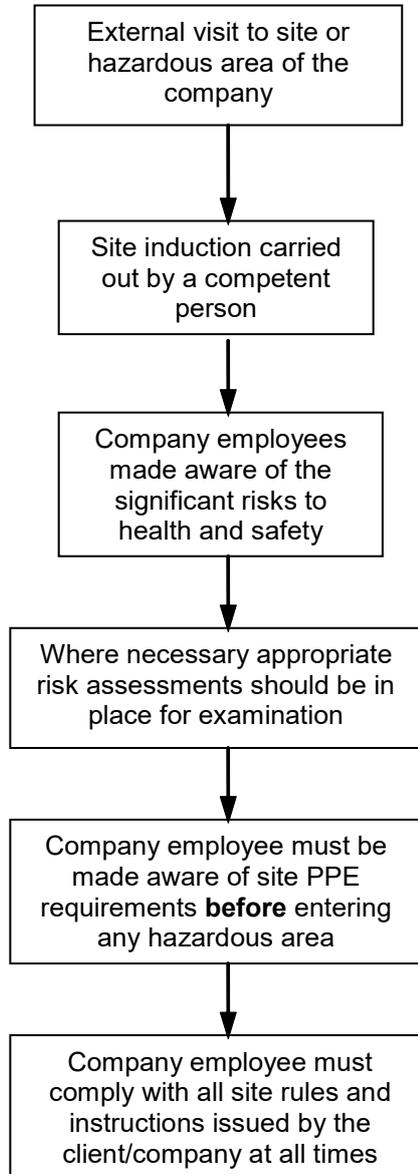
Section J

Arrangements for Company Staff Visiting Hazardous Areas/Sites

If I T C Concepts Ltd employees are required to visit an external workplace or parts of this organisation's premises are deemed to be hazardous then there will either be a specific risk assessment or safe system of work produced to ensure their safety. This may include the use of a permit-to-work system.

It will be for **The Compliance Manager, the Lead Site Manager and the Site Managers** to ensure that a safe working procedure is generated and adhered to. Employees are required to comply with the requirements of that safe working procedure.

Procedure for Company Staff Visiting Hazardous Areas/Sites



Section K

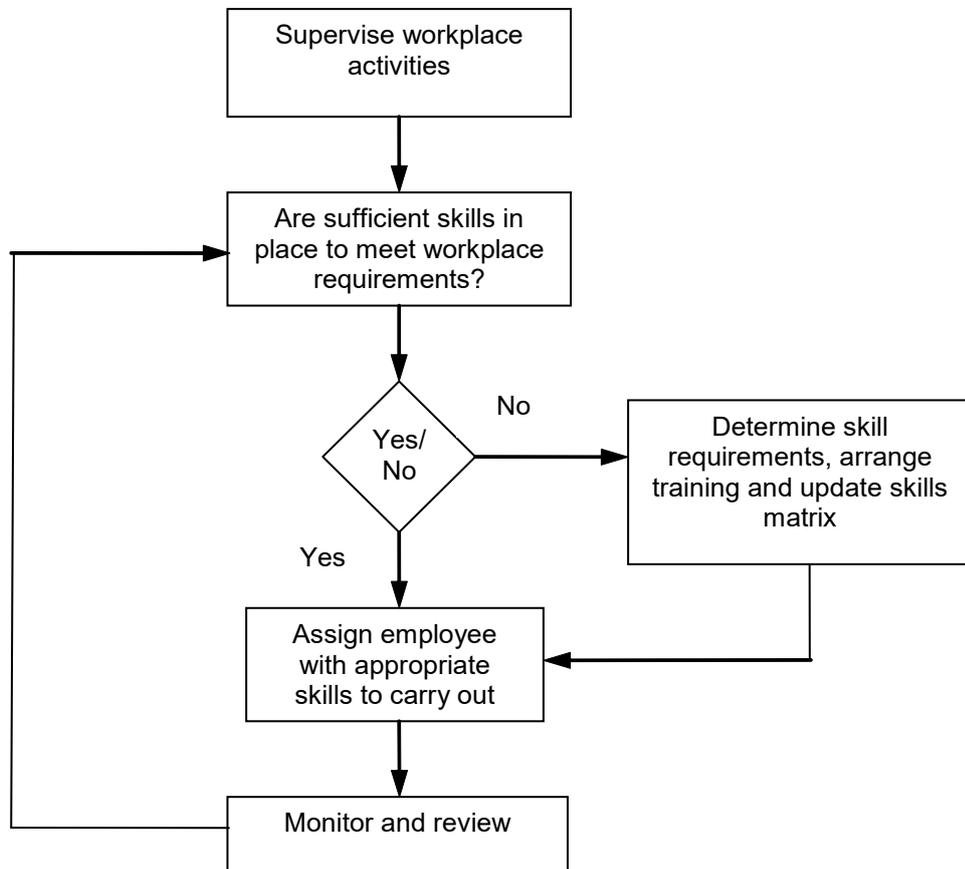
Arrangements to Assess Employee Competency for Tasks and Training

The Compliance Manager, the HR Manager and the Pre-Construction, Production Support Team and Finance will deem who is competent to carry out tasks including:

- Supervising and monitoring workplace activities.
- Advising on risk assessment.
- Equipment maintenance and repair.
- Administering first aid.
- Working at height.
- Operating plant and/or machinery.
- Controlling lifting operations.

The Compliance Manager, the HR Manager and the Pre-Construction, Production Support Team and Finance will identify, arrange and monitor training provided either in-house or by external providers.

Procedure for Assessing Employee Competency for Tasks and Training



Section L

Arrangements for Manual Handling Operations

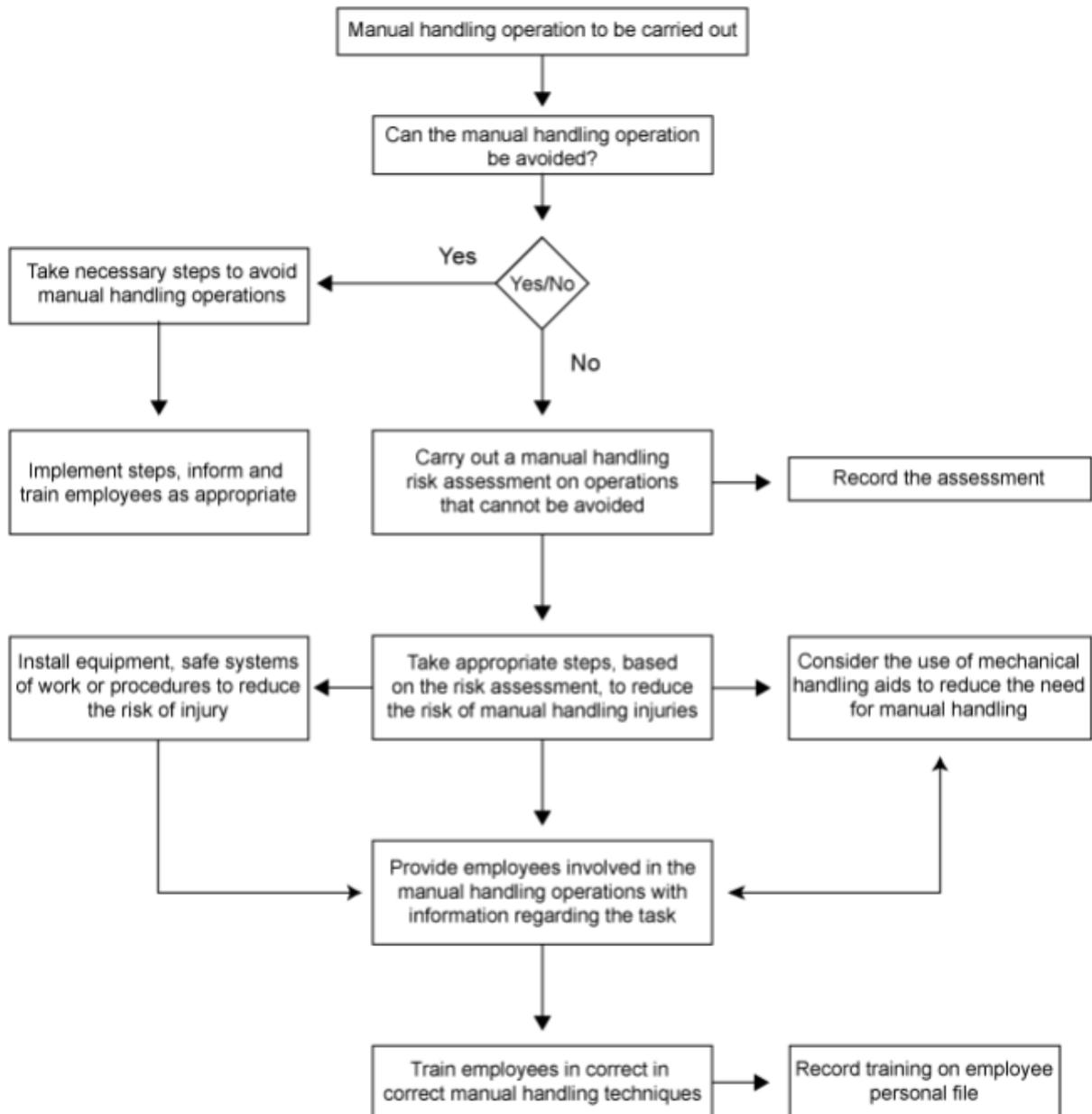
Manual handling means any transporting or supporting of a load including lifting, putting down, pushing, pulling, carrying or moving by hand or by bodily force.

In accordance with the Manual Handling Operations Regulations the company will endeavour to avoid the need for employees to undertake manual handling operations that involve a risk of injury. If this is not reasonably practicable then the company will make a suitable and sufficient assessment of the task and reduce the risk to the lowest level that is reasonably practicable. This will include, where possible, the provision of information and general indications on the weight of each load and the heaviest side of any load whose centre of gravity is not positioned centrally.

Assessment will be recorded and reviewed if no longer valid or there is significant change in the matter to which it relates.

The requirement that the employee has a duty to make full and proper use of any system of work provided by this company (as their employer) to alleviate or reduce the risk of manual handling operations will be communicated to the company's employees.

Procedure for Manual Handling Operations



Section M

Arrangements for Fire and Emergencies on Company Premises

It is the policy of I T C Concepts Ltd that suitable and sufficient fire and emergency procedures be in place at our **premises** and **on site** in order to facilitate effective evacuation or other appropriate action, and to ensure that employees' personal health and safety is not put at risk unduly during the course of such action.

The Compliance Manager, the Lead Site Manager and the Site Managers will ensure that the procedures are put in place, implemented and maintained.

In the event of a fire, explosion or damage to services (water, electric or gas) occurring, full details of the incident are to be passed to **The Managing Director** as soon as possible.

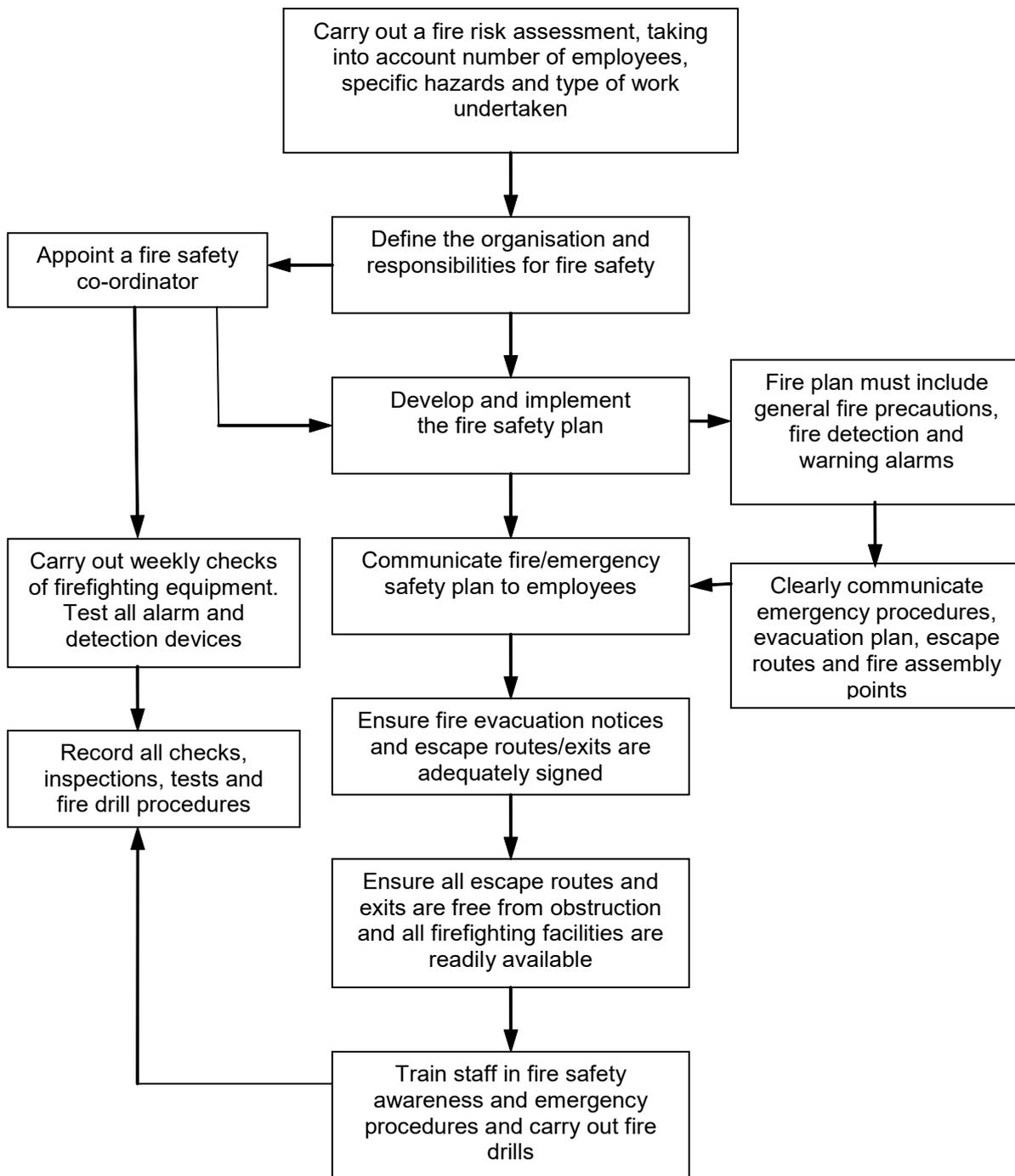
Suitable and sufficient fire and emergency procedures should be in place at the premises and on site in order to facilitate effective evacuation or other appropriate action and to ensure that employees' health and safety is not put at risk unduly during the course of such action.

FIRE PRECAUTIONS

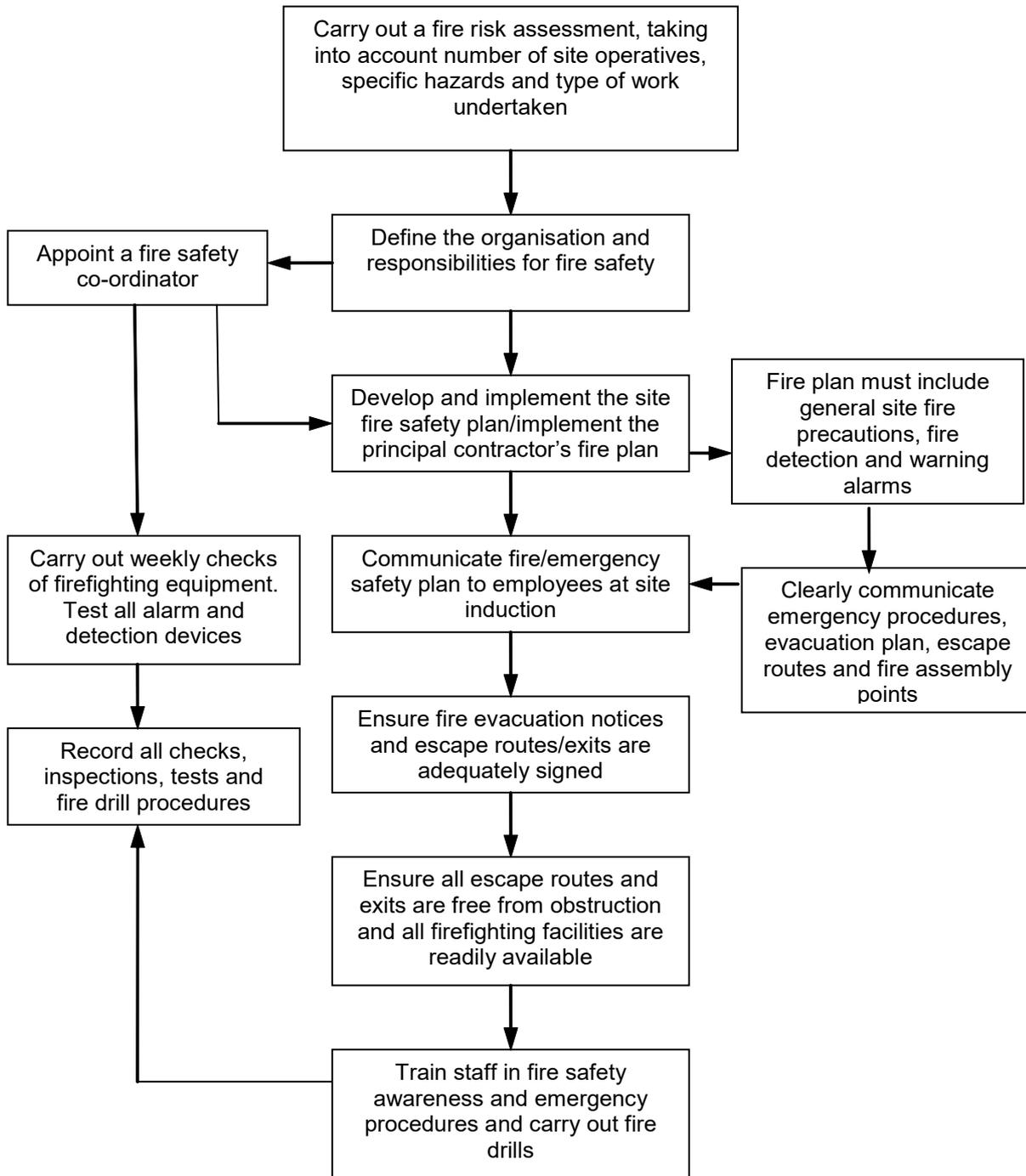
The Compliance Manager shall ensure that:

1. Sufficient firefighting equipment is available on the premises and site, that it is serviced/maintained at least once a year.
2. Training and instruction are given to staff in respect of means of escape, the use of the firefighting equipment and the fire drill procedure.
3. The fire drill procedure is tested periodically.
4. Records are kept of items 1 to 3 above.
5. The following check is made of the premises and site, either personally or by a designated member of staff, when work ceases:
 - Electric, gas and oil equipment not required to operate overnight is switched off;
 - Equipment in use overnight is safe;
 - No evidence of smouldering materials;
 - Fire doors and smoke stop doors are closed;
 - Windows are closed, outside doors locked and the premises are secure against intruders.

Procedure for Fire and Emergencies on Company Premises



Procedure for Fire and Emergencies on Site



Section N

Arrangements for First Aid, Medical Emergencies, Accidents/Incidents

FIRST AID

The Director Responsible for Safety and The Compliance Manager shall ensure that there are sufficient first aiders available at all workplaces.

Details of the first aid kit locations and names of first aiders shall be displayed on designated notice boards within the workplace.

The responsibility for ensuring first aid kits are kept fully stocked at all times rests with the designated first aiders/appointed persons. Compliance Manager will carry out random site checks to see if this is being carried out. The office first aid box is in the kitchen and is checked monthly by named first aiders. A diary reminder is set to ensure this occurs.

Defibrillators can be used by anyone at ITC as the unit will provide verbal operating instructions. If available on site, they are kept in locked cabinets. Please refer to noticeboard for nearest location. The office defibrillator is located within the kitchen. The consumables, especially the pads need to be checked monthly. If the unit is used, then all consumables will need to be replaced.

First aid kits kept in I T C Concepts Ltd's vehicles are the responsibility of the driver of the vehicle.

MEDICAL EMERGENCIES

In the event of an injury or sudden illness the following action is to be taken:

- Assess the environment for possible danger before approaching the patient.
- First aid assistance is to be administered by appointed first aid persons.
- Unconscious and not breathing – Immediately contact 999, start CPR and use a defibrillator.
- Suspected strokes, heart attacks, spinal injuries, severe burn, hyperthermia, clinical shock or out of normal parameters for the patient immediately contact 999.
- In the event of a possible heart attack, the patient can be offered ONE 300mg tablet of aspirin without water and patient must chew the tablet. When the ambulance arrives, please advise the crew of what has been taken.
- If the patient is conscious (talking coherently) follow Procedure for Dealing with Medical Emergencies below.
- Only taxi, patient's contact or public liability drivers can provide transportation.

ACCIDENTS/INCIDENTS

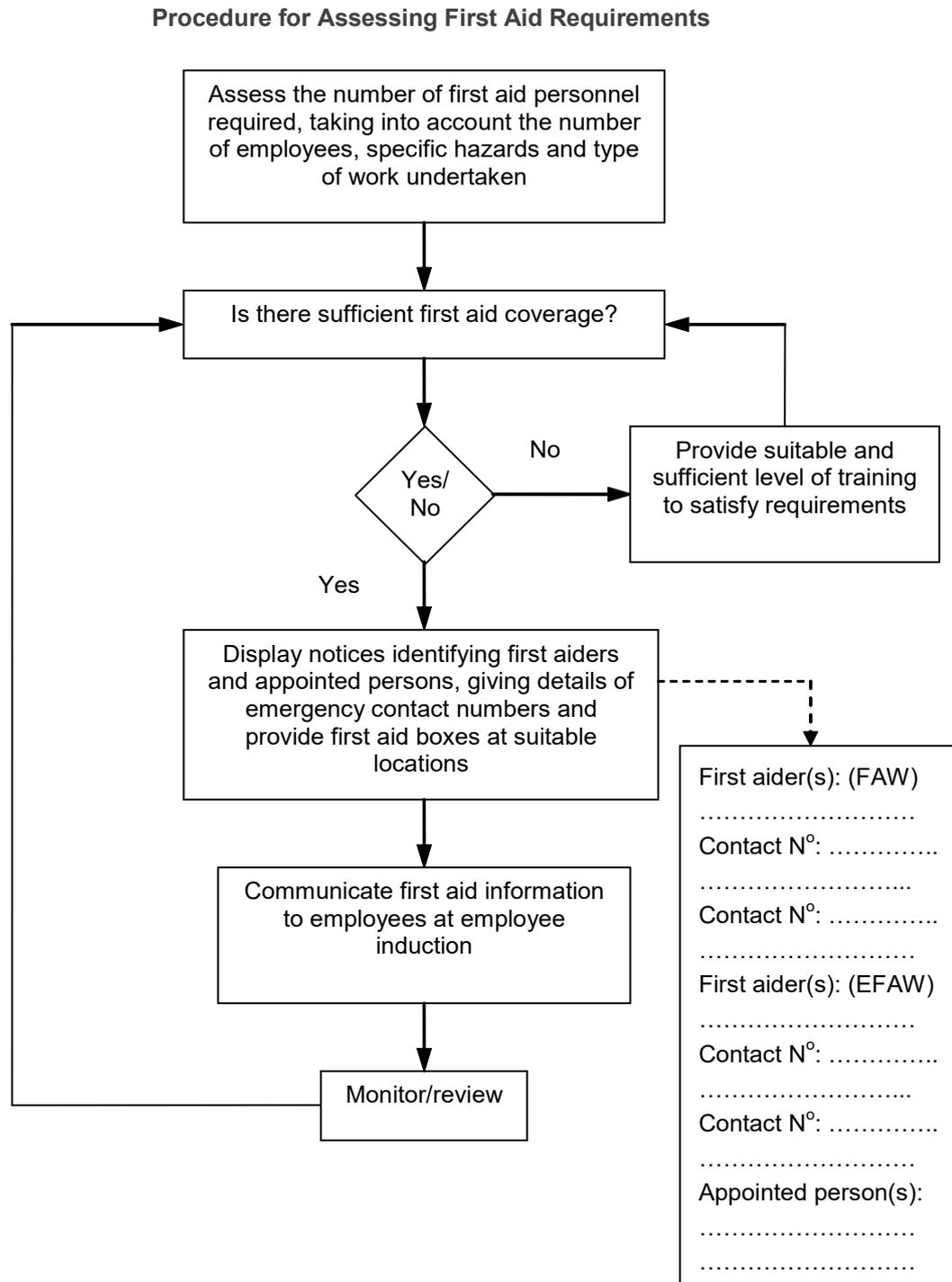
All accidents and cases of work-related ill-health are to be recorded in the designated I T C Concepts Ltd accident book.

The Director Responsible for Safety and The Compliance Manager shall be responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority if necessary.

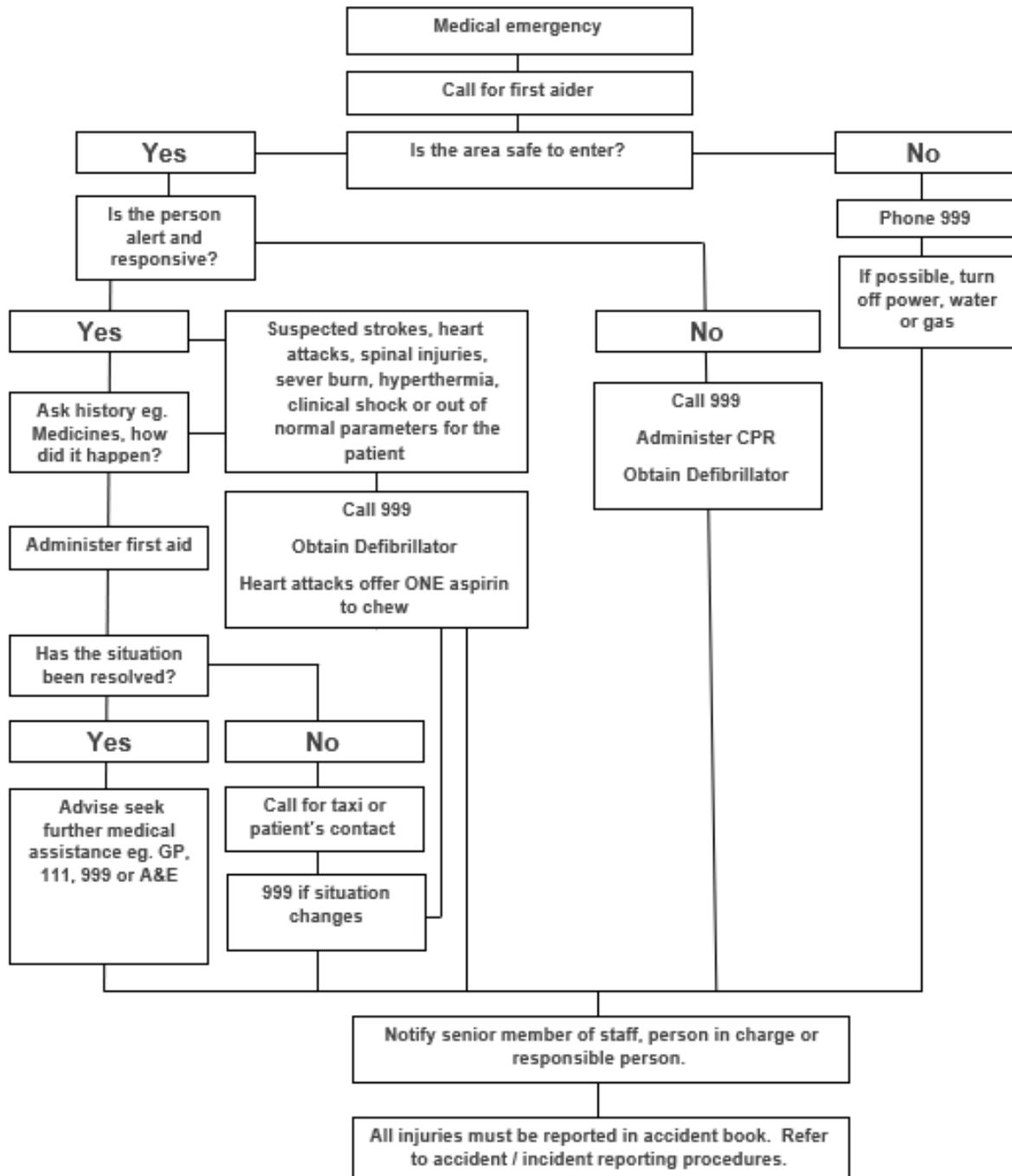
The Director Responsible for Safety and The Compliance Manager shall be responsible for investigating accidents/incidents, ill-health and dangerous occurrences. At their discretion they may call on THSP to assist with the investigation.

The outcome of any investigation may lead to disciplinary procedures which could result in dismissal.

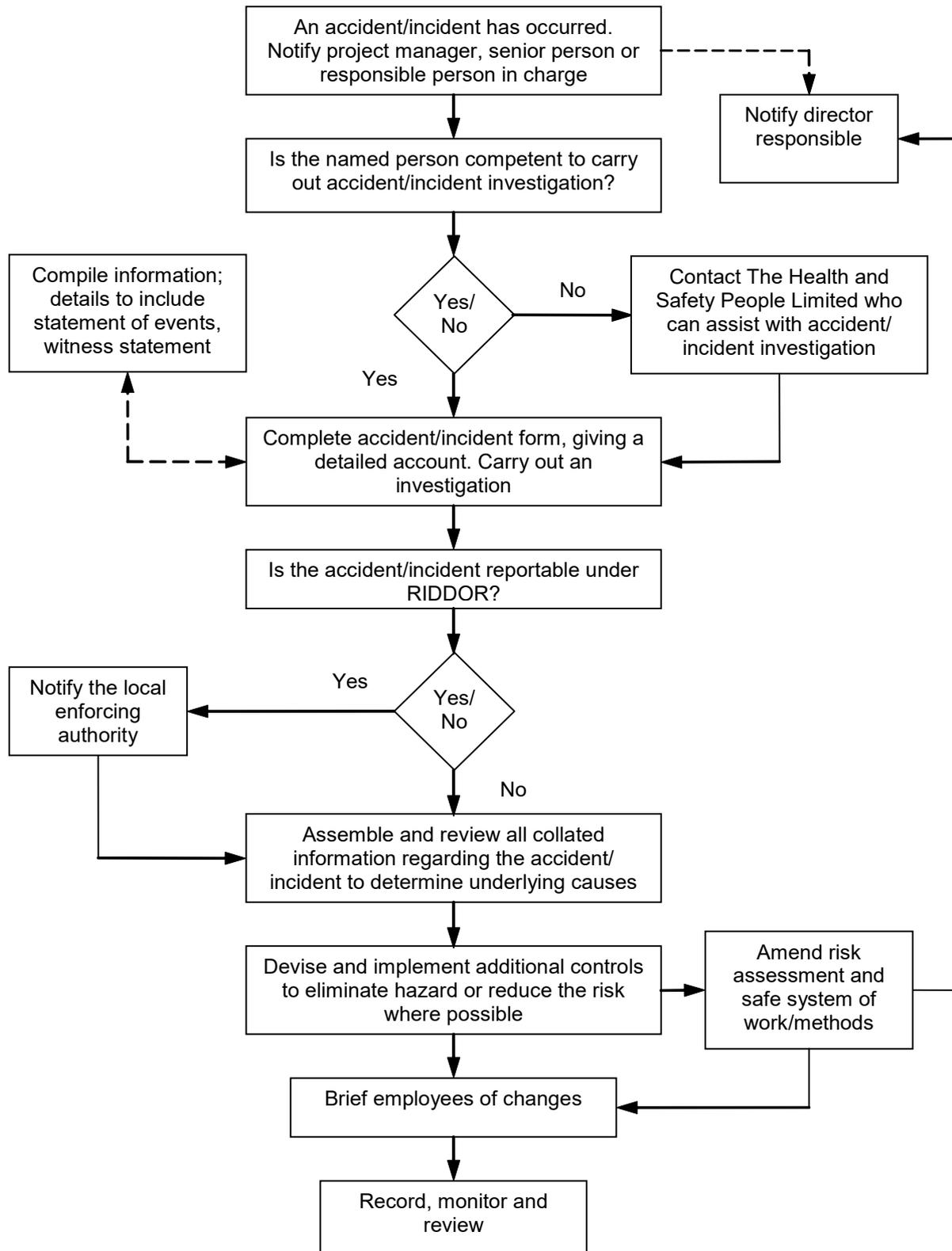
Procedure for Assessing First Aid Requirements



Procedure for Dealing with Medical Emergencies



Procedure for Accident/Incident Investigation and Reporting



Guidance Note V103 Rev E
Rail Accident or Near Miss Reporting

SCOPE

This Guidance details this organisations requirements for the reporting of all accidents, work related diseases and Dangerous Occurrences.

It also identifies and contains the requirements for Accident and Incident Investigation when working on Network Rail Managed Infrastructure in accordance with Network Rail Company Standard NR/L2/INV/002 “Specification for Accident & Incident Reporting”

RESPONSIBILITIES

It is the overall responsibility of the Senior Management to ensure that all accident investigations are completed by a competent person. This is a person with the correct training and understanding to allow the accident / incident to be correctly investigated to ensure that all information is gathered. If this organisation does not employ a competent person to satisfy these criteria, then arrangements will be made to ensure that the correct level of competence is available to be ‘hired in’ as required. Any arrangements of this type will be formally documented identifying who will respond the response time and relevant qualifications.

Where applicable, individual responsibilities are included within this Work Instruction

INTRODUCTION

Accident/Incident Investigation

It is a requirement of the Management of Health & Safety at Work Regulations Regulation 8 to ensure that a process and procedure is in place to establish a system where an employee is faced with a situation of serious and imminent danger. This work instruction will identify how the requirements will be implemented to include the Network Rail

Accident Reporting

The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) requires this organisation to report specified injuries, work-related disease and dangerous occurrences.

ACCIDENT REPORTING

Any accident, notifiable disease or dangerous occurrence must be entered in the appropriate accident book on a work site operated and owned by or in the accident book in the office at Head office. All sections of the book must be completed clearly in ink. There are two reporting requirements:

- Those of the employer
- Reporting required under (RIDDOR) to the relevant Enforcing Authority

The responsible person will report the incident to the Office of Rail and Road (ORR), as follows:

Deaths and Specified Injuries can be notified by telephone to the ORR accident reporting line, between the hours of 09:00 and 17:30 on weekdays. Telephone the ORR Accident Line on **020 7282 3910**

Outside these hours, and at weekends or on public holidays, serious incidents should be reported to the Department for Transport (DfT) Duty Officer on **020 7944 5445**.

Reporting of all other incidents under RIDDOR must be submitted via the relevant online interactive form, available on the ORR website: www.rail-reg.gov.uk <<http://www.rail-reg.gov.uk>>

If the incident has occurred on a Clients Work Site, the client's nominated representative shall be notified.

ACCIDENT/INCIDENT INVESTIGATION

All specified injuries and fatalities will be investigated by senior representatives of the organisation. Further to discussion and agreement the Contracts Manager will investigate all other accidents, injuries, and dangerous occurrences. In the case of accidents/dangerous occurrences being reportable under RIDDOR, the HR Manager will retain document copies at the head offices.

Where an accident has been identified and where an investigation is to take place the following criteria will be established:

- A Competent person will conduct the investigation
- Where applicable the information will be sent to the client
- The Information will be sent to Network Rail where applicable
- Arrangements are in place to assist and provide records to any regulatory body within 24hrs

A competent person will be appointed and deployed to the accident scene. Any information from the scene will be reported to the ORR if is required.

An initial report will be compiled and sent to the Client or Network Rail as soon as possible and a written initial report will need to be sent within 7 days by electronic means and supported as required by sending the information by post recorded delivery.

All Network Rail accidents, incidents and near miss events will need to be reported to the Network Rail Investment Support Centre (ISC). This will be completed by the Principal Contractor working directly for the Client (Network Rail), but the requirement may be passed onto the sub-contractor as required. The report must be made to the ISC as soon as is possible, usually when the accident or incident is under control and other accident, incident reporting procedures have been implemented. The ISC number available 24 hours per day 7 days per week is: **0844 800 3624**.

The report will need to include but not be limited to:

- Date time and location of the accident / incident
- Personnel involved
- Nature of the injury
- Photographs of the accident scene
- Witness statements
- Actual task being completed when the accident / incident occurred
- Any tools and tooling being used associated with the accident / incident

Area to be cordoned or sealed off to ensure that any evidence is not removed inadvertently or destroyed.

There is also the requirement to report any accident or incident in accordance with Network Rail reporting procedures and processes when working on Network Rail Controlled infrastructure. This also includes any Environmental events, including pollution or any damage or potential damage to the environment.

When the report is given to the ISC an event reference number will be allocated, which must be recorded, retained and referenced in all correspondence relating to the event.

Any Environmental Accident or Incident will need to be reported to the Environment Agency should there be the potential to pollute any controlled waters. This will include all surface water systems and groundwater sources.

The Emergency Contact number for the Environment Agency number will be included within all site paperwork and included within any site briefing

Where there is potential damage to property plant or equipment, which can transfer risk, the operational railway there is a need to report all incidents of this nature.

Full guidance is contained within Network Rail Group Standard GE/RT8047 Reporting of Safety Related information. Tables A, B and C of the Group Standard identify the parameters relating to the reporting process

Further information will be available to the competent person in Network Rail Company Standard NR/L2/INV/002 Specification - Accident & Incident Reporting.

LOST TIME/OVER SEVEN-DAY INJURY

All lost time will be recorded, and the time will commence the day after the incident and continue until the injured employee returns to active duty in the role for which they are employed. Lost time includes all weekends and bank holidays which must be included in any calculations.

SPECIFIED INJURY OR DANGEROUS OCCURRENCE

The Managing Director shall be notified immediately of any specified Injury or dangerous occurrence.

FATALITY

In the event of a fatality all relevant personnel will be mobilised, local authority where applicable notified and the ORR.

The scene will be preserved so far as is practicable and cordoned off to reduce the risk of evidence being disturbed or lost.

REPORTABLE DISEASES

On receipt of written notification of a reportable disease by a registered medical practitioner, the responsible person should complete the F2508AE online form. Copies of all documentation will be retained at the head office.

In addition to the reporting requirement for the ORR, there is also a mechanism to report any Occupational Health related issues in accordance with Network Rail, Company Standard NR/L2/INV/002 Accident Incident Reporting.

REPORTING

All injuries, diseases and dangerous occurrences shall be reported in a timely manner. Copies of all completed forms, correspondence, and any relevant supporting documentation shall be kept.

At the end of each month details of all accidents occurring within the period will be collated and reviewed all data.

Accident trends will be analysed by the appointed person responsible for Health and Safety and preventive measures implemented to prevent a recurrence. Information on accident trends will be displayed on notice boards.

SUB CONTRACTORS

Accidents occurring to a sub-contractor working directly for this organisation do not need to be logged in our accident book as a company accident.

There is no requirement under RIDDOR for this organisation to report or investigate accidents that occur to sub-contractors. However, the Manager may wish to conduct an investigation and at the very least request a report on the incident and evidence that the sub-contractor has complied with RIDDOR.

Section O

Arrangements for Health Surveillance/Management of Occupational Illness

Health surveillance is the application of systematic, regular and appropriate procedures to detect early signs of work-related ill-health in employees who are exposed to certain health risks and acting on the results. It provides information to allow for the detection of harmful health effects at an early stage and checks that control measures are working, highlighting what and where further action might be needed. It also provides an opportunity to train and instruct employees and gives employees the opportunity to raise any concerns.

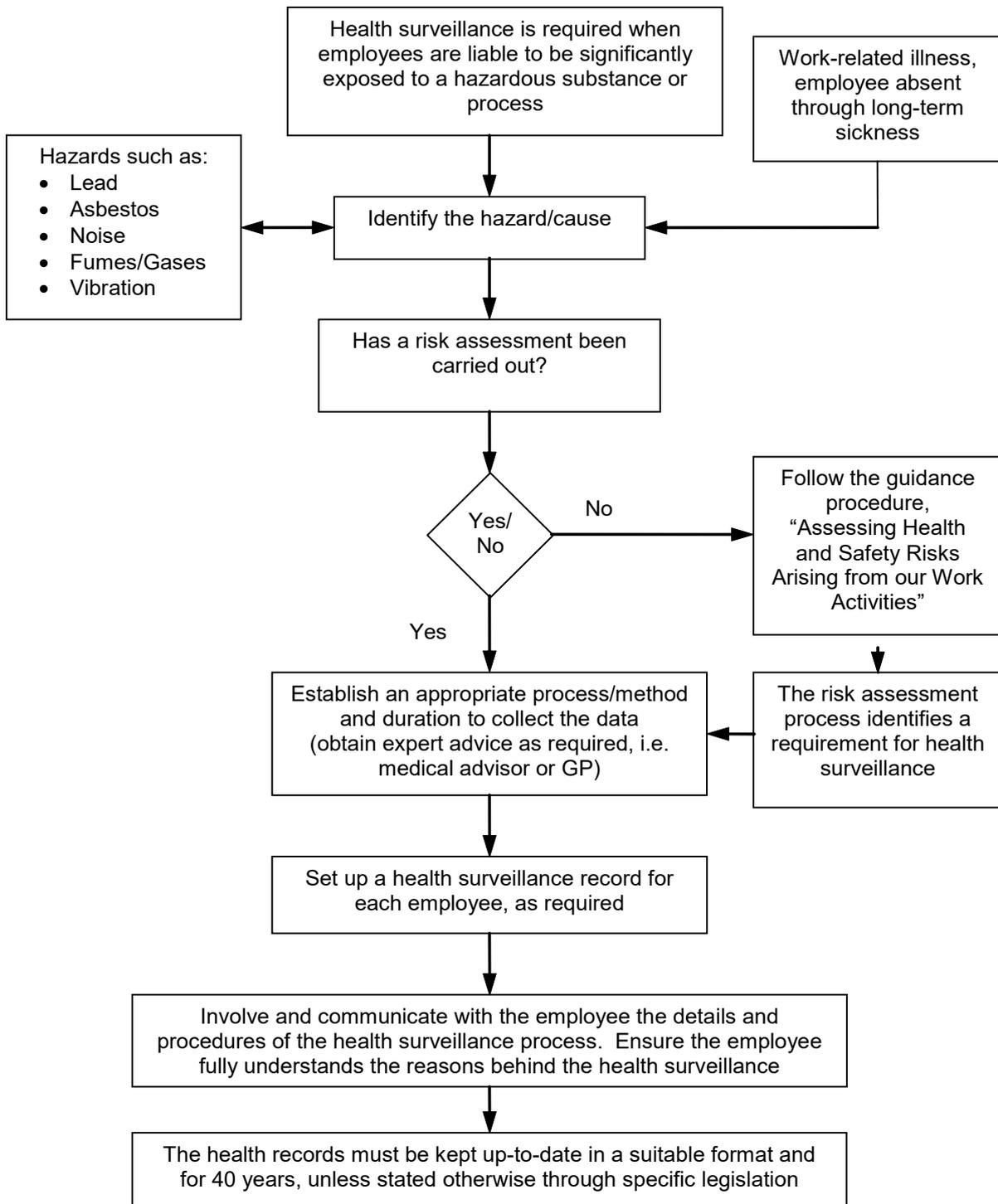
We shall consult with the employees concerned before introducing health surveillance, so that they understand the aims and the importance of their co-operation, in order to ensure that any health surveillance is to be effective.

The Director Responsible for Safety and The Compliance Manager, The Lead Site Manager and The HR Manager will identify when one of those circumstances exists. He will then seek assistance from a competent individual or body, e.g. occupational nurse/doctor, the Employment Medical Advisory Service (EMAS) or other suitable occupational health service provider. He shall also consult our appointed health and safety advisors for further advice on the levels of health surveillance required.

The Director Responsible for Safety and The Compliance Manager, The Lead Site Manager and The HR Manager will keep all records generated as a result of health surveillance. Medical questionnaires will be treated as confidential and kept securely in personnel files.

The Director Responsible for Safety and The Compliance Manager, The Lead Site Manager and The HR Manager shall ensure that work related sickness and absences are investigated, and that findings of the investigation are acted upon to prevent reoccurrence.

Procedures for Health Surveillance/Management of Occupational Illness



Section P

Arrangements for Personal Protective Equipment

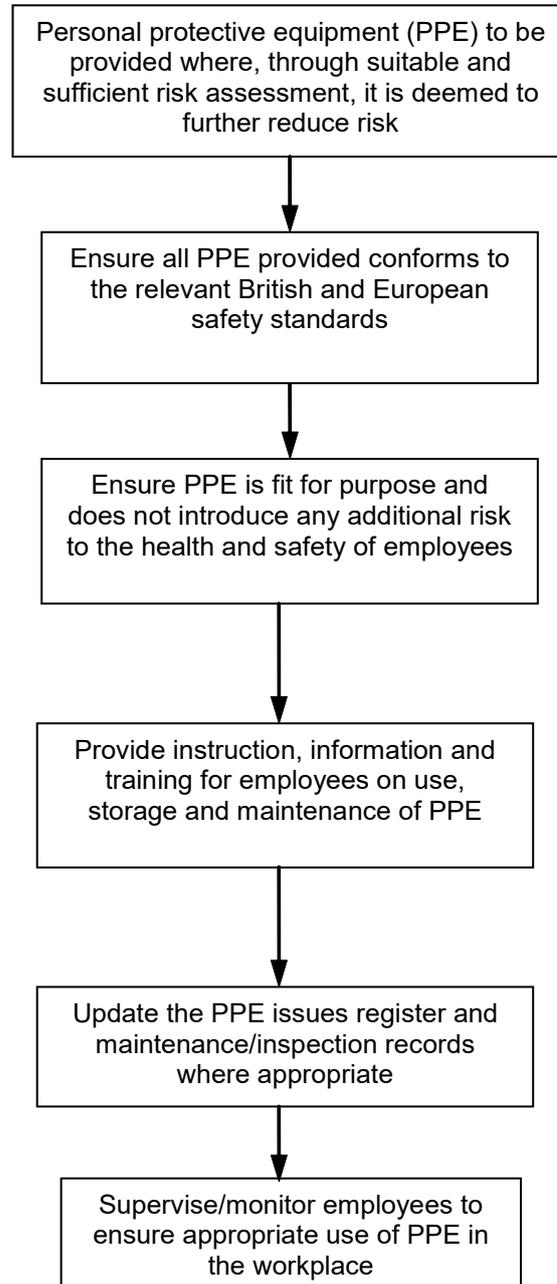
Personal protective equipment (PPE) requirements will be defined by the risk assessment process. Whatever is defined will be communicated to employees and any PPE needed to make the task safe will be supplied to employees by this organisation, free of charge.

The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and the Site Managers will ensure appropriate PPE is issued to all employees.

It will be for supervisors to ensure that all employees have been shown how to use, store check and use their PPE.

Faulty PPE shall be reported to **The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and the Site Managers** for replacement.

Procedures for Personal Protective Equipment



Section Q

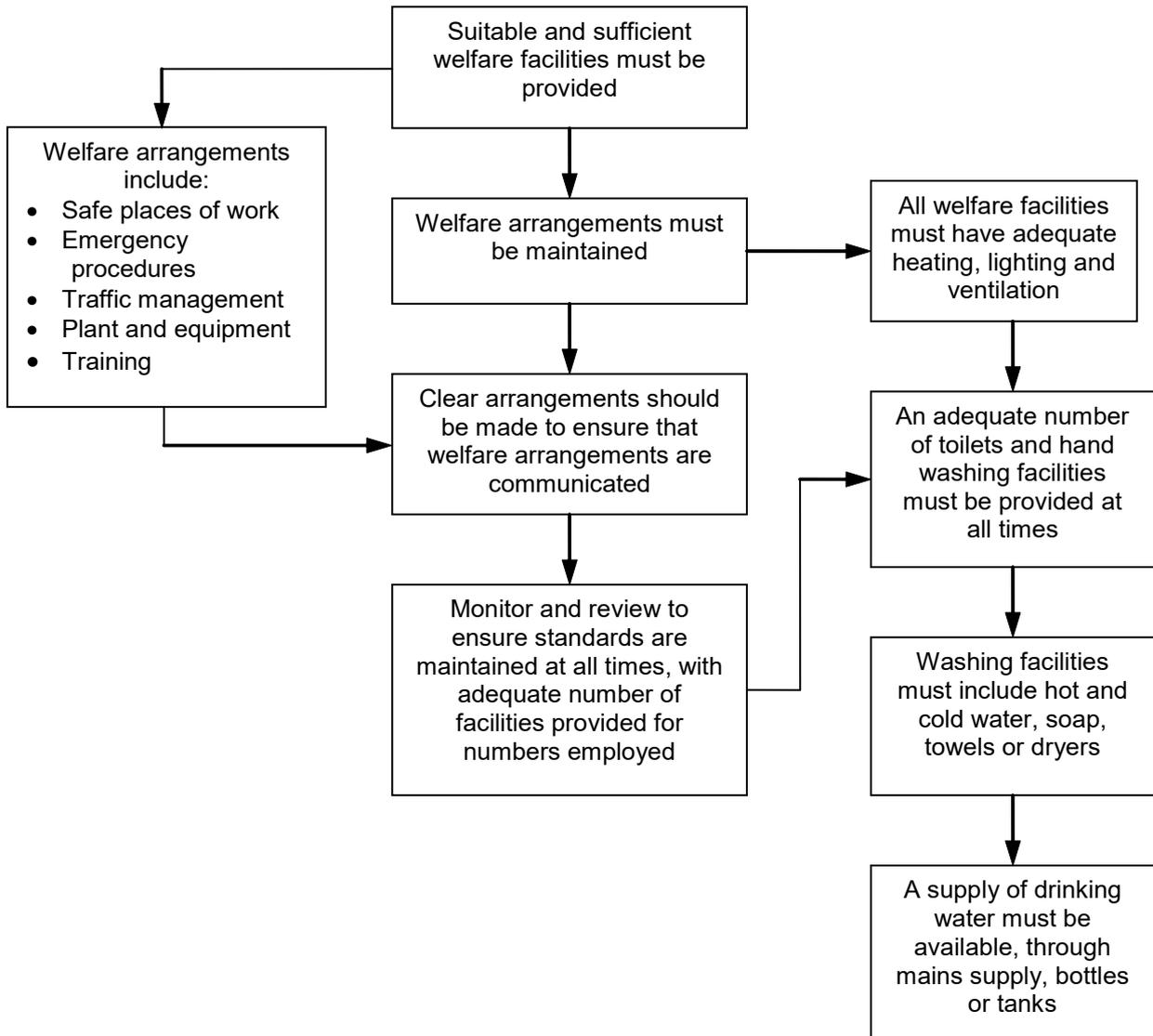
Arrangements for Employee Welfare, Safety and Health

Welfare facilities are provided for the use of employees. **The Director Responsible for Safety and The Compliance Manager** will be responsible for ensuring facilities on I T C Concepts Ltd's premises comply with the requirements of the Workplace (Health, Safety and Welfare) Regulations and that a regular cleaning and maintenance regime is implemented.

Where appropriate, and in accordance with our duties under the Construction (Design and Management) Regulations, **The Director Responsible for Safety and The Compliance Manager** will be responsible for ensuring sufficient site welfare facilities are provided for all "notifiable" and "non-notifiable" construction projects.

Contract or site managers will be responsible for ensuring the necessary site-specific arrangements are in place prior to deployment to site.

Procedure for Employee Welfare, Safety and Health



Section R

Arrangements for Drugs, Alcohol and Other Substances

To assist in the safe performance of our duties, ITC Concepts Ltd operates a strict policy of **no alcohol, drugs or psychoactive substances** in the workplace.

No alcohol, drugs or psychoactive substances will be tolerated in the workplace. Anyone who presents themselves for work under, or apparently under, the influence of psychoactive substances, drugs or alcohol will be refused entry to the workplace.

For their own safety, that of their workmates and members of the public, any member of staff believing that another member of staff is under the influence of psychoactive substances, drugs or alcohol should report this immediately to their direct manager.

Drugs supplied by a medical practitioner or chemist may still affect safety performance and the employee's direct manager must be informed of that circumstance.

ITC Concepts Ltd will, in consultation with workers and their representatives:

- Advise all existing employees and all persons starting work of the risks to health arising from the effects of alcohol, psychoactive substances, or drugs (including some legitimately prescribed medications);
- Encourage employees who may have alcohol, psychoactive substances or drug-related problems which affect their work to take advantage of this organisation's referral procedure for diagnosis and treatment;
- Enable supervisors and managers to identify job performance problems that may be attributable to the effects of alcohol, psychoactive substances or drugs and to consult with the appropriate organisation specialist to determine whether there is sufficient concern to warrant a medical evaluation;
- In cases where the effects on work of misuse of alcohol, psychoactive substances or drugs is confirmed or admitted, agree upon a programme of treatment in consultation with the ITC Concepts Ltd's medical advisor and the employee;
- Instruct ITC Concepts Ltd's medical advisor to co-ordinate, monitor and if necessary participate in the treatment, which may involve recourse to, or liaison with, the general practitioner (GP), counsellor, hospital outpatient department or in-patient care.

ITC Concepts Ltd will establish policy rules relating to an employee who is found to have misused alcohol, psychoactive substances or drugs or admits to the same.

ITC Concepts have introduced a system of random drugs and alcohol testing of their staff.

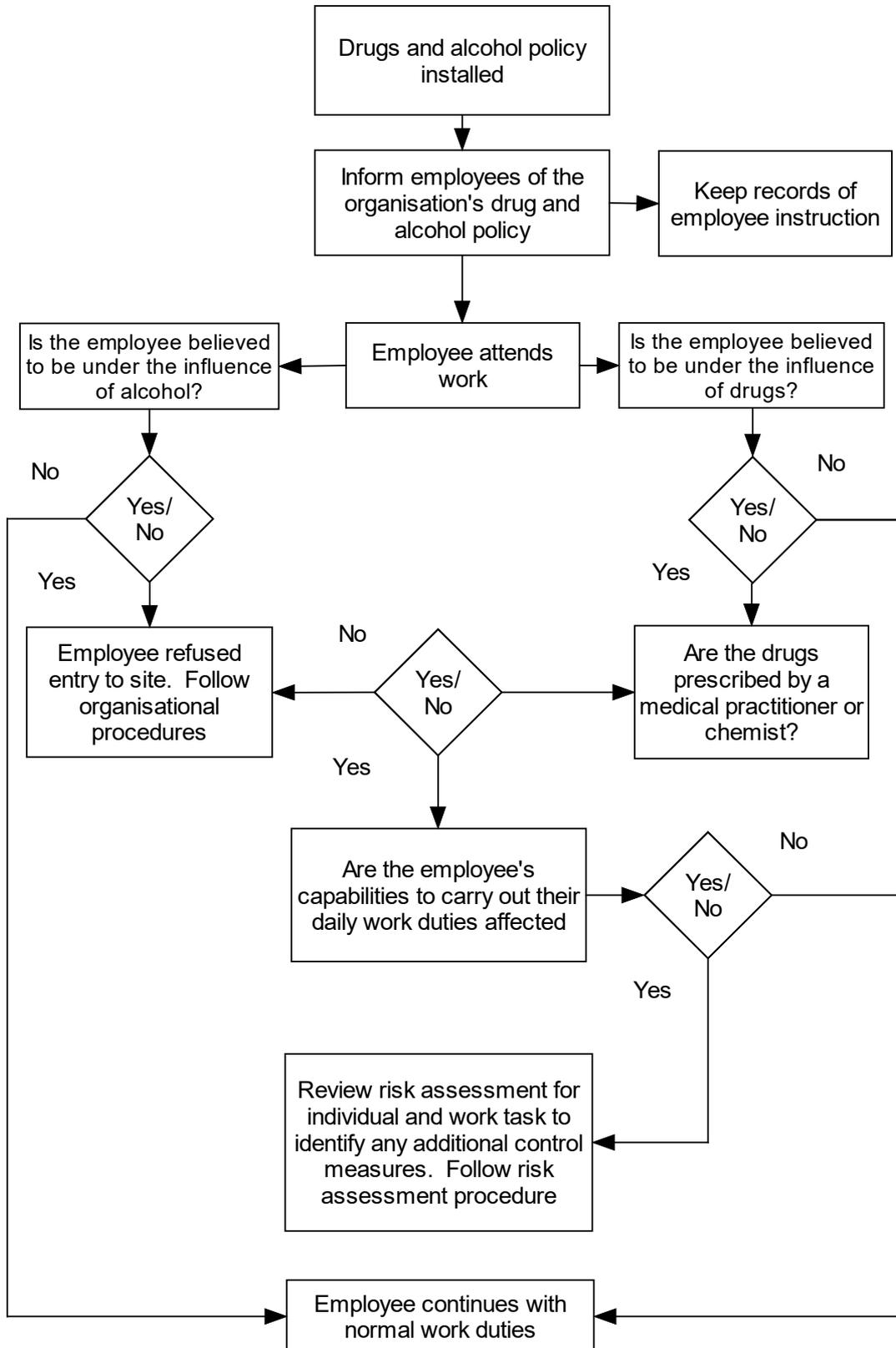
Information and Training

ITC Concepts Ltd will provide sufficient information, instruction and training as is necessary to ensure that all employees have the knowledge required:

- To understand the dangers associated with the effects of alcohol, psychoactive substances or drugs at work and the organisation's policy regarding this;
- To understand the organisation's procedures that will be adopted where there is found to be a deterioration in work performance from these effects;
- To understand the legal consequences of their actions.

Managers and supervisors will be given additional training, as necessary, to enable them to deal with any physiological problems that may arise as a result of the effects of alcohol, psychoactive substances or drugs upon work performance.

Procedures for Drugs, Alcohol and Other Substances



Section S

Arrangements Concerning Trade Contractors' Safety Information

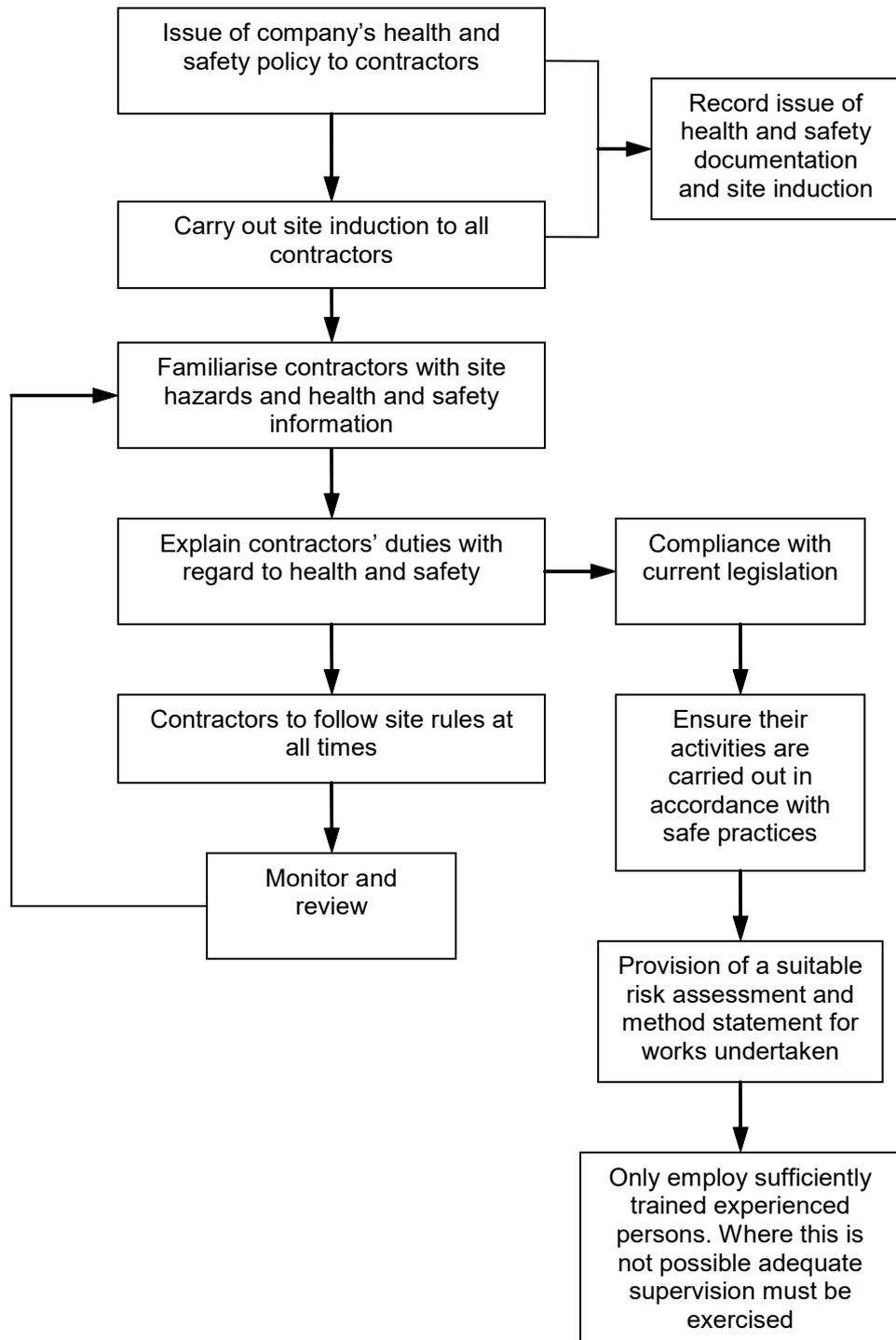
Safety information, which forms an integral part of I T C Concepts Ltd's health and safety policy, is applicable to all trade-contractors and persons under their control and forms part of the terms of contract. Trade-contractors are required to ensure that:

- They, and all persons under their control, familiarise themselves with the site and any hazards to be found on the site.
- Their activities are conducted in accordance with the safe practices as detailed in this policy, taking precautions to protect all employees and others who may be affected by their actions or failures to act.
- They comply with all the relevant legislation applicable to the workplace.
- They provide the correct protective equipment and clothing to their employees at the contractor's expense.
- Employees remain within the designated areas of their work.
- They only employ persons who are sufficiently trained and experienced in the performance of their duties. If persons under training are employed the contractor is to ensure that they are adequately supervised.

Nothing in the above information relieves trade contractors of their duties and obligations under statute or common law. Failure to comply with I T C Concepts Ltd's health and safety policy or any legal requirements will lead, at I T C Concepts Ltd's discretion, to suspension of the contractor's work, at no cost to the employer, or to termination of the contract.

The Director Responsible for Safety, The Compliance Manager, Contracts Managers, The Lead Contracts Manager, The Contracts Manager, The Lead Site Manager and Site Managers shall ensure that the competency of tendering/appointed contractors is assessed to ensure that they have allocated adequate resources to meet their health and safety obligations.

Procedures for Providing Trade Contractors' Safety Information



Section T

Arrangements for Safety Monitoring, Audit and Inspection

Progressive improvement in health and safety can only be achieved through the constant development of policy, approaches to implementation and techniques of risk control.

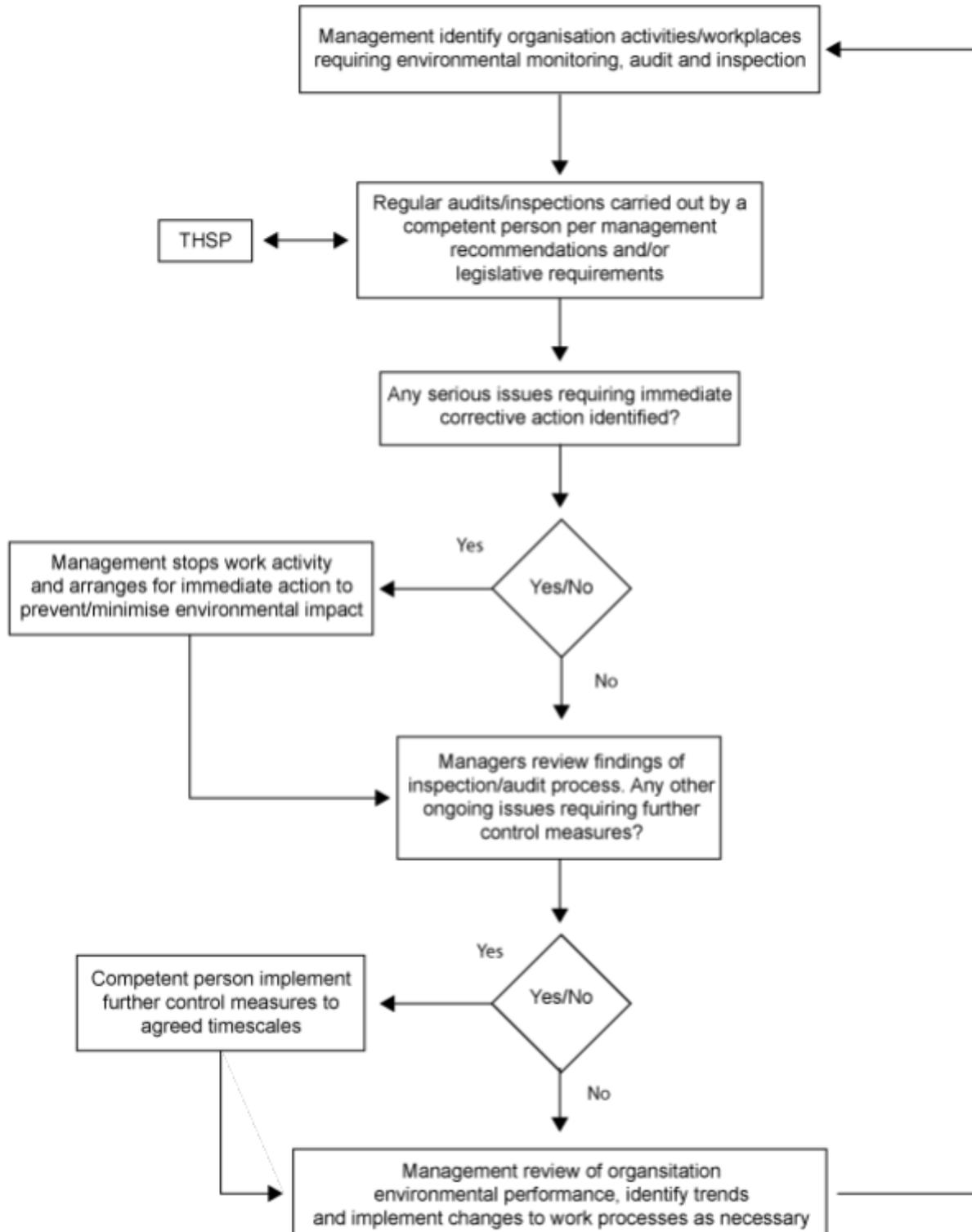
The Managing Director will ensure that a systematic audit of all safety arrangements will be carried out on a regular basis.

The Director Responsible for Safety, The Compliance Manager, The Lead Site Manager and the Site Managers will ensure that places of work are inspected regularly and in accordance with statutory requirements.

Where requested, I T C Concepts Ltd's health and safety advisers, THSP, will visit the workplace to carry out safety inspections and audits.

Records of safety inspections and audits will be kept in order that management of I T C Concepts Ltd can monitor our performance and improve the overall safety culture within the workforce.

Procedure for Safety Monitoring, Audit and Inspection



Section U

Arrangements for Waste Disposal

All waste generated during the course of this organisation's activities shall be deemed "controlled waste" and disposed of in a responsible manner in accordance with our duty of care under the Environmental Protection Act.

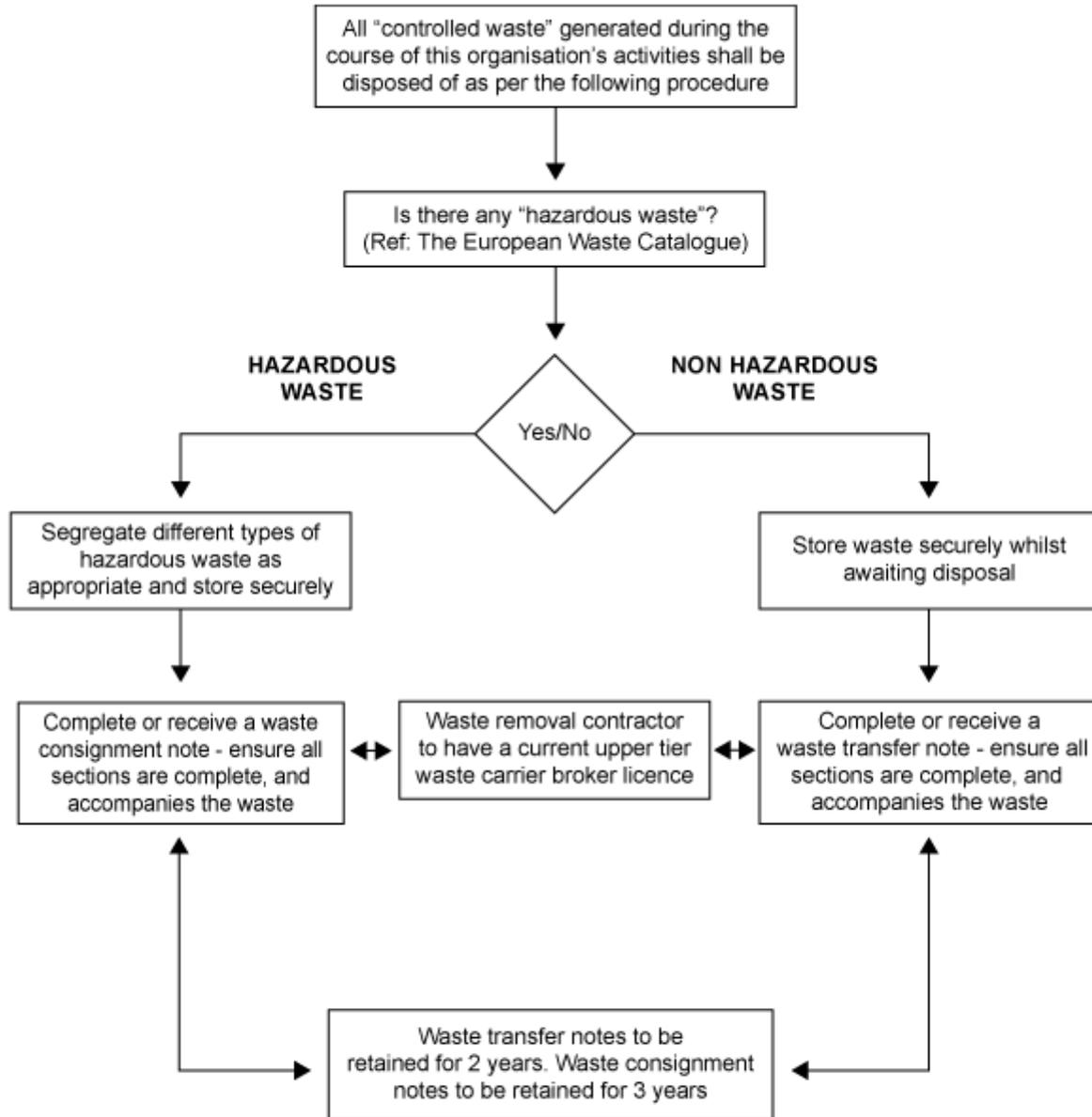
The Managing Director shall ensure that all waste materials are stored and disposed of in accordance with the organisation's procedures and relevant legislation.

The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and The Site Managers shall ensure that disposal of all "non-hazardous waste" is accompanied by and recorded through a system of signed "waste transfer notes".

The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and The Site Managers shall ensure that disposal of all "hazardous waste" is accompanied and recorded through a system of signed "hazardous waste consignment notes".

The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and The Site Managers shall ensure that all Consignment and waste transfer notes are kept on file.

Procedures for Waste Disposal



Section V

Arrangements for Managing Work Carried out on Network Rail-Controlled Infrastructure

The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and The Site Managers shall ensure that risk assessments are carried out and that the control measures are implemented and communicated to employees through their designated line manager.

Risk assessments will be undertaken by **The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and The Site Managers** with the advice and assistance of THSP, should it be requested. Any significant findings of risk assessments will be reported to the management team.

The Compliance Manager, The Lead Site Manager and The Site Managers will be responsible for supervising and monitoring works undertaken by young persons (those under the age of 18 years). These shall be subject to specific risk assessments before works start. Copies of written risk assessments are to be sent to the parents or guardians of the young person.

The Compliance Manager, The Lead Contracts Manager, The Contracts Managers, The Lead Site Manager and The Site Managers shall ensure that a regular review of the effectiveness of control measures introduced through the risk assessment process is carried out. In any case, they shall ensure that all risk assessments are reviewed at least annually or when the work activity changes, whichever is sooner.

The Managing Director shall ensure that a controller of site safety (COSS) will be appointed who is certificated as competent to ensure a safe system of protection is in place to enable work to be carried out by a group of persons in either a red zone (a site of work on or near the line which is not protected from train movements) or a green zone (where there are no train movements) as applicable.

RAIL SIDE WORK

Where projects involve rail side working **The Compliance Manager** is to ensure that:

- All rail workers are supplied with relevant site information regarding point of access, communications, emergency information, speed and direction of trains, and particular hazards.
- Procedures are made to ensure that all work on or near the track are under the supervision of a controller of site safety (COSS).
- Adequate time and resources are allocated to the planning of rail work prior to its execution.
- All rail workers' track safety certificates are endorsed by a manager of Henderson & Taylor (Public Works) Ltd.
- Only competent persons are engaged in the production and review of railway risk assessments, method statements, safety plans and safety cases.
- Lone working is only permitted if adequate safety arrangements have been made and persons are competent; either certified as a controller of site safety (COSS) or individual working alone (IWA).
- Adequate systems are in place to record and monitor the performance of employees engaged in safety-critical work.

SUB-CONTRACTORS

Direct labour sub-contractors sponsored by I T C Concepts Ltd are to give an undertaking to comply with I T C Concepts Ltd's company policies relating to hours of work and personal protective equipment (PPE).

Sub-contractors are only to work on Network Rail contracts using I T C Concepts Ltd equipment and logos under the direct supervision of I T C Concepts Ltd site management. This is to ensure that excessive hours can be monitored.

Sub-contractors are to surrender I T C Concepts Ltd equipment upon conclusion of I T C Concepts Ltd's works project.

All relevant sub-contractors will be required to complete and return a sub-contractor declaration form; this will be retained within the office for audit and inspection.

Procedures for Managing Work Carried Out on Network Rail-Controlled Infrastructure

