



- ◆ SHEQ Manual
- ◆ Health and Safety Management System



REVISION RECORD

Date	Status	Revision
07/04/2016	00	NEW
17/05/2016	01	Mask added to protection when surfing plasterboard.
31/05/2016	02	Added the following - Anti-Bribery, Anti-Slavery, Organisational Chart, Document Control Procedure. New office plan added, not complete.
02/06/2016	03	Entire environmental section and skills matrix
15/06/2016	04	CIS Sheet 69 added
23/06/2016	05	Storage of plasterboard added GQMS 33
19/10/2016	06	Screeding operations GQMS 34
22/12/2016	07	Moving of plasterboard limited to 6 boards GQMS 33
08/08/2017	08	FSC added to Sustainability and Environmental Management Policy
18/09/2017	09	Sustainable Timber Procurement Policy
18/09/2017	09	Ethical Trading Policy Statement
18/09/2017	09	RESPONSIBILITY MATRIX
20/09/2017	09	Environmental legislation register added
24/04/2018	1.0	Manual renamed as SHEQ Manual
24/04/2018	2.0	Updated to reflect comments from British Assessment Bureau stage 1 audit.
12/05/2018	3.0	Inclusion of additional Quality and Safety elements
03/01/2019	4.0	Updated requirement for annual Management Review and RIDDOR reporting.
05/01/2019	5.0	Updated Equality Policy, Removal of references to Principal Contractors activities. Updates for ISO 45001 transition. Updated Skills matrix
08/03/2019	6.0	Updated table of interested parties.
26/04/2019	7.0	Skills Matrix updated
13/05/2019	8.0	Included sections GQMS 39 and GQMS 40
09/08/2019	9.0	Included Compliance table
22/06/2020	10.0	Coronavirus
20/07/2020	11.0	Data Protection Policy
05/05/2021	12.0	Updated as part of an annual review and continuing Coronavirus
16/06/2021	13.0	Updated for formatting and cross referencing policy documents
23/07/2021	14.0	Updated for the inclusion of the Migrant Workers Policy
29/07/2021	15.0	Updated for the inclusion of commercial and finance procedures
20/08/2021	16.0	Revised for the review and updating of legislative content
11/04/2022	17.0	Legislation review for 2022
28/09/2022	18.0	Revised document to update all reference to ISO 45001 Management Systems
05/05/2023	19.0	Annual review of content and legislation
02/06/2023	20.0	Reformatting and Design and updated Organisation Chart
12/09/2023	21.0	Legislation review and Skills Matrix

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INTRODUCTION

Understanding the organisation and its context

Established in 2001, Gypcraft work with a host of household name developers and main contractors on a diverse range of construction projects, from residential houses and flats to schools, hospitals and community buildings. As members of a number of professional and representative organisations they provide a specifically tailored approach throughout the duration of any given project, being able to help customers create first class buildings and environments. Working throughout London and the South East with an annual turnover of £30 million, the business is founded and underpinned by core values of excellence, passion, integrity, hard graft and collaboration through building trusted relationships with our customers, employees and suppliers.

The scope of certification for Gypcraft Ltd is defined below: -

“The provision of internal drylining finishes and facade services, to principal contractors within the UK construction industry. For the purpose of SSIP this Organisation has been assessed against a Contractor CDM role.”

The Gypcraft Drylining Contractors Ltd SHEQ Manual details the policies, organisation and arrangements for the management and continuous improvement of safety, health, quality and employee/sub-contract operative’s development relating to the activities of Gypcraft Drylining Contractors Ltd.

Business Excellence

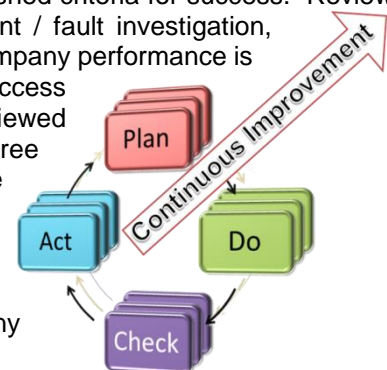
The Gypcraft Drylining Contractors Ltd Quality System is part of a planned, systematic strategy designed to establish and maintain an integrated approach to the management of the organisation with the aim of developing a corporate culture within which all employees/sub-contract operatives have the perception, competency and desire to achieve business excellence. Adopting as guidance for sustainable excellence and the plan-do-check-act cycle for continuous improvement.

Continuous Improvement

The plan-do-check-act cycle is employed by Gypcraft Drylining Contractors Ltd to drive continuous improvement. It is facilitated by ensuring that activities are effectively designed and comprehensively measured with full awareness of the objectives, constraints and risks involved. This entails both strategic and operational planning; prudently, thoroughly and realistically aimed at achieving business objectives. Plans are documented and communicated with clear deliverables and criteria for success using business plans, programmes and specifications.

Gypcraft Drylining Contractors Ltd business is undertaken in accordance with planned activities (reviewed and revised to cater for change) and performance measured against the established criteria for success. Review is undertaken via a variety of routes: performance monitoring, audit, incident / fault investigation, industry comparison and external assessment being primary measures. Company performance is gauged by comparison of results attained against the criteria for success established during planning and forecasting activities. These factors are reviewed by Gypcraft Drylining Contractors Ltd management team to establish the degree of success achieved and determine the adjustments required to maintain the quest for excellence.

Continuous improvement is achieved by using the results of performance measurement, including information gathered externally on technical, managerial, regulatory, legislative and other changes, and adjusting company actions to enhance the organisation’s standards, plans and actions in a systematic, reiterative manner.



Risk Management

In developing and maintaining the GQMS, Gypcraft Drylining Contractors Ltd has established controls to manage the business against a background of legal, ethical, fiscal, commercial, continuity and competition risks. The approach to effective risk management will:

- Identify, characterise, and assess hazards
- Assess the vulnerability of critical assets to specific hazards
- Determine the risk (i.e. the expected consequences of specific types of hazards on specific assets)
- Identify ways to eliminate/reduce those risks
- Prioritise risk reduction measures based on a strategy

The strategies to manage risk include eliminating the risk, avoiding the risk, reducing the negative effect of the risk, and accepting some or all of the consequences of a particular risk.

Gypcraft Drylining Contractors Ltd controls include a corporate governance assessment designed to identify and prioritise the major risks relating to the Construction industry.

We have also defined a Context, Risk Opportunities and Objectives Register, which is reviewed as minimum as part of the Management Review process.

T100 Business Standards Systems

The systems described in this manual are designed to conform, where appropriate to national and international standards, CHAS, SMAS, CQMS, Achilles.

Mission Statement

Gypcraft Drylining Contractors Ltd mission is to be a leading construction service provider supplying innovative, sustainable and cost-effective services in a collaborative, proactive, fair and responsible manner. Our aim is to conduct our business ethically by establishing and maintaining long-term relationships to make a positive contribution to society with full regard to our stakeholder interests.

Gypcraft Drylining Contractors Ltd has developed its management system to facilitate our commitment to establishing and achieving objectives based on this mission statement

We define stakeholders (interested parties) and our duties towards them as:

Interested Party/Stakeholder	Requirement/Duty	Needs and expectations
Company Directors	To provided strategic direction and leadership for the business, including the provision of financial and physical resources for the delivery of works and the maintenance of the SHEQ Management System	<ul style="list-style-type: none"> • Successful and profitable business; • Return on investments; • Fulfil compliance obligations.
Clients' customers:	We ensure that customers are provided with full information regarding planned works and are fully warned of anticipated disruption. We will ensure that the health, safety and welfare of customers is safeguarded and that there is minimal disruption during works. We will also ensure that any concerns or problems arising from our activities are fully and sympathetically resolved.	<ul style="list-style-type: none"> • Expect all compliance obligations to be addressed; • Expect a cost efficient and safe service; • High quality service; • Need a swift response to any issues raised; • Value for money.
Clients:	We deliver a service fully consistent with their needs and aspirations. We monitor the effectiveness of the service and ensure that it continues to meet expectations. In general terms, we aspire to conduct our business as though we were an integral part of the client's organisation. Wherever acceptable and appropriate, we will enter into partnership arrangements to formalise such an integrated approach.	<ul style="list-style-type: none"> • Expect all compliance obligations to be addressed; • Expect a cost efficient and safe service; • High quality service; • Need a swift response to any issues raised; • Value for money.
Employees/sub-contract operatives:	We conduct the business in an ethical manner and maintain financial viability. We maintain a culture in which all employees/sub-contractors are encouraged to achieve personal and organisational goals. Employee's/sub-contract operative's targets and rewards are set to ensure that business standards will be given equal weighting with other Company objectives.	<ul style="list-style-type: none"> • Providing a safe working environment; • Paying a fair rate for the job; • Terms & conditions; • Training & support Safe working conditions; • Continuity of employment; • Opportunities for advancement.

Interested Party/Stakeholder	Requirement/Duty	Needs and expectations
Statutory, regulatory and advisory bodies, local authorities:	As Gypcraft Drylining Contractors Ltd activities can impinge on society we ensure that we maintain awareness of our requirements and monitor our activities to determine compliance. Additionally, wherever possible, we aim to develop relationships with the bodies that control these requirements to maintain a thorough understanding of our obligations and provide the benefit of our experience.	<ul style="list-style-type: none"> • Expect all legal requirements are identified, understood and complied with; • Need to provide guidance when regulations change. • Expect all legal requirements are identified, understood and complied with; • Need to provide guidance when regulations change.
Suppliers (External Providers):	We appreciate the benefits to be gained from effective supply chain management. The concept of forming partnership arrangements with clients to promote innovation and efficiency has as much relevance when applied to suppliers and we recognise that there are mutual benefits in developing and maintaining long-term relationships.	<ul style="list-style-type: none"> • Expect a safe and healthy environment in which to work; • Expect to have adequate training and information about tasks; • Need to collaborate on environmental initiatives; • Need to deliver services in a cost-effective way; • Need to follow the relevant policies and ways of working; • Need to exchange information and collaborate with Building Manager; • Adherence to defined payment terms.
Society in general, landlords and neighbours:	We appreciate that we have corporate social responsibilities to the natural environment and to the general public. By playing our full part in society; giving people and their surroundings the respect they deserve, we believe there will be mutual benefits. We conduct the business in an ethical manner. We remain mindful of these obligations and ensure that we act accordingly	<ul style="list-style-type: none"> • Provision of a duty of care; • Respect for neighbours and minimal impact on their business operations; • Communication and consultation where needed.
Interested Party/Stakeholder	Requirement/Duty	Needs and expectations

Company Solicitors / Lawyers/ Accountants	The Solicitors and lawyers that represent Gypcraft expect that all our compliance obligations are identified, understood and complied with. Our Accountant expect that we remain compliant with business related legislation and HMRC requirements during all our financial business dealings and that we maintain financial business operating data in accordance with HMRC requirements.	<ul style="list-style-type: none"> • Expect all legal requirements are identified understood and complied with; • Need to provide guidance when regulations change; • Compliance Business and HMRC Legislation.
Landowners/Landlord	Gypcraft need to take into consideration the impact of our services on the Landowners and landlord and vice versa.	<ul style="list-style-type: none"> • Concerned regarding the impact of services on their homes and neighbouring land.
Neighbouring companies	How our services impacts on neighbouring companies needs to be considered as we owe them a duty of care and also need to manage any risks that may occur.	<ul style="list-style-type: none"> • Concerned regarding the impact of services on their homes and neighbouring land.

Leadership and commitment

Gypcraft Ltd.'s Management Team are committed to the development and implementation of its SHEQ (Health and Safety, Quality and Environmental Management System) which are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the SHEQ Management Systems conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The Head of SHEQ will ensure that Gypcraft staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving Gypcraft Ltd.'s SHEQ Policies and Objectives which are aligned with the current business plan. This may be undertaken as part of the annual Management Review process.

The Senior Management Team is responsible for implementing the Quality and Environmental Management System and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Management Team will ensure that:

- The company has a designated Head of SHEQ who is responsible for the maintenance and review of the SHEQ Management Systems.
- The ongoing activities of Gypcraft are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Objectives is undertaken.
- Resources needed for the SHEQ Management Systems are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The SHEQ Management Systems is integrated into the organisations business processes.
- Communication covering the importance of the effective SHEQ Management Systems and conformance to the SHEQ Management Systems requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the SHEQ Management Systems is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

HEALTH AND SAFETY POLICY STATEMENT

This is the Health and Safety Policy Statement of Gypcraft Drylining Contractors Ltd as required under Section 2(3) of the Health and Safety at Work etc. Act 1974.

It is the general policy of Gypcraft Drylining Contractors Ltd to ensure the health, safety and welfare at work of employees, contractors, visitors and members of the general public who may be affected by its work activities.

Furthermore Gypcraft Drylining Contractors Ltd will endeavour to comply with its legal duties, responsibilities and obligations under the relevant health and safety legislation, together with any relevant codes of practice and guidance notes issued by the Health and Safety Executive (HSE).

Gypcraft Drylining Contractors Ltd will attempt to achieve these objectives by:-

- (1) Providing and maintaining a working environment that is, so far as is reasonably practicable, safe and without risks to health, and complies with all relevant legal requirements.
- (2) Helping to maintain suitable and satisfactory facilities, resources and arrangements for the welfare at work of employees/sub-contract operatives.
- (3) Providing and maintaining, so far as is reasonably practicable, premises and other places of work that are safe and without risks to health, including safe means of access and exit.
- (4) Ensuring, so far as is reasonably practicable, that plant, machinery, equipment or appliances for the time being on Gypcraft premises, or otherwise used by employees/sub-contract operatives, are safe and without risks to health.
- (5) Providing such information, instruction, training and supervision as is necessary to ensure, so far as reasonably practicable, the health and safety at work of employees/sub-contract operatives.
- (6) Ensuring that the use, handling, storage and transport of articles and substances are, so far as is reasonably practicable, safe and without risks to health.
- (7) Consulting with employees/sub-contract operatives on a regular basis regarding matters of health and safety.
- (8) Identifying all reasonably foreseeable hazards and assessing the associated risks with a view to eliminating, reducing or controlling them.
- (9) Reviewing and up-dating of this policy on a regular basis.
- (10) Ensuring that all employees/sub-contract operatives have access to a copy of this policy and they understand the have the right to refuse/cease work for health and safety reasons and will receive full support from senior management.

Approved by



Mark Adams

Managing Director

Date 05/05/2023

WORK SAFE POLICY

As Managing Director of Gypcraft Drylining Contractors Ltd. I acknowledge my responsibility and duty of care under the Health & Safety at Work Act 1974 etc. and undertake to maintain safe systems effecting the health and welfare of my employees and sub-contractors. I will provide to employees/sub-contractors with a blame free procedure for questioning and ultimately refusing to undertake work in such a way that is unsafe and a risk to their own and/or others' health and safety. This will ensure work is stopped and the system of work changed, if potential or imminent risk of accident or incident arises. The following list is not exhaustive but details some of the reasons why the company would expect the Work Safe Procedure to be invoked:

- You are not competent to undertake the work
- You do not have the correct equipment
- There is no Safe System of Work
- You do not have the correct PPE

I will also put into place a confidential reporting system that will provide employees/sub-contractors with the means of reporting anonymously any incident, unsafe acts concern and safety or environmental related issues. The Work Safe and Confidential Reporting System are designed to my employees/sub-contractors confidence that should they question the safety of working systems their views will be given serious consideration by Gypcraft Drylining Contractors Ltd. When a Work Safe or Confidential Report is received from an employee/sub-contractor I will ensure that a Head of SHEQ is allocated to investigate the concern and ensure that a response to the concern is published, is written and respect the reporter's motives. No attempt will be made to breach the anonymity of individuals as it is recognised that confidence in the integrity of the confidential reporting system for employees does depend on individual's privacy being respected. I will ensure Gypcraft Drylining Contractors Ltd will not discipline, discriminate or impose any form of penalty on an employee/sub-contractor who invokes the Refusal to Work Procedure. All employees/sub-contractors will be briefed on the Work Safe Policy, Confidential Reporting process during their induction and all employees/sub-contractors will receive a re-briefing annually. The employee or employees/sub-contractor who invoked the Work Safe Procedure will be informed of any decisions made throughout the process.

Approved by



Mark Adams

Managing Director

Date 05/05/2023

EQUALITY POLICY

Gypcraft Drylining Contractors Ltd is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give of their best. To that end the purpose of this policy is to provide equality and fairness for all in our employment and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination. All employees, sub-contractors whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our commitment:

To create an environment in which individual differences and the contributions of all our staff are recognized and valued.

Every employee/sub-contractor is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

Training, development and progression opportunities are available to all.

Equality in the workplace is good management practice and makes sound business sense.

We will review all our employment practices and procedures to ensure fairness.

Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

This policy is fully supported by the managing director.

The policy will be monitored and reviewed annually.

Approved by

Mark Adams

Managing Director

Date 05/05/2023

QUALITY POLICY

Gypcraft Drylining Contractors Ltd has developed GQMS to facilitate our commitment to establishing and achieving objectives based on the needs and aspirations of our stakeholders, the quality of our services and overall customer satisfaction.

Gypcraft Drylining Contractors Ltd Management team are committed to maintaining a corporate infrastructure and culture that encourages and supports the quest for business excellence and continuous improvement. We achieve this by ensuring that quality is given equal weighting with all other business objectives, providing appropriate resources to maintain required quality standards and maintaining a competent workforce who have the perception, capability and desire to strive for business excellence.

The Managing Director holds ultimate responsibility for quality within Gypcraft Drylining Contractors Ltd and he has appointed a Quality Manager to facilitate and monitor the operation of this policy. All employees/sub-contract operatives are encouraged to communicate any opportunities they have identified for quality improvements to the Site Manager/Supervisor, Head of SHEQ or Managing Director.

We are committed to continuous improvement and compliance with national and international business standards.

This policy statement and all other quality documentation will be reviewed at least annually and revised as necessary. Revisions will be made in the light of new legislation, changes in operating practices and specifications and new technology.

Approved by



Mark Adams
Managing Director
Date 05/05/2023

ANTI-BRIBERY POLICY

Introduction

Gypcraft Drylining Contractors Limited is committed to implementing and enforcing effective systems to counter bribery. Therefore, it is Gypcraft Drylining Contractors Limited policy to conduct all aspects of its business in an honest and ethical manner at all times.

Under UK law (UK Bribery Act 2010), bribery and corruption is punishable for individuals by up to ten years imprisonment. If Gypcraft Drylining Contractors Limited is found to have taken part in the corruption or lacks adequate procedures to prevent Bribery, it could face an unlimited fine and be excluded from tendering for Government contracts.

Policy

The aim of this policy is to help Gypcraft Drylining Contractors Limited act in accordance with the Bribery Act 2010, maintain the highest possible standards of business practice, and advise individuals of Gypcraft Drylining Contractors Limited 'zero-tolerance' to bribery.

This policy applies to all permanent, and any contractors, consultants or other persons acting under or on behalf of Gypcraft Drylining Contractors Limited.

Gypcraft Drylining Contractors Limited will not:

Make contributions of any kind with the purpose of gaining any commercial advantage.

Provide gifts or hospitality with the intention of persuading anyone to act improperly, or to influence a public official in the performance of their duties.

Make, or accept, "kickbacks" of any kind.

Gypcraft Drylining Contractors Limited Responsibility

Gypcraft Drylining Contractors Limited will:

Keep appropriate internal records that will evidence the business reason for making any payments to third parties.

Encourage employees/contractors to raise concerns about any issue or suspicion of malpractice at the earliest possible stage.

See that anyone raising a concern about bribery will not suffer any detriment as a result, even if they turn out to be mistaken.

Employee/Contractor Responsibility:

Employees/Contractors must not:

Accept any financial or other reward from any person in return for providing some favour.

Request a financial or other reward from any person in return for providing some favour.

Offer any financial or other reward from any person in return for providing some favour.

Non Compliance

All employees/contractors have a role to play in enforcing the policy and are required to deal with any observed or reported breaches. Should employees/contractors feel apprehensive about their own safety in regard to addressing any breach, they should seek senior management support.

Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance, resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.

Any member of staff refusing to observe the policy will be liable to disciplinary action in accordance with Gypcraft Drylining Contractors Limited Disciplinary Policy up to and including dismissal.

Implementation of the Policy

Overall responsibility for policy implementation and review rests with Gypcraft Drylining Contractors Limited Head of SHEQ. However, all employees/contractors are required to adhere to and support the implementation of the policy. Gypcraft Drylining Contractors Limited will inform all existing employees/contractors about this policy and their role in the implementation of the policy. They will also give all new employees/contractors notice of the policy on induction to Gypcraft Drylining Contractors Limited.

This policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both Gypcraft Drylining Contractors Limited site management, employees and contractors on the process.

Approved by



Mark Adams
Managing Director
Date 05/05/2023

ANTI-SLAVERY POLICY

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.

Gypcraft Drylining Contractors Ltd have a zero-tolerance approach to modern slavery and are committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.

We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act 2015.

We expect the same high standards from all of our contractors, suppliers and other business partners, and as part of our contracting processes, in the coming year we will include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

This policy applies to all persons working for us or on our behalf in any capacity, including employees/contractors at all levels, directors, officers, agency workers, seconded workers, volunteers, agents, contractors, external consultants, third-party representatives and business partners.

This policy does not form part of any employee's/contractors contract of employment and we may amend it at any time.

Approved by



Mark Adams
Managing Director
Date 05/05/2023

SUSTAINABLE TIMBER PROCUREMENT POLICY STATEMENT

Gypcraft Drylining Contractors Ltd understand forests are essential for human survival and well-being. They are among the most biodiverse and valuable terrestrial ecosystems on the planet. They provide us with food, oxygen, shelter, recreation, and spiritual sustenance; and they contribute to the livelihoods of 1.6 billion people worldwide. The biodiversity of forests, the variety of genes, species, and forest ecosystems underpins these goods and services, and is the basis for long-term forest health and stability.

Promoting ways to use forest biodiversity in a sustainable way, and with clear social and economic benefits for the poor, is important.

Forest certification provides evidence of sustainable forest management, yet at present, less than 10% of the world’s forests are certified. Mainstreaming forest certification systems (such as PEFC and FSC) will assist in promoting sustainable forest management.

As a user of timber and wood-based products Gypcraft Drylining Contractors Ltd, recognises that it has a responsibility to current and future generations and will therefore strive to promote sustainable forest management. By demanding products from sustainably managed forests, we aim to stimulate the improvement of forest management and discourage unsustainable management practices. Gypcraft Drylining Contractors Ltd will give preference to suppliers who can demonstrate that their products originate from sustainably managed forests. We consider it important that the origin of our wood-based products can be demonstrated through credible, independent Chain of Custody certification based on international standards and norms.

In this context, we recognize credible third-party certification systems accepted by government procurement policies and guidelines, such as the UK Central Point of Expertise of Timber or the EU Green Public Procurement criteria, as evidence of responsible and sustainable sourcing. This includes the Programme for the Endorsement of Forest Certification (PEFC) and the Forest Stewardship Council (FSC), the two largest forest certification systems globally.

Approved by



Mark Adams
Managing Director
Date 05/05/2023

ETHICAL TRADING POLICY

Gypcraft Drylining Contractors Ltd recognises that our commercial activities have potential to impact on our suppliers and our locality. As a socially responsible small business our suppliers, local community and customers have a right to expect:

All workers involved in the delivery of services provided by Workforce are treated with full consideration to their basic human rights.

Workforce acts in an ethical manner above and beyond basic legal requirements.

Workforce is committed to implementing the principles of the Ethical Trading Initiative Base Code.

This Code of Practice applies to:

Staff directly employed by Gypcraft Drylining Contractors Ltd on temporary or permanent contracts.

Staff employed or provided by contractors or employment agencies to work on Workforce premises or to undertake work for or on behalf of Gypcraft Drylining Contractors Ltd.

Employment Is Freely Chosen

No forced, bonded or involuntary labour shall be used.

Staff are not required to lodge deposits or identity papers with us.

Staff are free to leave Workforce after reasonable notice.

Working Conditions Are Safe and Hygienic

Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated

With, or occurring in the course of work by minimizing, so far as is reasonably practicable, the causes

Of hazards inherent in the working environment.

Staff receive health & safety information.

Staff have access to toilet facilities and drinking water.

Workforce has a published Health & Safety Policy.

Child Labour Shall Not Be Used

There shall be no recruitment of child labour.

Children or persons under 16 are not employed at any time, day or night.

Young persons under 18 shall not be employed at night or in hazardous conditions.

Living Wages Are Paid

Staff pay rates are equal to or above the national legal minimum standards.

Staff are given information about their employment conditions in respect to wages

No deductions are made from wages as a disciplinary measure, and pay slips detailing lawful deductions are provided for each pay period.

Staff are given clearly understandable written terms and conditions of employment that details the employment relationship and the respective obligations of the employee and employer.

Working Hours Are Not Excessive

Staff are not forced to work in excess of 48 hours per week, a voluntary opt out agreement is available for those wishing to work in excess of 48 hours per week.

No Discrimination Is Practised

There is no discrimination in pay, hiring, compensation, access to training, promotion, and termination of employment or retirement on the grounds of race, nationality, religion, age, disability, marital status, sexual orientation, union membership or political affiliation.

Opportunities for personal and career development are equally available to all employees.

No Harsh or Inhumane Treatment Is Allowed

Physical, verbal and sexual threats, abuse, harassment or intimidation is expressly prohibited and grounds for summary dismissal, if proved.

Approved by



Mark Adams

Managing Director

Date 05/05/2023

COVID 19 POLICY

This is the Covid 19 Policy of Gypcraft Drylining Contractors Ltd as required under The Coronavirus Act 2020.

Gypcraft Drylining Contractors Ltd are committed to controlling the exposures and risks of Covid 19.

The following policy considers our employees, contractors, visitors, other third parties and members of the general public. It is founded upon the maintenance of social distancing, hygiene and early diagnosis of the virus.

We have applied risk assessment methodology in identifying exposures to Covid 19. As more knowledge of the associated causes and controls are identified, we will update our policy accordingly.

At our own premises we shall:-

- Ensure there are means to enable all persons to wash their hands regularly, using soap or approved sanitisers.
- To achieve two metre distancing where practicable.
- Regularly communicate and consult with our employees to ensure they are aware of current government and legislative guidelines.
- Ensure people are aware of the means to self-isolate if they display the signs of Covid 19 or they are tested positive for the virus.
- Provide support to our personnel during isolation by helping them with any welfare facilities that the company are able to provide.

At our third party, client, sites, we shall ensure that we carry out a review of their Covid 19 processes to establish that they provide our personnel with adequate levels of protection from the virus.

All employees and subcontract operatives will have access to a copy of this policy. We will ensure they understand that they reserve the right to refuse or stop work on the grounds of health and safety reasons. These parties will receive full support from senior management in line with our Work Safe Policy.

This document will be subject to continuous review with the full commitment and necessary resources made available, with the full support from the Managing Director.

Approved by



Mark Adams

Managing Director

Date 05/05/2023

DATA PROTECTION POLICY

This is the Data Protection Policy of Gypcraft Drylining Contractors Ltd as required under the Data Protection Act 2018.

Gypcraft Drylining Contractors Ltd services are all about data management. Great importance is placed on managing these services professionally, with due regard for data quality, integrity, security, privacy and the rights of individuals, which includes personal data as well as operational data.

The business retains and processes information about its employees or potential employees, contractors, and auditors for both administrative and operational purposes. It also holds a limited amount of personal data in the supplier management systems, which has been entered by the customers themselves in responses to questionnaires or other data entry screens, and in customer relationship management systems. Some information is also held resulting from audits of customers.

All Gypcraft Drylining Contractors staff and others on Gypcraft Drylining Contractors behalf, who process or use such information, will comply with the Six Data Protection Principles which are set out in the Data Protection Act 2018. In brief this means that such personal data will:

- Be processed fairly and lawfully.
- Be obtained for specified and lawful purposes and shall not be processed in any manner incompatible with those purposes.
- Be adequate, relevant and not excessive for the purposes.
- Be accurate and where necessary be kept up-to-date.
- Not be kept for longer than necessary for the purposes.
- Be processed in accordance with the data subject's rights.

Gypcraft Drylining Contractors Ltd will provide the necessary resources and training to enable continuing compliance.

Approved by



Mark Adams

Managing Director

Date 05/05/2023

MIGRANT WORKERS POLICY

Gypcraft Drylining Contractors Ltd has developed this Policy to support the fair employment of migrant workers and the prevention of illegal working in line with UK Government Legislation, namely the **Immigration, Asylum and Nationality Act 2006**.

Its aim is to ensure fair recruitment of employees from outside the EU or support those from the accession states within the EU who have employment requirements placed on them by the UK Government. The policy applies equally to all employees of the Company including agency workers who may be recruited by the organisation.

Gypcraft Drylining Contractors Ltd has a responsibility to ensure fair treatment processes are adhered to in line with current recruitment procedures. **The Immigration, Asylum and Nationality Act 2006** is adhered to including the engagement of migrant workers obtaining the relevant permissions prior to work commencing or in case of Migrant Worker Status within one month of engagement, checking of information related to recruitment, changes in circumstances, annual checking etc. Ensuring that fair and transparent recruitment procedures are adhered to at all times allowing for the fair employment of migrant workers and the prevention of illegal working.

Gypcraft Dryling Contractors Ltd recognised that it has responsibilities towards migrant workers under current Health and Safety Legislation, it will ensure that the following guidelines are followed:-

- Make sure overseas workers have the necessary knowledge and skills to do the work for which they have been employed, competently and safely;
- Make sure workers understand that the employer and employment agency/business or other labour provider (e.g. gang master) have responsibilities for their health and safety.
- Carry out a risk assessment of the tasks the worker will be expected to undertake;
- Ensure the control measures identified in the assessment are effective, are in place and are maintained;
- Pass relevant information on to the worker.
- Review basic competencies, e.g. literacy, numeracy, physical attributes, general health, relevant work experience etc; and
- Check whether their vocational qualifications are compatible with those in GB;
- Ensure that assessments are regularly reviewed to ensure they keep up to date with any changes to processes or working practices.
- Provide essential induction training and any necessary job-related/vocational training;
- Provide relevant information about the risks to which they may be exposed and the precautions they will need to take to avoid those risks;
- Consider the needs of workers who may not speak English well, if at all, and whether you need translation services;
- Make sure workers have received and understood the information, instruction and training they need to work safely and consider how to ensure it is acted upon;
- Make sure workers are adequately supervised and can communicate with their supervisors.

This Policy Statement has to be read in conjunction with The Home Office Guidelines 'Employer Right to Work checks supporting guidance produced 1st July 2021. The guidance document sets out the specific actions the company can take to prevent liability for a civil penalty. This is called 'establishing a statutory excuse against liability for a penalty. List A – List of acceptable documents for manual right to work checks.

List A – acceptable documents to establish a continuous statutory excuse

1. A passport (current or expired) showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (current or expired) showing that the holder is a national of the Republic of Ireland.
3. A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom indefinitely.
4. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
5. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK.
6. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
7. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
8. A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
9. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
10. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 1 – *documents where a time-limited statutory excuse lasts until the expiry date of leave*

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
3. A current document issued by the Home Office to a family member of an EEA or Swiss citizen, and which indicates that the holder is permitted to stay in the United Kingdom for a time limited period and to do the type of work in question.
4. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
5. A document issued by the Bailiwick of Jersey or the Bailiwick of Guernsey, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has made an application for leave to enter or remain under Appendix EU to the Jersey Immigration Rules or Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008, on or before 30 June 2021.
6. A frontier worker permit issued under regulation 8 of the Citizens' Rights (Frontier Workers) (EU Exit) Regulations 2020.
7. A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

List B Group 2 – documents where a time-limited statutory excuse lasts for six months

1. A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme) on or before 30 June 2021 **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
2. A document issued by the Bailiwick of Jersey or the Bailiwick of Guernsey showing that the holder has made an application for leave to enter or remain under Appendix EU to the Jersey Immigration Rules or Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 on or before 30 June 2021 **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
3. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, **together with a Positive Verification Notice** from the Home Office Employer Checking Service.
4. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Retaining Documents after leaving the organization

1. Copies of all documents verified are retained for at least 2 years after the individual has left the organisation.

Approved by



Mark Adams

Managing Director

Date 05/05/2023

SUSTAINABILITY AND ENVIRONMENTAL MANAGEMENT POLICY

Gypcraft Drylining Contractors Ltd recognises and accepts its responsibility to maintain the long-term viability of our activities in relation to environmental, economic and social impacts. We will limit our effect on, protect and, where possible, enhance the environment. We achieve this by ensuring that care for the environment is given equal weighting with all other business objectives, providing appropriate financial and physical resources to maintain required standards and maintaining a competent workforce who has the perception, capability and desire to strive for business excellence.

The management of Gypcraft Drylining Contractors Ltd have systematically evaluated the environmental risks and concerns associated with our activities. It has established procedures for the setting and reviewing of environmental objectives and targets. We strive for continuous improvement in environmental performance. To achieve this, management systems have been adopted that aim to protect the environment and minimise the disruption brought about by the nature of the works we undertake.

The Managing Director holds ultimate responsibility for care of the environment within Gypcraft Drylining Contractors Ltd and he has appointed a Quality Manager facilitate and monitor the operation of this policy. All employees/sub-contractors are encouraged to communicate any opportunities they have identified for environmental improvements to their Site Manager/Supervisor, Quality Manager or Managing Director.

Gypcraft Drylining Contractors Ltd will maintain awareness of, and are committed to ensuring compliance with, relevant environmental legislation/accreditation i.e. FSC, and regulations and any other requirements or obligations to which we commit ourselves.

Gypcraft Drylining Contractors Ltd will measure and monitor environmental performance and are committed, where practical, to continual improvement and the prevention of pollution.

Gypcraft Drylining Contractors Ltd will provide the necessary training and support to its work force to ensure that they are able to fulfil the requirements of this policy. Employee's/sub-contract operative's targets and rewards will be set to ensure that environmental protection will be given equal weighting with other Company objectives.

Gypcraft Drylining Contractors Ltd will co-operate with our clients and others to support them in achieving their environmental aims.

We recognise that we have a corporate responsibility towards society and we will conduct our business it a manner consistent with due respect to all stakeholders.

This policy and associated information is communicated to all employees/sub-contract operatives by at the time of inspection by Gypcraft Drylining Contractors Ltd site management. A copy of this full policy can be found on company website. It is also freely available to all interested parties, on request.

This policy statement and all environmental documentation will be reviewed at least annually and revised as necessary. Revisions will be made in the light of new legislation, stakeholder feedback, changes in operating practices and specifications and new technology.

Approved by

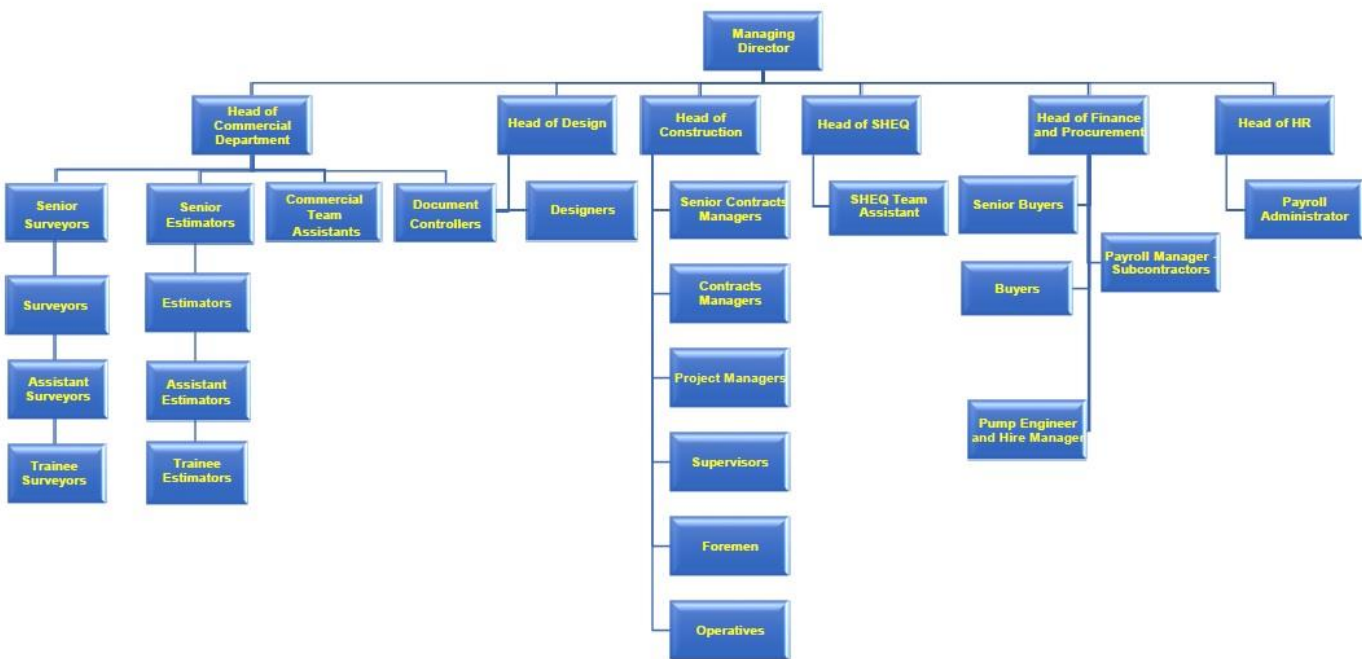


Mark Adams
Managing Director

Date 05/05/2023

ORGANISATIONAL CHART

For details of the current post holders please refer to Gypcraft HR.



June 2023

Health and Safety Organisation and Arrangements

Organisation

The Health and Safety Policy outlines our principles for effective safety management based upon the Health and Safety Executive document, 'Successful Health and Safety Management' and the requirements of occupational health and safety management systems ISO 45001. This section of the manual outlines our basic principles for the management of the organisation, for planning and implementation, for measuring performance and for reviewing our performance. The specific details regarding the effective management of these items are described within our health and safety management arrangements.

Control

Control will be secured by the provision of procedures which define:

- A clear allocation of responsibilities for policy formulation and development, for planning, measuring and reviewing health and safety organisational and individual performances; for the implementation of plans; and for reporting on performance.
- The allocation of health and safety responsibilities to Site Managers with a Health & Safety Manager acting as an advisor.
- The allocation of health and safety responsibilities to individuals with the necessary competence, authority and resources to carry out their duties effectively.
- The commitment of Site Managers who will lead by example.
- The provision of adequate training, supervision, instruction and guidance.

Co-operation

Co-operation will be encouraged by making arrangements for the involvement of employees and sub- contractors at operational level in order to determine areas in which our safety management procedures can be improved.

Communication

Effective communication will be established by the provision of procedures which ensure the dissemination of health and safety information into, within and out of the organisation. The table below outlines the HSQE communication strategy employed by Gypcraft.

Details to be communicated	When or what frequency to communicate	Recipient of communication	Communication media	Responsible for communication
Effectiveness of HSQE R* Management System	Annual and interim audits	Interested parties and management team	Management Review minutes of meetings. Internal and External audit reports	Managing Director and Head of SHEQ
Details of accreditations/certification	Annually and every three years after recertification	Interested parties and Management team	Accreditation Certificates and Certification body audit reports.	Head of SHEQ
Results of audits	After each audit	Management team	Defined audit report	Managing Director and Head of SHEQ

Details to be communicated	When or what frequency to communicate	Recipient of communication	Communication media	Responsible for communication
Results and trends of non-conformances	As and when required and summarised as part of the Management Review process	Management team	Non-conformance report forms/	Head of SHEQ
Changes to the scope of the HSQE Management System	As and when required	Management team and Interested parties	Minutes of meeting or verbal communication	Managing Director and Head of SHEQ
Changes to HSQE Management System policies, processes	As and when required	Management team and Interested parties	Minutes of meeting or verbal briefing	Managing Director and Head of SHEQ
Changes to compliance obligations	As and when required	Management team and Interested parties	Minutes of meeting or verbal briefing	Head of SHEQ
Customer feedback	As and when required and summarised as part of the Management Review process	Management team	Documented feedback or Customer Satisfaction questionnaire.	HR Manager
Staff feedback	As and when required and summarised as part of the Management Review process	Management team	Document information of Staff Satisfaction survey.	HR Manager
Feedback from other interested parties	As and when required and summarised as part of the Management Review process	Management team	Documented feedback or Customer Satisfaction questionnaire.	HR Manager
External provider performance	As and when required and summarised as part of the Management Review process	Management team	External provider evaluation or non-conformance reports.	Managing Director and Head of SHEQ
Overall result of Management Review	Annually	Management team	Minutes of Meeting	Managing Director and Head of SHEQ

Competence

Competence will be achieved through effective recruitment, selection, placement, training, refresher training and from the input of competent specialist advisers.

Planning and Implementation

An integral part of our strategy will be the production of plans and performance standards aimed at eliminating and controlling risk. We will therefore establish, operate and maintain planning systems which:

- Identify objectives and targets for achievement within a specific period.
- Establish operational controls for management action designed to initiate, develop, maintain and improve a positive health and safety culture in the four key areas – control, competence, communications and co-operation.
- Establish performance standards for the control of risks which are based on hazard identification and risk assessment which use legal requirements as the minimum acceptable standard. Emphasis will be placed on the elimination of risks by the substitution of safer premises, equipment or substances. Where this is not reasonably practicable, risks must be controlled by physical safeguards which minimise the need for employees/sub-contractors to follow detailed systems of work or to use protective equipment.
- Establish procedures for health surveillance.

Measuring Performance

Success in health and safety will be determined by measuring performance against predetermined plans and standards which will be used as a basis for taking appropriate action. We will therefore establish, operate and maintain systems which monitor our systems objectively. These systems shall include:

Active Monitoring Systems

Measure the achievement of objectives and specified standards through the site safety inspection schedule.

Reflect risk control priorities by concentrating on high-risk activities which are monitored in more depth through site risk assessment.

Reactive Monitoring Systems

Collect and analyse information suggesting failures in health and safety performance. These include systems for reporting:

Injuries and cases of ill health

Other less critical events e.g. damaged equipment etc.

Incidents with risk potential – near misses and dangerous occurrences.

Hazards

Weaknesses or omission in performance standards

Reporting and Response System

Ensure that information from active and reactive monitoring is evaluated by individuals competent to identify situations which create an immediate risk to health and safety and to ensure that immediate remedial action is taken.

Investigation Systems

Ensure the investigation of reports arising from active and reactive monitoring, with priority being given to those circumstances which present the greatest risk.

Ensure the identification of both the immediate and underlying causes of events.

Ensure the referral of information to the level of management with authority to initiate the necessary remedial action, including organisational and policy changes

Ensure the adequate analysis of all collected data to identify common features or trends and to initiate improvements.

Management Review

The management team (Head of SHEQ, Managing Director) will review health and safety performance at the R* as part of the annual Management Review process to identify strategies for improvement based on trend analysis of internal audits, incident reports, site inspection results and changes to legislation R*, industry practice, codes of practice and other stakeholder requirements. Information and further meetings will be held on a regular basis with Site Management. The Management review process shall also be used to review the suitability and adequacy of all the company policies.

HEALTH, SAFETY AND QUALITY RESPONSIBILITIES

Managing Director

Health and Safety Responsibilities

- (1) Be responsible for ensuring the establishment of an effective Health and Safety Policy within Gypcraft, ensuring there are sufficient resources allocated to implement the policy and for publicly supporting all persons carrying out the policy and its objectives.
- (2) Ensure the periodic review and appraisal of the effectiveness of the policy, and ensure that any necessary changes are made.
- (3) Ensure that a strategy plan R* is prepared for the continual management of health and safety as part of the business objectives of Gypcraft, including a system for the regular monitoring, review and development of the plan.
- (4) Ensure the appointment of suitable and adequate `competent persons`, as required under the Management of Health and Safety at Work Regulations 1999, together with the provision of the necessary finance, materials and other assistance to enable the effective carrying out of the associated functions and requirements.
- (5) With the assistance of the competent person/s, measure, appraise and where necessary, correct the company`s safety performance.
- (6) Ensure that Gypcraft's Health and Safety Policy and the programme of implementation is understood at all levels through the commitment of adequate training sources to that programme.
- (7) Ensure that responsibility for health and safety is properly assigned and accepted at all levels and that these areas of responsibility are periodically reviewed.
- (8) Ensure that suitable and adequate risk assessments are carried out in accordance with current legislation.
- (9) Ensure that systems are in place to provide adequate levels of safety, organisation and welfare/first aid facilities on all sites.
- (10) Attend safety committee meetings or arrange for a senior manager to act on his behalf.
- (11) Personally undertake health and safety training and, where necessary, periodically review and update his level of awareness of health and safety.

Site Management/Supervisors

Site Management/Supervisors are responsible (to the Managing Director) for the implementation of the Health and Safety Policy and their duties are to:

- (1) Familiarise themselves with the Health and Safety Policy and their responsibilities under the relevant health and safety legislation.
- (2) In conjunction with the Head of SHEQ, identify all risks to health and safety within their site, and take suitable and adequate measures to eliminate, reduce or control those risks. At all times during the construction phase site management must adhere to RAMS provided for site. When variation works are awarded to Gypcraft, site management must ensure updated RAMS have been implemented and the Head of SHEQ is fully aware of the updated schedule of works R*.
- (3) Ensure that employees/sub-contractors and other persons within their site are provided with suitable and adequate information, instruction and training for the tasks they are required to perform.
- (4) Ensure that all employees/sub-contractors in their site are fully aware of the procedures in the case of fire or other emergency.
- (5) Ensure that all employees/subcontractors in their site know the whereabouts of first aid facilities and the names of first aiders.
- (6) Ensure that safe practices in their site are continually developed to ensure maximum safety for everyone.

- (7) Ensure that adequate supervision is provided or available at all times, particularly where young or inexperienced workers are concerned.
- (8) With aid from the Safety Manager carry out the investigation of all accidents, promptly, to discover the causes and take immediate action to eliminate a recurrence.
- (9) Complete accident report forms for their site, for all accidents involving injury, damage to company property or lost time and near misses.
- (10) Ensure that any required safety equipment / safety devices are always used, properly adjusted and maintained.
- (11) Ensure that all defects in their site are promptly recorded and rectified. Where the defect involves the safety of plant, machinery, office equipment, that it is immobilised until repaired.
- (12) Ensure that any relevant targets set by Gypcraft are made known to employees/sub-contractors and that achievements of targets are identified.
- (13) Consult with employees/sub-contractors within their site especially in regard to Health and Safety and act promptly on any of their concerns.
- (14) Ensure at all times the Gypcraft H&S site folders are fully completed and are available for review by the Gypcraft Head of SHEQ, Managing Director, Main Contractor. All requirements with-in this folder must be adhered to through-out the construction phase then upon completion of works the folder must be passed to the Head of SHEQ to be uploaded to A-SITE.

Head of SHEQ (Safety Manager) Responsibilities

Head of SHEQ is responsible (to the Managing Director) to ensure that health and safety is effectively managed within Gypcraft, he shall:

- (1) Be responsible for overseeing the implementation, application, monitoring and review of this policy across the areas of his responsibility.
- (2) Ensure that there is a system of management of health and safety in place whereby all relevant hazards are identified and that the associated risks are, so far as is reasonably practicable, eliminated, reduced or controlled.
- (3) Establish and maintain systems of communication in respect of health and safety for all areas of his responsibility.
- (4) Periodically inspect all areas of his responsibility to ensure that health and safety is being effectively managed.
- (5) Periodically report to the Managing Director on all aspects of health and safety as it affects the company's operations.
- (6) Ensure that Gypcraft management/employees/sub-contractors are kept up to date with current health and safety legislation and best practice.
- (7) Ensure that the quality of health and safety training is of a high standard and is achieving the purpose for which it is intended.
- (8) Ensure that regular emergency procedures and drills are carried out at all company premises.
- (9) Assist in the production of safe systems of work for all activities that may constitute a risk to the health and safety of employees/sub-contractors.
- (10) Evaluate the documentation and outcomes of accident/incident investigations and conduct additional investigations, as and when required or when considered necessary.
- (11) Organise, attend and supply information and material for safety meetings, as and when required.
- (12) Liaise with employees/sub-contractors on all matters concerning health and safety at work.

Employees and Sub-contractor Responsibilities

Employees and Sub-contractors are responsible (to the Managing Director) to ensure that health and safety is effectively managed within Gypcraft, they shall:

- (1) Familiarise themselves with and conform to the Gypcraft Health and Safety Policy at all times.
- (2) Conform to all relevant company rules and regulations made in the interest of health, safety or welfare.
- (3) Not misuse any equipment issued in the interest of health, safety or welfare, e.g. goggles, hearing protection, protective clothing, safe systems etc.
- (4) Ensure that accidents and incidents are reported promptly and fully to the appropriate person, manager or supervisor.
- (5) Keep all work areas clean and tidy.
- (6) Comply with any instructions issued by their Manager, Supervisor, Head of SHEQ, managing Director.
- (7) Comply with any instruction issued by a Principle Contractor or there representative at construction sites.
- (8) Where charged with supervising trainees, ensure they are capable of undertaking any task required of them, and to instruct them in general health and safety matters applicable to the task or trade.
- (9) Comply with the legal obligations required by section 7 and 8 of the Health and Safety at Work etc Act 1974 and Regulation 14 of the Management of Health and Safety at Work Regulations 1999, as follows:

Section 7 of the Health and Safety at Work Act requires every employee while at work:

- (a) To take reasonable care of his/her own health and safety and that of other persons that may be affected by his/her acts or omissions; and
- (b) To co-operate with his/her employers and others to comply with health and safety legal requirements.

Section 8 of the Health and Safety at Work Act requires employees not to misuse anything provided in the interests of health, safety or welfare.

Regulation 14 of the Management of Health and Safety at Work Regulations 1999 requires that:

- (a) Every employee shall use any machinery, equipment, dangerous substance, transport equipment, means of production or safety device in accordance with any training or instruction provided.
- (b) Every employee shall inform his employer or person responsible for health and safety of any situation which represents a serious and immediate danger or any shortcomings in the arrangements for health and safety.

Failure to comply with health and safety legal requirements can lead to prosecution.

Further information is available from the Health and Safety Poster - 'Health and Safety Law - What you should know', or the equivalent HSE leaflet.

Visitor's responsibilities

In order to ensure that health and safety management within Gypcraft effectively implemented and carried out all visitors shall:

- (1) Report to the Gypcraft Site Management or site office upon arrival and leaving.
- (2) Comply with Gypcraft Health and Safety Policy and any relevant rules and procedures.
- (3) Report immediately any injuries or damage incurred by them to Gypcraft or PC.

Quality Responsibilities

Gypcraft Managing Director (who has ultimate responsibility) has directly employed a Quality Manager who is responsible for ensuring that works and services provided by Gypcraft are undertaken in a manner consistent with established standards. They, in conjunction with the Site Managers/Supervisors are responsible for establishing and helping to maintain the quality policy. They will ensure that the quality policy and organisation are understood and implemented throughout Gypcraft construction sites and that sufficient resources are made available to maintain these aims.

HEALTH AND SAFETY POLICIES AND GENERAL ARRANGEMENTS

Introduction

This section of the manual has been prepared as a supplement to the Company Health and Safety Policy Statement. It is intended to give help and guidance on how the individual responsibilities set out in the Policy Statement and as laid down in the Health and Safety at Work Act 1974 should be discharged.

The prevention of accidents at work and the provision of satisfactory working conditions is an essential part of Gypcraft's overall activities and the Managing Director asks all employees/sub-contractors to accept their responsibilities and by so doing make a vital contribution towards making Gypcraft's operations safe.

The information contained in the Manual is not intended to be exhaustive and does not, therefore, replace or diminish any of the legal requirements laid down either in the Health and Safety at Work Act 1974 or any of the relevant Codes or Regulations. If you are in doubt about any specific requirement or procedure, you must consult the Head of SHEQ.

Those persons to whom this Manual is issued are reminded that it remains the property of Gypcraft Drylining Contractors Ltd and must be returned to the Head Office on the termination of a management or supervisor appointment.

Organisation and Arrangements

The Managing Director has been appointed as the Director responsible for the implementation of the Health and Safety Policy

Welfare Facilities

On established sites, Gypcraft Drylining Contractors Ltd, in accordance with the Construction (Design & Management) Regulations 2015, which lay down the standard required, will ensure the Main Contractor provides suitable welfare facilities. The Site Management/Head of SHEQ will establish the facilities to the legal standard before work starts, taking into account subcontractors' requirements. Thereafter, the facilities will be maintained to a good standard and kept in a clean and hygienic condition.

Responsibilities of Management

It is the Site Management's/Supervisor direct responsibility to encourage safe working and to ensure that all safety rules and instructions are observed and that all legal requirements are complied with, in respect of the operations carried out under their control.

At site level, it is the individual Manager/Supervisor responsibility to ensure safe working in connection with all plant, equipment, processes and operations. Instruction and information will be disseminated by various means including news bulletins, posters, notice boards and "tool box talks".

All levels of Site Management must fulfil the specific responsibilities assigned to them under this Health and Safety Policy Statement.

Responsibilities of Operatives and Members of Staff

All employees are reminded that the Health and Safety at Work Act 1974 States that no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. This requirement applies equally to machine guards, protective clothing, and protective equipment and welfare facilities.

Reporting Near Misses

It is important that incidents that occur which could have resulted in an injury in different circumstances are reported, recorded and investigated to ensure that preventive action is taken to eliminate or reduce risks that could eventually result in an accident. The figure below shows the established ratio between 'near misses' and accident, the value in maintaining awareness of this relationship and taking appropriate action.



Reporting of Accidents

All accidents, no matter how small, must be reported and the details entered in the accident book - B1510 and the Gypcraft Drylining Contractors Ltd Accident / Dangerous Occurrence Report form. The reporting of injuries, dangerous occurrences and diseases is covered in more detail in the following pages.

Plant and Equipment

All defects in plant, equipment must be reported by the Site Management to the PC immediately and, if necessary, the use of any such item should be prohibited until the necessary repairs have been carried out. Site management will be responsible for responding to such reports and arranging for the necessary repairs to be carried out without delay. All plant, equipment will be maintained and serviced in accordance with the manufacturer's schedules.

Risk Assessments

Risk assessments will be carried out as required and written records prepared as necessary with control measures to minimise the identified risks. Site Management must keep the need for risk assessments constantly in mind when planning operations and seek advice where necessary from the Gypcraft's Head of SHEQ. A NEBOSH Construction certificate shall be held for those generating Risk Assessments.

In carrying out risk assessments due consideration will be paid to the requirements of the following Regulations:

- Management of Health and Safety Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002 (as amended)
- The Control of Noise at Work Regulations 2005
- Manual Handling Operations Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Health and Safety (Display Screen Equipment) Regulations 1992
- Construction (Design and Management) Regulations 2015

Due consideration will be paid to the requirements of the Construction (Design and Management) Regulations 2015 in general and the elements of the project safety plan in particular. Risk assessments will be communicated to those persons affected by the identified risks.

Information, Instruction and Training

Gypcraft Drylining Contractors Ltd recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring a competent workforce through the provision of suitable and adequate information, instruction and training.

Gypcraft Drylining Contractors Ltd will endeavour to comply with the relevant legal requirements, as contained within the Management of Health and Safety at Work Regulations 1999 and other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular the following rules and procedures will be applied in relation to this area and associated work activities:

- (1) Gypcraft Drylining Contractors Ltd will not require any operatives to perform any work activity or task unless they have received suitable and adequate information, instruction and training, or is working under the supervision of a trained and competent employee/sub-contractor.
- (2) Gypcraft Drylining Contractors Ltd acknowledges the importance of providing information, instruction and training to all new employees/sub-contractors as soon as is practicable after commencement of employment.
- (3) Gypcraft Drylining Contractors Ltd recognises that instruction and training may also be necessary for existing employees/sub-contractor to act as a reminder and to accommodate any changes in their work practices or environment.
- (4) Gypcraft Drylining Contractors Ltd accepts the responsibility of ensuring that all temporary employees are also given basic health and safety information, instruction and training appropriate to their work activities and environment.
- (5) The training needs for all employees/sub-contractors and their related work activities will be evaluated and the results of the evaluation will form the basis of a training matrix.
- (6) Training need's assessments will be reviewed periodically and the training matrix updated as required.
- (7) Records will be kept of all training provided to employees/sub-contractors and any relevant outcomes.

TRAINING ARRANGEMENTS

In order to safeguard the health and safety of employees/sub-contractors so far as is reasonably practicable, the following general provisions for training have been recognised:

Induction Training

Health and safety induction training for new employees/sub-contractors will take place on the first day of employment, but where this is not possible it will commence as soon as practicable after joining.

It will include:

- Presentation of the Company health and safety policy and how it affects employees/sub-contractors
- Accident reporting procedures
- Fire prevention and emergency evacuation procedures – **Main Contractor induction**
- General safety rules and procedures
- First aid facilities – **Main Contractor induction**
- Specific safety systems and procedures incorporated into the H&S folder
- Identification of particular hazards which exist at the workplace
- Health and safety legislation appropriate to the organisation and the employee's obligations
- How to obtain advice or report any concerns regarding health and safety practices
- Identity of responsible person(s), first-aiders, fire warden etc. – **Main Contractor induction**
- Welfare provisions – **Main Contractor induction**

New Managers and Supervisors

New employees of a Site Management or Site Supervisory level will receive training regarding their responsibilities, including:

- The relevant procedures and policies which require implementation
- Sources that are available to them if they require specialist assistance or if they need to obtain further or professional advice
- Procedures are in place for addressing any problems which may arise.

Job Specific Training

Detailed and specific health and safety training will be provided to all new employees/sub-contractors to supplement their general induction training and will include:

- The relevant work activities / processes
- The work environment
- The work equipment
- Any particular risk(s) associated with their work activity and/or processes.

Function Specific Training

It is recognised there are certain functions or responsibilities carried out by some employees/sub-contractors that require specific training. These include:

- First aiders
- Appointed persons for first aid
- Fire wardens
- MEWP
- Banksmen

Existing Employees/Sub-contractors

Further training will be provided, if necessary, to existing employees/Sub-contractors if:

- They transfer to a different site
- They take on new responsibilities
- They are exposed to new or increased risks
- There is a significant change in the work equipment, environment or systems of work in use.

Contractors

Steps will be taken when selecting contractors to ensure that they have a programme of training and that all relevant employees/sub-contractors have received suitable and adequate information, instruction and training.

Safety of the Public

Gypcraft Drylining Contractors Ltd fully accepts its legal responsibility for the members of the public whose health and safety might be affected by the operations being carried out. All operations will be conducted with this in mind and each site will be left in a safe condition at the end of each working day. Due consideration will be given to this aspect of health and safety when COSHH, Noise and Risk Assessments are being compiled.

Legal Requirements

The most important legislation affecting the working conditions on construction sites is the Health and Safety at Work Act 1974, and its purpose is to provide the legal framework to promote, stimulate and encourage high standards of health and safety at work.

It lays down a system of summary and indictable offences for which fines of up to £20,000 can be imposed by Magistrates, or unlimited fines by the Crown Court. In addition, Inspectors have the power to issue notices requiring remedial action where they discover a contravention of the legal requirements relating to health, safety and welfare.

These powers are dealt with in detail later in this manual as also is the action required to be taken by site management following the visit of an Inspector to stop Gypcraft Drylining Contractors Ltd operations.

Under the Health and Safety at Work Act 1974 members of the public are entitled to be protected against risk to health and safety arising out of the activities of persons at work. This is very important particularly where children are concerned, even if they are trespassing, and this matter is dealt with in more detail later on.

The Health and Safety at Work Act 1974 is basically an enabling act. It is important for management and supervision to realise that the Acts and Regulations are subject to repeal, amendment and revision. As changes in the legal requirements take place, this safety manual will be revised.

Employment of Sub-Contractors and Self Employed Personnel

Although sub-contractors and self-employed both have duties under the Health and Safety at work Act 1974; Gypcraft Drylining Contractors Ltd as a competent sub-contractor will be responsible in most cases for the safety of all personnel working on site. It is Gypcraft Drylining Contractors Ltd policy to enforce safety in respect of employees/sub-contractors and all self-employed persons as if they were employees of Gypcraft Drylining Contractors Ltd, but not necessarily to provide them with protective clothing and personal protective equipment.

Official Visits and Power of the Health and Safety Executive

An inspector may visit a construction operation, workshop or office at any time for the purpose of ensuring that the provisions of any of the Acts or Regulations listed under the heading "Legal Requirements" of this manual are being complied with. Alternatively, they may visit to specifically investigate the circumstances of an accident or dangerous occurrence, or for some other purpose.

If an inspector is of the opinion that there is a contravention during their inspection, they can either:

Issue a **"Prohibition Notice"** if there is a risk of serious personal injury to any person. This notice specifies the cause of the risk, gives details of any contravention of statutory provisions and prevents the activities being carried out until remedial action has been taken. The prohibition may be 'immediate' or may be 'deferred' by coming into effect at the end of a specific period.

Issue an **"Improvement Notice"** if there is a contravention of any of the relevant statutory provisions. This notice requires the responsible person (usually the site agent) to take action to remedy the contravention within a specified period.

Issue a **"Fee for Intervention Order"** Under The Health and Safety (Fees) Regulations 2012, those who break health and safety laws are liable for recovery of HSE's related costs, including inspection, investigation and taking enforcement action.

Instead of, or in addition to, issuing any of the above notices, the Inspector can prosecute.

They may simply carry out an inspection and draw the attention of the agent or site management to any contravention of the legal requirements and give instructions as to what action he requires to be taken. Such a course of action would normally be followed by a written communication confirming the irregularities mentioned at the time of their visit.

Procedures to be followed during a visit by the HSE:

The person in charge of the site should accompany the inspector during their visit and note any irregularities mentioned by the Inspector.

If the Inspector should issue a **"Prohibition Notice"** the process, plant or equipment affected by the notice must be stopped forthwith. The Managing Director and the Head of SHEQ must then be informed by telephone immediately.

Work in connection with the process, plant or equipment mentioned in the notice must not recommence until the Head of SHEQ gives specific instructions.

If the inspector issues an **"Improvement Notice"** any processed, plant or equipment affected by it can continue but immediate steps should be taken by the agent or site management to correct the irregularities mentioned in the notice in accordance with the instructions given by the Inspector at the time. The Managing Director and the Head of SHEQ must be informed by telephone immediately.

If an Inspector visits and simply draws attention to any irregularities without issuing a notice, a note should be made of the Inspector's comments and the Head of SHEQ informed by telephone.

It is Gypcraft Drylining Contractors Ltd policy that a visiting Inspector should be treated with courtesy and given every co-operation during the course of their inspection. It must be remembered that they have the right to free access to the whole of the operation, to inspect any books or documents which are legally required to be kept, to interview any persons and take a statement of fact from them, take samples, take photographs and make recordings.

Every Inspector is appointed in writing and must produce this "Instrument of Appointment" on being asked to do so. This right should be exercised by any Site Manager who has any reason to doubt that a person is not a 'bona fide' Inspector.

Any written communication from an Inspector must be forwarded to the Gypcraft Drylining Contractors Ltd Head Office for the attention of the Head of SHEQ. Under no circumstances must a written reply be sent from the site.

GQMS 1: DOCUMENT CONTROL PROCEDURE

1. Purpose

This procedure will ensure that all safety, quality, environmental and other related documents are properly identified and controlled.

2. Scope

This procedure will apply to all documents within the Management Systems.

3. Issue of multi-site operations

Normally site folders will be completed by the health & safety department and collected by the site manager completing the project from the Gypcraft head office.

4. Definitions

Controlled copy: Controlled copies are distributed in accordance with the Document Control Matrix GQMS1

Uncontrolled Copy: A copy of a management system document (via photocopy or other suitable means other than as part of distributed Policy)

5. Procedure

5.1 The Health, Safety, Environmental & Quality Manager is responsible for ensuring that the management system documents are kept current and relevant

5.2 The Management System SHEQ Manual will be distributed to managers and employees in accordance with GQMS1

5.3 Only the Health, Safety & Environmental and Quality Manager Can make changes to management system documentation GQMS. Other employees may suggest changes, which will be considered by the Health, Safety & Environmental and Quality Manager.

5.4 All documents in the Manual will be reviewed and approved for adequacy by the Managing Director.

5.6 The SHEQ Manual contents will be reviewed and revised as appropriate at least annually, and when technical, legislative or business change affects the adequacy of the system contents. The date of the manual title page and the page footer will be changed to indicate current status. The footer will show the revision status and date of revision. (e.g. 4.10.16.)

5.7 Forms will have unique identification and issue status. Forms will be stored on the Master File Manager under Health and safety 1, Achilles audit.

5.9 External specifications, codes of practice and guidance documents are retained by the Health, Safety, and Environmental & Quality Manager. Contractual documents are held by the Commercial Manager

5.10 Cancelled documents that have been superseded will be renumbered and original placed in the correct document folder.

5.11 Archiving document process is as follows, held in management system and transferred to A-SITE. Documents for health which include dust need to be kept for 40 years therefore, A-SITE is a cloud based system with eternal storage even after termination of contract. All document shall by default be archived as part of the server back up process.

6. Documentation

Please see Master document in M Drive/master document list

7. Training

7.1 The personnel responsible for implementing this procedure will have received training in quality, environmental and safety management systems and practices.

PLEASE REFER TO A-SITE FOR CURRENT VERSION LAST REVISED 12/09/2023

Prepared By:	MW	Reviewed By:	MW	Approved By:	MA	Revision:	21.0	Page 44 of 140
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QOMS 2: NEW STARTER PROCEDURES

Introduction

Site induction is the process of ensuring workers on construction sites are fully informed about the organisation and operation of the site and of their responsibilities. It focusses in particular on safety aspects of the site.

The CDM Regulations 2015 require that Principal Contractors ensure suitable site inductions are provided. They also require that contractors must provide each worker under their control with appropriate supervision, instructions and information so that construction work can be carried out, so far as is reasonably practicable, without risks to health and safety, and that this must include a suitable site specific induction.

Procedure

The procedure for new starter induction is as follows, this must be completed fully before the new starter is allowed to work on site;

On arrival to site new starter must be escorted to Gypcraft site office by site management.

The new starters CSCS card must be viewed by site management. CSCS completion certificate only acceptable for one month.

Gypcraft site management and the new starter must then complete the following paperwork located in the H&S site folder;

- RAMS Briefing register
- Site Induction Register
- Operative H&S handbook – to be read fully
- Operative medical questionnaire – **If the operative has any medical issue Gypcraft site management must make Matt Wray Head of SHEQ aware before works commence on site.**
- Gypcraft Induction Presentation
- PPE Register – provide Gypcraft logo PPE
- Hot work permits – If required with work role
- Quarterly Harness & Lanyard Inspection – If required with work role
- MEWPS Pre-User Checklist – If required with work role
- Multiple Training Registers – for all operatives
- Check for authenticity with the training provider or phoenix for CSCS

New Starter **MUST** read, fully understand and sign the risk assessment, method statement and any COSHH assessments relating to their work or activity being carried out. This is a joint to the Main Contractor induction, not in replacement.

GQMS 3: ACCIDENTS / INCIDENTS, DANGEROUS OCCURRENCES, FIRST AID AND NEAR MISSES

1.0 Introduction

This policy and procedure describes the arrangements for dealing with accidents, incidents and near misses

2.0 Emergency Procedure in the Event of a Serious Accident

In the event of an accident involving serious injury an ambulance must be called immediately by telephone. Dial 999, ask for the ambulance service and give precise details of the location of the site and the location of the main entrance to the site.

If the injured person is trapped, e.g. in a scaffold collapse, the fire brigade should also be summoned.

A person must be instructed to stand at a prominent point on the site to await the arrival of the ambulance and guide the crew to the scene of the accident.

Do not disturb the injured person, apart from making they are comfortable, unless there is a good reason why they should be moved from that particular position, e.g. danger of a collapse of materials, in which case make use of the stretcher provided on site or, alternatively, use an improvised stretcher.

If a person is trapped and a crushing injury is suspected and the person has been trapped for 10 minutes or more (or you suspect this may be the case), they must **not** be moved nor must the object causing the injury be removed. This is because poisonous toxins build up around the crush area and may spread to other parts of the body when the pressure is released.

If the injured person has, for some reason, stopped breathing - particularly in the case of electric shock - artificial respiration should be given immediately and continued until the arrival of the ambulance.

Details of all First Aid administered must be clearly relayed to the ambulance crew / doctor.

Once the above emergency measures have been taken, the Head of SHEQ, Managing Director must be informed immediately.

3.0 Requirements for the Reporting of Injuries, Dangerous Occurrences, and Diseases (RIDDOR)

Regulations for the notification of injuries, dangerous occurrences and diseases are in force and are entitled "The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013". The Head of SHEQ is responsible for ensuring that all RIDDOR reportable incidents are reported to the HSE, in accordance with the requirement timescales dependant on the incident.

The requirements include four types of occurrence notifiable to the Health and Safety Executive. These are:

- 1. Fatalities and Major Injuries**
- 2. Incapacitating Accidents**
- 3. Dangerous Occurrences**
- 4. Injuries to non-workers**

For examples please see <http://www.hse.gov.uk/riddor/>

4.0 Near Misses

It is important that incidents that occur which could have resulted in an injury in different circumstances are reported, recorded and investigated to ensure that preventive action is taken to eliminate or reduce risks that could eventually result in an accident. Reporting can be directly to the H&S department, Site Management or by using the Near Miss Report form in the site folder.

5.0 Accident / Incident Investigation

5.1 Reporting, investigation, taking action and reviewing incidents.

- 1) The first competent person on the scene of an incident, once the situation is made safe and first aid administered, will ensure that the integrity of evidence is maintained, make a record of all relevant circumstances, including: names of principal persons involved and witnesses; initial assessment of injuries or damages; plant, equipment and materials associated with the incident and any other factors contributing to the incident. Methodical investigation of significant incidents will be investigated by the SHE Manager and will consider and include:
 - Photographs
 - overview of the event
 - activities being performed
 - equipment used
 - working conditions
 - safety of working procedures
 - maintenance
 - competence of people involved
 - workplace layout
 - safety equipment used
 - any other conditions which may have influenced the even
 - Sketches
 - Witness statements.
- 2) The Head of SHEQ must be informed of all accidents / incidents to facilitate the provision of guidance and advice, but it is also imperative that Site Managers and Supervisors on site at the time or immediately following incidents record accurate information. Accidents / incidents are investigated by the Head of SHEQ to determine the root cause and put the corrective actions in place.
- 3) The Head of SHEQ should also be made aware of any accidents/injuries outside of normal working hours that may prevent employees/sub-contractors from fulfilling their normal duties at work. A risk assessment will then be carried out to ensure the work being carried out by that person will not cause further injury or harm to them self or others before that person is allowed back to work.

5.2 Investigation Report

The investigation report form (held by the Head of SHEQ) will be used to record the investigation. It will also include:

- Basic details such as date, time, persons involved, conditions, equipment, etc
- The investigation process will be described including who carried out the investigation, how facts were obtained, etc
- The findings will be recorded including events leading up to the incident, what exactly happened, who, what where, when, why and how the incident occurred. Any immediate actions taken to correct problems and prevent recurrence.
- Conclusions – a summary of the above and an assessment of the root cause and contributory factors
- Recommendations for corrective and preventive action, including time scales for completion.

5.3 Corrective and Preventive Action

Actions taken must be timely, appropriate and with the agreement of relevant parties. Actions and timescales must be effective, realistic and achievable. Appropriate actions may include, but not be limited to: training, toolbox talks, written instructions, risk assessment and method statement revisions, safety bulletins, changes to materials, equipment, plant, vehicles, PPE, etc.

5.4 Review

Actions will be reviewed for completion and effectiveness after an appropriate period, determined when the action was first identified and agreed.

Trend analysis of accident and incident findings will be reported at Directors meetings and annual management to determine continuous improvement measures.

6.0 First Aid

6.1 Legislation

The Health and Safety (First Aid) Regulations 1981 states that:

An employer shall make first aid arrangements for his employees/sub-contractors or ensure that these are made. They shall inform their employees/sub-contractors of such arrangements.

A self-employed person shall provide first aid equipment for himself or shall ensure that a third party provides it.

These regulations apply to all employment in Great Britain with exceptions for driving operations, merchant shipping, foreign vessels, mining and the Armed Forces.

A Code of Practice approved by the Health and Safety Commission has been published and gives practical guidance on the Regulations. ('L74' First Aid at Work)

An employer shall place at least one notice in a conspicuous place giving the locations of first aid facilities and the name a location of the nominated first aider.

New employees/sub-contractors should be told of first aid arrangements when they first join the establishment.

A fully stocked first aid box should be provided on each site. Each box should be placed in a clearly identified container in a readily accessible location, normally the site office or in the vehicle.

First Aid boxes should only contain the items that are listed in its contents sheet. Additional items must not be added to the boxes.

6.2 Gypcraft Drylining Contractors Ltd Policy

It is Gypcraft Drylining Contractors Ltd policy to train Site Management, and other key personnel to as first aider's standard (3-day first aid course). In deciding what equipment, facilities and personnel are required managers should have regard to the following criteria:

- Number of employees/sub-contractors
- The nature of the undertaking
- The size of the establishment and distribution of employees/sub-contractors
- The location of the establishment and locations to which employees go in the course of their work.
- It is essential that first aid boxes and kits be checked frequently to make sure they are fully equipped and all items are useable.

GQMS 4: CONTROL OF CONSTRUCTION DUSTS

1.0 Introduction

This policy and procedure describes the arrangements for dealing with the control of construction dusts.

2.0 HSE Information sheet No 36 currently revision 2, CIS 69 Controlling Dust with On Tool Extraction.

Construction dust is not just a nuisance; it can seriously damage your health and some types can eventually even kill. Regularly breathing these dusts over a long time can therefore cause life-changing lung diseases.

3.0 Construction dust

This is a general term used to describe different dusts that you may find on a construction site. There are three main types:

Silica Dust – created when working on silica-containing materials like concrete, mortar and sandstone (also known as respirable crystalline silica or RCS);

Wood Dust – created when working on softwood, hardwood and wood-based products like MDF and plywood;

lower Toxicity Dusts – created when working on materials containing very little or no silica. The most common include gypsum (e.g. in plasterboard), limestone, marble and dolomite.

4.0 Health risks

Anyone who breathes in these dusts should know the damage they can do to the lungs and airways. The main dust-related diseases affecting construction workers are:

lung cancer;

silicosis;

chronic obstructive pulmonary disease (COPD);

asthma.

Some lung disease, like advanced silicosis or asthma, can come on quite quickly.

However, most of these diseases take a long time to develop. Dust can build up in the lungs and harm them gradually over time. The effects are often not immediately obvious. Unfortunately, by the time it is noticed the total damage done may already be serious and life changing. It may mean permanent disability and early death.

Construction workers have a high risk of developing these diseases because many common construction tasks can create high dust levels. Over 500 construction workers are believed to die from exposure to silica dust every year. The amounts needed to cause this damage are not large.

5.0 The law, access, control, review

The law

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) cover activities which may expose workers to construction dust.

There are three key things you need to do:

- Assess (the risks)
- Control (the risks)
- Review (the controls)

Assess (the risks)

Assess the risks linked to the work and materials.

Task – the more energy the work involves, the bigger the risk. High-energy tools like cut-off saws, grinders and grit blasters produce a lot of dust in a very short time;

Work Area – the more enclosed a space, the more the dust will build up. However, do not assume that dust levels will be low when working outside with high-energy tools;

Time – the longer the work takes the more dust there will be;

Frequency – regularly doing the same work day after day increases the risks.

Control (the risks)

Use the following measures to control the risk.

Stop or reduce the dust

Before work starts, look at ways of stopping or reducing the amount of dust you might make. Use different materials, less powerful tools or other work methods. For example you could use:

- the right size of building materials so less cutting or preparation is needed;
- silica-free abrasives to reduce the risks when blasting;
- a less powerful tool – e.g. a block splitter instead of a cut-off saw;
- a different method of work altogether – e.g. a direct fastening system.

6.0 How to choose on-tool extraction

On-tool extraction is a type of local exhaust ventilation (LEV) system which is fitted directly onto the tool. The 'system' consists of several individual parts – the tool, captor hood, extraction unit and tubing. Each part plays a role in establishing how effective the system is and the level of control it gives. Manufacturers/ suppliers do provide complete systems but some parts (especially extraction units) can be used with other tool makes and models.

It is important to choose parts that are compatible and work together. The dust may be poorly controlled if you do not. Make sure the system is right for the particular task(s) and the method(s) of work. Involve workers in the selection process. Use the following guidelines:

Tools and accessories

Limit the amount of dust created by choosing appropriate tools and accessories – e.g. sanding blocks/pads or grinding discs with enough holes to allow the dust to be extracted through them.

Captor hood

The hood is the most important part of the LEV system. It is often manufactured as part of the power tool but it can also be retro-fitted to existing equipment.

What it does

The hood captures the dust as it is produced.

How to choose the right one

Poor design or damage to the hood will significantly affect the control of dust. Check that the hood:

Is designed for the tool and the work that you are going to do (seek guidance on this from the manufacturer or supplier);

Sits as closely as possible to the work surface when in use – dust will escape through any gaps between the two; is easy to use and does not interfere with the work unnecessarily.

How to choose the right one

You can use extraction units interchangeably on some tools but the specification of the unit must be suitable for the tool and the task:

Choose an H (High) or M (Medium) class unit. These units provide effective and reliable extraction capability and are fitted with low-flow indicators. The units are marked with a special label. Don't just use a HEPA filter in a general commercial vacuum. (Note: An L (Low) class unit is only suitable for lower-toxicity dusts like gypsum in plasterboard.) **GYPCRAFT WILL ONLY USE LEVEL M & H ON SITE**

Check that the unit creates and maintains enough air suction to cope with the amount of dust the work will create (manufacturers/suppliers can advise). It needs to remove the dust as fast as it is created.

Lots of fine dust can quickly clog filters. Choose units with pre-filters, built-in 'back-flushing' filter cleaning mechanisms or similar devices.

Think how often the unit will need emptying. Check the waste capacity is right for the work.

7.0 How to use on-tool extraction

Just providing the right equipment is not enough to control dust risks. The equipment needs to be operated correctly and be properly maintained. That means you should pay particular attention to the following stages:

Before use

Provide training;

Workers need the right training before using on-tool extraction. This includes information on:

- selecting the right on-tool system;
- pre-use checks and maintenance;
- how to use the system correctly;
- other controls that may be needed (e.g. respiratory protective equipment) and how to use them;
- common faults, how to spot them and the action to take;
- What to do if there is a problem.

During use

Follow instructions on use

Make sure you apply the system to the work in the correct way. Focus on:

Checking it is in good working order (not damaged) before work starts

Following the method of work

Using the equipment in the right way.

Follow manufacturer's instructions

Ensuring the captor hood is as close as possible to the work surface

Ensuring the tubing has a good connection to both the captor hood and extraction unit.

Use an adaptor if needed, not tape; emptying the extraction unit regularly. Use the correct disposable waste bags.

Seal and place in the right waste container. Do not empty these bags to recycle them

Cleaning the equipment regularly (e.g. wipe down daily). Do not let dust build up on working parts.

8.0 How to maintain on-tool extraction

Regular checks/maintenance

Ensure that the system works properly first time, every time. Carry out formal maintenance checks at least once a week. You may have to do this more frequently if there is a high risk of the equipment being damaged. Concentrate on:

Damage to parts of the system such as the hood or ducting. Repair or replace straight away; maintaining the extraction unit's flow of air. Follow the manufacturer's instructions. Check that the airflow indicator and any built-in cleaning mechanism work properly. Replace filters when needed;

Replacing worn cutting discs etc.

Thorough examination and test (TEXT)

To be carried out every 14 months by a competent person. This information should be provided by supplier.

Other important issues

There are a number of other important issues relevant to users of on-tool extraction. These include:

- the risks linked to the dusts involved
- other controls needed for these risks
- guarding dangerous parts of the equipment
- electrical safety and fire or explosion risks
- lifting and carrying the equipment
- working at height with the equipment
- slips and trips from trailing cables

Cordless tools

The general principles of the above standards also apply to cordless tools with integrated filtered extraction devices. These units do not fall under the H (High), M (Medium) or L (Low) (filter) unit classification system. Therefore, should not be used on site.

9.0 Respiratory protective equipment (RPE)

Water or on-tool extraction may not always be appropriate or they might not reduce exposure enough. Often respiratory protection (RPE) has to be provided as well. You will need to make sure that the RPE is:

- Adequate for the amount and type of dust – RPE has an assigned protection factor (APF) which shows how much protection it gives the wearer. The general level for construction dust is an APF of 20. This means the wearer only breathes one twentieth of the amount of dust in the air;
- Suitable for the work – disposable masks or half masks can become uncomfortable to wear for long periods. Powered RPE helps minimise this. Consider it when people are working for more than an hour without a break;
- Compatible with other items of protective equipment;
- Fits the user. Face fit testing is needed for tight-fitting masks;
- Worn correctly. Anyone using tight-fitting masks also needs to be clean shaven.

Remember: RPE is the last line of protection. If you are just relying on RPE you need to be able to justify your reasons for this.

10.0 Other controls

Depending upon the work you are doing you may have to combine these measures with other controls. Think about:

- Limiting the number of people near the work;
- Rotating those doing the task;
- Enclosing the work to stop dust escaping. Use sheeting or temporary screens;
- General mechanical ventilation to remove dusty air from the work area (e.g. in enclosed spaces such as indoors);
- Selecting work clothes that do not keep hold of the dust.

You also need to make sure workers are doing the job in the right way and are using controls properly. Train workers:

- About dust risks and how this can harm their health;
- How to use the dust controls and check that they are working;
- How to maintain and clean equipment;
- How to use and look after RPE and other personal protective equipment (PPE);
- What to do if something goes wrong.

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11.0 Review (the controls)

You may already have the right controls in place, but are they all working properly? Check the controls work by:

- Having procedures to ensure that work is done in
- The right way;
- Checking controls are effective. Does the work still seem dusty? You might need to carry out dust exposure monitoring;
- Involving workers. They can help identify problems and find solutions;
- Maintaining equipment:
 - Follow instructions in maintenance manuals;
 - Regularly look for signs of damage. Make repairs;
 - Replace disposable masks in line with manufacturer's recommendations;
 - Properly clean, store, and maintain non-disposable RPE. Change RPE filters as recommended by the supplier;
- Carry out a thorough examination and test of any on-tool extraction system at least every 14 months.

- Supervising workers. Make sure they: use the controls provided;
- Follow the correct work method;
- Attend any health surveillance where it is needed.

All operatives will receive annual health surveillance.

12.0 Control for common high risk tasks (some of which relates to Gypcraft)

Task	Eliminate or limit the dust by:	Control the dust by using:
Cutting concrete kerbs, blocks and paving with a cut-off saw	<ul style="list-style-type: none"> ■ Limiting the number of cuts during design/layout ■ Using lower energy equipment like block splitters ■ Getting material cut off site and delivered 	<ul style="list-style-type: none"> ■ Water suppression and ■ RPE* with an APF of 20
Short-duration drilling totalling 15–30 minutes with hand-held rotary power tools	<ul style="list-style-type: none"> ■ Limiting the number of holes during design/planning ■ Using direct fastening or screws 	<ul style="list-style-type: none"> ■ Where possible use equipment that stops dust getting into the air. The larger the holes the better this needs to be. Options range from: <ul style="list-style-type: none"> – drilling through a dust ‘collector’ or using cordless extraction attached to the drill (for smaller drill bits) or – on-tool extraction using an H or M Class extraction unit ■ Otherwise use RPE* with an APF of 20
Drilling holes with hand-held rotary power tools as a ‘main activity’	<ul style="list-style-type: none"> ■ Limiting the number of holes during design/planning ■ Using direct fastening or screws 	<ul style="list-style-type: none"> ■ Where possible on-tool extraction using an H or M Class extraction unit and ■ RPE* with an APF of 20
Removing small rubble, dust and debris	<ul style="list-style-type: none"> ■ Limiting waste materials during design/planning ■ Considering where waste material is created and how frequently it needs removing ■ Using the correct dust controls when making rubble/debris 	<ul style="list-style-type: none"> ■ Damping down and using a brush, shovel and bucket for minor/small ‘one-off’ amounts <p>Or for regular removal/site cleaning:</p> <ul style="list-style-type: none"> ■ Water spray for damping down ■ Rake, shovel and bucket/wheelbarrow to remove larger pieces ■ Covered chutes and skips where needed ■ Vacuum attachments fitted to an H or M Class extraction unit ■ RPE* with an APF of 20 depending upon location, duration and type of work
Cutting wood with power tools	<ul style="list-style-type: none"> ■ Using a less toxic wood¹ ■ Ordering pre-cut materials ■ Using dedicated cutting areas to minimise spread 	<ul style="list-style-type: none"> ■ On-tool extraction using an H or M Class extraction unit ■ Longer duration work (ie over 15–30 minutes accumulated time over the day) will also need RPE† suitable for the wood dust – particularly in enclosed spaces
Sanding wood with power tools	<ul style="list-style-type: none"> ■ Using a less toxic wood¹ ■ Using ‘pre-finished’ materials 	<ul style="list-style-type: none"> ■ On-tool extraction using an H or M Class extraction unit and ■ RPE† suitable for the wood dust in most situations
Sanding plasterboard jointing	<ul style="list-style-type: none"> ■ Using other finishes/systems 	<ul style="list-style-type: none"> ■ On-tool extraction using an H, M, or L Class extraction unit

ADDITIONAL – APF 20 mask to be correctly worn when sanding plasterboard.

RPE for wood dust

The risk from wood dust is specific to different types (species) of wood.¹ Knowing the species is important in establishing the right RPE to use. In general RPE with an APF of 20 is appropriate; particularly for higher residual dust levels, such as when sanding, and for all work with more toxic woods such as hardwoods, western red cedar and MDF. RPE with an APF of 10 is suitable for work with less residual dust and when the wood is lower risk (e.g. pine).

GQMS 5: FIRE PROCEDURES

1.0 Introduction

This section of the manual describes the arrangements to be followed in the event of a fire, however you **MUST** follow the Main Contractor site induction. The information below is standard protocol only.

2.0 Emergency Procedure In The Event Of Fire (IF REQUESTED BY MAIN CONTRACTOR TO CARRY OUT THIS TASK)

If a fire occurs which cannot be extinguished with the firefighting equipment available on site, the fire brigade must be called for by telephone. Dial 999 and ask for the fire service. Give precise details of the locations of the site and also the location of the main entrance to the site.

A person should be instructed to stand at the main entrance to the site to await the arrival of the fire engine and guide the crew to the scene of the fire.

If a gas cylinder, particularly a butane or propane cylinder, is at, or near the outbreak of the fire, the site management must ensure that all personnel working in the vicinity are evacuated to a safe place because of the risk of an explosion. Any local residents who might also be affected should be warned of the danger and advised to move to a safe position.

On arrival of the fire engine, the officer on charge should be warned that a gas cylinder is involved and the precise location of the cylinder should be pointed out to this person.

The outbreak of the fire should be reported to authorised fire marshals.

The Site Management must prepare a schedule of all the items of plant, equipment and materials damaged in the fire, as this will be required for insurance claims purposes.

3.0 Fire Prevention

The prevention of fire is an essential part of Gypcraft Drylining Contractors Ltd Health and Safety Policy (Section 3 Fire Safety & Other Emergencies) because fire can kill, cause damage to property which can be very expensive, work can be seriously delayed and plant, tools and equipment can be badly damaged or even destroyed.

The following instructions are given in an attempt to minimise the fire hazard but clearly the effects made in this direction must be related to the risk and the value of the buildings, plant and equipment etc. which could possibly be involved.

The most vulnerable parts of the site are usually the vehicles and plant using bottled gas

Prevention Measures to Be Observed:

Flammable materials of any type should be kept to a minimum on site and neither full nor empty gas cylinders should be stored there.

The Site Management must ensure that all responsible personnel are familiar with the emergency procedure laid down in the manual.

Duties of Fire Marshals (IF REQUIRED, MAIN CONTRACTOR DUTY)

Appointed fire marshals will ensure that:

All fire exits and fire escapes are kept clear at all times.

Fire doors are unlocked during working hours or other periods of occupancy.

Fire-fighting equipment is sited correctly.

Fire-fighting equipment has been checked and serviced in accordance with requirements.

Fire-fighting equipment used or found to be defective is reported immediately.

4.0 Office Procedures and Diagram

Fire Points and Fire Exit must be kept clear at all times and notices must be displayed in prominent locations.

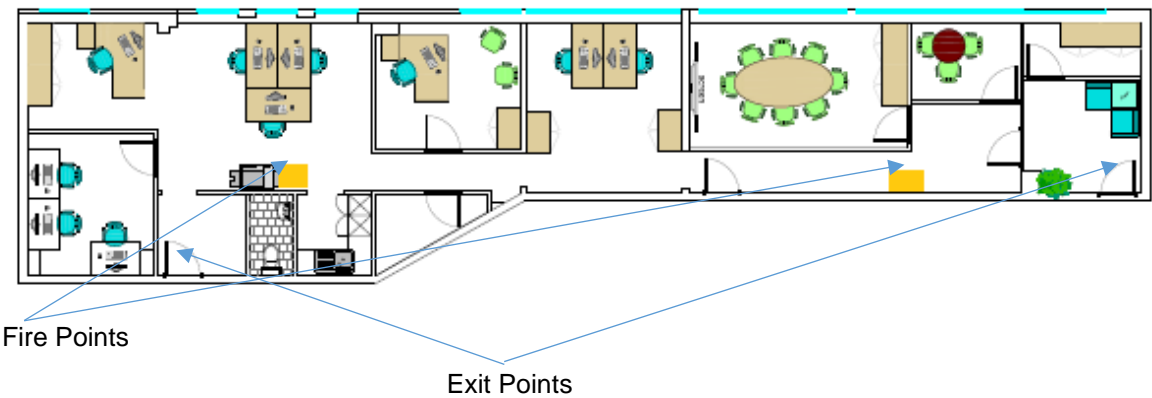
Alarms must be tested once a week by Landlord.

A fire drill must be carried out at least at 12 months.

Records of alarm tests and Fire Drills must be recorded.

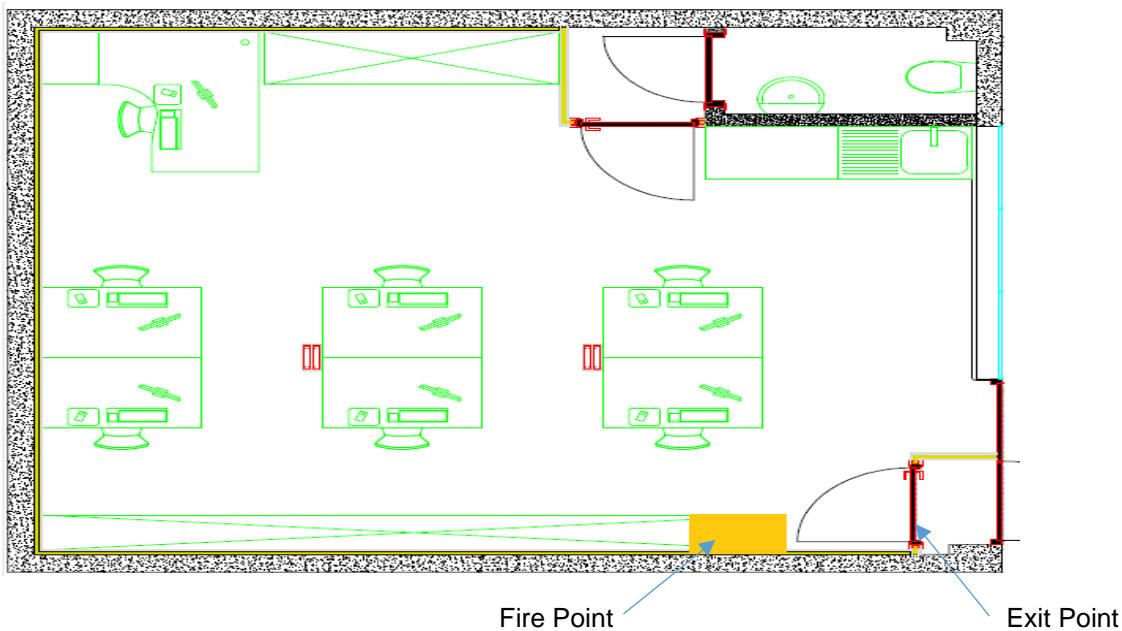
Arrangements must be in place to conduct annual tests of fire alarm and prevention apparatus by authorised personnel. This must be carried out by the Landlord.

The outbreak of the fire should be reported in office 1 authorised fire marshals (currently Cid Miguez, Mariana Hristova, Emma Jefferyes) immediately leave the building breaking a call point as you leave.

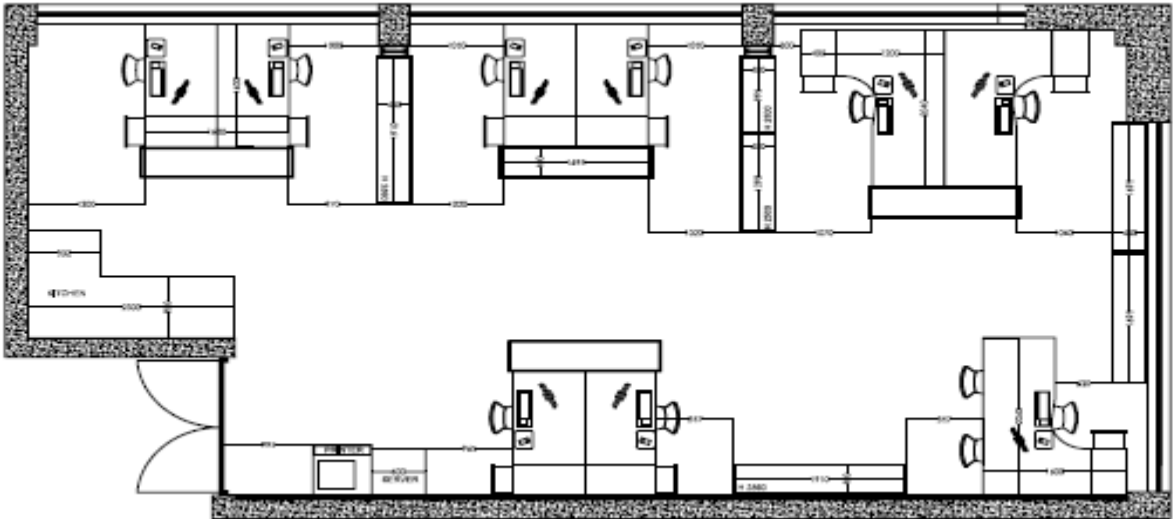


Exit the building and go to car park for unit P. Signage will show you this area.

Full fire procedures can be found on display in the main office areas.



The outbreak of the fire should be reported in office 2 authorised fire marshals (currently Bilyana Ivanova, Stanislav Hristov and Leopoldo Fojo) immediately leave the building breaking a call point as you leave.



New office, details to be confirmed

GQMS 6: EMPLOYMENT OF YOUNG PERSONS

1.0 Introduction

The employment of young person's requires special measures to ensure their health and safety is maintained effectively.

2.0 Young Persons (Under 18 years of Age)

Gypcraft Drylining Contractors Ltd is fully aware of the Management of Health and Safety at Work Regulations 1999, which outlines the requirements for the employment of young persons and will comply with these regulations. Young person's will be given the raised level of information, instruction, training and supervision required to enable them to work safely.

Appropriate training, coupled with proper supervision is particularly important for young person's because of their relative immaturity and unfamiliarity with the working environment. An assessment will be made of the individual's ability prior to training and that training is provided to bring that individual up to and appropriate level of competence. Special attention should be given to the provision of adequate Induction Training in the dangers of Construction sites.

Gypcraft Drylining Contractors Ltd will assess the risks to young people **before** they commence work.

3.0 Prohibited Work For Persons Under The Age of 18 Years

They must not drive any vehicle on behalf of Gypcraft Drylining Contractors Ltd.

They must not operate a power driven lifting appliance on a construction site, or give signals to the operators of lifting appliances.

They must not operate a woodworking machine i.e. chop saw, drill, stanley knives.

Note: There are exceptions to these prohibitions, in such cases, however, this could only be allowed after consultation with the Managing Director and/or Head of SHEQ.

4.0 Work Experience

Gypcraft Drylining Contractors Ltd encourages the intake of young person's for the intention of work experience or similar initiatives. An induction covering, at least, emergency procedures must be given. The young person must be supervised at all times.

QMS 7: RISK ASSESSMENT

1.0 Introduction:

The Management of Health and Safety at Work Regulations 1999 set out broad general duties which apply to almost all work activities in Great Britain and offshore. They are aimed mainly at improving health and safety management and can be seen as a way of making more explicit what is required of employers under the Health and Safety at Work Act 1974. Their main provisions are designed to encourage a more systematic and better-organised approach to dealing with health and safety matters.

2.0 Risk Assessments

The main thrust of the Regulations is the requirement to carry out assessments of the risks to health and safety of employees/sub-contractors and of anyone else who may be affected by the work activity. The significant findings of the assessments have to be recorded, together with any control measures identified as being necessary. In addition, employees/sub-contractors must be provided with clear information and adequate training on health and safety matters.

The procedure for hazard identification and risk assessment will take into account:

- Routine and non-routine activities;
- Activities of all persons having access to the workplace (including contractors and visitors);
- Human behaviour, capabilities and other human factors;
- Identified hazards originating outside the workplace capable of adversely affecting the health and safety of persons under our control within the workplace;
- Hazards created in the vicinity of the workplace by work-related activities under our control;
- Infrastructure, equipment and materials at the workplace, whether provided by us or others;
- Changes or proposed changes in the organisation, our activities, or materials;
- Modifications to the Gypcraft Quality Management System, including temporary changes, and their impacts on operations, processes, and activities;
- Any applicable legal obligations relating to risk assessment and implementation of necessary controls
- The design of work areas, processes, installations, machinery/equipment, operating procedures and work organisation, including their adaptation to human capabilities.

Our methodology for hazard identification and risk assessment will:

- Be defined with respect to its scope, nature and timing to ensure it is proactive rather than reactive; and
- Provide for the identification, prioritisation and documentation of risks and the application of controls, as appropriate.

For the management of change, we will identify the OH&S hazards and OH&S risks associated with changes in the organisation, the QMS, or our activities, prior to the introduction of such changes. We will ensure that the results of these assessments are considered when determining controls.

When determining controls, or considering changes to existing controls, consideration shall be given to reducing the risks according to the following hierarchy:

- Elimination;
- Substitution;
- Engineering controls;
- Signage/warnings and/or administrative controls;
- Personal protective equipment.

We will document and keep the results of identification of hazards, risk assessments and determined controls up-to-date. We will ensure that the OH&S risks and determined controls are taken into account when establishing, implementing and maintaining our quality management system.

Any risk assessments carried out to comply with other codes or regulations will not have to be duplicated. Gypcraft Drylining Contractors Ltd policy is to provide site specific written assessments for every activity where the risk to health and safety of either employees, sub-contractors or other persons who may be affected, is significant. It is the responsibility of Site Management to ensure that the control measures, procedures and other instructions laid down in the assessments are adhered to.

It is the responsibility of the Head of SHEQ to prepare and implement specific risk assessments. Risk assessment will follow a five step process. The following guidance will be used:

Step 1 - Identify Hazards to Health and Safety

Identify the ways in which individuals' health and safety is at risk in the workplace – the workplace hazards. To identify the potential health and safety hazards:

- Examine working locations to identify any potential hazards which could “reasonably be expected to cause harm”
- Read manufacturer instructions or information sheets for equipment and chemicals to put certain hazards into perspective
- Ask employees, sub-contractors if they have noticed or been exposed to any potential hazards
- Review accident and sickness records to identify any past hazards or those hazards which are not immediately obvious

Step 2 - Identify Individuals at Risk

Having identified the potential hazards to health and safety in the workplace identify those individuals who are at risk from the hazards, and the type of risk which they face. To keep risk assessments concise identify groups of individuals and the actions which they take that can place them at risk and consider the following points:

- Employees, visitors and the general public have different requirements related to, for example, abilities, age, mobility, etc. and some groups may be more at risk than others from particular hazards
- There are groups of people such as cleaners, visitors and contractors who are not at constant risk from health and safety hazards in the workplace, but may be at risk at a particular time

Step 3 – Evaluate the Risks and Identify Methods of Control

When the workplace hazards and the individuals who are at risk have been identified it must be decided how to minimise any potential risk to health and safety by evaluating the risk of each hazard and identify ways of risk control. Health and safety law expects businesses to do everything that is “reasonably practicable” to protect the health and safety of individuals. When identifying the methods of control consider whether the hazard can be removed completely or if not what is needed to do to control potential risk:

- Is there a less risky alternative, e.g. switching to less hazardous equipment or chemicals?
- Can constant exposure to the hazard be prevented with physical barriers?
- Can the amount of exposure to the hazard be reduced by re-organisation of the workplace?
- Can protective clothing and equipment be issued?
- Can first aid, washing and welfare facilities and health & safety equipment be provided?

Step 4 - Record and Implement the Findings

A risk assessment can only form part of long-term health and safety management if it is correctly recorded. A well recorded risk assessment facilitates monitoring the identified hazards and enables implementation of the risk controls. According to health and safety law, businesses with more than 5 employees are required to record their risk assessment findings as part of good health and safety management in the workplace. Written risk assessments should clearly indicate that:

- A proper investigation into all identified hazards to health and safety in the workplace has been carried out
- The groups/individuals that may be at risk from the hazards have been consulted
- The most severe and immediate hazards have been dealt with.
- Reasonable methods of control which keep risks to health and safety within the workplace low have been devised
- Employees/sub-contractors have been involved during each stage of the risk assessment process

Step 5 – Review and Update the Risk Assessment

To ensure that the health and safety management systems within the business remain current and relevant it is important to regularly review and update the risk assessments. Businesses rarely remain the same year after year, and as the business progresses employees and identified groups are continually faced with new risks to health and safety within the workplace. Site specific risk assessments will be reviewed at intervals not exceeding 6 months, and if significant changes which can bring about potential hazards to health and safety within the workplace occur. Site and job-specific assessments will be reviewed regularly by the PC at least weekly and if significant changes which can bring about potential hazards to health and safety within the workplace occur.

When reviewing risk assessments consider the following:

- What changes have been made to the workplace?
- What improvements to health and safety in the workplace are still needed?
- Have any new potential hazards to health and safety in the workplace been identified?
- Have any of the identified hazards been eradicated?
- Has the likelihood of risk from the identified hazards increased?

2.1 Generic Risk Assessments

Not used by Gypcraft

2.2 Design Risk Assessment (DRA)

Not used by Gypcraft

2.3 Site Specific Risk Assessment

All operational sites must have a site specific risk assessment in place using a Site Risk Assessment form held on T100. The site specific risk assessment process will also follow the five step principles stated above. On completion of assessed tasks or projects the risk assessment record will be sent to the PC for review and held in retention on the T100 by the Head of SHEQ.

3.0 Competence and Training

The Risk Assessment process will only be completed by a competent person with competent health, safety and environment training. Detailed training can be provided upon request, this will be taken from Head of SHEQ's CPD/IPD IOSH development programme.

QMS 8: SAFE WORKING AT HEIGHT

1.0 Introduction

This section of the manual describes the arrangements for working at height. A place is 'at height' if a person could be injured falling from it, even if it is at or below ground level.

2.0 Legal Obligations

The Work at Height Regulations 2005 applies to all work at height where there is a risk of fall liable to cause personal injury. They place duties on employers, self-employed, and any person who controls the work of others.

3.0 Employers' Responsibilities

The Work at Height Regulations 2005 requires the employer to ensure that:

- They do all that is reasonably practicable to prevent anyone falling.
- Avoid work at height where possible.
- Use work equipment or other measures to prevent falls where they cannot avoid working at height.
- Where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.
- All work at height is properly planned and organised.
- All work at height takes account of weather conditions that could endanger health and safety;
- Those involved in work at height are trained and competent.
- The place where work at height is done is safe
- Equipment for work at height is appropriately inspected.
- The risks from fragile surfaces are properly controlled.
- The risks from falling objects are properly controlled.

4.0 Planning

All work at height must be planned to ensure safe methods of work and risk assessments are undertaken. To ensure this occurs you must:

- Ensure that no work is done at height if it is safe and reasonably practicable to do other than at height;
- Ensure that the work is properly planned, appropriately supervised, and carried out in as safe a way as is reasonably practicable;
- Plan for emergencies and rescue;
- Take account of the risk assessment carried out under regulation 3 of the Management of Health and Safety at Work Regulations

5.0 Training

All operatives involved with working at height must be competent (or, if being trained, is supervised by a competent person). This includes involvement in the organisation, planning, supervision, and the supply and maintenance of equipment.

6.0 The workplace

The place where working at height is to be undertaken (including the means of access) must be safe and have features to prevent a fall, unless this would mean that it is not reasonably practicable for the worker to carry out.

7.0 Equipment and safety features

When selecting equipment for work at height you must:

- Ensure that it is suitable for the task.
- Collective protection measures (e.g. guard rails) take priority over personal protection measures (e.g. safety harnesses).
- Controls are in place to ensure safety of others not directly involved with the operations (e.g. members of the public). Fall protection must be so placed as to prevent, so far as reasonably practicable, the fall of any person, or any material object, from the place of work.

8.0 Fragile Surfaces

If any employee has to work on or near a fragile surface you must:

- Ensure that suitable platforms, coverings, guard rails, and the like are provided (and used) to minimise the risk;
- Do all that is reasonably practicable, if any risk of a fall remains, to minimise the distance and effect of a fall;
- A full risk assessment must be undertaken, involving the employees'-sub-contractors required to carry out the task, as they are to be fully aware of the danger, preferably by prominent warning notices fixed at the approaches to the danger zone.

9.0 Falling objects

Where it is necessary to prevent injury, control measures must be in place to prevent so far as reasonably practicable anything from falling. All portable materials are to be removed from site at the end of each shift to ensure there is no possibility of anything being thrown or tipped from height especially if you are working on a structure such as a bridge.

If working on a structure such as a bridge you must ensure that every effort is made to ensure that all support scaffolding if required is installed by a competent person. Toe-boards must be suitable and sufficient to prevent the fall of any person, or any material or object, from any place of work.

Ladder Safety

- Ensure that all ladders (both fixed and portable) provided for use are visually checked for defects before you use them.
- Remember ladder safety – keep 3 points of contact with the ladder at all times when climbing or descending.
- If you notice any defect, do not use the ladder. Notify site management as soon as you can.
- Stop other people using the defective equipment – remove from site
- Ensure the ladders have received a documented inspection with-in the last 7 days
- Permit control system to be signed by site management

Scaffold

- Ensure the scaffold has had an inspection by a competent person with-in the last 7 days, this should be located on the 'scaff tag'.
- Look for signage which states incomplete scaffolding
- Never remove scaffolding components, always request a competent person to remove for you
- If you feel the scaffold is in a dangerous condition you MUST report this immediately to site management

Podiums

- Ensure the podium have received a documented inspection with-in the last 7 days
- Visual pre-user checks to be completed by operative before usage
- Always ensure you use the podium with-in the manufacturer instructions i.e. SWL, never lean over outside of edge protection, always use on even ground, etc.

Scaffold Towers

- Towers to only be erected and dismantled by PASMA trained operatives
- Towers to be signed by a competent person after each erection & alteration
- Always use in accordance of manufacturer instructions
- None documented pre-user checks to be carried out before use

Hop up's

- Ensure the hop up's have received a documented inspection with-in the last 7 days
- Visual pre-user checks to be completed by operative
- Always ensure you use the podium with-in the manufacturer instructions i.e. SWL, never lean over, always use on even ground, etc.
- Always use in accordance with manufacturer instructions

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Oxford systems

- Use in accordance with manufacture instructions at all times
- Documented inspections by a competent person to be carried out after completion of erection.

Stilts

- Before using Stilts on site, contact Head of SHEQ Matt Wray

QOMS 9: Provision and Use of Workplace Equipment

1.0 Introduction

This section of the manual addresses the requirements of The Provision and Use of Work Equipment Regulations (PUWER) 1999 and in relation to Gypcraft activities. QOMS 8 outlines the inspections required for these Regulations.

The Regulations apply to all work equipment. This is broadly defined as including everything from hand tools to machines of all kinds and scaffolds.

What do the Regulations require?

We should ensure that equipment is:

- Suitable for use, and for the purpose and conditions in which it is to be used;
- Maintained in a safe condition for use so that people's health and safety is not at risk; and
- Inspected, in certain circumstances, to ensure that it is and continues to be safe for use. Any inspection should be carried out by a competent person (this could be an employee if they have the necessary skills, knowledge and experience to perform the task) and a record kept until the next inspection.

We should also ensure that risks created by using the equipment are eliminated where possible or controlled as far as reasonably practicable by:

- Taking appropriate 'hardware' measures, e.g. providing suitable guards, protection devices, markings and warning devices, system control devices (such as emergency stop buttons) and personal protective equipment; and
- Taking appropriate 'software' measures such as following safe systems of work (e.g. ensuring maintenance is only performed when equipment is shut down etc), and providing adequate information, instruction and training about the specific equipment.

A combination of these measures may be necessary depending on the requirements of the work, our assessment of the risks involved, and the practicability of such measures.

Generally, equipment issuers and users should comply with the following requirements:

- Do not use work equipment if you are not trained and/or assessed as competent
- Only use approved equipment that has been inspected by a competent person and assessed as safe
- Report defects immediately and ensure that defective equipment is not used. Submit equipment for routine inspection and maintenance as instructed or in accordance with information supplied with the equipment.
- When equipment is issued, ensure that the user has appropriate instruction and competency
- Inspect equipment issued to you to ensure it is serviceable and fit for the tasks to be undertaken
- Keep equipment safe and secure. Prevent unauthorised access and use

2.0 Purchase and Supply of Machinery and Equipment

From the end of 2009 most machinery supplied or imported into the UK must comply with the **Supply of Machinery (Safety) Regulations 2008** as amended by the **Supply of Machinery (Safety) (Amended) Regulations 2011**. These regulations apply to all machinery which is powered and has moving parts, assemblies of several machines arranged and controlled to function as one, and parts that modify the function of a machine.

In order to supply machinery within the EC the machinery must meet the essential health and safety requirements (as amended by the 2011 Regulations) covering, for example machinery construction, moving parts, lighting controls, fire, noise, vibration, radiations, various emissions, maintenance and instructions, stability and other dangers to the operators and assessment procedure, be issued with a "declaration of conformity" or "declaration of incorporation" as appropriate, carry a "CE" marking and be safe.

The production of a technical file may be necessary to confirm compliance with the essential health and safety requirements if an enforcing officer (HSE for work equipment) requests to see it. It is the duty of the "responsible" person (manufacturers or importers) to compile the technical file.

Work equipment that complies with these Regulations will be deemed to comply with the relevant requirements

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of PUWER. All machinery is to be purchased and then supplied to site contracts by the plant department.

In order to meet the requirements the following procedure is to be adopted:

Purchasing New Machinery

Supplier / Manufacturer Information

- Tell the supplier where the machine will be used, what you want to use it for and who will be using it, particularly if it is a complex or custom-built machine.
- Ask the supplier the following:
 - What Health and Safety risks might there be when using the machine?
 - Are there any dangerous parts and what guards will be provided?
 - Will it need emergency stop controls and how will it be isolated?
 - How do the controls and control systems work?
- Will dust or fumes, etc be produced by the machine? If these are likely to be in significant quantities, can an existing extraction system be adapted to cope with the new machine or will you have to buy a new system?
- Has the machinery been designed to minimise the noise and vibration levels?
- Are there and extremely hot or very cold parts of the machine, and can they be insulated or protected?
- Are there any lasers or thickness gauges, and can any exposure to radiation be eliminated? If not, what precautions are there to stop any exposure to radiation?
- What has been done to eliminate the risk of electric shock particularly during maintenance work, when covers or control panel doors may be open?
- Are there possible risks from other sources of energy such as hydraulic or pneumatic?
- Is there clear information about installation, maintenance and breakdown procedures?
- Will you inform me of problems arise with similar machines bought by other users?
- In addition it is good practice for the supplier or manufacturer to have a service back-up or help line, so that you can get further information as you need it. You could check what is in place before buying.

Purchase of Machinery

- Check that it has a CE marking (where necessary) and ask for a copy of the EC Declaration of Conformity if you have not been given one.
- Check that the supplier has explained what the machinery is designed to be used for and what it cannot be used for (unless this is off-the-shelf machinery)
- Make sure a manual has been supplied which includes instructions for safe use, assembly, installation, commissioning, safe handling, adjustment and maintenance.
- Make sure the instruction manual is written in English. (The maintenance instructions may however be written in another language is specialised staff from the manufacturer or supplier will carry out maintenance.)
- Make sure information has been provided about any remaining risks from. the machine, and the precautions you need to take to deal with them. These may include electrical, hydraulic, pneumatic, stored energy, thermal, radiation or health hazards.
- Check that data about noise and vibration levels have been provided and, where necessary, explained to you.
- Ensure that any warning signs are visible and easy to understand
- For a complex or custom-built machine arrange for a trial run so you can be shown the safety features and how they work.
- Check to see if **you** think the machine is safe.

- Make sure any early concerns about the safety of the machine are reported to the supplier.
- Before Supplying New Machinery to Site
- Look for obvious defects, such as missing guards or other safety devices, or inadequately protected electric wiring.
- Check that known risks (including risks from fumes or dust, noise or vibration) from the machinery when it is in use will be properly controlled or that there is information on how they can be controlled.
- Make sure the manufacturer has provided instructions for safe installation, use, adjustment and maintenance, and that these are in English if the machinery is for use in the UK (some maintenance instructions may be in another language if staff from the manufacturer are to carry out specialised maintenance).
- Check that data about noise and vibration emissions have been provided, where appropriate.
- Make sure that any warning signs are visible and easy to understand.
- Check that you have a properly completed declaration of conformity, or a declaration of incorporation if appropriate.
- Check for CE marking
- Check with the manufacturer if you have concerns about any of the above matters.

Never assume that machinery is safe just because it has a CE marking.

3.0 Maintenance and Inspection

Head of SHEQ will establish inspection and maintenance schedules to ensure the safe and effective use of plant and equipment. Inspection and maintenance records will be retained to demonstrate implementation of this policy. Plant and equipment found to have defects will be prohibited from use until repaired or replaced. Defective equipment will be clearly marked, **segregated or disabled** to prevent use. Plant and equipment will be marked to indicate inspection status.

If equipment is not marked as safe to use, or if you are in doubt, don't use it until you have established that it is safe.

4.0 Hired Plant

The Provision and Use of Work Equipment Regulations 1998 (PUWER) imposes duties on anyone with responsibility directly or indirectly for work equipment and its use. For all practical purposes, all hired plant should be treated as the Company's own plant and any operator provided with that plant should, therefore, be treated as the Company's own employee

QCMS 10: INSPECTIONS, EXAMINATIONS AND HEALTH MONITORING

1.0 Introduction

There are certain routine inspections, examinations and health monitoring that need to be completed i.e. 7 day scaffold inspection, ladder/steps/hop up's/podium inspection, 3 monthly Portable Appliance Testing that are legally required to be carried out. It is the responsibility of the Head of SHEQ to manage this process and ensure that such inspections and examinations themselves are carried out at the correct intervals. The Head of SHEQ will also ensure the person completing all active health monitoring is competent to do so.

2.0 Scaffolds

A competent person must inspect all scaffolds at intervals of not more than 7 days or immediately after they have been exposed to weather conditions likely to affect their strength or stability. e.g. High winds, heavy frost or snow. (The competent person will normally be employed by the PC, Gypcraft currently have no competent operatives to perform this task)

The details of the inspection must then be recorded, there is no prescribed form but either 'scafftag' or scaffold register document.

In addition to checking such basic points as guard rails and toe boards at working platforms, closely boarded working platforms, uprights resting on bricks, trap ends on scaffold boards, overloading of platforms etc. It is essential to check that ties into the building, where these are required, are still in position and effective.

3.0 Ladder/steps/hop up's/podium/tower scaffold/Stilts inspection

A competent person (typically Site Management) will all ladder/steps/hop up's/podium/tower scaffold/stilts at intervals of not more than 7 days. Any equipment found to have defects must be removed from use immediately, operatives found using defective WAH equipment during routine safety inspections will be told to remove the equipment from site and inform Site Management immediately.

'scafftag' systems are usually what is required on site for evidence of inspection, also for Gypcraft records we require a plant and equipment inspection records which can be found in the site H&S folder.

4.0 Health Monitoring on site operatives

A competent person must carry out (face fit testing please see QCMS 9) the health monitoring questionnaire. This will be carried out every 12 months at a maximum, however Gypcraft does operate with an 'open door policy' which means operatives are giving training (toolbox talks) on how to understand things like noise induced hearing loss and the early stages for HAVS, and can approach any Gypcraft Site Management or Head of SHEQ who will investigate suitable measures immediately to rectify the issue.

4.1 Health monitoring for office employees who attend site

Gypcraft Drylining Contractors Ltd have sourced an external occupational health company to complete medical assessment for all employees who are predominantly office based however, do make regular site visits with-in their job role. This is now compulsory due to possible exposure to construction dusts and noise, etc.

5.0 Portable Appliance Testing & Daily Inspections

Portable Appliance Testing will be carried out every 3 months on site by a competent person. Currently we have an internal operative who carries out this monitoring, Head of SHEQ ensures this information is stored correctly in the Gypcraft Safety Management System. All operatives are competently trained to carry out none documented pre-user checks on electrical equipment. This should be completed every day. The Gypcraft head office will have PAT completed every 12 months.

QOMS 11: PERSONAL PROTECTIVE EQUIPMENT (INCLUDING RPE)

1.0 Protective Equipment

Gypcraft policy to provide protective clothing for employees/sub-contractors as and where necessary. This will include such items as:

- Safety helmets - BS EN 397
- Eye protection - BS EN 166
- Ear protection - BS EN 352
- Respiratory breathing equipment - BS EN 149
- Hand protection - BS EN 388
- Safety Harnesses - BS EN 361
- Visibility clothing
- Safety foot protection - BS EN ISO 20345 – **Employees only**

PPE/RPE should be relied upon only as a last resort but where it is not reasonably practicable to control the risks by other means there is a duty to provide suitable equipment, free of charge, for all the employees exposed. Additional equipment may be issued at the discretion of the Site Management. Employees/sub-contractors are required to wear the equipment when issued and maintain it in good condition. Loss or damage must be immediately reported.

In addition to the provision of PPE, Gypcraft are responsible for providing information, instruction and training on its use.

1.1 Safety Helmets

Personal Protective Equipment at Work Regs.1992 have been amended so that they apply to all building operations and works of engineering construction and, therefore, must be complied with on all our operations. They were made under the Health and Safety at Work Act 1974 and in the event of a prosecution being brought by the Health and Safety Executive for failure to comply with the Regulations, the penalty is a fine of up to £20,000. An employer may be fined for not providing head protection and enforcing its use and equally an employee may be fined for not wearing their head protection when required to do so. The employer must provide head protection and replace it whenever necessary. They must also ensure that the protection is worn at all times on site.

The responsibility for ensuring that head protection is worn rests on each and every employee regardless of his or her status on site, but Site Management has an additional responsibility to ensure that everyone on site wears head protection. This responsibility extends to visitors to the site.

Duties of Employees & Sub-contractors:

All operatives have a duty to wear the head protection at all times on site. They must wear it properly, take reasonable care of it and report any loss or damage.

1.2 Eye Protection

The Personal Protective Equipment at Work Regs.1992 specifies the processes for which approved eye protectors or approved eye shields are required. This means that where any of the processes listed below are being carried out, eye protection to BS EN 166 must be provided by the employer and worn by the persons carrying out the operation. The specified processes are as follows:

The use of a high-speed metal cutting saw or an abrasive cutting off wheel or disc. (i.e. Stihl Saws);

The breaking, cutting, dressing, carving or drilling by means of power driven portable tool or by means of a hammer, chisel, pick or similar hand tool of iron, plastics, concrete, fire clay, plaster or stone, stonework, brickwork or blockwork; The dry grinding of materials;

The welding of metals (Where welding processes are being carried out, protection must also be afforded for those persons not employed in the operations but whose eyes the welding flash may affect);

Any work carried with a hand held cartridge operated tool including the loading and unloading of live cartridges.

When carrying out the above activities Such as use of Hand held cartridge tools and abrasive wheels, BS EN 166 (B) Impact Resistant Goggles must be worn.

1.3 Hand Protection

The law requires that employers make a suitable and sufficient assessment of the risks to health from exposure to chemical agents at work. This is covered by the Health and Safety at Work etc. Act 1974 (HSW Act) and the Control of Substances Hazardous to Health Regulations 1999 (COSHH). If it can be clearly shown that:

There are situations at work where risks to health and safety are unavoidable; and

Methods of control other than protective gloves are not reasonably practicable; employers have further legal duties to provide suitable protective gloves to any employee who may be exposed to such risk.

Any protective gloves provided must be manufactured to the appropriate standard and be compatible with:

The wearer;

The work to be done;

Any other PPE to be worn, such as aprons, overalls or shoes.

The type of glove to be use for each individual task will be detailed in the risk assessment for that particular activity. Cut 3 resistant gloves will be used for any works that a risk assessment has defined that there is an inherent risk of hand injury and where the hierarchy of control cannot control the risk of injury.

1.4 Ear protection

Gypcraft Drylining Contractors Limited is required by law to;

Provide employees/contractors with hearing protectors if they ask for it and their noise exposure is between the lower and upper exposure action values;

Provide employees/contractors with hearing protectors and make sure they use them properly when their noise exposure exceeds the upper exposure action values;

Identify hearing protection zones, i.e. areas where the use of hearing protection is compulsory, and mark them with signs if possible;

Provide employees/contractors with training and information on how to use and care for the hearing protectors;

Ensure that the hearing protectors are properly used and maintained.

QOMS 12: VEHICLE AND PLANT OPERATION AND TRANSPORT

1.0 Introduction

The Provision and Use of Work Equipment Regulations 1998 (PUWER) imposes duties on anyone with responsibility directly or indirectly for work equipment and its use. For all practical purposes, all hired plant should be treated as Gypcraft own plant and any operator provided with that plant should, therefore, be treated as the Gypcraft own employee

2. Driving on the Highway

Everyone who uses the public highway must comply with road traffic legislation which is managed by the Department for Transport (DfT). This covers aspects as diverse as requirements for vehicles to be regularly examined for road worthiness through to the application of speed limits. Both the Police and the Vehicle and Operator Services Agency (VOSA) maintain a roadside presence and take the lead on the enforcement of this legislation.

Managing the risks to employees who drive at work requires more than just compliance with road traffic legislation.

The Health and Safety at Work Act 1974 requires employers to take appropriate steps to ensure the health and safety of their employees and others who may be affected by their activities when at work. This includes the time when they are driving, or riding at work, whether this is in a company or hired vehicle, or in the employee's own vehicle. Employees also have responsibilities under the Health and Safety at Work Act to safeguard themselves and other and to co-operate with employers.

There will always be hazards associated with driving. Although these cannot be completely controlled an employer has a responsibility to take all reasonable steps to manage these risks down to as low a level as reasonably possible in the same way as they would in the workplace.

MSRA 57 in Part 2 of this manual describes the risks and controls associated with driving vehicles on the highway.

2.0 Cement Mixers

- Check that the starter shaft and the chain and sprocket drive or veer belt drive is satisfactorily guarded.
- Check the starter handle to ensure that it is well greased and moves freely onto the starter shaft.
- Inspect the engine cover to ensure that it is in sound condition and that the supporting braces supporting braces securely hold the cover when it is in the raised position.
- Check the drum rim for splits

3.0 Traffic Routes

Every site must be organised so pedestrians and vehicles can move safely.

Traffic routes shall be suitable for the persons or vehicles using them, sufficient in number, in suitable positions and of sufficient size. All Gypcraft operatives including sub-contract teams must adhere at all time to PC site instructions and signage at all times. Any person working on behalf of Gypcraft found to be ignoring traffic route instructions will be removed from site immediately.

GQMS 13: CONSULTATION WITH, AND INFORMATION TO, EMPLOYEES/SUB-CONTRACTORS

1.0 General

The Safety Representatives and Safety Committees Regulations 1977 gave recognised Trade Unions the legal right to appoint safety representatives from amongst the member employees of the company. In the construction industry the appointment will often relate to a specific site or contract.

If two or more safety representatives on a site/office request in writing that the employer establishes a safety committee, then this must be done, not later than 3 months after the request has been made.

The Health and Safety (Consultation with Employees) Regulations 1996 widened the coverage to allow for employees not in groups covered by trade union safety representatives.

Gypcraft policy and information has to be disseminated to employees in an effective and timely manner.

2.0 When to Consult and Inform

Gypcraft will consult with employees on all matters to do with their health and safety at work, including:

- Start of employment
- Changes in equipment or ways of working.
- Following reviews of accidents and incidents
- Changes to legislation
- Planning of GQMS training.
- Consequences of introducing new technology.

The consultation will be two ways, not only giving information to employees but also listening to and taking account of what employees say.

3.0 How Consultation and Information is Facilitated

The consultation / information will be via the following channels:

- Regular Site visits by Head of SHEQ
- Regular H&S meetings with Site Management
- Notice Boards
- Team briefings
- During Training Sessions
- During toolbox talk

Appropriate reasonable adjustments to facilities will be made to assist the effective communication to all personnel. This may include enhanced communications media for visually or hearing impaired personnel and the provision of services for personnel whose first language is not English such as:

- Pictograms
- English lessons
- Interpreters
- Multi-lingual instructions and guidance

GQMS 14: ALCOHOL AND DRUGS POLICY

1.0 Introduction

- a) Gypcraft wishes to encourage a sensible attitude throughout the workforce in order to protect the Health and Safety of all staff and operatives. The company also wants to ensure that its image in the public eye is not affected by operative's use of alcohol or non-prescribed drugs.
- b) It is therefore Gypcraft Policy that no alcohol or non-prescribed drugs must be taken onto any site or consumed throughout the working day (this includes travelling to and from work in company vehicles).
- c) This policy also covers solvent abuse.

2. Implementation

- a) Should any employee or sub-contractor be suspected of being unfit for work due to alcohol or drugs, they will be stopped from working and removed from the working area. (This rule still applies even if the drugs were prescribed as part of medical treatment).
- b) Any employee or sub-contractor found to be unfit for work due to alcohol or drug abuse will be subjected to disciplinary action.
- c) If it suspected that poor performance in a subordinate is due to alcohol or drug abuse, they will be offered the opportunity to discuss the problem with their line manager. The offer may be refused, but this will be noted on the employee's record. In every instance, the employee / contractor must not be allowed to return to work until the effects of the alcohol or drugs have been overcome.
- d) It is a condition of employment with Gypcraft that random drug and alcohol testing of employees or sub-contractors will be undertaken to ensure this policy is adhered to. Operatives who refuse to submit to testing will be subjected to immediate disciplinary action.

3. Advice to Managers

This message must be made clear to all operatives within their induction sessions. This should include reference to the risks associated with heavy drinking or drug taking the previous evening.

The following symptoms may provide an indication that an individual has an alcohol or drugs problem:

- Irritability,
- Depression, mood / personality changes,
- Decreased ability to co-operate with other workers and reduced or ineffective performance.

However, it should be noted that the above symptoms could be caused by medical and personal problems. It may however be of benefit to offer counselling to the individual.

GQMS 15: Safety, Health Quality and Environment Monitoring

1.0 Introduction

A key element in safety, quality and environmental management is the need to monitor and measure company performance against performance standards such as documented processes and relevant legislation. This is achieved through the Site Inspection Programme.

2.0 Inspection

Site inspections will be conducted on a monthly basis by the Head of SHEQ and also monthly by Site Management, however, Gypcraft Site Management should continually and proactively monitor safety daily, at the start, during and on completion of each working day. Issues should be documented in site diaries and on inspection sheets provided in H&S site folder.

3.0 Internal Audits and Reports

3.1 A monthly audit schedule has been established and maintained to programme operational site audits by the Head of SHEQ and operational management. The schedule will also include site toolbox talks and reviewed at operations meetings.

3.2 Upon completion of audits the reports will be collated at Head Office and entered onto the audit database, used to produce a report which is reviewed at operations' and managers' meeting

4.0 Non-Conformance Reporting and Corrective actions

4.1 If during an Inspection a non-conformance with either company procedure or legislation is identified the following action will take place:

- All non-conformances, including customer complaints, shall be recorded in the Corrective Action Log.
- Work will be stopped until suitable corrective action has been carried out where there is a risk of serious personnel injury and where activities are carried out to which relevant procedures and statutory provisions apply. Details will be recorded on the audit report.
- Where actions cannot be completed immediately, outstanding actions will be recorded on the audit report. Details will then be entered onto the audit database and reported to operations and managers meetings until completed
- For major non-conformances, an Improvement Notice will be raised identifying the action to be taken and the timescale for completion. An Improvement Notice will be served when relevant procedures and statutory provisions are being contravened and circumstances make it likely that the contravention will be continued to be repeated.

4.2 Non-conformance reports will be reviewed at operations, managers and during formal management review, annual.

QMS 16: USE OF SKIPS

1.0 General Requirements

A skip is a container designed to be carried on a motor vehicle and placed on a road or other land for storage or collection of builder's materials, rubble, waste etc. It may be deposited on a highway with the permission of the Highway Authority. In such cases the owner of the skip has certain legal responsibilities. These are:

To ensure the skip is properly lighted during the hours of darkness.

To fit the skip (if any part of the skip is on the carriageway) with red and yellow striped fluorescent reflective markings (of the type displayed on the rear of some goods vehicles) attached to the sides that face in the direction of the carriageway.

To ensure the skip is clearly marked with the owner's name and telephone number of address.

To ensure that the skip is removed as soon as practicable after it has been filled. **DO NOT OVERFILL.** To ensure that all of the conditions subject to which the permission was granted are complied with.

2.0 Additional Conditions Laid Down by the Highways Authority

Permission may be granted by the Highway Authority with or without conditions additional to those under General Requirements. These additional conditions may relate to:

- The positioning of the skip and its dimensions
- The manner in which it is to be lit or guarded. The manner in which it should be coated with paint or other materials to make it immediately visible to traffic.
- The care and disposal of its contents and its removal at the end of the period of permission.

3.0 Marking Plates

The Builders Skips (Markings) Regulations 1984 require every builders skip to be provided with marking plates at both the front and rear ends whenever the skip is placed on the highway. This includes housing estate distributor and service roads.

The markings should consist of two fluorescent red and yellow reflective striped marking plates at both ends and the details of the size and position of the markings are given below:

- The width of each marking should not be less than 150mm nor more than 280mm
- The length of the marking should not be less than 350mm nor more than 700mm
- The angle of each stripe should be within 40 degrees to 50 degrees to the vertical
- The breadth of each stripe should not be less than 133mm nor more than 147mm

The markings should consist of two plates of equal size and shape. Each plate should be attached as near to the outer edge of the skip as possible and be vertical. The upper edge of each plate should not be more than 1.5 metres from the ground and not lower than the upper edge of the skip.

The markings should be kept in a clean state.

4.0 Offences

Proceedings may be taken against the owner of the skip and/or any person whose act resulted in the offence.

If the skip is hired for more than one month, the hirer becomes the owner.

GQMS 17: SUBSTANCES HAZARDOUS TO HEALTH

1.0 Introduction

The use of hazardous substances on site is subject to the requirements of the Control of Substances Hazardous to Health Regulations 2002. They lay down a legal framework for controlling the exposure of persons at work to these substances. An essential part of the regulations requires employers to make assessments for each and every substance which may be hazardous to health whilst in use on Gypcraft sites and also in the head office.

2.0 Assessments

Assessments have already been made for many of the hazardous substances used and these are assembled in the "COSHH" section of T100 Gypcraft H&S Management System. It is essential that all managers and supervisors are aware of these assessments because relevant copies should be readily available in H&S site folders wherever hazardous substances are in use.

3.0 Hazardous Substances

Many substances can be identified as being harmful by the hazardous symbols printed on containers and packages. The six standard symbols are as follows:

Toxic: These substances are poisonous to humans and animals, e.g. Parquet.

Corrosive: These substances are destructive to human and animal body tissues e.g. brick cleaning acid and sodium Hydroxide.

Oxidiser: These products will support the combustion process, e.g. Sodium Chlorate (used in weed killer), causes dried vegetation and clothing to become flammable when treated or contaminated with the dried solution.

Irritant or Harmful: These products will irritate human body tissue and may cause dermatitis; e.g. white spirit and man-made glass fibre wool.

Explosive: These products will explode following application of mechanical, electrical, or heat energy or chemical action, e.g. propane gas in air. There is a range of gas and air mixtures in which an explosion will occur. The lower limit of this range is called the Lower Explosive Limited (L.E.L).

Flammable: These products will easily catch fire and burn, e.g. white spirit and diesel fuel. The flash point (FP) of a flammable substance is the temperature at which sufficient flammable vapour is given off, to cause ignition from an external source of flame. An example of a flammable substance is white spirit, with a flash point of 37 degrees Celsius.

It is important to note that all dangerous substances are not labelled in this way and management should be aware that substances without a hazard symbol could also be subject to the requirements of COSHH. The manufacturers warning symbol printed on the container or package can usually identify these. If substances are identified in this way as being hazardous, and no assessment exists, then the company's Business Standards Manager should be asked to prepare one. It is necessary to have full details of the substance i.e. trade name and the title and address of the manufacturers

4.0 Enforcement of Assessments

It must be understood that an assessment is a method statement and this must legally be compiled with. Any personal protective equipment specified should be provided and used. Alternative equipment may not be suitable and guidance should be obtained from Gypcraft Head of SHEQ before a substitution is made.

QMS 18: NOISE

1.0 Introduction

Noise has been described as unwanted sound. In addition to causing annoyance, noise may interfere with working efficiency by inducing stress and disturbing concentration. By hindering communications and by masking warning signals, noise may be the cause of accidents. Furthermore, it can damage hearing.

Temporary hearing loss, lasting from a few seconds to a few days, may result from exposure to high sound levels for a short time. Regular exposure to lower sound levels over a long period of time may result in the destruction of certain inner ear structures resulting in a loss of hearing which is both permanent and incurable.

Sound is generated when fluctuations in air pressure are radiated away from a source of vibration. The perceived loudness of the sound, and its potential for damage to hearing, are affected by both the magnitude of the fluctuations and the frequency with which they occur.

2.0 Measurement of Sound

Sound in workplace situation is measured in decibels expressed as dB(A) usually over a scale of 30 to 140 dB(A). The decibel scale is logarithmic and with each increase of 3 dB the rate at which sound energy is received doubles, although to the ear the change may not appear to be substantial.

The frequency of sound is measured in hertz (Hz) and one Hz equals one cycle per second. Healthy young persons can hear sounds in the range of 20 Hz to 20 kHz but with age the range becomes more restricted especially at high frequencies.

Example of Sound Levels and Frequencies

Source	dB(A) Level
Library	20 - 30
Quiet Office	40 - 50
Conversation	55 - 65
Loud Radio	70 - 80
Busy Street	80 - 90
Heavy Lorry at 7 metres	90 - 100
Chainsaw	100 - 110
Jet Aircraft at 25 metres	130 - 140

The frequencies of the notes of a piano range from 250 Hz for the low notes to 3 kHz for the high notes. However, the frequencies of industrial noise normally range from 63 Hz to 8 kHz, e.g. an electrically driven circular saw cutting wood is approximately 4 kHz.

3.0 Legal Position

The Control of Noise at Work Regulations 2005 control the exposure of employed persons to noise with the objective of preventing damage to their hearing. The Regulations are based on a European Community (EC) Directive requiring similar laws throughout the Community.

Neighbourhood noise affecting local residents and businesses is not controlled by these Regulations. The position here is subject to the requirements of the Control of Pollution Act 1974 and the local Environmental Health Department administers legislation.

4.0 Requirements of the Regulations

The Regulations require the employer to take certain basic steps where an employee is likely to be exposed to noise at or above 80 dB(A) and again at 85 dB(A). In most situations these steps will necessitate the making of a noise assessment in respect of each noise source.

Where employees are exposed to levels above 85 dB(A) the employer must reduce the exposure as far as is reasonably practicable by means other than the provision of personal ear protectors. In the great majority of cases the reduction of exposure under normal site conditions is not reasonably practicable and the use of personal ear protectors has to be relied upon.

Where ear protectors are necessary, it is the legal duty of the employer to provide them and the employee's duty to wear them and report any defects to his employer.

5.0 Assessments

Assessments have been made for many items of plant, equipment and operations and these are included in our site specific risk assessments. It is essential that all Gypcraft site management be aware of these assessments because relevant copies should be readily available on all sites in the H&S site folders.

It must be understood that as assessment is a method statement and the procedures outlined must be adhered to, therefore complying with the requirements of the Regulations. The type of ear protectors specified should be supplied and used. Different types of ear protection attenuate noise by differing amounts with the frequency of the noise being the most important factor.

Frequency has, therefore, been taken into consideration in deciding the type of ear protectors most suitable in each case.

The employer in control of the site, i.e. the main contractor, has the responsibility under the Regulations of demarcating protection zones and identifying them by means of warning signs. The assessments specify in each case the radius from a noise source likely to be affected by noise levels above 85 dB(A) and this is the zone that must be demarcated and signed.

Below is table outlining noise and vibration exposure with commonly used work equipment.

MODEL DESCRIPTION	MAXIMUM USAGE TIME 8-HOUR DAY	VIBRATION LEVEL (M/S ²)	NOISE LEVEL	CONTROL MEASURES
Makita SDS Drill	53 Minutes	15M/S ²	Above 1 st Action Level	Operatives to wear ear protection (EN 352), impact resistant goggles (EN166), safety gloves and FFP3 respiratory protection (EN 149: 2001) at all times while operating. Maximum usage per operative per day will not exceed 45 minutes. Rotation of workforce will be required if works are to exceed 45 minutes in any one day per operative.

PLEASE REFER TO A-SITE FOR CURRENT VERSION LAST REVISED 12/09/2023

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MODEL DESCRIPTION	MAXIMUM USAGE TIME 8-HOUR DAY	VIBRATION LEVEL (M/S ²)	NOISE LEVEL	CONTROLS MEASURES
Makita Hammer Drill (drilling)	330 Minutes	3M/S ²	Above 1 st Action Level	<p>Operatives to wear ear protection (EN 352), safety glasses (EN166), safety gloves and FFP3 respiratory protection (EN 149: 2001) while operating.</p> <p>Operatives not to exceed maximum daily usage.</p> <p>Rotation of workforce may be required</p>
Makita Hammer Drill (Hammer Drilling)	101 Minutes	14M/S ²	Above 1 st Action Level	<p>Operatives to wear ear protection (EN 352), safety glasses (EN166), safety gloves and FFP3 respiratory protection (EN 149: 2001) while operating.</p> <p>Operatives not to exceed maximum daily usage.</p> <p>Rotation of workforce may be required if use of the tool exceeds 101 minutes per operative.</p>
Makita 110mm Angle Grinder	165 Minutes	8.5M/S ²	Above 1 st Action Level	<p>Operatives to wear ear protection (EN 352), Impact resistant goggles (EN166B), cut 5 hand protection and FFP3 respiratory protection (EN 149: 200) when operating.</p> <p>Maximum usage per day should not exceed 80 minutes per operative.</p> <p>Operatives not to exceed maximum daily usage.</p>
Makita Combi Speed Drill	132 Minutes	9.5M/S ²	Above 1 st Action Level	<p>Operatives to wear ear protection (EN 352), safety glasses (EN166), safety gloves and FFP3 respiratory protection (EN 149: 2001) while operating.</p> <p>Maximum daily usage per operative is not expected to exceed 60 minutes.</p>
MODEL DESCRIPTION	MAXIMUM USAGE TIME	VIBRATION LEVEL (M/S ²)	NOISE LEVEL	CONTROL MEASURES

	8-HOUR DAY			
Makita Chop Saw	333 Minutes	3M/S2	Above 1st Action Level	<p>Operatives to wear ear protection (EN 352), Impact resistant goggles (EN166B), cut 5 hand protection and respiratory protection when operating.</p> <p>As most materials are being brought to site pre-cut the maximum daily usage is not expected to exceed 20 – 30 minutes per operative.</p>
Spit Pulsa P800 Gas Operated Nail Gun	325 Minutes	4.5M/S2	Above 1st Action Level	<p>Operatives to wear ear protection (EN 352), safety glasses (EN166), safety gloves and FFP3 respiratory protection (EN 149: 2001) while operating.</p> <p>Maximum daily operating time per operative will not exceed 60 minutes.</p>

For further information on time limits please use the link below;

<http://www.hse.gov.uk/vibration/hav/vibrationcalc.htm>

HSE Hand arm vibration calculator.

QMS 19: STRESS

1.0 Introduction

In the workplace a number of psychosocial hazards have the potential to create a stressful environment in terms of the demands they make upon workers. Exposure to psychosocial hazards may be long-term and continuous or short-term and intermittent. Longer-term exposure usually occurs in relation to the characteristics of the structure and culture of the organisation and potentially can occur in any workplace.

2.0 Hazards

2.1 Longer-term hazards are usually classified as follows.

- Job content — overload or under load in terms of work amount or difficulty
- Work organisation — shift work patterns; long, unsociable or unpredictable hours.
- Organisational style — lack of communication; limited participation and support
- Work Roles — ambiguity or conflicting demands.
- Interpersonal relationships — unresolved conflicts; various forms of harassment or bullying
- Career structure — under-promotion and limited opportunities for advancement; poor pay.
- Physical environment — psychological effects of excessive noise, extremes of temperature, inadequate lighting and space, and poor ergonomic design; anxiety associated with dangerous working conditions and lack of information about risks to health.
- Home-work interface — conflicting demands associated with child-care and other responsibilities; access to safe and convenient transport; problems associated with geographical relocation; the impact of home based problems on work.

2.2 Shorter-term hazards are usually classified as follows.

- Accident and emergency situations — routine, frequent or intermittent and unpredictable contact with situations likely to produce anxiety or trauma; examples of workers at risk are firefighters, police officers, ambulance crews and accident investigators.
- Verbal and physical abuse — intermittent experience of, and/or continuous potential for verbal abuse or physical violence; this may occur in a range of occupations involving contact with the general public, for example, catering and retail staff, health care workers, environmental health and social services staff and health and safety inspectors.

3.0 Legal Duties

There is no specific reference in legislation to the control of psychosocial hazards in the workplace. However, all employers have a general duty of care towards employees and sub-contractors under the **Health and Safety at Work Act 1974**.

This position is reinforced by the **Management of Health and Safety at Work Regulations 1999** which require every employer to make an assessment of the risks to health and safety of their employees and sub-contract teams arising from activities associated with hazards. Some work characteristics may, in some circumstances, constitute psychosocial hazards, which represent a risk to the mental health of employees. Specific reference to fatigue and stress associated with the use of display screen equipment is made in the guidance to the **Health and Safety (Display Screen Equipment) Regulations 1992**. Under these regulations employers are required to control exposure to conditions likely to result in fatigue or stress.

4.0 Symptoms of Stress

At an individual level the signs of stress may take a variety of forms. These include psychological or behavioural problems, non-specific physical symptoms, short or long term health effects or exacerbation of existing health conditions.

At an organisational level symptoms of stress include increased rates of short-term sickness absence, high staff turnover, poor performance including high levels of errors, high accident rates and a high level of complaints by individual employees.

4.1 Psychological Effects

Symptoms of anxiety such as restlessness and lack of concentration, irritability, panic, feelings of paranoia and resentment; symptoms of depression such as excessive fatigue, lack of interest or motivation, withdrawal, inability to make decisions, feelings of alienation and worthlessness.

4.2 Behavioural Effects

Inappropriate coping strategies to deal with psychological symptoms; these include increased alcohol consumption, smoking and substance abuse, eating disorders and increased absence from work; sleeping difficulties resulting in poor time keeping; problems; problems with fellow workers including harassment and bullying; sexual and other interpersonal relationship difficulties.

4.3 Non-Specific Physical Symptoms

Physical symptoms which have no discernible organic basis, for example headache, fatigue, diffuse muscular aches, nausea and irritable bowel syndrome.

4.4 Short Term Health Problems

Increased susceptibility to infection and to attacks associated with existing conditions such as asthma and migraine.

4.5 Long Term Health Problems

There is strong evidence linking prolonged stress with an increased risk of hypertension and cardiovascular disease. There is also evidence to suggest links with increased reporting of musculoskeletal problems, notably back pain and work related upper limb disorder, and greater persistence of existing complaints of this type.

4.6 Post Traumatic Stress Disorder

This is a specific psychological condition associated with exposure to trauma. Symptoms include those of severe anxiety together with the experience of “flash-backs” of the incident, severe sleep disturbance, avoidance of situations likely to result in any similar experience and withdrawal from normal human relationships.

5.0 Management of Stress — Procedure

5.1 Primary Prevention

This approach tackles the problem at source by attempting to remove or reduce characteristics of the organisation which constitute psychosocial hazards. It is appropriate where such characteristics are present, but are not intrinsic to the occupation in question and arise from aspects of the organisational structure, culture or management style. Essentially these characteristics may be viewed as preventable. Examples might include excessive working hours. Possible solutions might involve reorganisation of tasks, increased resources, employee training, increased communication, support and participation in decision making.

5.2 Secondary Control

This approach is appropriate where psychosocial hazards exist which are intrinsic to the occupation in question and cannot be removed. Examples include the need for shift working, the potential for trauma or for physical or verbal abuse.

Secondary control involves both equipping the individual to cope effectively with the problem or resultant effects, and instituting work practices which minimise the risk. In the case of shift working a number of measures, both in terms of improving the environment and increasing the adaptation of the worker, can be employed. These include, for example, the provision of adequate on-site catering facilities, safe and convenient transport during unsocial hours, involvement of the workers in the arrangement of shift systems, and training and education for individuals in factors which minimise the effects of circadian disruption. Where occupations contain the potential for violence or abuse, secondary control should involve the implementation of safe working systems which are best developed with the consultation and endorsement of workforce. These might be supplemented by training in specific skills such as assertion and aggression management.

5.3 Tertiary Control

This approach acknowledges that in any organisation some individuals may develop stress related problems. It involves the provision of counselling and rehabilitation services and is appropriate where individuals have developed either work-related problems or problems which are primarily non-work related, but which are likely to impact on their work performance.

If it is brought to the attention of management that an individual may be suffering from a stress related problem the following should take place.

- Discuss the issue with the individual and try to address the source(s)
- If necessary encourage them to seek further help through their Doctor
- Arrange for a company doctor to see the individual.
- Where you cannot control the work related sources of stress it may be appropriate to move the employee if you can.
- If a period of sick leave is recommended keep in touch with the employee and their Doctor.
- Do not dismiss someone. They could claim unfair dismissal.

QMS 20: VIBRATION

1.0 Introduction

Occupational exposure to vibration arises in a number of ways, which left uncontrolled can cause discomfort, a reduction in productivity and adverse health effects. There are two routes of transmission, namely “whole body vibration” and “hand-arm vibration”.

In whole body vibration the energy is transmitted to the worker via contact with a supporting surface which is itself vibrating, vehicle seats or floors, as in tractors, etc. In addition, whole body vibration can be transmitted from whole structures which are shaken by machinery, where the vibration is intentionally generated for impacting. Workers identified as most at risk from the whole body vibration are machine operators, tractor drivers and long distance lorry drivers.

The most common route of transmission is, however, through the hands, wrists and arms where there is direct contact with the vibrating source. Workers most at risk from hand-arm vibration are those working in forestry, woodworking, metal working, mining, quarrying, demolition, road construction, i.e. any work involving hand held tools.

2.0 Health Effects

A vibrating tool or surface which is in prolonged contact with the hand or other part of the body can cause permanent damage to the hand/arm and other health problems to the whole body if the vibrational frequencies and amplitudes are within specified ranges. This is because the sensory and psycho-physiological responses to vibration depend, to a marked degree, on “resonance”, which is defined as the tendency of the human body, or parts of it, to act in concert with externally generated vibration. It is possible for the source vibration to be amplified by as much as a factor of four. Each part of the human body has a natural (resonant) frequency coincident with any of these natural frequencies, that part of the body will experience resonance and the transmitted vibration intensity will be amplified.

The characteristics frequencies and the amplification factors will be determined by the mass, elasticity and dampening effect of the particular body part. Examples of frequency ranges which are known to affect body parts are:

Upper torso 4 to 8 Hz

Head 25 Hz

Eyeball 30 to 60 Hz

Hand 50 to 150Hz.

These body parts are particularly susceptible to resonance, and consequently harm, when vibration occurs in these respective frequency ranges.

A vibrating surface also produces noise, which must be consequently assessed and addressed.

2.1 Whole Body Vibration

Vibration will be transmitted to the whole body where a person is sitting, standing, lying on a vibrating surface, and in such cases the vibration effects all body organs.

Reported effects of prolonged whole-body vibration include dizziness, headaches, nausea, weight loss, varicose veins, blurred vision, spinal damage, rectal bleeding, haematuria, lung damage and in a few cases heart failure. Spinal damage is the main problem for drivers. Most of these effects are reversible. when vibration exposure ceases. Potentially dangerous frequencies are 60-70Hz, the natural frequency of the eyeball, which if subjected to can cause blurred vision, and 10-20Hz, the frequency of the alpha-wave of the brain, which if subjected to may induce sleep. Motion sickness and sea sickness result from exposure to frequencies below 1Hz.

2.2 Hand Arm Vibration

Hand arm vibration syndrome (HAVS) is the term now used to describe the injuries caused by prolonged use of the hand-held power tools, and in the main tend to be more serious than the effects of the whole-body vibration. The most serious effects are on the vascular (blood) system, where the walls of the digital arterioles become thickened and impair the flow of blood leading to blanching initially in the fingertips. On continued exposure the blanching spreads to the palms and thumbs, until the final stages of extreme cases when the blood vessels become completely blocked and gangrene sets in at the fingertips necessitating amputation. These symptoms can have causes other than vibration (most notably smoking) since they are similar to those of Raynaud’s phenomenon, commonly known as Raynaud’s disease.

PLEASE REFER TO A-SITE FOR CURRENT VERSION LAST REVISED 12/09/2023

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Quite independently and at a later stage, damage to the myelin coating of the digital (finger) nerves and nerve endings is initiated causing tingling numbness and loss of manual dexterity. Severe attacks also occur in warm weather. Stiffness and pain in the joints, tendons and muscles of the hand and arm are also experienced but this is not now thought to be direct effect of vibration. It is more likely to be the result of disuse because of the loss of feeling or the pain and the strain of holding a heavy tool, perhaps at an awkward angle.

Depending on the intensity and frequency of the vibrations, together with the time history of exposure, i.e. the vibration dose, the latent period before symptoms appear can be as short as six months or as long as 15 years. In the early stages when only the vascular system is involved, the damage is reversible, but once the nerves are involved, it becomes permanent and the deterioration of the myelin sheath will continue even if exposure to vibration ceases, although it has not been known to progress beyond the elbow.

At this stage the health effects are not confined to an individual's working life where loss of feeling in the fingers can mean loss of a job, but also to a person's social life where any activity in cold weather can bring on an attack and even dressing or undressing may present a problem when manipulation of buttons, zips and laces becomes impossible.

3.0 Health Surveillance

A pre-employment medical questionnaire does include a check on the presence of Raynaud's disease of non-occupational origin, or HAVS from previous employment if the prospective employee/sub-contractor is to work with vibrating tools. This will take place during induction processes. Where these conditions are diagnosed, it is inadvisable to offer such employment unless the vibration has been satisfactorily controlled. Subsequent health checks should be carried out initially after, and then annually. Since nicotine causes vasoconstriction in the extremities in a similar way to that induced by vibration, smokers should not operate un-dampened vibrating tools or machines.

Operators will be informed during the induction about the hazards of prolonged use of vibrating tools, instructed in the correct handling of the tool and encouraged to report finger blanching, numbness, tingling, etc immediately. Drivers should be asked to report back pains. If any of these symptoms are identified in individuals, monitoring of their condition is essential and efforts must be made to control the causative vibration.

4.0 Control Measures

4.1 Control Measures for Hand-Arm Vibration

The hierarchy of measures used to control the hazards created by vibration are similar to those used to control other occupational hazards and fall into the following categories:

- Control at source by modifying or redesigning the equipment or process, correct installation and regular maintenance
- Removing the worker from exposure to vibration for all, or part of the work period by automating the process or by job rotation
- Blocking the vibration path by inserting a resilient element between the source and the recipient.
- An additional benefit of controlling vibration is the reduction of the noise it produces. It follows that many noise control techniques involve the control vibration.

Action by the manufacturer at the design stage.

- Tool manufacturers are obliged to provide vibration values for their tools, and ideally, equipment and machinery should be designed so as to be low vibration.
- Chain-saws, chipping hammers and pneumatic screw-drivers are examples of tools that have had vibration designed out during their manufacture. Anti-vibration handles have been incorporated in chain saws, stone cutters and other tools for many years.

Selection of tools and machinery with low vibration levels

The requirements of the Supply of Machinery (Safety) Regulations 2008, as amended provide the purchaser with the information necessary to make informed judgments when selecting tools and machinery. Before purchasing, the buyer should ask if the vibration of any part of the equipment which will be held by the user, could exceed an acceleration of 25 ms^{-2} in normal use. Acceleration values given for similar tools should be an important consideration when making a choice.

Regular Maintenance of the tool or machinery

Even a correctly installed and smooth-running machine will eventually begin to vibrate as parts wear out, especially if they are not replaced until a breakdown occurs. Worn bearings, shaft misalignment, unbalanced rotating parts, loose bolts, damaged gear teeth, blunt cutting tools and neglected lubrication all combine to increase vibration levels

It is becoming more desirable to monitor the condition of machines so that faults can be detected and then rectified at a convenient time, thus avoiding the disruption caused by break down. This can be achieved by selecting suitable measuring points on the machine for regular monitoring. Vibration measurements at these points should be recorded on installation, repeated at regular intervals and compared with the baseline values. If a frequency analyser is available, a vibration fingerprint for the machine can be established and any change in the pattern will indicate where the fault lies.

Reduce vibration at source by modification after installation

Where old machinery is still in use, or second hand items are purchased, sources of vibration should be identified and suitable modifications made by employing current knowledge of vibration damping techniques. The original manufacturer may be able to advise or supply the necessary improvements. It may be possible to retrofit anti-vibration handles to old tools, but this should be carried out by a specialist.

Reducing vibration transmission to the hand or body

Training in the correct use of tools is essential. The tighter the grip on the handle, the greater the transmission of vibrations to the hand and arm. It is important to grip the handle as lightly as possible and let the tool do the work. If the tool can be supported to relieve the weight on the hand and arm, the grip force can be reduced. Users must be shown how to handle and use the tool with a light but safe grip. Most hand held power tools are now fitted with an anti-vibration handles. Tools bought before these devices were generally introduced (before 1980), which cannot be modified to incorporate them retrospectively, should be replaced with modern tools which possess anti-vibration handles.

Personal Protective Equipment

Keeping the hands warm, some benefit is derived from wearing gloves. In the more advanced stages of HAVS the whole body should be kept warm.

4.2 Control Measures for the Whole Body Vibration

For whole body vibration, as experienced by long distance drivers, drivers of agricultural and industrial vehicles, and machine operators or minders, vibrations are transmitted via the seat to the buttocks, or via the floor to the feet, and, where applicable, via the headrest to the head. If the vertical vibrational frequency is between 4 and 8 Hz, the main trunk section of the body will be in resonance. Unfortunately, standard seats in vehicles have a natural frequency in this region. Special seats are available if required.

Appropriate suspension of the driver's cab, reducing vibration transmission to the feet, is another possibility. In industrial or agricultural vehicles the feet may rest on thin, steel panels which are forced into vibration by transmission from the engine and other machinery. Steel has a very low vibration-damping capacity; therefore additional damping must be applied to it. Proprietary vibration-damping material, or heavy duty roofing felt, should be glued to the underside of the steel floor panels and to any other vibrating metal surfaces which can transmit vibrations to the driver.

The vibration frequency of the head-rest should be identified to ensure that it does not coincide with the resonant frequencies of the eyeballs and the head, i.e. it should be below 20Hz. The human body itself has the ability to attenuate vibration. It has been shown that vibration at 50Hz is attenuated from the feet to the head by 30dB and from the hand to the head by 40dB, therefore effects on the vision and head should not be significant where there is no headrest.

Machine operators exposed to vibration through the floor can be supplied with a rubber mat under their feet or wear shoes with thick rubber soles to act as temporary or additional vibration isolators.

5.0 Generally Applicable Control Measures

Reducing exposure time by job rotation

Alternative work should be found for part of the day for workers who are in contact with harmful vibrations. Where this is not possible, frequent breaks should be enforced.

Isolating the operator by introducing automation

Investigate the possibility of automating all or part of the operation to eliminate the need for human operation.

Substitution

Consider whether the task or process can be carried out using alternative equipment generating less intense vibration or vibration outside of the hazardous frequency range. For example, could metal plates be bolted or screwed together instead of riveting them using percussive tools? A hand-operated pneumatic impact press can be replaced by pneumatic squeeze press, which applies a steady pressure as soon as the ram touches the work piece. The repeated operations are carried out by pressure rather than impact.

PLEASE SEE VIBRATION/NOISECHART FOR EXPOSURE LIMITS IN GQMS 16

QMS 21: Asbestos

1.0 Introduction

Asbestos is the name given to a group of naturally occurring fibrous silicate minerals commonly found in rocks worldwide. The three main types of asbestos which have been produced commercially are:

- **Chrysotile** — white asbestos
- **Amosite** — brown asbestos
- **Crocidolite** — blue asbestos

All forms of asbestos are dangerous, but crocidolite and amosite asbestos are known to be more hazardous.

Asbestos cement is a mixture of cement and asbestos normally containing 10-15% asbestos fibres. It is normally hard, brittle and light grey in appearance but the colour and appearance may change due to exposure to chemicals and weathering.

Asbestos cement has been used in the past to produce pipes for the transport of drinking water and thinner walled pipes for the transport of sewerage and drainage.

The majority of asbestos cement products contain only chrysotile asbestos but older water pipes may contain crocidolite and amosite. Crocidolite asbestos was used between 1950 and 1969 and amosite asbestos from 1945 to 1980.

2.0 Information, Instruction and Training

This training will be high limited due to the low changes of operatives coming into contact with asbestos fibres. Gypcraft operatives will only commence works on new build projects, demolition will have been completed fully and air monitoring tested by a competent person by behalf of the PC requirements.

3.0 Identification

Not required by Gypcraft

4.0 Assessment

PC duty.

GQMS 22: SELECTION AND CONTROL OF SUB-CONTRACTORS, SUPPLIERS, GOODS AND SERVICES

1.0 Introduction

1.1 Procurement Policy

Subcontractors and suppliers are selected on the basis of capability to supply goods and services to the appropriate standards, including ethical and social responsibility. We maintain a register of suppliers who have a proven ability to provide goods and services that consistently meet specified requirements. Performance will be monitored and reviewed to ensure the register remains accurate. Goods and services will be procured from these suppliers.

We appreciate the benefits to be gained from effective supply chain management. We follow the concept of forming partnership arrangements to promote efficiency. We recognise that there are mutual benefits in developing and maintaining long-term relationships.

We seek to procure from sustainable sources (e.g. timber from sustainable sources and solvents with low Volatile Organic Compound (VOC) content).

We specify procured goods and services fully and accurately to ensure effective usage and reduce or eliminate wastage, goods returns and to avoid poor quality installation, requiring rectification and general supply chain dissatisfaction. We procure materials to the correct quantities and quality to avoid waste and reduce the carbon footprint created by manufacture, transport and storage of surplus goods.

We endeavour to procure goods and services from sources with known ethical standards to prevent exploitation of labour and ensure that the environmental impact is minimised. Wherever practicable we obtain goods from local sources to reduce the impacts of transporting.

Whole life costs and the life cycle of goods is wherever possible considered in the procurement process.

Goods will be stored in a manner that facilitates safe handling, prevention of deterioration, ease of retrieval, identification of shelf life and the prevention of contamination.

Outsourcing of services will be controlled following the same principles as described within this policy.

GQMS 23: OCCUPATIONAL HEALTH

1.0 Introduction

A private healthcare scheme is not provided for staff at Gypcraft Drylining Contractors Ltd.

Routine health surveillance is used to supervise the occupational health of operatives and to identify, at the earliest possible stage, any adverse effect on operatives' health due to work-related causes. Specific requirements relating to health surveillance, where appropriate are contained in the **Control of Substances Hazardous to Health Regulations 2002** (COSHH) and the **Management of Health and Safety at Work Regulations 1999** (Management Regulations).

2.0 Pre-Employment Procedure

- 2.1 Upon appointment to Gypcraft Drylining Contractors Ltd all new starters must attend site and will receive health monitoring at induction stage. During induction a basic pre-employment medical will be undertaken with the Gypcraft Site Management and a medical questionnaire will be completed.
- 2.2 Where there is a possibility of occupational disease which gives rise to recognisable symptoms the operative will be referred to an occupational nurse for a thorough examination, or further details may be requested from the operative's doctor.

3.0 During Employment

- 3.1 Risk assessment of activities undertaken by the Gypcraft Drylining Contractors Ltd will include health hazards and whether health surveillance is required as a control measure.
- 3.2 Site monitoring, accident and incident reporting, health and safety management reports will also be used to identify the need for surveillance
- 3.3 Certain activities (e.g. night working) require mandatory surveillance
- 3.4 Gypcraft Drylining Contractors Ltd will appoint an occupational health specialist to undertake surveillance measures
- 3.5 The Managing Director/Head of SHEQ will arrange occupational health visits
- 3.6 Health records will be held for 40 years. A-SITE has unlimited/timeless storage.

QCMS 24: OFFICIAL VISITS AND POWERS OF THE HEALTH & SAFETY EXECUTIVE

1.0 Introduction

An inspector may visit a construction operation, workshop or office at any time for the purpose of ensuring that the provisions of any Acts or Regulations are being complied with. Alternatively, they may visit to specifically investigate the circumstances of an accident or dangerous occurrence, or for some other special purpose.

2.0 Powers of Inspection

If an inspector is of the opinion that there is a contravention during their inspection, they can either:-

Issue a **“Prohibition Notice”** if there is a risk of serious injury to any person. This notice specifies the cause of the risk gives details of any contravention of statutory provisions and prevents the activities being carried out until remedial action has been taken. The prohibition may be ‘immediate’ or may be ‘deferred’ by coming into effect at the end of a specific period.

Issue an **“Improvement Notice”** if there is a contravention of any of the relevant statutory provisions. This notice requires the responsible person (usually the site agent) to take action to remedy the contravention within a specified period.

Instead of, or in addition to, issuing either of the above notices, the Inspector can prosecute.

They may simply carry out an inspection and draw the attention of the agent or foreman to any contravention of the legal requirements and give instructions as to what action he requires to be taken. Such a course of action would normally be followed by written communication confirming the irregularities mentioned at the time of their visit.

3.0 Procedures to be followed during a visit by the HSE

3.1 The person in charge of the site should accompany the inspector during their visit and note any irregularities mentioned by the Inspector.

3.2 If the inspector should issue a “Prohibition Notice” the process, plant or equipment affected by the notice must be stopped forthwith. The Managing Director and the Health & Safety Manager must then be informed by telephone immediately.

3.3 Work in connection with the process, plant or equipment mentioned in the notice must not recommence until the Health & Safety Manager gives specific instructions.

If the inspector issues an “Improvement Notice” any processes, plant or equipment affected by it can continue but immediate steps should be taken by the agent or foreman to correct the irregularities mentioned in the notice in accordance with the instructions given by the Inspector at the time. The Managing Director and the Health & Safety Manager must be informed by telephone immediately.

3.5 If an Inspector visits and simply draws attention to any irregularities without issuing a notice, a note should be made of the Inspector’s comments and the Health & Safety Manager informed by telephone.

3.6 It is the Company’s policy that a visiting Inspector should be treated with courtesy and given every co-operation during the course of their inspection. It must be remembered that they have the right to free access to the whole of the operation, to inspect any books or documents which are legally required to be kept, to interview any persons and take a statement of fact from them, take samples, take photographs and make recordings.

3.7 Every Inspector is appointed in writing and must produce this “Instrument of Appointment” on being asked to do so. This right should be exercised by any Site Agent who has any reason to doubt that a person is not a bona fide Inspector.

3.8 Any written communication from an Inspector must be forwarded to the Company’s head office for the attention of the Health & Safety Manager. Under no circumstances must a written reply be sent from site.

GQMS 25: DISPLAY SCREEN EQUIPMENT

1.0 Introduction

The Health and Safety (Display Screen Equipment) Regulations 1992 identify the minimum safety and health requirements for work with Display Screen Equipment. It is Gypcraft Drylining Contractors Ltd policy to fully comply with the regulations requirements. This will be actioned by ensuring the following:

2.0 Equipment

2.1 Display Screen

The characters on the screen shall be well-defined and clearly formed, of an adequate size and with adequate spacing between the characters and lines. The image on the screen should be stable, with no flickering or other forms of instability.

The brightness and the contrast between the characters and the background shall be easily adjustable by the operator or user, and also be easily adjustable to ambient conditions.

The screen must swivel and tilt easily and freely to suit the needs of the operator or ~user. It shall be possible to use a separate base for the screen or an adjustable table.

The screen shall be free of reflective glare and reflections liable to cause discomfort to the operator or user.

2.2 Keyboard

The keyboard shall be tilt able and separate from the screen so as to allow the operator or users to find a comfortable working position avoiding fatigue in the arms or hands.

The space in front of the keyboard shall be sufficient to provide support for the hands and arms of the operator or user.

The keyboard shall have a matt surface to avoid reflective glare.

The arrangement of the keyboard and the characteristics of the keys shall be such as to facilitate the use of the keyboard.

The symbols on the keyboard shall be adequately contrasted and legible from the design working position.

2.3 Work Desk or Work Surface

The work desk or work surface shall have a sufficiently large, low-reflective surface and allow a flexible arrangement of the screen, keyboard, documents and related equipment.

The document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movements. There shall be adequate space for operators or users to find a comfortable position.

2.4 Work Chair

The work chair shall be stable and allow the operator or user's easy freedom of movement and a comfortable position.

The seat shall be adjustable in height

The seat back shall be adjustable in both height and tilt.

A footrest shall be made available to any operator or user who wishes one.

3.0 Environment

3.1 Space Requirements

The workstation shall be dimensioned and designed so as to provide sufficient space for the operator or user to change position and vary movements.

3.2 Lighting

Any room lighting or task lighting provided shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and the background environment, taking into account the type of work and the vision

requirements of the operator or user.

Possible disturbing glare and reflections on the screen or other equipment shall be prevented by co-ordinating workplace and workstation layout with the positioning and technical characteristics of the artificial light sources.

3.3 Reflections and Glare

Workstations shall be designed that sources of light, such as windows and other openings, transparent or translucent walls, and brightly coloured fixtures or walls cause no direct glare and no distracting reflection on the screen.

Windows shall be fitted with a suitable system of adjustable covering to attenuate the daylight that falls on the workstation.

3.4 Noise

Noise is emitted by equipment belonging to any workstation shall be taken into account when a workstation is being equipped with a view in particular to ensuring that attention is not distracted and speech is not disturbed.

3.5 Heat

Equipment belonging to any workstation shall not produce excess heat which could cause discomfort to operators or users.

3.6 Radiation

All radiation with the exception of the visible part of the electromagnetic spectrum shall be reduced to negligible levels from the point of view of the protection of operators' or users' health and safety.

3.7 Humidity

An adequate level of humidity shall be established and maintained

4.0 Interface between computer and operator / user

In designing, selecting, commissioning and modifying software, and in designing task using display screen equipment, consideration shall take into account the following principles:

- Software must be suitable for the task
- Software must be easy to use, and where appropriate, adaptable to the level of knowledge or experience of the operator or user; no quantitative or qualitative checking facility may be used without the knowledge of the operators or users.
- Systems must provide feedback to operators or users on the performance of those systems;
- Systems must display information in a format and at a pace which are adapted to operators or users
- The principles of software ergonomics must be applied, in particular to human data processing.

5.0 Work Station Analysis / Risk Assessment

5.1 All work stations should be assessed recording the findings on a DSE Work Station Assessment form

It is the responsibility of the department head to ensure all workstations under his/her control are assessed. All completed documents should be returned to the Health & Safety Manager

5.2 It is the responsibility of the department head to ensure that any action required to ensure complete conformance is carried out.

6.0 Daily Work Routine of Users

6.1 Users of display screen equipment should ensure that their daily work on display screen equipment is periodically interrupted by such breaks or changes of activity as to reduce their workload at that equipment.

6.2 Nature and timing of breaks or changes of activity

It is not appropriate to lay down requirements for breaks which apply to all types of work; it is the nature and mix of demands made by the job which determine the length of break necessary to prevent fatigue. But some general guidance can be given:

a) Breaks should be taken before the onset of fatigue, not in order to recuperate and when performance is at

a maximum, before productivity reduces. The timing of the break is more important than its length;

- b) Breaks or changes of activity should be included in working time. They should reduce the workload at the screen, i.e. should not result in a higher pace or intensity of work on account of their introduction;
- c) Short, frequent breaks are more satisfactory than occasional, longer breaks: e.g. a 5-10 minute break after 50-60 minutes continuous screen and /or keyboard work is likely to be better than a 15 minute break every 2 hours;
- d) If possible, breaks should be taken away from the screen;
- e) Informal breaks, that is time spent not viewing the screen (e.g. on other tasks), appear from study evidence to be more effective in relieving visual fatigue than formal rest breaks.

Wherever practicable, users should be allowed some discretion- as to how they carry out tasks; individual control over the nature and pace of work allows optimal distribution of effort over the working day.

7.0 Eyes and Eyesight

7.1 Where users request it an eyesight test should be provided. Arrangements should be made with a local optician for an eyesight test, the user being fully reimbursed for the costs.

7.2 Where it is diagnosed that special corrective appliances are required for the user to correct the vision defects at the viewing distance or distances used specifically for display screen equipment (normally spectacles). These should be provided at the company's expense.

8.0 Training

All DSE operators should be trained in this procedure and be made aware of the general risk assessment findings for DSE users located in this manual.

QMS 26: MANAGEMENT OF HEALTH AND SAFETY AT WORK REGS. 1999

1.0 Introduction

These Regulations set out broad general duties which apply to almost all work activities in Great Britain and offshore. They are aimed mainly at improving health and safety management and can be seen as a way of making more explicit what is required of employers under the Health and Safety at Work Act 1974. Their main provisions are designed to encourage a more systematic and better-organised approach to dealing with health and safety matters.

2.0 Risk Assessments

The main thrust is the requirement to carry out assessments of the risks to health and safety of employees and of anyone else who may be affected by the work activity. The significant findings of the assessments have to be recorded, together with any control measures identified as being necessary. In addition, employees must be provided with clear information and adequate training on health and safety matters.

Any risk assessments carried out to comply with other codes or regulations will not have to be duplicated. The Company's policy is to provide written generic assessments for every activity where the risk to health and safety of either employees, or other persons who may be affected, is significant. It is the responsibility of line management to ensure that the control measures, procedures and other instructions laid down in the assessments are adhered to.

Generic risk assessments are only suitable for guideline purposes. Each site should have the risks assessed and a site specific assessment compiled. It may be that the assessment will simply refer to a generic assessment(s).

Standard forms have been created to help in the production of risk assessments. These documents should be used when writing risk assessments.

3.0 Competence

Risk assessments are relatively easy to write. However it is recommended that all personnel needing to write assessments should receive training.

GQMS 27: MANUAL HANDLING OPERATIONS REGULATIONS 1992

1.0 Introduction

These Regulations apply to all manual-handling operations that are a possible cause of injury to employees. Manual handling, in addition to the lifting of loads, includes lowering, pushing, pulling, carrying or moving.

2.0 Policy

Risk assessments have to be carried with three key considerations:

- Avoiding hazardous manual handling operations.
- The practicability of moving the load mechanically.
- Reducing the risk of injury as far as is reasonably practicable.

Instruction and training of operatives on safe handling is also a requirement. Item (b) will obviously be an important consideration but clearly the cost of the provision of mechanical aids in any particular situation will have to be taken into account.

Written manual handling assessments should be provided for those operations where a significant risk has been identified. It is the responsibility of line management to ensure that the control measures, procedures and other instructions laid down in the assessments are adhered to.

Standard forms have been created to help when writing risk assessments. Specific risk assessments that cover elements of work not covered by a generic assessment should be forwarded to the Health & Safety Manager for possible conversion to a generic assessment.

3.0 Competence

Manual handling training will be provided to all employees. Where assessment indicates particular risk the training will be increased to cater for the level of risk to be encountered.

GQMS 28: THE CONSTRUCTION (DESIGN AND MANAGEMENT) REGS. 2015

1.0 Introduction

The current Regulations were introduced in April 2015 and replaced 2007 Design Regs and the Construction Regulations 1996. The requirements and prohibitions of these Regulations will be observed both in respect to any design work carried out by Gypcraft Drylining Contractors Ltd and also the management aspects of its construction work. Where it is necessary to appoint a person as 'Co-ordinator' (previously known as the Planning Supervisor in the 1994 regs) in respect of a project, steps will be taken to satisfy the requirement that they are competent to perform the functions of Co-ordinator.

2.0 Duties of the Client

Clients must be satisfied that they only appoint competent persons or competent companies to act as Co-ordinators, Designer(s) and Principal Contractor. They must also be satisfied that sufficient resources, including time, have been or will be allocated to enable the project to be carried out in compliance with all health and safety legal requirements.

3.0 Duties of the Principal Designer

The Regulations require the Client to appoint a PD who has responsibility for co-ordinating the health and safety aspects of the design and planning phase. They have to ensure that a health and safety plan is prepared, monitor the health and safety aspects of the design, advise the Client on the allocation of resources for health and safety and prepare a health and safety file

4.0 Duties of Designers

Designers must design structures to avoid or reduce risks to health and safety during construction or maintenance (including cleaning) of the structure.

5.0 Duties of the Principal Contractor

The appointed Principal Contractor should take over and develop the Health and Safety Plan, co-ordinate the activities of all Contractors and ensure they comply with the relevant health and safety legislation and the health and safety plan.

Gypcraft Drylining Contractors Ltd, currently do not undertake the role of Principal Contractor.

6.0 Duties of Contractors

They must assist the Principal Contractor in providing all information reasonably requested to form part of the Health and Safety Plan or Health and Safety File.

As contractor Gypcraft shall plan, manage and monitor construction work under their control so that it is carried out without risks to health and safety.

For projects involving more than one contractor, coordinate their activities with others in the project team – in particular, comply with directions given to them by the principal designer or principal contractor.

For single-contractor projects, we shall prepare a construction phase plan.

7.0 Health and Safety Plan

The health and safety plan brings together the health and safety information obtained from the Client and the Designers. During the construction phase the plan will draw on the Principal Contractor's health and safety policy and relevant risk assessments and the "design side" health and safety plan prepared by the Co-ordinator. It will evolve to provide a focus for co-ordination of health and safety as construction progresses.

8.0 Health and Safety File

The health and safety file amounts to a maintenance manual enlarged and extended to alert those who will be responsible for the repair, maintenance, renovation or demolition of the structure or its associated plant to risks that must be managed during such activities.

QMS 29: PROVISION OF WELFARE FACILITIES

1.0 Introduction

The majority of Gypcraft Drylining Contractors Ltd operations involve operatives working for long duration on large construction sites.

Operations are normally controlled from a Base location or Regional Office. These sites will provide Welfare facilities as required by the Construction (Design & Management) Regulations 2015. These types of sites are described as 'Fixed Construction Sites'.

2.0 Fixed Construction Sites

Fixed construction sites should provide facilities that reflect the size and nature of the work and the numbers of people that will use them. The facilities should include the following:

Toilets - Washing Facilities – with both hot and cold water.

Rest area – with tables and chairs, a kettle or urn and a means of warming up food. The area should be heated.

Storage / Changing area – where clothes can be dried.

Drinking water – together with cups

In accordance with Gypcraft Drylining Contractors Ltd policy, these areas are to be designated – 'Non Smoking'.

3.0 Transient Construction Sites

Transient Construction Sites will normally operate out of a Fixed Site and rely on the Fixed Site for some of the facilities. When considering provision of welfare facilities for Transient Construction Sites, the following table gives indication of the options available in order of preference, for providing welfare facilities.

Type of Facility	Acceptable Provision
Toilets	Fixed installation: At their base location At a satellite compound On site Portable installation on site Suitably designed vehicle incorporating chemical toilet Fixed installation near site (includes public toilets) Portable installation near site Pre-arranged use of private facilities
Washing Facility	Hand basins/ bowls as part of installations above Hand-washing facilities made available within the work vehicle with a supply of clean hot and cold, or warm water (running water so far as is reasonably practical) Provision of non-alcoholic cleanser as an interim measure or in addition to washing facilities.
Rest Areas	Fixed installation: At their base location At the satellite compound On site: Mobile installations on site Work vehicle which is readily available and has sufficient seating Facilities which are conveniently accessible to the worksite (includes private facilities)

Drinking Water	Fixed installation: At their base location At the satellite compound On site: Suitable container of drinking water adequately labelled On vehicle: Boiling water for hot drinks
Changing Areas	Fixed installation: At their base location At the satellite compound On site: On vehicle if appropriate

HSE Booklets

Further information and guidance are available in the following HSE Information sheets:

Construction Info Sheet No. 59 "Provision of Welfare Facilities during Construction Work"

Copies are available from the Business Standards Director at Head Office.

GQMS 30: OFFICE

1.0 Introduction

There are many Health and Safety hazards which can occur in the office environment. Some of these hazards are not as obvious as those that occur on site but can be equally as dangerous.

2.0 Work Stations

Work areas should be maintained in a tidy manner, wires, files etc haphazardly placed are a trip hazard.

Your posture at work is very important, poor posture will lead to unnecessary strain on muscles. Ensure that your seat is correctly adjusted, is the back support correct, do your feet reach the floor?

3.0 Display Screen Equipment

Display screens include computer screens, word processor screens and similar. Workers involved with display screens may suffer from eye fatigue or headaches due to visual discomfort. Aches and pains, to the back, arms, wrists, neck and shoulder – normally due to poor posture.

It is essential that personnel working with display screens take time to ensure that the posture is correct. Do not work for too long without a break or change of position. Try to manage the workload to ensure that periods away from the screen are taken.

If you start to display any of the symptoms described, please report them to your Supervisor.

Each display screen user will be asked to complete a self-assessment sheet and personnel who are required to work for long periods at the screen will have formal risk assessments undertaken on them.

4.0 Manual Handling

The loads carried in the office may be 'lighter' than on site but incorrect lifting may cause injury.

When lifting objects or packages, do not be afraid to ask for assistance – either mechanical or a second pair of hands.

When lifting ensure that you are firmly holding the object, use your legs – NOT YOUR BACK – to lift. When carrying items keep the load close, arms tucked in and make sure you can see.

To summarise:

- Think before doing any lifting. Make sure your path is clear and there is a place to put the load down.
- Stand as close to the load as possible. Spread your feet about shoulder width apart to create a stable base.
- Bend your knees and keep your back in a natural line. Don't bend your knees fully as this will leave little power to lift.
- Grasp the load firmly.
- Raise your head as you start to lift.
- Lift with your legs. Use your leverage, momentum, balance and timing for a smooth action.
- Move your feet.
- Hold the load close to the centre of your body.

5.0 Chemicals

Correction fluid, cleaning agents and photocopier toner to name a few, are hazardous chemicals that are common in the office environment.

COSHH assessments are available for all common office chemicals. Ensure that these are consulted and the correct usage of these substances is adhered to.

6.0 Filing Cabinets

Care must be taken when opening filing cabinets, in particular when opening the higher drawers as they may become top heavy and over-balance.

7.0 General

If you spot items that you think are unsafe report them to your supervisor immediately

GQMS 31: Ensuring Compliance with Clients' Site Health, Safety and Environmental Rules

1. Prior to starting work on a client's site, management/supervision will liaise with the client or their agent to obtain any specific environmental, health and safety requirements
2. Client contact details will be obtained and recorded at the planning stage
3. Emergency procedures for clients' sites will be obtained and recorded
4. Any specific H,S&E requirements will be recorded and added to the site/job-specific risk assessments
5. An assessment of PPE, appropriate to the type of work, the personnel to be deployed on site and specific instructions of the client will be undertaken and recorded with the site-specific risk assessment.
6. Risk assessments, including specific client requirements, will be briefed to employees prior to the start of work on the client's site.
7. Employee welfare facilities will be assessed and arranged to ensure that site contamination is prevented
8. Sites will be inspected prior to work starting, at the end of each day and on completion
9. Site induction training will be provided to employees. Where this is provided by the client, management/supervision will ensure that employees attend
10. Records of briefing and induction training will be maintained
11. Employees will carry ID whilst on clients' sites and comply with site record rules (e.g. signing in and out, carrying visitors badges, keeping out of restricted areas, etc)
12. Site supervision will monitor compliance with site rules and record inspection results
13. E, H&S audits will be undertaken by the H&S Manager to ensure compliance with company and client instructions and guidance. Corrective and preventive actions will be developed, agreed and implemented.
14. Site supervision will liaise on a regular basis with clients' representatives to review H,S&E performance.

QOMS 32: SMOKING AT WORK

1.0 PURPOSE

This policy has been developed to protect all employees, customers and visitors from exposure to second-hand smoke and to assist compliance with the Health Act 2009.

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.

2.0 POLICY

It is the policy of the Gypcraft Drylining Contractors Ltd that all of our workplaces are smoke free and all employees/sub-contractors have a right to work in a smoke free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to **ALL** employees, sub-contractors and visitors.

In addition, smoking is prohibited within designated external working areas e.g. inside barriers, particularly near open excavations.

3.0 IMPLEMENTATION

Overall responsibility for policy implementation and review rests with the Health and Safety Manager. However, all staff are obliged to adhere to, and support, the implementation of the policy. The Health and Safety Manager will inform all employees and sub-contractors of the policy and their role in the implementation and monitoring of the policy. The policy will be given to all new personnel on recruitment / induction.

4.0 NON-COMPLIANCE

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

5.0 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 0224332 for details.

GQMS 33: STORAGE OF PLASTERBOARD

1.0 INTRODUCTION

The purpose of this document is to ensure the safe storage of plasterboard materials on all Gypcraft Drylining Contractors Ltd construction sites. Any alterations to the below can only be sanctioned by Mr Mark Adams (Gypcraft Managing Director) and/or Mr Matt Wray (Gypcraft Head of SHEQ). All variations are individually assessed and risk assessment depended.

2.0 POLICY

It is the policy of the Gypcraft Drylining Contractors Ltd that all employees/sub-contractors have the right to work in the safest environment possible at all times. Therefore, the storage of heavy materials namely plasterboard for this policy is high priority. At all times plasterboard **must** be stored horizontally where possible, any vertical storage is risk assessment dependent and requires approval. Adhering to the following requirements are critical through-out the construction phase;

- If boarding materials must be stacked vertically and authorisation has been given they should be:-
- Stacked no more than 5 deep. This is dependent on site conditions and will be assessed individually on each project. Site management must formally request Matt Wray attend site and review loading processes.
- Be at an angle such that they cannot easily fall / be pulled over (e.g. a boot length from the wall at base).
- Organise training specifically for labourers emphasising stipulated limits. This training must be provided to the labour team at induction stage and quarterly through-out the construction phase.
- Formally communicated to the Principal Contractor the inherent risks associated with this storage method, ensure documented instructions have been provided to other trades persons on site regarding risks and never to move the plasterboard, always request Gypcraft Drylining Contractors Ltd complete this task.
- Whenever possible store plaster boards horizontally is key to operative safety.
- When using a plasterboard trolley operative must not move more than 6 boards at any one time. This is risk assessment dependent and will be reviewed per site.

3.0 NON-COMPLIANCE

Disciplinary procedures will be followed if a member of staff does not comply with this policy at all times.

GQMS 34: SCREEDING OPERATIONS

1.0 INTRODUCTION

The purpose of this document is to ensure the safe screeding operations on all Gypcraft Drylining Contractors Ltd construction sites. Failure to comply with below requirements could result in serious injuries occurring from this kind of work. Screeding works have many dangerous which are not always evident to operators.

2.0 POLICY

It is the policy of the Gypcraft Drylining Contractors Ltd that all employees/sub-contractors must comply with the requirements below to ensure the safest working environment.

3.0 INSULATION – PRE SCREEDING

- DPL to be laid in accordance with manufactory instructions i.e. over lapping a specified lengths.
- If cutting with Stanley knife cut proof level 3 gloves to be worn at all times.
- When cutting insulation wear suitable RPE – Force 8 mask, this is a recommendation on most MSDS therefore, implemented on all Gypcraft construction sites.
- Knee protection to be worn at all times during this operation. Knee protection must comply with BS EN 14404:2004 standard.
- Ensure no areas are left with lifted edges of insulation creating trip hazards
- Daily cleaning routine implemented for cutting areas to limit the risk of inhalation of airborne insulation particles.

4.0 SELF LEVELLING SCREED

- Screed to be ordered from company with-in supply chain.
- When the screed is to be delivered to site a competent banks men is to guide the vehicle into the unloading area.
- Delivery hoses run out to avoid walkways
- Even with the limited movement of hoses, secure where possible
- Wrap mental clips in protective foam
- Banksman to assist driver when operating screed lorry
- Full PPE to be worn including, steel toe boots, hi viz, goggles, hard hat, gloves, long sleeve shirt.
- Ensure good welfare facilities are provided and any concrete which comes into contact with skin in removed quickly.

5.0 SCREED PUMPED TO TRI-POD

- Screed pump delivered to site – if screed pump is on hire ensure you receive an inspection certificate.
- Gypcraft competent person to complete a pre-user inspection. Form can be found in the H&S folder and ensure RAMS have been provided and signed for.
- Delivery hoses run out to avoid walkways, this is highly important with this kind of screeding
- Secure against movement at distances no longer than 2 meters.
- Full PPE to be worn including, steel toe boots, hi viz, hard hat, gloves, long sleeve shirt, and force 8 mask to be worn during this process.

QMS 35 QUALITY MANAGEMENT PROCESSES

Organisational Planning and Control

Planning of Product (Service) Realisation

All work is planned and undertaken in accordance with Gypcraft's processes and any contractually relevant documents or requirements. Operating Procedures and Work Instructions are provided to ensure consistency in the performance of these processes.

Product / service realisation is planned with reference to Gypcraft's quality objectives, customer requirements, resource availability, monitoring, measurement and inspection requirements, and documentation and record requirements.

Customer Related Processes

Determination of requirements related to the service:

During the enquiry process, the customer's requirements are ascertained and recorded, including any appointment and post appointment activities. Unstated but necessary requirements are also taken into consideration.

During the enquiry process, Gypcraft also addresses any statutory and regulatory requirements, plus any additional requirements identified by Gypcraft as being necessary.

Determination of requirements for products and services

Review of requirements related to the service:

Once an enquiry, quotation or proposed contract is agreed with the client it is recorded, documented and reviewed with the client to establish that the requirements therein are adequately defined. Any ambiguity or potential misunderstanding is resolved with the client, prior to Gypcraft committing to supply the service in question.

In addition to the original contract specifications, the client may also request additions / variations to the original order. In these circumstances the content is documented and agreed with the client prior to execution, to ensure that no ambiguity exists.

Records of agreed requirements are maintained in accordance with documented information processes. During the enquiry and contract negotiations, Gypcraft ensures that it is able to meet the defined requirements before agreeing to provide the service.

Design and development of products and services

We have established and documented our service design process as detailed in the Design and Development of services flowcharts.

Gypcraft plans and controls the provision of services to clients. During the planning stage, Gypcraft determines:

- a) The design and development stages;
- b) The appropriate review, verification and validation for each stage;
- c) The allocation of responsibilities and authorities for each stage or contract.

Where appropriate, planning output is updated to reflect developments.

Design and development inputs

Service requirements are determined and recorded, reviewed for adequacy and confirmed to be complete, unambiguous and not contradictory. They include:

- a) Functional and performance requirements;
- b) Statutory and regulatory requirements;
- c) Information derived from previous similar experience where appropriate;
- d) Any other essential requirements

Design and development outputs

Before being released, design and development outputs are verified against the inputs and verified to ensure that:

- a. The outputs meet the input requirements;
- b. The outputs provide appropriate information for purchasing, production and service provision;
- c. Outputs contain or reference product acceptance criteria;
- d. Essential characteristics of the product or service are specified.

Design and development review

Reviews of design and development are carried out in accordance with planned arrangements, to evaluate the alignment of results with requirements and to identify any problems and remedial actions. Records of the results of these reviews are maintained in accordance with documented information processes.

Design and development verification

Verification is carried out in accordance with planned arrangements, to ensure that outputs align with input requirements. Records of results of verification and any necessary actions are maintained.

Design and development validation

Validation is carried out in accordance with planned arrangements, to ensure that the service provided meets the relevant requirements. Records of results of validation and any necessary actions are maintained.

Control of design and development changes

Where changes are required, they are identified and records maintained. The changes are reviewed and approved before implementation. Records of changes and change reviews are maintained.

To design and develop a new service the following steps would be undertaken by Gypcraft:-

- Identification of the related compliance obligations;
- Identification of the required resources and their related competencies needed;
- The Risks and Opportunities associated with the new service;
- Required changes to the Management Systems, policies and processes.
- The impact on the organisations Aspects and Impacts.

Refer to the Gypcraft process flowcharts for ISO 9001 Clause 8.3

QOMS 36 ENVIRONMENTAL PROCEDURES: ENVIRONMENTAL ASPECTS

1. Purpose

To define the arrangements for the identifying the safety, quality and environmental aspects that Gypcraft Drylining Contractors Ltd. will focus on in its aim to improve safety, increase performance and reduce our effect on the environment.

It must be emphasised that all legal and contractual requirements automatically confirm significance.

2. Scope

Applies to all functions of the company.

3. References

Environmental Aspects Register

GQMS Manual

4. Definitions

None

5. Procedure

5.1 The Health, Safety and Environmental Manager is responsible for ensuring that the safety, quality and environmental aspects are considered, monitored and reviewed at least annually.

5.2 In assessing the significant aspects of Gypcraft Drylining Contractors Ltd., the Health, Safety & Environmental Manager will consider all functions of the company's activities. The Health, Safety & Environmental Manager will also canvass the views of key personnel within the company.

The overall findings relating to the environment are detailed in this manual, which outlines Gypcraft Drylining Contractors Ltd impact on key environmental issues.

5.4 Environmental aspects and impacts assessments for all activities are included in the GQMS manual.

5.5 The Environmental Aspects Register is based on an assessment of the risk and benefits of the various functions of Gypcraft Drylining Contractors Ltd.

5.6 The risk and benefits scoring system is summarised in 'Environmental Aspects and Impacts Assessment'.

5.7 The risk assessment system used is based on the frequency of occurrence of a certain aspect and the severity / benefit of the aspect occurring.

5.8 The frequency of occurrence is summarised in Table 1 with the higher scores being awarded to aspects that occur most frequently. The severity / benefit rating is summarised in Table 2 of 'Environmental Aspects and Impacts Assessment' and considers five effects on Gypcraft Drylining Contractors Ltd of each aspect:

- Environmental impact
- Reputation (Media coverage)
- Effect on Gypcraft Drylining Contractors Ltd staff
- Cost
- Safety

5.9 Each element will be considered and the highest severity rating will be taken as the score for the severity / benefit rating.

5.10 The score given to each environmental aspect will be the product of the Frequency Rating and the Severity / Benefit Rating.

Therefore, a frequency rating of 8 combined with a severity / benefit rating of 6 would give a score of 48.

5.11 The scores are then categorised into 4 groups:

- a. 80 or greater
- b. Between 50 and 79
- c. Between 20 and 49
- d. Less than 20

Those scoring 80 or greater are identified as the key environmental aspects of Gypcraft Drylining Contractors Ltd and will be the aspects that will be actioned and closely monitored.

Those scoring between 50 and 79 will continue to be monitored and reviewed to ensure any change in significance is noted.

Scores between 20 and 49 will be considered low risk and monitored to maintain this level

No action will normally be taken for the aspects scoring less than 20.

6.0 Documentation

Environmental Aspects and Impacts Assessment

7.0 Training

The Health, Safety & Environmental Manager will have relevant environmental training

All employees/contractors will have environmental awareness training during first day induction.

Employees conducting environmental risk assessments will be trained.

GQMS 37 ENVIRONMENTAL ASPECTS AND IMPACTS REGISTER
TABLE 1: RISK RATINGS

80 or greater		High risk – Top priority action required
50 to 79		Medium risk – Monitor and manage to reduce
20 to 49		Low risk – Monitor to maintain tolerable level
Less than 20		Insignificant risk - Maintain standard managerial controls

TABLE 2: SEVERITY / BENEFIT RATINGS

Severity Rating	Environmental Impact	Reputation (Media coverage)	Effect on Gypcraft Staff	Cost (£)	Safety
2	Slight no measurable environmental impact.	No media interest	Insignificant staff involvement	<£5,000	No injury, possible delay
4	Minor environmental impact, small scale spill or contamination	Slight impact. Minor stakeholder attention	Minor staff involvement	<£10,000	Slight injury treatable with First Aid
6	Moderate environmental impact, event contained on site, situation recoverable	Limited impact – possible local media interest.	Considerable staff involvement	<£50,000	Minor injury
8	Permanent environmental impact – not recoverable	Considerable impact – national coverage. Environment Agency involved	Major staff involvement	<£100,000	Major injury
10	Catastrophic environmental damage	National impact – headline news	Comprehensive organisational involvement	>£100,000	Fatality

NB: Legal and other contractual obligations automatically confirm significance.

TABLE 3: RISK ASSESSMENT MATRIX

Frequency			Severity / Benefit Rating				
Rating	Description	Frequency of Occurrence	2	4	6	8	10
10	Occurs all time	Many times daily	20	40	60	80	100
8	Occurs frequently	Daily	16	32	48	64	80
6	Occurs regularly	Weekly	12	24	36	48	60
4	Occurs occasionally	Monthly	8	16	24	32	40
2	Occurs rarely	Yearly	4	8	12	16	20
1	Occurs very rarely	Less than once a year	2	4	6	8	10

Environmental Aspect	Severity					Max. Severity	Frequency	Total	Legal requirement	Legislation (see Register of Legislation)	Client or Other requirement
	Impact	Reputation	Effect on staff	Cost	Safety						
Stakeholders / society (effect on customers, road users, pedestrians and other parties).	6	6	2	6	6	6	8	48	✓	2,25	✓
Waste to landfill (trenchless technology use, spoil recycling, etc)	6	6	2	6	0	6	8	48	✓	1,3,8	
Pollution of land, groundwater or watercourses (e.g. discharging chlorinated water, oil spills, etc)	6	6	4	6	0	6	8	48	✓	5,7	
Fuel / energy / water usage	6	4	2	6	0	6	8	48			✓
Emissions to atmosphere	4	0	2	2	2	4	8	32	✓	2,7	
Noise emissions	4	4	2	2	4	4	8	32	✓	2,7	
Recycling office materials	2	2	2	2	0	2	8	16			✓
Flora & fauna (e.g. trees, hedgerows, protected species, etc)	6	6	4	2	2	6	2	12	✓	6	✓
Management of contaminated land	6	4	2	6	2	6	1	6	✓	3,7	
Covid 19	4	4	4	6	6	6	8	48	✓	1, 3	✓

NB: Legal and other contractual obligations automatically confirm significance.

The findings in the above table are based on the criteria described in procedure 'Objectives and Targets' and are scored on the system outlined in 'Environmental Risk Assessment'.

NB: Legal and other contractual obligations automatically confirm significance.

GQMS 38 SAFETY AND ENVIRONMENTAL PROCEDURES: LEGAL AND OTHER REQUIREMENTS

Summary of Revisions**1.0 Purpose**

To define the arrangements for identifying the safety and environmental legal, contractual and other issues which are applicable to Gypcraft Drylining Contractors Ltd. in their provision of contracting services.

2.0 Scope

Applies to all functions of Gypcraft Drylining Contractors Ltd.

3.0 References

Environmental Impacts/Aspects Register

Register of Legislation

4.0 Procedure

4.1 The Head of SHEQ is responsible for ensuring that legal requirements are identified, complied with and monitored for amendments and additions.

4.2 The Head of SHEQ is responsible for ensuring that safety legal requirements are identified, complied with and monitored for amendments and additions

4.3 The Head of SHEQ will remain up to date with legislation, etc., by referring to publications produced by professional bodies and reputable companies (e.g. IOSH, HSE).

4.4 The Commercial, Operations and Financial Manager are responsible for identifying contractual and other legislative requirements and highlighting them to the Head of SHEQ.

4.5 The Head of SHEQ will ensure that both legal and contractual requirements are complied with and reflected in the GQMS manual.

4.6 Once any changes to legislation are identified the Head of SHEQ will ensure that the Gypcraft Quality Management System is reviewed and amended if necessary to reflect the changes.

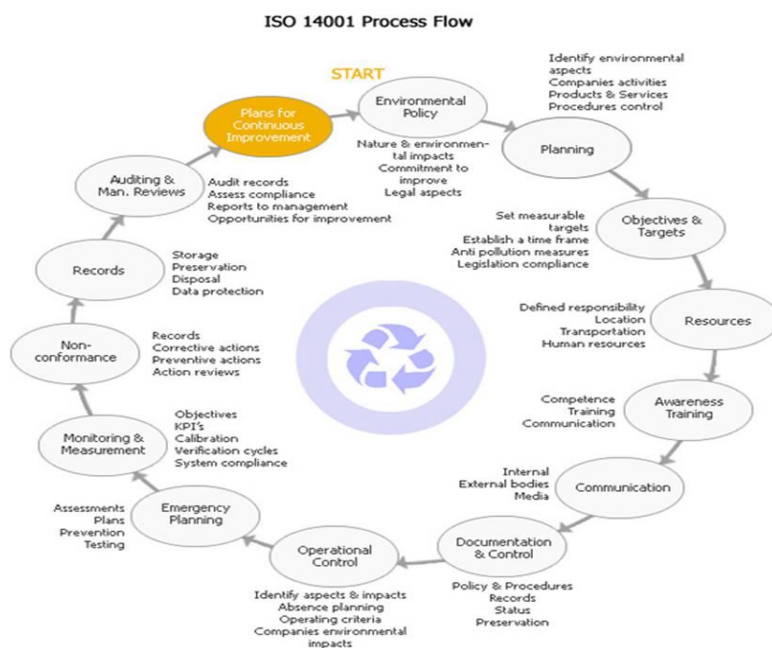
5. Documentation

None

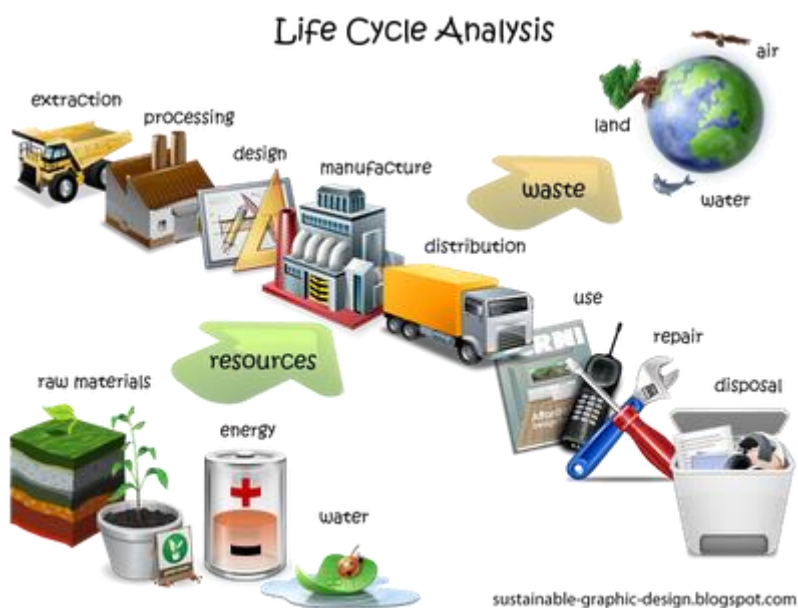
6. Training

No specific training required.

QMS 39 ENVIRONMENTAL PROCESS AND THE LIFECYCLE



Gypcraft have identified the following processes to ensure that we mitigate any adverse effects within the products or services we provide, across the lifecycles of the provision of services.



The above is delivered via following Gypcraft processes:-

- Quality (GQMS 35);
- Environmental aspects and impacts process (GQMS 36 and 37);
- Environmental processes (GCMS 38);
- Gypcraft Commercial procedure;
- Gypcraft Finance and procurement procedure;
- Gypcraft flowcharts for clause 8.1;
- Gypcraft Document information process;
- Gypcraft Design procedure.

GQMS 40 ENVIRONMENT FOR THE OPERATION OF PROCESSES

Our current location consists of approximately 1800 square feet areas of office space. The office space is currently rented and maintained by the Landlord. All portable appliances are maintained, and appliance tested. All Display Screen users have been DSE assessed and appropriate equipment is in place to alleviate any restraints on the employee. There are no psychological factors to take into consideration / we monitor our employees through our Human resources processes and general positive relationships with staff. Cleanliness is very good with sub-contract cleaners visiting the office at least weekly. The ergonomic layout is very good minimising any impacts to the environment.

Gypcraft have implemented processes and policies for ensuring that the social, psychological and cultural environmental within the company is conducive for all staff. This includes policies which address: -

- Equal Opportunities;
- Anti- Bribery and Corruption;
- Anti-Slavery Policy;
- Sustainable timber;
- Ethical Trading;
- Refusal to work.

The SHEQ Management System implemented by Gypcraft ensures that the physical working environmental is maintained in a safe and healthy state. The SHEQ Management System and the related compliance obligations set a framework for the provision and management of a safe working environment.

The Principal Contractors of any site where Gypcraft are visiting or undertaking works shall be responsible for the provision of welfare facilities.

GQMS 41 COMMERCIAL PROCEDURE

1.0 PURPOSE

This procedure has been defined to outline the commercial processes, responsibilities and controls to be used by Gypcraft Drylining Ltd.

This procedure is owned by the Commercial Manager.

2.0 SCOPE

This procedure is to be applied to all commercial estimating and quantity surveying activities.

3.0 RESPONSIBILITIES

Commercial Manager	<ul style="list-style-type: none"> • Act as the custodian for this procedure and the related processes. • Review and Authorise Variations; • Attend Commercial meetings with the Main Contractor; • Review estimate and schemes;
Project Manager	<ul style="list-style-type: none"> • Responsible for the delivery of projects on time, safety, in accordance with the Main Contractors and legal requirements and to budget. • Arrange project handover meetings; • Monitor the progress of designs. • Maintain ongoing dialogue with the QS.
Quantity Surveyor	<ul style="list-style-type: none"> • Perform risk, value management and cost control; • Identify, analyse and develop responses to commercial risks; • Provide advice on variations and contractual claims; • Value completed work and arrange payments;
Estimator	<ul style="list-style-type: none"> • Prepare tender and contract documents, including bills of quantities; • Advise on a procurement strategy; • Prepare and analyse costings for tenders;

4.0 RELATED DOCUMENTS

Mandatory for all projects	Dependant on scope of the project
Project Pre Start Meeting Agenda.	Project Specific Targets
Estimate Schedule	Project Specific Monthly site checklist
Bill of Quantities	Variation Sheets
Estimate Chase sheet template	Variation Summary Sheets.
New contract form	Metsec Labour targets form.
General restart meeting minutes	Labour targets – Party Walls form
Drawings Issued Sheet	Labour targets – Internals form
Materials Schedule template	
Application for Payment form.	
Cost Valuation Report form.	

5.0 Pre-tender Estimating procedure

- 5.1 The Estimator shall acknowledge receipt of tenders by contacting the Main Contractor to open up dialogue.
- 5.2 The Commercial Assistant shall log the tender into the Estimate Schedule to allow for progress to be monitored against the programme for delivery.
- 5.3 The Specification Sheet shall be used to define and identify the specification of the typical specification.
- 5.4 The Estimator is to highlight the wall types upon floor plans and carry out full measurements to take into account detail drawings, elevations and sections.
- 5.5 The Estimator shall prepare lump sum calculations using the Bill of Quantities template. Alternative the rates to be used in the Bill of Quantities are to be prepared using the Estimate Chase sheet template.
- 5.6 The Estimator shall liaise with the procurement department to obtain rates to be used for non-standard products, insulation etc and also ensure the procurement lead times are identified.
- 5.7 Prior to the release of any Estimate it shall be reviewed by the Commercial Manager and the Managing Director.
- 5.8 The Estimator shall print out all elements of the finalised lump sum quote, with a covering letter, scan and email along with a hard copy for reference purposes.
- 5.9 The paperwork shall be filed along with drawings in alphabetical shelves in the Commercial department.
- 5.10 Once For speculative tenders a bill of quantities is priced up, with the rates entered into the Main Contractors BQ document. This is then scanned with the covering letter. Post a hard copy for reference to client. File the paperwork in the alphabetical hanging files within the filing cabinet unless the job has been secured and therefore it should be filed on the alphabetical shelves in the Commercial Department.
- 5.11 The Estimator shall update the Estimate Schedule with the date sent, the value to date and the % mark-up used.
- 5.12 Ongoing dialogue with the Main Contractor shall be maintained during the tender process in order to preserve a positive working relationship and monitor and facilitate any scope changes or variations to costs.
- 5.13 The Estimator shall negotiate with the Main Contractor with the aim of identifying the agreed scope and preferred bid total.
- 5.14 The Commercial Manager and the Managing Director shall review the scheme to ascertain the lowest achievable bid.
- 5.15 Once contractual agreement with the Main contractor has been reached the Estimator shall ensure that a date for the project prestart meeting is set and the Pre-Start Meeting Minutes as the form of agenda.
- 5.16 The Project Prestart meeting shall be minuted and cover the following agenda items detailed in the Project Pre Start Meeting Minutes.
- 5.17 On award of the contract, the Estimator shall issue a “new contract form” detailing the internal job code, contract details and values. This form shall be issued to the following recipients:
 - The Managing Director;
 - The Commercial Manager;
 - The Finance and Procurement Manager;
 - Document Controller;
 - Construction Manager;
 - The SHEQ Manager.
- 5.18 On the server the Estimator shall set up a new folder on the server in the “surveying jobs” folder using the job code.
- 5.19 The Estimator shall copy across files from the relevant estimating server to the Surveying server.

6.0 Estimating Handover

- 6.1 The Estimator shall review the tender bid and drawings prior to attending pre-start meeting.
- 6.2 Attend meetings with the Main Contractor and ensure that minutes of meetings are taken. These minutes of meeting shall be recorded on the General Pre-start meeting minutes issued to the Managing Director, the Commercial Manager, the Procurement and Finance Manager and the Health and Manager and Project Manager, if already identified.
- 6.3 The Estimator is to copy the contract value quotation into the Current Jobs folder on the Surveying server.
- 6.4 Issue contract value quotation to Gypcraft Manager and Health and Safety (for preparation of RAMS) as detailed Bill of Quantities.
- 6.5 Ensure that a process has been established for drawing issue and revision updates, including access details for any document control systems that are used by the Main Contractor are obtained.
- 6.6 Any Main Contractor log in details are to be provided to the Document Controller.
- 6.7 Ensure that all current drawings are copied and issued to the Gypcraft Manager and verify the number of sets and the size of all drawings.
- 6.8 The paper copy of the tender drawings are to be separated from Contract drawings. Ensure that a drawing register has been established for each project, using the Drawings Issued Sheet.
- 6.9 The Estimator is to confirm with the Main Contractor the process to be used to manage Variations. This must be communicated with the Gypcraft Project Manager as part of the project handover meeting.
- 6.10 A valuation process is to be implemented which includes: -
 - Defined submission dates
 - Processes for Main Contractor sign off
 - Payment process
 - Methods of application
- 6.11 The Estimator is to liaise with the Main Contractor Quantity Surveyor at all times to ensure visibility throughout the scheme.
- 6.12 The Estimator is to prepare a material schedule, using the Materials Schedule template, of the agreed materials alongside the tender rates used. This is to be issued to the Procurement Department as a controlled document.
- 6.13 The Estimator is to prepare draft labour targets based on the following: -
 - split into MetSec framing floor by floor detailed on the Metsec Labour targets form.
 - Party walls- floor by floor, wall by wall detailed on Labour targets – Party Walls form.
 - Internals, plot by plot detailed on Labour targets – Internals form.
 - Facades, elevation by elevation based on discussions with the Gypcraft Manager and the sequencing/programming of the project.
- 6.14 Façade elements may need to be remeasured into different areas depending on the method to be used to record and book in the works. If façade elements are to be remeasured by a QS, a full analysis and comparison to tender quantities is to be undertaken and any changes reported back to the Commercial Manager.
- 6.15 Upon checking the draft targets against the estimate rates and quantities to calculate the formula balance, rates shall be proposed to establish if any savings can be made to the labour budget.
- 6.16 Labour targets are to be forwarded to the Managing Director by the Estimator for approval.
- 6.17 Once the labour targets have been approved by the Managing Director, the agreed targets shall be issued to the Gypcraft Project Manager and Accounts Departments electronically. A paper copy may also be issued.
- 6.18 The QS is to prepare elemental values for the valuation break down, as agreed with the Main Contractor, which is aligned with the on-site sequence of works with the relevant cost headings at detailed in the Project Specific Targets.

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- 6.19 Use the same heading and plot numbering to produce a site-specific checklist for monthly updates. This layout of this monthly checklist may vary project to project.

7.0 Design process

- 7.1 The Document Controller is to ensure that Gypcraft Designers have access to the dwg format drawings in order for design to commence. This is performed by accessing the latest version of contract drawings from the Main Contractor and having them available on the Gypcraft ASITE. It is to be ensured that the Designers also have full access to the Document Control System – ASITE.
- 7.2 The Gypcraft Design Manager is responsible for monitoring the progress of the design process in accordance with design programme dates and in time with planned Main Contractor approval dates.
- 7.3 The Design Manager is responsible for following up with the Main Contractor the production of Construction Status drawings and their issue to the Gypcraft Project Manager.
- 7.4 Materials with lengthy procurement lead times must be identified by the QS and the Designers shall discuss this with Finance and Procurement Manager, to ensure that that construction programme deadlines are achievable for design, procurement, delivery and installation.
- 7.5 Materials on a longer lead in are to be scheduled out to enable a bulk order to be placed, and then a specific order to suit sequence on site can be drawn down
- 7.6 The Design Manager is to constantly monitor the evolving design and material procurement to ensure tender budgets are maintained.

8.0 Post tender Roles and Responsibilities – Surveying

- 8.1 The Document Controller is to monitor the production of drawings to ensure that Gypcraft are being issued with electronic or hard copy drawings and the Drawing Register is being maintained as a live document.
- 8.2 The QS is to compare the revised drawings against the tender/contract issue and any changes with a cost impact are to be valued and claimed as a Variation Order from the Main Contractor within one week of the receipt of new drawing.
- 8.3 It is to be ensured that the Gypcraft Project Managers and Operatives have only the latest set of drawings to work on during site works by the Document Controller.
- 8.4 Ongoing dialogue with the Gypcraft Project Manager is to be ensured by the QS. This is to ensure that there is visibility regarding targets, measures and rates. Site visits at frequencies to suit the nature of works, programme and sequence, specifically to view any ongoing variations are to be undertaken.
- 8.5 Wherever possible any additional works are to be highlighted and discussed between the Site Manager and QS to enable the QS to pre-value the works involved. The Gypcraft QS is to contact the Main Contractors QS within 24hrs of being made aware of additional works, to submit variations as a lump sum. These agreements are communicated back to the Site Manager and addendum targets are issued accordingly to control the costs.
- 8.6 All additional works, whether agreed values or dayworks shall be booked in on Variation sheets and will be received bi-monthly with the wages booking in. These shall be priced and logged onto variation summary sheets using Variation Sheets and Variation Summary Sheets.
- 8.7 It is the QS's responsibility to question the information on the Variation Sheet and ensure that it: -
- Contains enough detail;
 - The hours are justifiable;
 - Materials are listed out in order to allow pricing;
 - Whether a site instruction is available
 - The Variation has been signed off by the Main Contractor.
- 8.8 Variation sheets are issued to the QS's from the Wages Department upon receipt from the Site Manager.
- 8.9 The QS is to print out the Variation Sheet and verify that the sheet and its contents are suitable for submission to the Main Contractor. Any missing details shall be discussed with the Site Manager and the Variation Sheet amended. All sheets are to be reviewed by the Managing Director, Commercial Manager and Finance and Procurement Manager prior to submitting to the Main Contractor prior to being authorised for payment.
- 8.10 Priced variations are to be continuously communicated to the Main Contractor throughout the month.
- 8.11 It shall be ensured that each variation has supporting documentation available, including where relevant: -

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- Drawing extracts highlighted
 - Photos
 - Site instructions
 - Emails
 - Signed variation sheets
- 8.12 These should be send to the Main Contractors QS mid-month for their records and comments.
- 8.13 Non-recoverable sheets are to be assessed bi-monthly and sent via email from the Finance Department to the QS.
- 8.14 These sheets are to be printed out and are assessed for accuracy. If relevant to agreed amounts per plot, the QS shall check that these plots have not already been booked in, or that quantities referred to match up with the targets. If the element has already been discussed between the site and the QS, the QS shall sign off the Non- recoverable costs as acceptable. If there are unknown items, which are to be queried between the QS and Site Manager with the QS obtaining full details and reasons for non-recoverable. The once the QS has signed each of their sheets, all non-recoverable sheets shall be forwarded to the Commercial Manager. All sheets will then be reviewed between the Managing Director and the Commercial Manager prior to being authorised for payment.
- 8.15 The QS is to maintain a log of non-recoverable costs to monitor the overall financial well-being of the job.
- 8.16 Valuations are to be submitted on a monthly basis within the agreed timescales in the agreed format, using a site checklist from the Gypcraft Project Manager or personal site visit where required using the Application for Payment form.
- 8.17 The QS is to update the Variation Summary sheet with the latest variations and submit them each month. All variation sheets shall also be scanned and stored electronically on the server to provide an audit trail.
- 8.18 A schedule of payment amounts due and date due shall be maintained by the QS, so that mid-month a call to the Main Contractor can be made to check progress of payment and authorisation process.
- 8.19 The QS shall chase any withholding notices, payment notices and payment certificates and monitor actual payments received for contract works and variations. All payments received shall automatically be copied to the Commercial Manager on the day of receipt and then distributed to the relevant QS for processing with information and filing. The Commercial Manager and Managing Director shall be informed of any late payments or under certificated amounts with the reasons, whether justified or not, so that the situation can be resolved before the next valuation is due.
- 8.20 Gypcraft are to monitor the actual payment process implemented by the Main Contractor, including: -
- The date of sign off;
 - Who the payment is submitted to
 - Who else has to sign to authorise
 - How many desks it may sit on before it is released to accounts
 - How does this compare with the due dates shown on our valuations or their payment certificates?
- 8.21 Variation meetings shall be arranged with the Main Contractors to regularly agree outstanding balances, which should be every 2 months ideally.
- 8.22 Upon receipt of the monthly cost report, the QS shall receive an up to date Sage report from the Finance and Procurement Manager to monitor job costs, non-recoverable expenditure, additional supervision, etc, check against value claimed to see whether there are any discrepancies within the checklist reporting.
- 8.23 The QS shall prepare cost value reconciliation to justify the financial situation of each scheme when requested. It shall be reviewed with the Managing Director and the Commercial Manager using the Cost Valuation Report form.
- 8.24 During the last month of works on site, the QS shall prepare the Final Accounts and check profitability against the most recent costs (obtained from the Finance and Procurement Manager), including projecting costs to completed. The final Account Meeting shall be arranged with the Main Contractor.
- 8.25 Prior to the Final Account meeting, the QS shall review the scheme cost and value with the Managing Director and Commercial Manager to gauge the strategy and the likely profitability outcome. Double

check all variations submitted to ensure that all relevant supporting information has been provided to the Main Contractor.

- 8.26 After the Final Account meeting has been held and the value agreed, the Final Account certificate from the Main Contractor can be requested, signed and filed and a copy sent to the Managing Director and the Finance & Procurement Manager

9.0 Cost related changes post contract award.

- 9.1 The Project Manager is responsible for ensuring that all changes to the project are assessed for time and methodology impact and cost variations. The Project Manager shall ensure that all changes have the costs assessed and where needed refer to the Estimating team to ensure that changes are re-costed correctly.
- 9.2 No changes shall be implemented without the formal approval by the Main Contractor.

GQMS 42 FINANCE AND PROCUREMENT PROCEDURE

1.0 PURPOSE

This procedure has been defined to outline the processes, responsibilities and controls to be used by Gypcraft Drylining Ltd for the Approval of External Providers (Suppliers) and the procurement of materials.

This procedure is owned by the Procurement and Finance Manager.

2.0 SCOPE

This procedure is to be applied to all commercial estimating and quantity surveying activities.

3.0 RESPONSIBILITIES

Procurement and Finance Manager

- Ensuring that an Approved External Providers List is maintained for Gypcraft Ltd.
- Maintaining a relationship with the supply chain.

Senior Buyers

- Approval of all Purchase Orders.

4.0 RELATED DOCUMENTS

- Material Schedule.
- Approved Suppliers List.
- Site Inspections.
- Purchase Orders.
- Gypcraft External Providers Evaluation form.
- Supplier Quotations.
- Management Review minutes.
- Order books.
- Delivery books.

5.0 Approval of External Providers (Suppliers)

- The Approved External Providers List is controlled by the Procurement and Finance Manager.
- Gypcraft generally utilises labour only subcontractors and suppliers of materials.
- All suppliers who provide materials for provision of Gypcraft services shall be detailed in the Approved External Providers List.
- The Subcontractors (Approved External Providers List) is monitored every 2 weeks before a payroll run.
- The Procurement and Finance Manager is responsible for ensuring that any company with expired insurance is identified and that the Commercial team have been informed to prohibit the placing of a new contract with the related External Providers.
- Site safety inspections shall be used to assess the performance of External Providers and the activities of subcontractors.
- The Gypcraft External Providers Evaluation form shall also be used to assess the performance of External Providers. These completed forms shall be maintained and fed into the Gypcraft Management Review process.

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6.0 Procurement process

- The Procurement and Finance Manager shall be involved in the development of projects from the estimating phases and the Materials List shall be provided to the Procurement and Finance Manager for the securing quotations.
- The Procurement and Finance Manager in conjunction with the Commercial Manager shall review quotations and decide on the Procurement strategy to be followed for the contract, including giving consideration to actions to ensure the best value for money for clients.
- Based on information received from site, the procurement team shall place orders, utilising a “Just in Time” procurement principle and making arrangements to limit storage needs on site.
- The Procurement and Finance Manager shall maintain awareness of the typical lead times of the Gypcraft Supply Chain.
- Material shall only be received on site only by Site Supervisors or Project Managers. Receipt of materials shall be confirmed using the delivery notes. These shall be sent to the Procurement team.
- Invoices shall be reconciled against the Gypcraft Order books and the material delivery note are to be reviewed.
- Site Supervisor or Project Manager in the event of material shortages or damaged deliveries, shall make annotation to the delivery note and inform the Procurement team of the issues. The Procurement team would contact the supplier in order to remedy the shortfalls and discrepancies.
- Material schedules shall be used to record material delivered to site.
- The Procurement team shall utilise the procurement tools SAGE and Buying Pro. All procurement tools shall be monitored by the Procurement and Finance Manager to ensure the material schedules for cost, rate consumption rates, variations and material issues to identify any trends.
- All Purchase Orders shall be required to detail the specification and shall be approved by Senior Buyers before release.
- Purchase orders shall be allocated to a job file (box) until it is reconciled against the received Delivery Notes.
- All Quotations received from the supply chain shall be maintained for at least 7 years.
- All Purchase Orders shall display a job number. Any purchase order which require update would be suffixed with the word "Amended"

GQMS 43 - COMPLIANCE OBLIGATIONS REGISTER

Act / Regulation	Other requirements	Overview	Implication	How Gypcraft has to Comply
The Corporate Manslaughter and Corporate Homicide Act 2007 (As Amended).	http://www.hse.gov.uk/pubns/indg417.pdf	Though not part of health and safety law the act clarifies the criminal liabilities of companies including large organisations where serious failures in the management of health and safety result in a fatality. The Act came into force on 6 th April 2008	Companies and organisations can be found guilty of corporate manslaughter (corporate homicide in Scotland) as a result of serious management failures resulting in a fatality due to a gross breach of a duty of care.	Gypcraft Drylining Contractors Ltd management demonstrate their responsibility to health & safety through their commitment to Gypcraft's Policy Statement and their support of industry accreditation.
The Regulatory Reform (Fire Safety) Order 2005 [Came into force in Oct 2006]. [Replaces the Fire Precautions Act 1971 and the Fire Precautions (Workplace) Regs 1997 (as amended)].	http://www.hse.gov.uk/construction/safetytopics/fire.htm http://www.communities.gov.uk/fire/safety	Brings together and consolidates a number of previously separate pieces of fire legislation. The requirement for fire certificates no longer exists and, existing certificates no longer have any legal standing.	Accountability rests with the employer and the 'Responsible Person' to carry out suitable fire risk assessments which must now include considerations for the preservation of premises and the safety of the fire rescuers.	A fire risk assessment has been carried out by the landlord. The assessment is regularly reviewed and updated where relevant. Regular fire evacuation exercises are undertaken on a 12-monthly basis. Trained fire marshals have been appointed. Extinguishers, alarms and detectors are inspected and maintained by an approved contractor.
The Construction (Design and Management) Regulations 2015	http://www.hse.gov.uk/pubns/books/l144.htm http://www.hse.gov.uk/pubns/books/hsg159.htm	Defines: - Designer, Planning Supervisor and Principle Contractor roles and responsibilities. There is a requirement to check and ensure competency, produce a Construction Safety Plan and to deliver an H & S file to the Employer at the end of the contract. The regulation aims to integrate safety into the management of construction projects & encourage everyone involved in the project to work together.	Under the CDM Regs 2015 Gypcraft Drylining Contractors Ltd has multiple responsibilities. The Head of SHEQ is fully aware and keeps up to date with industry changes.	Gypcraft comply by many different means. Please see full GQMS folder.

Act / Regulation	Other	Overview	Implication	How Gypcraft has to Comply
<p>Personal Protective Equipment at Work Regulations 1992 (as amended).</p> <p>(Head protection Regs incorporated April 13)</p> <p>(The Personal Protective Equipment at Work (Amendment) Regulations 2022 – A limb (b) worker now has a duty to use the PPE in accordance with their training and instruction, and ensure it is returned to the storage area provided by their employer.</p>	<p>http://www.hse.gov.uk/pubns/books/l25.htm</p> <p>https://www.hse.gov.uk/ppe/index.htm</p>	<p>The effect of Personal Protective Equipment (PPE) at work regulations is to ensure that certain basic duties governing the provision and use of PPE apply to all situations where PPE is required.</p>	<p>Regulations state that PPE is to be the last choice in the principles of protection.</p>	<p>PPE is issued free of charge to employees/contractors in accordance with their role.</p>
<p>Provision and Use of Work Equipment Regulations 1998 (as amended in 2002).</p>	<p>http://www.hse.gov.uk/pubns/books/l22.htm</p>	<p>The Provision and Use of Work Equipment Regulations 1998 (PUWER) are made under the HSW act</p>	<p>The primary aim is to ensure that work equipment is used without risks to health and safety, regardless of age condition or origin.</p> <p>Responsibilities and requirements for work equipment.</p>	<p>Gypcraft's plant and equipment has to be well maintained and in a good state of repair. 3 monthly PAT inspections to be carried out. Pre-user checks to be carried out by competent person.</p>
<p>Health and Safety at Work Act 1974</p>		<p>Mainly an enabling act for other more detailed regulations.</p> <p>The HSAW Act provides such wide protection that it not only requires employers to have regard to the health and safety of people at work, but also requires them to conduct their undertaking in "...such a way as to ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health or safety"</p>	<p>This form of words not only requires protection for all contractors' workmen engaged alongside the employer's own workforce, but also for any members of the public, i.e. those not engaged in the task in question, but endangered in some way by its activities.</p>	<p>Gypcraft must ensure that policies, arrangements and practices fully support the HSW Act and protect all affected by the company's activities. The GQMS system must be reviewed and revised as stated in the H&S policy.</p>

Management of Health and Safety at Work Regulations 1999 Management of Health and Safety at Work Regulations 1999 as amended) 2006	http://www.hse.gov.uk/pubns/books/l21.htm	<p>These regulations give effect to the European Framework Directive on health and safety. They supplement the requirements of the Health and Safety at Work Act 1974. The aim is to map out the organisation of precautionary measures in a systematic way, and to make sure that all staff are familiar with the measures and their own responsibilities.</p>	<p>Lays down details regarding the general management of health and safety including the need to carry out risk assessments etc.</p>	<p>Documented risk assessments and, where relevant, suitable procedures are in place for Gypcraft's activities. These assessments are regularly reviewed by the Head of SHEQ. A risk assessment may also be reviewed following an accident or incident or any significant change in the operatives, the operating conditions, equipment, equipment location or the environment.</p>
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Act / Regulation	Other	Overview	Implication	How Gypcraft has to Comply
Workplace (Health, Safety and Welfare) Regulations 1992.	http://www.hse.gov.uk/pubns/books/l24.htm	<p>These regulations were made to implement the EU directive on minimum safety and health requirements for the workplace. Employers have a duty to ensure that workplaces under their control comply with the requirements of these regulations. All offices have the ability to open windows to provide sufficient ventilation. Emergency lighting is installed and tested in all appropriate locations. All floors are sufficiently maintained to reduce the impact of any slips, trips or falls. Workstation and seat assessments are conducted in accordance with DSE regulations. Traffic routes have been installed around the store, workshop and yard which reduces implications of pedestrians and workplace traffic. Drinking water is supplied in kitchen areas. Toilet facilities are maintained on a daily basis. Appropriate welfare facilities are provided</p>	<p>Fixed and peripatetic sites will be provided with suitable facilities and working conditions in accordance with HSE guidance</p>	<p>Gypcraft Head of SHEQ will continually monitor the workplace and ensure compliance with regulations.</p>
Reporting of Injuries, Diseases and Dangerous Occurrences	http://www.hse.gov.uk/riddor/index.htm	<p>These regulations require the reporting of specified accidents, ill health and dangerous occurrences to the enforcing authorities. They include death, major</p>	<p>Accurate and timely reporting is important to comply with the regulations and support continuous improvement</p>	<p>All accidents are monitored and analysed as and when any that require RIDDOR will be completed on line</p>

Regulations 2013 (RIDDOR)	http://www.hse.gov.uk/pubns/in dg453.pdf	injury and more than seven day lost time accidents. Regulates what and how accidents and incidents are to be reported		using the HSE web site, a copy is also sent to Gypcraft's insurers. All records are kept on file and will be kept for a minimum of 3 years.
Employers' Liability (Compulsory Insurance) Act 1969		Employers are responsible for the H&S of employees/contractors while they are at work. Employees/contractors may be injured at work, or they or former employees/operatives may become ill as a result of their work while employed.	The Act ensures that an employer has at least a minimum level of insurance cover against any such claims.	Gypcraft displays their insurance certificate in the main office area in Unit F15.
The Control of Noise at Work Regulations 2005	http://www.hse.gov.uk/pubns/books/l108.htm	Lays down the legal requirements on employers to manage noise at work.	Noise must be identified, evaluated and minimised as far as is reasonably practicable.	Gypcraft has had a noise assessment carried out and appropriate hearing protection has been issued to relevant employees.
Act / Regulation	Other	Overview	Implication	How Gypcraft has to Comply
COSHH Regulations 2002 (As Amended)	http://www.hse.gov.uk/pubns/books/hsg97.htm	Lays down the legal requirements for managing hazardous substances in the workplace.	Includes health surveillance and maintenance of process and safety equipment - e.g. local exhaust ventilation.	Chemicals are stored in a dedicated and specially built containment area. COSHH assessments are available for all chemicals.
The Lifting Operations and Lifting Equipment Regulations 1998	http://www.hse.gov.uk/pubns/books/l113.htm https://www.hse.gov.uk/work-equipment-machinery/loler.htm	Places legal responsibilities on the employer to provide and maintain safe lifting equipment. Requirements include the marking (or traceability) of its safe working load and training in its use. Where any lift is undertaken, particularly for heavy, complex or unusual lifts a risk assessment and subsequent lift plan is required.	Lifting equipment is inspected annually. Lifting accessories is inspected every 6 months. Normally this is dealt with by the PC.	Heavy, complex or unusual lifts are not normally necessary within Gypcraft's activities. Gypcraft does have competent banksmen to complete tasks.
Manual Handling Operations Regulations 1992 (as amended)	http://www.hse.gov.uk/pubns/books/l23.htm	These regulations set out the legal requirements on employers to protect their employees against sustaining muscular-skeletal disorders when manually lifting/moving loads.	Instruction in manual handling techniques has been provided to employees.	Suitable mechanical lifting aids can be provided and used by operatives.
The Work at Height (Amendment) Regulations 2007	https://www.hse.gov.uk/work-at-height/the-law.htm	These regulations set out the legal requirements on employers to take suitable and sufficient measures to prevent, so far as is reasonably practicable, any person falling a distance	Steps to be taken by the Employer to protect employees from falls from height.	Ensure work at height is not carried out where it is reasonably practicable to carry out the work safely other than at height. Where this cannot be

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		liable to cause personal injury.		avoided mobile elevated working platforms (MEWP's) or telehandlers will be used.
Health and Safety (Training for Employment) Regulations 1990		The Health and Safety (Training for Employment) Regulations 1990 extend the provisions of the 1974 Act to cover people provided with "relevant training". Within these Regulations "relevant training" is defined as work experience provided pursuant to a training course or programme, or training for employment, or both.	This means that all people receiving training or work experience from an employer in the workplace are deemed to be employees for the purposes of H&S legislation.	Gypcraft operates a comprehensive induction programme, provided for all employees/contractors, work experience students and subcontractors.
Health and Safety (First-Aid) Regulations 1981	http://www.hse.gov.uk/pubns/books/l74.htm	The aim of these Regulations is to ensure that all employees have access to adequate and appropriate first-aid equipment and facilities while at work. Employees must be informed of all arrangements for first-aid provision in their workplace.	Trained First-aiders have been appointed and employees/contractors informed of the arrangements for first-aid provision.	First-aid training is regularly reviewed to ensure continuity of an individual's competency
Health & Safety (Display Screen Equipment) Regulations 1992 (as amended).	http://www.hse.gov.uk/pubns/books/l26.htm	These regulations set out the legal requirements on employers to protect their employees against sustaining musculo-skeletal disorders or impaired vision when using computer workstations or graphic displays for defined periods.	Information and instruction in workplace ergonomics has been provided to employees.	DSE assessments have been carried out and records are available.
Act / Regulation	Other	Overview	Implication	How Gypcraft has to Comply
The Health & Safety Information for Employees Regulations 1989		These regulations require that you give information to employees by means of either displaying a poster or distributing a copy of the approved leaflet.	Health & Safety Information and instruction has been provided to employees.	To provide H&S Law poster in workplaces and provide H&S information via Posters and leaflets.
Health & Safety (Offences) Act 2008		Penalties that can be made against defendants under the Health and Safety at Work, etc. Act 1974 (HASAWA) and subservient health and safety regulations.	Comply with legislation to ensure no breaches are made	Gypcraft ensure that all legal requirements are met and all legal documents are regularly reviewed to ensure they are up to date.
Agency Workers Regulations 2010	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/	To understand the Agency Workers Regulations and the implications and responsibilities for both hirers and temporary work agencies	Ensuring agency workers are provided with the same rights and facilities as other employees within the company	Gypcraft ensure all agency workers are provided with correct PPE and welfare

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	32121/11-949-agency-workers-regulations-guidance.pdf			facilities that conform to current regulations.
Equality Act 2010	https://www.gov.uk/guidance/equality-act-2010-guidance	The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.	No discrimination is made with any employee within Cilantro engineering	Gypcraft ensure all employees/contractors are equally treated in the workplace.
Registration, Evaluation, Authorisation & Restriction of Chemicals Regulations 2006 (REACH)	http://www.hse.gov.uk/reach/	REACH is the current system for controlling chemicals in Europe.	Ensuring employees/contractors are provided with the correct information from suppliers. High hazardous substances are to be eventually phased out of all non-essential uses.	Gypcraft selects substances through hierarchy of control. All hazardous substances are regularly reviewed so safer alternatives can be introduced.
Control of Vibration at Work Regulations 2005	http://www.hse.gov.uk/pubns/in dg296.htm http://www.hse.gov.uk/pubns/in dg175.htm	The Control of Vibration at Work Regulations 2005 aims to protect workers from risks to health from vibration.	HAV register created to ensure exposure limit value and daily exposure action value is not exceeded.	Gypcraft provides Health surveillance and Information, training and instruction for employees/contractors.
The Waste Electrical and Electronic Equipment Regulations 2013 (WEEE)	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/292632/bis-14-604-weee-regulations-2013-government-guidance-notes.pdf	This guidance is intended primarily for use by businesses, public and third sector organisations and individuals involved in the sale, purchase and disposal of electrical and electronic equipment	WEEE products are disposed of in accordance with regulations	Gypcraft to suitably appoint competent workforce. Monitoring and supervision to ensure workforce comply with WEEE regulations
The Coronavirus Act 2020	http://www.legislation.gov.uk/ukpga/2020/7/contents	The Coronavirus Act aims to provide guidance and information relating to 'Coronavirus' meaning severe acute respiratory syndrome coronavirus.	Health & Safety Information and instruction has been provided to employees.	To provide H&S information via Posters and leaflets. Monitoring of staff in order to observe social distancing and recording and reporting of any identified cases.
Act / Regulation	Other	Overview	Implication	How Gypcraft has to Comply

The Simple Pressure Vessels (Safety) regulations 1991	http://www.hse.gov.uk/pubns/books/l122.htm	sets out 'essential requirements' written in general terms, which must be met before products are placed on the market in the UK or elsewhere in the EC. European standards fill in the detail and are the main way for businesses to meet the 'essential requirements'	To ensure products used are suitable and provide adequate instructions for the product	Only trained and competent persons to work on system. Provisions to ensure persons are suitable trained and competent to carry out task.
Ionising Radiation Regulations 1999	http://www.hse.gov.uk/pubns/books/hsg95.htm http://www.hse.gov.uk/pubns/books/l121.htm	The main aim of the Regulations and the support ACOP is to establish a framework for ensuring that exposure to ionizing radiation arising from work activities, whether from man – made or natural radiation is kept as low as reasonably practicable and does not exceed dose limits specified for individuals.	Only current application to Gypcraft is microwave ovens	Ensure that kitchen microwaves are tested on an annual basis. Faulty microwave ovens are replaced immediately.
Health and Safety (Consultation with Employees) Regulations 1996	http://www.hse.gov.uk/pubns/indg232.pdf http://www.hse.gov.uk/pubns/books/hsg263.htm	These Regulations apply to all employers and employees in Great Britain.	Employers have a duty to consult relevant employees in good time.	Gypcraft will highlight any issue to all employees regarding health and safety via the consultation group with the notes available to all employees. HR Manager will also help in her role.
Health and Safety (Safety Signs and Signals) Regulations 1996	http://www.hse.gov.uk/pubns/ priced/l64.pdf	The results of the relevant risk assessment will have identified situations or working practices where there may be a residual risk when further information are deemed necessary.	If there is no significant risk, there is no need to provide a sign.	Gypcraft conducts risk assessments. Any requirement to display warning or information signs will be included in the findings.
Legionella Regulations 2013	http://www.hse.gov.uk/pubns/books/l8.htm http://www.hse.gov.uk/pubns/books/hsg274.htm	The results of the relevant risk assessment will have identified situations or working practices where there may be a residual risk when further information is deemed necessary.	Requires risk assessment and controls.	Gypcraft will conducts risk assessments if required. Any requirement to Legionella will be included in the findings.
Respiratory Protection Equipment 1992	http://www.hse.gov.uk/pubns/books/hsg53.htm http://www.hse.gov.uk/pubns/guidance/rpe5.pdf	The results of the relevant risk assessment will have identified situations or working practices where there may be a residual risk that requires RPE	Requires risk assessment and controls.	Gypcraft conducts risk assessments highlighting the need for RPE dependent on the substance that the employee/operatives could be exposed to.

Act / Regulation	Other	Overview	Implication	How Gypcraft has to Comply
Working Time Regulations 1998 as amended by 1999 Regulations. (As amended)	https://www.gov.uk/maximum-weekly-working-hours	These regulations restrict the working week or relevant employees to 48 hours per 7-day period. Individuals can voluntarily agree to opt out of the weekly working hours' limit.	H&S legislation to protect employees from excessive working hours	Attendance records and opt out agreements to be maintained
Bribery Act 2010	http://www.legislation.gov.uk/ukpga/2010/23/contents	The Bribery Act 2010 creates a new offence under section 7 which can be committed by commercial organisations which fail to prevent persons associated with them from bribing another person on their behalf	Policy in place to comply with legislation.	At induction the policy is provided to new starters by HR.
General Data Protection Regulations 2018	http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted	Employers will be required to carry out audits of employee personal data that they collect and process to ensure it meets the General Data Protection Regulations. The Information Commissioners Office have published a booklet Preparing for the General Data Protection Regulations - 12 steps to take.	Potential criminal actions for non-compliance and data breaches	Internal and external audit reports to be generated, Management review & minutes of meeting to be held. Non-conformance/corrective action record to be maintained. Documented Information processes to be implemented and followed.
Fire Safety Act 2021	The Regulatory Reform (Fire Safety) Order 2005	Guidance on how to apply the Regulatory Reform (Fire Safety) Order legislation where a building contains two or more sets of domestic premises.	Potential criminal actions for non-compliance	Completion of Fire Risk Assessments for company premises and review of fire safety controls at clients premises prior to works being conducted.
Finance Act 2017	http://www.legislation.gov.uk/ukpga/2018/3/contents	Outlines the legal requirements for direct and indirect taxes	Potential criminal actions for non-compliance	Defined Criminal Finance policy and communication. Training to all staff
Criminal Finance Act 2017	http://www.legislation.gov.uk/ukpga/2017/22/contents	The Criminal Finances Act creates a new corporate criminal offence of failure to prevent tax evasion, and makes companies and partnerships (relevant bodies) criminally liable where a person acting on their behalf (associated person) facilitates tax evasion. The new law makes it easier for relevant bodies to be held to account for non-compliance without proof of	Potential criminal actions for non-compliance	Defined Criminal Finance policy and communication. Training to all staff

		criminal intent or the knowledge of senior managers. HR must be aware of these changes and take adequate steps to protect their organisations from potential liability.		
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Ref	Act / Regulation	Overview	Implication	How Gypcraft Complies
Environmental				
1	Environmental Protection Act, 1990 Part II Section 34, Duty of Care	This section deals with the storage and disposal of waste from the site. It also requires that a description of the waste is provided.	Waste must be removed from sites & premises under an appropriate licence. See also entry 3 below [the Hazardous Waste (England and Wales) Regulations 2005], and entry 15 [The Environmental Protection (Duty of Care) Regulations 1991 (as amended)].	Records, e.g. transfer notes, must be fully and accurately completed and retained Normally the main contractor will complete this duty of behalf of Gypcraft
2	Environmental Protection Act, 1990 Section 79, Statutory Nuisance Amended by the Environment Act 1995.	This section deals with any nuisance that may arise from noise, smoke, odours etc.	Could be applicable if significant noise were created e.g. by site plant or vehicles.	Complaints from main contractor need to be recorded and addressed.
3	The Hazardous Waste (England and Wales) Regulations 2005 (As amended) And The List of Wastes Regulations 2005	These Regulations define what hazardous waste is and how it should be dealt with. It also requires that producers of such waste register with the EA. The list categorises the many different waste streams identifying those that are hazardous and those that are not. The list also identifies the 6 figure European Waste Code for each.	In addition to the information at 1 above, Gypcraft Ltd would register with the Environment Agency in the event that hazardous waste is encountered (e.g. contact with brownfields site).	No formal action at this time. Main contractor control.
5	Water Resources Act, 1991 Section 85	This Act deals with the contamination of surface and ground water e.g. discharges to streams or watercourses by leakages or spills.	Gypcraft Ltd will identify the drains on site and prevent pollution.	Ensure controls (e.g. spill kits, drip trays) are available and followed.
6	Environment act 1995	The Act provides for the establishment of a body corporate to be known as the Environment Agency. Powers are provided to regulate for the protection of 'important' hedgerows.	Gypcraft Ltd has to ensure that its activities do not waste or compromise the act in anyway	Guidance from PC as can be site specific.
7	Control of Pollution Act 1974	The aim of the Act is to deal with a variety of environmental issues, including waste on land, water pollution, abandoned mines, noise pollution and the prevention of atmospheric pollution.	Noise pollution when building in the new build environment could impact on residents living in close proximity to site which is being completed in phases.	Maintain equipment and utilise equipment like cutting stations which reduce sound.

Ref	Act / Regulation	Overview	Implication	How Gypcraft Complies
8	The Hazardous Waste (England and Wales) (Amendment) Regulations 2016	These Regulations revoke Part 5 of the Hazardous Waste (England and Wales) Regulations 2005 which requires premises in England at which more than 500kg of hazardous waste is produced at, collected at or removed from annually to be notified to the Environment Agency by the producer of the waste	Environmental legislation to help aid appropriate controls for hazardous waste disposal	Normally skips are provided by the main contractor. Gypcraft will ensure skip companies sit an approval process prior to usage.
9	The Electric Vehicles (Smart Charge Points) Regulations 2021	These regulations come into force on 30 June 2022. They introduce requirements in Great Britain for domestic and workplace electric vehicle (EV) charge points to include smart functionality (i.e. optimising EV charging to occur at times of the day when there is lower demand on the electricity system, or at times of high renewable electricity generation, which can help mitigate the impacts of this increased demand on the electricity system).	Environmental legislation to help reduce the energy consumption during the charging of electric vehicles.	Currently reviewing the company fleet for changes in efficiency and emissions.

Skills Matrix

(Guidance document for use in assessing training needs)

JOB TYPE	SNR MANAGEMENT	MANAGEMENT	SUPERVISOR	T&J	FIXER	CLADDING/ RENDER	LABOURER	STANDARD	PLASTERER	OFFICE	MANAGER HEALTH & SAFETY	HEAD SHEQ
SKILL/TRAINING												
Health & Safety												
Health & Safety Induction	E	E	E	E	E	E	E	E	E	E	E	E
IOSH managing safely	A											
First aid										A		
Fire Marshall										A		
Manual handling			E	E	E	E	E	E	E	A		
Risk /COSHH assessment (receipt of Risk Assessment briefing)	E	E	E	E	E	E	E	E	E			
Toolbox talk			E	E	E	E	E	E	E			
CSCS management	E	E									E	E
CSCS supervisor			E									
CSCS operative/Labourer				E	E	E	E	E	E			
SMSTS	E	E										
SSSTS			E									
IPAF					A	A	A					
PASMA					A	A	A					
Working at Height			E	E	E	E	E	E	E			
NVQ L2 in relevant trade			E	E	E	E		E	E			
Management NVQ L6	E	E	A									
Abrasive wheels	Only required for those undertaking metal installation											
Job specific												
NEBOSH diploma or equivalent											A	E
NEBOSH certificate											E	E
Banksman/ Telehandler			A									

*denotes minimum two first aiders/Fire wardens in office

Training may be delivered via any of the following methods:- internal training, briefing sessions external course, online courses.

Key: E = Essential A = Advantageous

JOB TYPES

Snr. Management: Directors/Senior Management/ Contracts Managers

Management: Site managers

Supervisor: Supervisor/foreman

RESPONSIBILITY MATRIX

Responsibility	Managing Director	Head of SHEQ *	Procurement and Finance Manager	Commercial Manager	Design Manager	Human Resources Manager
Health & Safety	S	P				
Quality Management	S	P				
Environmental & Sustainability	S	P				
Occupational health	S	P				
RIDDOR Reporting	S	P				
Compliance under CDM regulations 2015	S	P				
Design works	I				P	
Compliance with anti-bribery and corruption law	I			P		
Supply Chain	I		P			
Corporate Social Responsibility	I	P				
Business continuity and emergency planning HO	S	P	I	I		
Emergency plans on site	N/A	N/A	N/A	N/A	N/A	
Workplace security HO	P	I				
Work place security on site	N/A	N/A	N/A	N/A	N/A	
Induction, Recruitment Training and competence	S	P				P

P = Primary responsibility

S = Secondary responsibility (i.e., backup to primary person, responsible when that person out)

I = Involved (i.e. provides inputs, gets to review)

N/A = Under PC Control

- Supported by the HSQE Consultant
SHEQ and other roles and responsibilities are also addressed in other supporting Gypcraft Procedures.

	Combined ISO 9001, 14001 and 45001 clauses	Comments
Clause 4	Context of the organisation	
4.1	Understanding the organisation and it's context	-
4.2	Understanding the needs and expectations of interested parties	-
4.3	Determining the scope of the	-
	OH&S Management System	
	Quality Management and	-
	Environmental management system	-
4.4	Process for:-	
	OH&S Management System	-
	Quality Management and	-
	Environmental management system	-
Clause 5	Leadership and Worker Participation	
5.1	Leadership and commitment	-
5.1.1	Leadership and commitment for the quality management system	-
5.1.2	Customer focus	Mentioned throughout the document
5.2	Quality Policy	-
	Environmental Policy	-
	Health & Safety Policy	-
5.3	Organisational roles, responsibilities and authorisation	-
5.4	Consultation and Participation of Workers	-
Clause 6	Planning for the quality management system	
6.1	Actions to address risks & opportunities	-
6.1.1	Actions to address risks & opportunities	-
6.1.2	Hazard Identification and Assessment of Risks & Opportunities	-

6.1.2	Environmental Aspects	-
	Combined ISO 9001, 14001 and 45001 clauses	Comments
6.1.2.1	Hazard Identification	-
6.1.2.2	Assessment of OH&S risks and other risks to the OH&S System	-
6.1.2.3	Assessment of OH&S opportunities and other opportunities to the OH&S System	-
6.1.3	Compliance Obligations	-
6.1.4	Planning Actions	-
6.2	OH&S, Quality & Environmental objectives and planning to achieve them	-
6.2.1	OH&S Objectives	-
6.2.2	Planning to achieve OH&S objectives	-
6.3	Planning of changes	-
Clause 7	Support	
7.1	Resources	
7.1.1	General	
7.1.2	People	Addressed throughout the document
7.1.3	Infrastructure	Addressed throughout the document
7.1.4	Environment for the operation of processes	-
7.1.5	Monitoring and measuring systems	-
7.1.6	Organisational knowledge	Addressed throughout the document
7.2	Competence	-
7.3	Awareness	Addressed by ISO presentation pack and induction
7.4	Communication	-
7.4.1	General	
7.4.2	Internal Communications	-
7.4.3	External Communications	-
7.5	Documented Information	-
7.5.1	General	
7.5.2	Creating and updating	-

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	Combined ISO 9001, 14001 and 45001 clauses	Comments
7.5.3	Control of documented information	-
Clause 8	Operation	
8.1	Operational planning & control	
8.1.1	General	
8.1.2	Eliminating hazards and reducing OH&S risks	-
8.1.3	Management of change	-
8.1.4	Procurement	-
8.1.4.1	General	
8.1.4.2	Contractors	-
8.1.4.3	Outsourcing	-
8.1.4.4	Determination of requirement for products and services	-
8.2	Emergency Preparedness and response	-
8.2.1	Customer communication	-
8.2.2	Determination of requirements related to products and services	-
8.2.3	Review of requirements related to products and services	-
8.3	Design and development of product or services	-
8.3.1	General	
8.3.2	Design and development planning	-
8.3.3	Design and development inputs	-
8.3.4	Design and development controls	-
8.3.5	Design and development outputs	-
8.3.6	Design and development changes	-
8.4	Control of externally provided products and services	-
8.4.1	General	
8.4.2	Type & extent of control of external provisions	-
8.4.3	Information for external parties	-

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8.5	Production and service provision	-
8.5.1	Control of production and service provision	-
8.5.2	Identification and traceability	-
8.5.3	Property belonging to customers or external parties	-
8.5.4	Preservation	-
8.5.5	Post delivery activities	-
8.5.6	Control of changes	-
8.6	Release of products and services	-
8.7	Control of non conforming process outputs, products or services	-
Clause 9	Performance evaluation	
9.1	Monitoring, measurement, analysis and performance evaluation	-
9.1.1	General	
9.1.2	Customer satisfaction	-
9.1.3	Evaluation of Compliance	
9.1.4	Analysis and evaluation	
9.2	Internal Audit	-
9.3	Management Review	-
Clause 10	Improvement	
10.1	General	
10.2	Incident, nonconformity and corrective action	
10.3	Continual improvement	Addressed throughout the document