



HEALTH, SAFETY, ENVIRONMENTAL AND QUALITY POLICY

FLOWTEK HDD UK LTD

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2.0 INTRODUCTION TO THE HEALTH, SAFETY AND ENVIRONMENTAL POLICY

This document has been prepared for the benefit of all employees/sub-contractors and those who may be affected by the company's activities.

The aim of the document is to promote health, safety and environmental issues to ensure the company and its employees carry out their activities in line with legislative requirements and current identified best practice.

In preparing the document many considerations have had to be considered. The main considerations were as follows:

- Legislative requirements that affect the company, its employees and others. Not least the requirements of the Health and Safety at Work act 1974, Environmental Protection Act 1990 and The Pollution Prevention and Control Act 1999
- The standards required by licensing authorities and insurance companies.
- Ensuring as good a working environment so far as reasonably practicable
- Minimising the company's impact on the environment and conserving natural resources.

This document is a live document and as such is subject to regular reviews, updates, improvement and modification in accordance with changes in duties, responsibilities, processes, working practices, safe systems of work and other aspects of FlowTEK HDD UK Ltd activities. This process demonstrates how FlowTEK HDD UK Ltd complies with section 2(3) of The Health and Safety at Work act 1974.

If you have any suggestions for improvements, or any questions regarding Health Safety and the Environment, you should bring them to the attention of management. This can be done informally by talking to your immediate line manager.

The company Director/s expect a high standard of work from his employees, but this should never be at the expense of Health, Safety and / or the Environment.



3.0 BUSINESS POLICY STATEMENT

FlowTEK HDD UK Ltd is committed to continuously improve the standards of our industry to provide a safe, effective, efficient and high-quality service.

The following core values of the business form an integral part of achieving our goals:

Safety

Nothing that we do is so important that we cannot take the time to do it safely. The aim of FlowTEK HDD UK Ltd is to achieve zero harm to any persons or environments affected by our works. We are committed to achieve this goal and we will work with our clients to ensure that the highest safety standards are worked to always.

Health

We recognise the importance of good health and we will endeavour to promote and maintain the physical, mental and social wellbeing of our personnel and any others affected by our operations.

Social

Due to the nature of our works we are aware that there may be certain disruptions caused by our operations and on occasions there may be disgruntled members of the public due to either our own works or that of our clients. As a company we will ensure that all our personnel are trained and aware of the importance of providing excellent customer contact and we shall also endeavour to enhance community relations through our expertise and by creating the minimal possible disruption to all members of the public.

Our People

FlowTEK HDD UK Ltd will treat all our personnel in a manner which respects them as individuals, develops their potential to improve their own personal standards and encourages them to play a part in the development of the business H&S management systems through consultation.

Quality

Through the skills, knowledge and experience of all personnel involved with FlowTEK HDD UK Ltd we are committed to providing a quality service that exceeds the expectations of our clients in a safe and profitable manner for all involved. We will monitor, maintain and look to continuously improve the quality of the service we provide as well as consult, engage, listen to and respond to our employees, customers and members of the public. As a business we will ensure compliance with relevant legislation and standards applicable to our operations.

Environment

FlowTEK HDD UK Ltd will ensure that all our operations are monitored and controlled to prevent pollution, minimise waste and mitigate the impact on the environment caused by our works.

** This policy will be reviewed on an annual basis and any amendments communicated to the relevant personnel*

Chris Preston

Managing Director

Signature: 

Date: 03rd January 2023

4.0 QUALITY POLICY STATEMENT

FlowTEK HDD UK Ltd is committed to delivering a quality service and ensuring our projects exceed the expectations of our customers and clients.

We will endeavour to deliver our projects, safely, on time, to a high standard of workmanship, and within budget, whilst at the same time ensuring that due consideration is paid to the needs of our clients, customers and to the environment.

Quality management objectives have been established by Senior Management to minimise incidents in terms of customer complaints, suppliers' defects, internal operational incidents and system audit incidents.

We believe the quality of the company's service is achieved by providing well trained and experienced personnel in all areas including supervision and management along with a common-sense approach and organised management systems.

The Managing Director/s and Senior Management of FlowTEK HDD UK Ltd are committed to:

- Ensure the availability of the resources necessary to fulfil the requirements of the Quality Policy.
- Communication is the key to our system therefore at all levels of the business communicate instructions and feedback at every opportunity.
- All staff to competently deliver their tasks to the best of their ability.
- Develop and improve the effectiveness of the Quality Management System to enhance customer satisfaction.
- Constantly monitor quality performance, set appropriate objectives, and implement improvements when appropriate.
- Review the company management systems regularly to ensure their continuing suitability.

** This policy will be reviewed on an annual basis and any amendments communicated to the relevant personnel*

Chris Preston
Managing Director

Signature: 

Date: 03rd January 2023



5.0 HEALTH & SAFETY POLICY STATEMENT

FlowTEK HDD UK Ltd is committed to ensuring so far as is reasonably practicable the health, safety and welfare of all personnel working for the company or any other persons affected by our operations.

Compliance with current health and safety legislation is essential to the way the company operates its health and safety management system. The company will ensure that the health and safety policy, organisation and arrangements, which reflect the Managing Director/s commitment, are monitored and revised where necessary to continuously improve our safety standards.

The company recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources accordingly.

We will provide and maintain safe and healthy working conditions, plant, equipment and systems of work for all our employees, and provide such information, training, instruction and supervision as they need for this purpose to enable them to perform their duties to high standards but in a safe and considerate manner.

The active participation and co-operation of all personnel to achieve and maintain the highest possible health and safety standards is essential at FlowTEK HDD UK Ltd. We recognise the need to consult our workforce on health and safety issues to develop systems and procedures which are both safe and practical when put into practice and we welcome suggestions from our employees who serve to improve and promote this aim.

Whilst overall responsibility for health and safety rests with the Managing Director/s, all personnel have duties under the Health and Safety at Work Act 1974 and they are informed of their responsibilities to take due care for the health and safety of themselves and any others who may be affected by their acts or omissions whilst at work.

It is the ethos of FlowTEK HDD UK Ltd to promote a positive safety culture throughout all personnel involved with the company. We believe that if our personnel ensure that they are working in safe environments always, it will lead to achieving zero incidents of injury to people, damage to equipment or harm to the environment.

This policy and any subsequent revisions will be communicated to all personnel and made available to visitors to company premises or when requested by external parties.

** This policy will be reviewed on an annual basis and any amendments communicated to the relevant personnel*

Chris Preston
Managing Director

Signature: 

Date: 03rd January 2023



6.0 ENVIRONMENTAL POLICY STATEMENT

FlowTEK HDD UK Ltd takes its responsibility to the environment seriously and as such has developed this policy and its associated procedures to ensure that their activities do not have a detrimental effect on the environment now or in the future.

It is the policy of FlowTEK HDD UK Ltd to:

- Manage the company wherever possible in way that minimise the environmental impact of its activities and conserve natural resources.
- Comply with all currently applicable statutory and legislative requirements.
- Establish and ensure compliance with company standards practices meeting legislative requirements, as a minimum.
- Liaise with its clients and suppliers on potential environmental issues and work with them to address concerns, so far as project parameters allow.
- Provide sufficient environmental information, instruction, training and supervision required.
- Actively reduce the risk to the environment for all work activities.
- Conserve energy wherever possible by minimising consumption and maximising efficiency.
- Establish suitable procedures and support systems that facilitate compliance with legislative requirements and best practice relating to environmental issues.
- Recognise and encourage the contribution employees might make towards environmental performance improvement.
- Strive for continual improvement in environmental standards and performance.
- Regularly review and update environmental objectives and targets.

This policy and any subsequent revisions will be communicated to all personnel and made available to visitors to company premises or when requested by external parties.

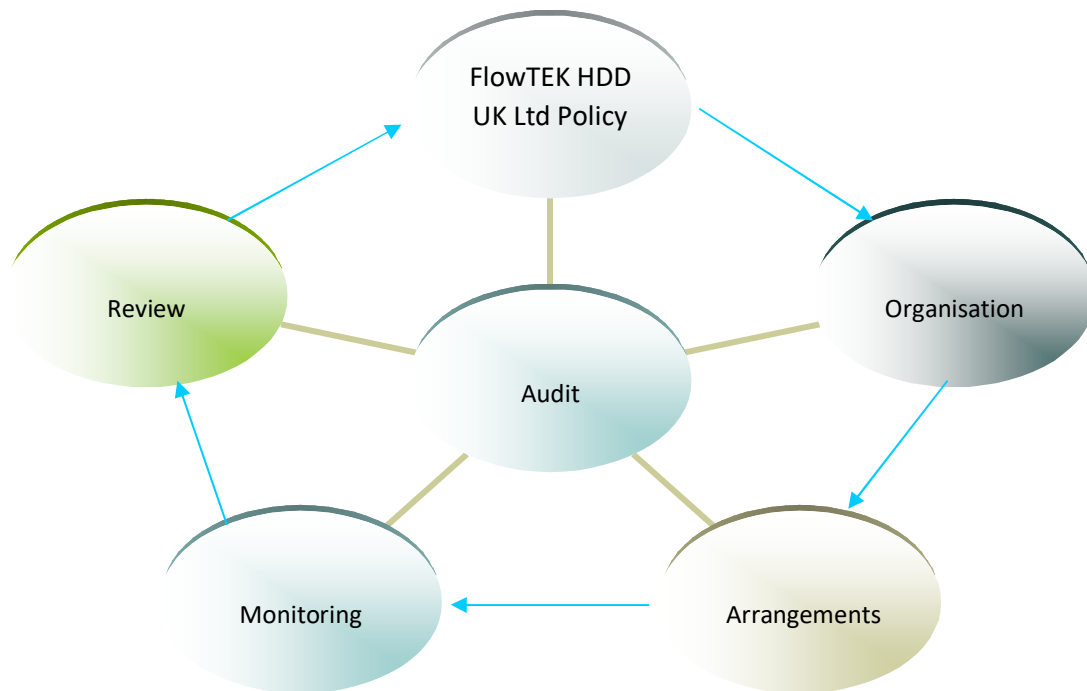
** This policy will be reviewed on an annual basis and any amendments communicated to the relevant personnel*

Chris Preston
Managing Director

Signature: 

Date: 03rd January 2023

7.0 HEALTH, SAFETY & ENVIRONMENTAL MANAGEMENT SYSTEM



Policy:

- The Company Health, Safety and Environmental Policy signed by a company Director/s.
- Provides Policy Statement, company and individual responsibilities and communication system.

Organisation:

- Health, Safety and Environmental documents produced to ensure compliance with Policy.
- All employees must follow procedures to ensure compliance with Policy requirements.

Arrangements:

- The application of the Policy and Procedures.
- The adherence to the policy and procedures shall be an absolute requirement for all employees.

Monitoring:

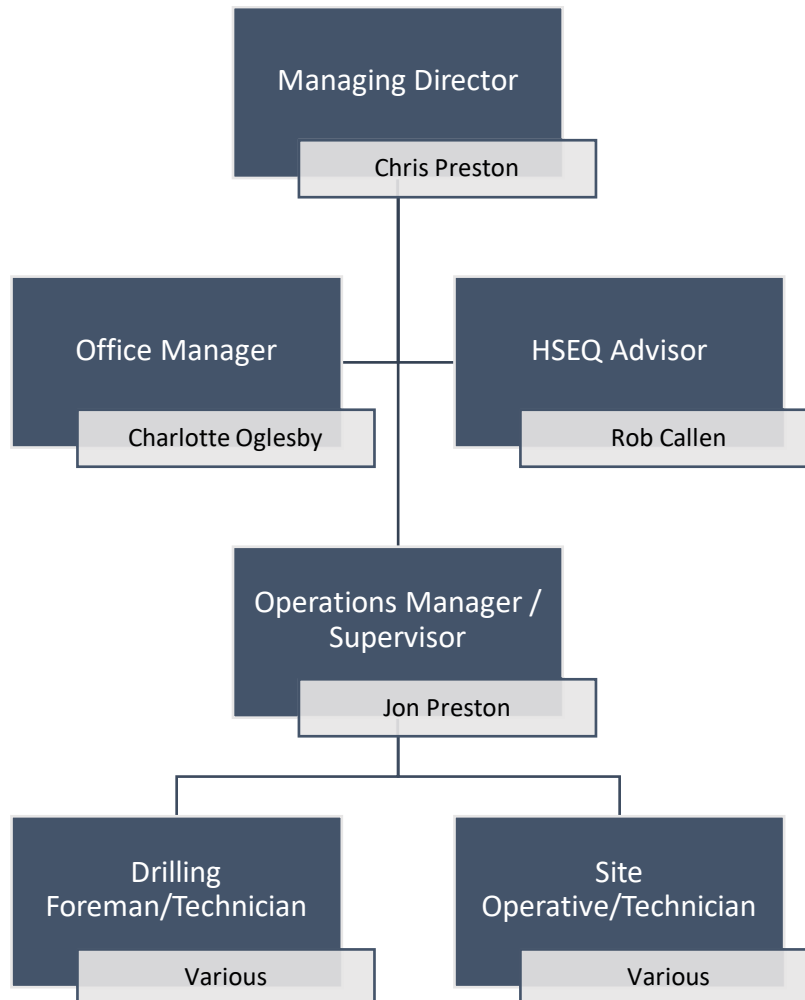
- System of checks including safety tours and inspections.
- The measurement of compliance with the Policy and Procedures.

Review:

- Employee and Management meetings on-site and office based.
- Identification of shortcoming in the system.
- Proposals for updating of system.

8.0 ORGANISATION

8.1 ORGANISATIONAL CHART



8.2 PERSONAL RESPONSIBILITIES

JOB ROLE	MINIMUM RESPONSIBILITIES
All personnel / sub-contractors	<ul style="list-style-type: none"> Take reasonable care of their own and other people's health, safety and welfare Co-operate with the employer in all health & safety matters Stop and report any situation which may pose a threat to the wellbeing of any other person Not misuse or interfere with anything provided for work or in the interests of health & safety at work Ensure compliance with FlowTEK HDD UK Ltd health, safety and environmental policy
Director/s	<ul style="list-style-type: none"> Overall responsibility for all health, safety, environmental and quality matters in the company. Provide the necessary resources and demonstrate the correct behavior to encourage everyone to operate in a safe and sustainable way.

JOB ROLE	MINIMUM RESPONSIBILITIES
	<ul style="list-style-type: none"> • Define the responsibilities for health & safety within the company. • Take an active role in promoting the culture of ownership of health, safety and environmental and quality requirements by all. • Ensure safety is of equal importance to other company issues. • Ensure that the Company Management System is effective. Ensure that internal audits and site inspections are carried out by the relevant personnel. • Ensure that safety management is planned, implemented, monitored, reviewed and continually improved within the company keep safety policies, procedures, guidance and working practice up to date within legislation and best practice. • Consult with employees on matters affecting health and safety and ensure that the policy is reviewed and updated when required. • Compile any required Project Quality Plans and ensure that quality checks are completed. • Check with customer / client of any specific environmental requirements required on site. • Plan works in a manner to minimise environmental impact, such as ensuring minimal mileage is required for personnel to visit work sites. • Consult with employees on matters affecting health and safety. • Ensure policy requirements are complied with. • Provide an environment to encourage a culture of ownership of health, safety and environmental issues by all. • Ensure that risks are properly managed on site and that suitable Project RAMS cover the work being undertaken. • Ensure that all environmental requirements on site are met and that any waste generated is disposed of at site in the designated areas or removed from site by suitable carriers and then responsibly disposed of. • Ensure that good housekeeping practices are maintained around the office. • Ensure the Accident Book and First Aid facilities are located in suitable locations and that First Aid kits are replenished as and when required. • Keep up to date personnel files containing all relevant HR information along with training records. • Perform Fire Evacuation Drills and predetermined times. • Manage the supply chain in terms of sending out supplier questionnaires and maintaining adequate records such as insurances for suppliers. • Ensure that all plant and equipment is suitable and sufficient for personnel to undertake the required tasks. • Set and maintain a testing regime for all relevant plant / equipment. • Keep up to date records for all plant / equipment and ensure all certification is valid prior to use by company personnel. • Manage the procurement / supply chain in terms of plant and equipment.



JOB ROLE	MINIMUM RESPONSIBILITIES
HSEQ Advisor	<ul style="list-style-type: none"> • Advise and support company management and all levels of personnel throughout the company. • Update the company Director/s with relevant legislative requirements. • Undertake reports and assessments as required by Company Management System. • Investigate incidents and make recommendations on preventative measures. • Monitor the implementation of this policy throughout the company. • Implement, develop and maintain Safe Systems of Work (SSOW). • Set a good personal example always. • Assist the Contract Manager in creating and implementing Project RAMS and Project Quality Plans.
Office Manager	<ul style="list-style-type: none"> • Store and maintain information relevant to the management of the company. • Keep personal information regarding personnel in a secure location. • Back up the company data on a weekly basis. • Minimise waste regarding printing, to minimise the company's impact on the environment. • Responsible for monitoring the company supply chain and checking that all relevant information provided by the supplier is valid and up to date. • Reply and collate information regarding customer complaints/issues and ensure that the Managing Director is made aware of the issues/complaints.
Drilling Foreman / Technician	<ul style="list-style-type: none"> • Familiarise themselves with the company HSQE policy, and the company SSOW. • Ensure that all safety, environmental and site rules are followed, observed and understood by all personnel under their control on site. • Responsibility for ensuring that site works are carried out in a safe manner. • Ensure that all Method Statements and Risk Assessments are followed by personnel under their supervision, and that a site-specific risk assessment is completed daily. • Ensure that personnel under their supervision use the appropriate safety equipment in a correct manner. Also ensure that all relevant pre-user checks and inspections are undertaken prior to using any equipment. • Always Maintain good housekeeping. • Take an active involvement in the investigation of incidents on their site. • Act on advice given by the company HSQE Advisor or Management. • Always Set a good personal example. • Always sign in when visiting sites under the control of our clients and follow site rules. Complete any paperwork required to by the client. • Only operate plant and equipment which you are competent and authorised to use. • Take reasonable care of your own safety and that of anyone affected by your acts or omissions whilst at work. • Report any hazards, unsafe acts, near misses or defects to management in a timely fashion.

9.0 HEALTH, SAFETY & ENVIRONMENTAL COMMUNICATIONS SYSTEM

FlowTEK HDD UK Ltd actively promotes employee involvement on Health, Safety and Environmental and Quality issues, this is successfully achieved through site visits and site / office meetings with additional toolbox talks carried out monthly. All employees are actively encouraged to contact the Managing Director/s direct to discuss any issues.

10.0 ARRANGEMENTS

FlowTEK HDD UK Ltd has a duty to ensure that all personnel receive suitable and sufficient information, instruction, training and supervision for them to undertake their work activities in a safe and efficient manner and for the company to achieve the objectives detailed within the Company Management System.

To achieve this, it is necessary for the company to develop, communicate, implement, control, monitor and review the required preventative and protective measures.

This section provides some detail as to the arrangements the company has in place to meet the requirements of this policy and legislative requirements. The in-depth detail to meet the requirements takes the form of procedures and safe systems of work which are contained within the Company Management System that are available upon request.

10.1 EMPLOYEES DUTIES

All persons employed / subcontracted by the company have specific duties regarding sections 7 and 8 of The Health and Safety at Work Act 1974. Employees also have other duties regarding acts of negligence and deliberate acts of misconduct under civil and common law.

The main duties of personnel are to undertake their work activities in line with the following:

- To accept, fully understand and work within the guidelines of the Company Management System.
- To take reasonable care for their own Health and Safety and for that of others who may be affected by their acts or omissions at work.
- Not to intentionally or recklessly interfere with, or misuse equipment, materials or facilities provided in the interest of Health, Safety and Welfare provided in the fulfilment of any legal obligation.
- To follow all safe working procedures/guidance provided.

10.2 CONSULTATION

FlowTEK HDD UK Ltd is actively committed to employee involvement in all Health, Safety and Environmental issues, to secure and maintain current standards. We actively encourage employees



to express and communicate their views and experiences, involving them in development, formulation and implementation of procedures.

At this point we as a company do not have a specific Health, Safety and Environmental committee as we feel current discussion forums at site and office-based meetings meet the needs of employees and employer, however this situation shall be monitored and if in the future it is deemed necessary to form a committee for consultation purposes then this shall be initiated.

As a company we have regular stand down events where all personnel can get together and discuss any issues affecting the company and discuss possible improvements to be made.

10.3 RISK ASSESSMENT / SAFE SYSTEMS OF WORK

The risk assessment process is fundamental in FlowTEK HDD UK Ltd securing implementation of the Policy and subsequent arrangements within the Company Management System. The competent person on site must assess the operations being undertaken and determine if the risks can be adequately controlled using the generic risk assessment and a site-specific risk assessment. If the perceived risk cannot be adequately controlled the team leader should notify their line manager and not commence work until further control measures have been put in place to minimise the risks present.

All Risks shall be categorised by assessing the **severity** of an accident/incident and the **likelihood** of it occurring. **Risk Rating** is calculated by multiplying the likelihood against the consequences, e.g. taking a likelihood of 4, which is classified as Probable, and multiplying this against a consequence of 2, which is classified as a Minor Injury 1st aid required, would give you an overall risk rating of 8, which would be risk rated as a low risk. Control measures are then put into place to create the **residual risk**.

SEVERITY	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5
	LIKELIHOOD				

Low risk = 1 to 8:

Low Risks are largely acceptable, subject to reviews periodically, or after significant change etc.

Medium risk = 9 to 15:

Medium Risks should only be tolerated for the short-term and then only whilst further control measures to mitigate the risk are being planned and introduced, within a defined time period.

High risk = 16 to 25:



High Risks activities should cease immediately until further control measures to mitigate the risk are introduced.

Severity	Likelihood
1 – Negligible: No injury, no health issues, no damage to property/equipment or the environment	1 – Very Unlikely: No possibility or freak occurrence
2 – Slight: Minor injury requiring first aid, minor damage to property/equipment or the environment	2 – Unlikely: Rare combination of factors required for incident to occur
3 – Moderate: A lost time incident, damage to property/equipment or moderate pollution	3 – Possible: May occasionally occur
4 – High: Fatality, major injury, serious infection, major damage to property/equipment or short-term environmental implications	4 – Likely: High possibility of incident occurring
5 – Very High: Multiple fatalities, permanent disability, destruction of property/equipment or severe pollution with long term implications	5 – Very Likely: Almost inevitable that the incident will occur

A formal risk assessment will be completed for all works undertaken. These assessments together with their subsequent identified control measures are the responsibility of all employees about the formulation, completion and actioning. Site personnel shall ensure that a site-specific risk assessment is completed for their work activities, prior to work commencing.

Risk assessments shall be reviewed at suitable intervals or when an incident or other event deems the current risk assessment is no longer valid.

The above risk assessment requirements do not mitigate the company Director/s responsibility to continually monitor and action health, safety and environmental and quality issues throughout the year.

In identifying the required preventive measures / control measures, formulation of safe systems of work shall be undertaken. The level of detail within the developed safe systems shall be comparable with the level of residual risk.

10.4 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

All substances have the potential to cause harm to persons and the environment if not used and stored correctly, all persons who use substances within the workplace must take care in the use of such substances by following the control measures issued by the company.

Prior to procuring any substance for use in the workplace, a product safety data sheet shall be obtained, and a specific assessment shall be undertaken to identify any risk associated with using the substance, to ensure any precautions required are identified and assessed. This will then allow FlowTEK HDD UK Ltd to implement suitable preventative and control measures prior to procuring any substance. Additional steps may be taken to ensure that suitable emergency procedures are developed to deal with accidents, incidents and emergencies, if required by the assessment.

Incompatible substances shall be stored in suitable areas and such areas will be suitably signed and guarded to protect employees and others.

The company Director/s shall maintain all safety data sheets and ensure that completed assessments are communicated and made available to employees and others who may require them. Completed



assessments shall be reviewed at pre-determined intervals, usually three yearly or when an incident or other event deems the current assessment is no longer valid.

10.5 EMPLOYEE TRAINING

FlowTEK HDD UK Ltd is fully committed to the training of its personnel and sees training as an essential part of ensuring employee competence. Suitable and sufficient training shall also assist in the personal development of the individual and in the development of FlowTEK HDD UK Ltd as a company.

The company has a training matrix which identifies the specific training needs for the specific job roles within the company. The training matrix is reviewed and updated monthly to meet company, client and legislative requirements.

Training takes the form of internal and external mechanisms and is an ongoing process. The stand downs undertaken by the company can also act as an opportunity for all personnel to undertake specific training, as deemed required by the company Director/s.

10.6 TOOLBOX TALKS

To sustain and develop the company's current Health, Safety and Environmental culture, toolbox talks are undertaken to raise the awareness of and keep employees focus on Health, Safety and Environmental requirements.

FlowTEK HDD UK Ltd utilises toolbox talks based on the CITB construction site safety booklet GT 700 for these talks. The booklet is specific guidance for those undertaking such talks and contains differing Health, Safety and Environmental subjects, giving advice on approach to be adopted, questions and answers when communicating with employees. The company HSEQ Advisor will update and create toolbox talks as and when required. Internal / external safety alerts are also issued to site teams as and when required.

FlowTEK HDD UK Ltd will undertake toolbox talks on a monthly basis to a pre-determined syllabus, with additional talks being undertaken to address any specific issues that may require addressing.

10.7 PERSONAL PROTECTIVE EQUIPMENT (PPE)

FlowTEK HDD UK Ltd understands that PPE should only be utilised as a last resort and as such undertakes assessments to eliminate / reduce / control workplace hazards and were possible isolate its employees from workplace hazards.

It is however, by the nature of the activities undertaken by the company and because of the assessment process, necessary to provide PPE to further improve the Health and Safety of our employees.

FlowTEK HDD UK Ltd shall therefore ensure that suitable and sufficient PPE is made available to all employees and that those employees are instructed on its safe use, maintenance and storage requirements prior to issue.

All PPE provided shall be assessed to ensure its compliance with relevant standards and its compatibility with other workplace equipment / other PPE, PPE is issued with an old for new policy.

10.8 WORKING WITH ELECTRICITY

The work undertaken by the company involves working with electricity. All persons employed by the company are made aware of the risks of such works and are trained and competent to undertake such works. Only suitably trained and authorised personnel are permitted to undertake works on electric infrastructure. All jointers mates are under the direct supervision of the jointer whilst on site.

All suitable testing equipment is calibrated and maintained to ensure all the appropriate checks can be made prior and post working on electric infrastructure.

10.9 EXCAVATIONS

FlowTEK HDD UK Ltd require its employees to carry out work activities that involve working in excavations. The company shall endeavour to avoid any work within excavations where possible and where this is not possible, ensure the work activity is undertaken in a safe and efficient manner.

The company shall ensure those carrying out such works are competent to do so and that they are aware of the associated hazards, risks and subsequent required controls to carry out the work safely.

10.10 CONFINED SPACES

The company does not permit its employees to knowingly undertake work within an environment that would be deemed a confined space. The company does however ensure that employees are aware of how to identify a confined space and how to avoid the formation of a confined space within the working environment.

Employees must inform line management if they are asked to work in or suspect a confined space may be present within the work environment, line management will then either take appropriate action to eliminate the confined space or cancel the work activity.

10.11 FIRST AID

The company Director/s shall ensure that adequate / suitable first aid facilities are available and maintained for first aid to be rendered in cases of injury and illness, for all its employees.

The company Director/s shall further ensure that a suitable number of trained first aid personnel are available within the workplace, in line with legislative requirements.

10.12 INVESTIGATING AND REPORTING OF ACCIDENTS AND INCIDENTS

All accidents and / or near misses shall be formally reported to ensure suitable and sufficient investigation is undertaken to identify the cause and to prevent re-occurrence.

This reporting of all accidents and incidents will assist in the identification of failures in the Health, Safety and Environmental system and allow for reviews and redrafting of the health and safety management / environmental management systems to be undertaken, to prevent re-occurrence.



The company actively encourages employees to report all 'Near Misses' as this will also assist in the process stages detailed above to be undertaken. The company also undertakes a 'Positive Intervention' procedure, which is designed to improve the reporting minor improvements to safety which could prevent a 'Near Miss'.

10.13 FIRE PREVENTION, CONTROL AND EVACUATION

Every effort shall be made by FlowTEK HDD UK Ltd and its personnel to eliminate the likelihood of fire occurring within the workplace. All employees are encouraged to be vigilant and report anything they perceive may be hazardous and likely to cause or promote the spread of fire.

All employees and relevant others shall be made aware of the relevant procedures relating to fire alarms, fire drills and the required fire precautions to be taken within the workplace. Employees and relevant others shall also be made aware of the location and safe use of fire extinguishing systems within the workplace.

It is the company policy that under no circumstances are employees to undertake firefighting activities unless it is to aid safe escape from the workplace in the event of a fire occurring.

All equipment supplied with respect to fire precautions shall be inspected and maintained at the prescribed intervals. Records of these activities shall be recorded and maintained.

10.14 MANUAL HANDLING

Within the areas of the company's activities there are occasions where it is required for employees to undertake manual handling operations. These operations may include lifting, pushing, pulling carrying or moving items by hand or other bodily means.

FlowTEK HDD UK Ltd shall undertake the necessary assessments to identify where such manual handling operations may exist and implement the necessary control measures to reduce the level of risk associated with the manual handling activity.

Where practicable and indicated through the assessment process the company shall provide suitable and sufficient lifting aids to assist in manual handling operations. Employees shall be made aware of the hazards associated with manual handling operations and how to avoid them and shall receive relevant training on carrying out safe manual handling operations. Under normal working conditions personnel will be working in teams so the option of a team lift is also available if required.

10.15 NOISE

FlowTEK HDD UK Ltd shall ensure that employees and others are protected from the harmful effects from noise, in line with legislative requirements.

Noise shall be minimised where practicable no matter the level being indicated, and employees shall be made aware of the harmful effects noise may have to them and others. Employees shall also be made aware of the controls they are required to adhere to.

- At 80(dba) the company shall make employees aware of the need to wear hearing protection.
- At 85(dba) the company shall make employees aware that it is mandatory for them to wear ear protection.

Plant, equipment and work areas used by employees that exceed or could exceed 90(dba) shall be suitably marked to show that hearing protection is required.

FlowTEK HDD UK Ltd shall supply, maintain and replace suitable and sufficient hearing protection to all employees where required.

10.16 WELFARE PROVISIONS / PERSONAL HYGIENE

Due to the nature of many of our company operations are being performed on customer / client work sites which are controlled under the CDM regulations. Due to this there are suitable welfare facilities provided on site which our personnel can use. If personnel are required to attend a site which does not have suitable welfare facilities, then they will be informed of the closest public facilities which can be used.

All employees shall also be made aware of additional hazards in the form of Leptospirosis (Weil's disease) and the requirements for ensuring a good standard of personal hygiene always. Teams shall be provided with hand wipes and/or a waterless gel cleanser as a minimum to ensure good personal hygiene can be achieved so that risk of infection through ingestion is minimised.

The company Director/s are responsible for ensuring that sufficient resources are made available to enable the company to comply with the requirements of legislative requirements.

10.17 WORKING AT HEIGHT

FlowTEK HDD UK Ltd understands the dangers when persons are undertaking work activities that involve working at heights. Employees of the company shall only undertake work activities at height upon the completion of a suitable and sufficient assessment of the risks involved in the activity. Employees shall be made aware of the associated risks within the activity and the selected control measures to reduce the aforesaid risk.

All work equipment supplied in conjunction with the work at height activity shall be correct and suitable for the job and in addition, maintained and kept in good working order.

10.18 DISPLAY SCREEN EQUIPMENT / OFFICE SAFETY

Office safety is of prime importance to the company and as such the company shall take reasonably practicable steps to ensure that the office and subsequent equipment is suitably maintained and in good working order.

Employees shall be made aware via the assessment process of potential office hazards, their associated risks and their subsequent control measures.

Additional assessment shall be undertaken on all display screen equipment and those who use such equipment.

Those who use Display Screen Equipment as part of their employment for significant periods shall be eligible for an eye test to determine whether they need any form of correction to their vision or not



when using display screens. The company shall fund the cost of the basic lens and frame when prior approval is given by the managing director/s.

10.19 EMPLOYEES VISITING OTHER PLACES OF WORK

The company shall ensure, that when notified, that all employees who visit client premises comply with any specific site rules and / or procedures in place regarding Health, Safety and Environmental matters.

Employees shall adhere to all clients' site rules / procedures always whether advised of these by FlowTEK HDD UK Ltd or any Client whose site they are visiting.

FlowTEK HDD UK Ltd Health, Safety and Environmental standards are the minimum standards that employees shall adhere to always.

10.20 RECRUITMENT

The recruitment of personnel plays an important part in ensuring that the current high standards that FlowTEK HDD UK Ltd operates to, is maintained. The company therefore shall ensure that all potential employees undertake pre-employment questionnaires in the areas of knowledge, experience and medical health.

The process shall assist not only identifying that an employee is suitable for employment but also assist in identifying the role most suited to the potential employee.

This pre-employment requirement shall also allow the company to identify any future personal development and / or training needs of potential employees.

The company Director/s shall ensure that this process is adhered to always.

As part of the recruitment process there is also a requirement for jointing personnel to undertake competence assessments and be issued relevant authorisations by the company.

10.21 REPAIRING AND MAINTAINING THE WORKPLACE AND WORK EQUIPMENT

FlowTEK HDD UK Ltd shall ensure that all workplaces and work equipment is maintained and repaired by competent personnel to legislative standards, as a minimum requirement.

The company shall ensure that records of completed and future required maintenance and repairs is kept and maintained.

Employees shall also be made aware of their duties to inform line management in the event of the workplace and / or work equipment condition not meeting required standards.

10.22 CONTROL OF VISITORS

The company shall not allow visitors within the work area unless there is an absolute need for them to enter.



Where visitors must enter the work area, they must be wearing suitable and sufficient personal protective equipment and shall be escorted always by a member of FlowTEK HDD UK Ltd personnel.

Employees shall ensure that no visitor enters a work area that is deemed to be a medium or high-risk area.

Visitors who enter the work area shall be made aware of and abide by the company / site rules / procedures in place within the work area.

Visitors shall be made aware of the relevant control measures and / or procedures in place to deal with emergency situations i.e. fire and / or other.

10.23 OCCUPATIONAL ROAD RISK

Employees who undertake work activities that involve the use of FlowTEK HDD UK Ltd company vehicles will be exposed to the risks associated with driving on the public highway.

The company shall ensure that all those authorised to drive vehicles are suitably qualified and that all vehicles are roadworthy and maintained in line with the manufacturer's recommendations and legal requirements.

It is also FlowTEK HDD UK Ltd policy that **no employee shall use or answer a mobile phone while driving a company vehicle.**

10.24 EMERGENCIES

FlowTEK HDD UK Ltd shall ensure that employees and relevant others are aware of the steps to be undertaken in the event of serious and / or imminent danger.

The company shall also make employees and relevant others aware that always and in all situations, it is company policy for employees and relevant others to make their way to a place of safety and that their personal health and safety are priority.

10.25 ENVIRONMENTAL PROTECTION

The Managing Director/s are actively committed to continual environmental improvement, the prevention of pollution and compliance with applicable environmental legislation.

The company shall ensure that all employees are aware of the company's and their responsibility regarding environmental protection in line with legislative requirements.

The Environmental Policy shall be displayed on all notice boards and is contained within the company's operative's handbook which is issued to all employees.

10.26 WASTE DISPOSAL

FlowTEK HDD UK Ltd shall ensure that all waste materials are disposed of properly in line with legislative requirements.



All special/toxic waste shall be double bagged, labelled and placed into a special/toxic waste skip and / or other suitable container.

FlowTEK HDD UK Ltd shall ensure that all waste within their control remains within their control until transported by others or disposed of directly at the correct facilities.

All waste shall be transported by suitably licensed vehicles and disposed of at licensed tips by the correct means.

Transportation of waste by others, who are not direct employees of the company, shall only be undertaken by suitably assessed and pre-selected companies.

10.27 HOUSEKEEPING

FlowTEK HDD UK Ltd are aware of and shall make employees aware of the contribution bad housekeeping makes to fire, accident and incidents within the workplace.

The company shall ensure that all their operations are undertaken in a manner that ensures the general housekeeping within their area of operation is at the highest standard always.

The company shall ensure that all employees are made aware of and abide to good housekeeping practices.

10.28 DISCIPLINE

FlowTEK HDD UK Ltd shall make known to employees the requirements for them to adhere to company policy and procedures. The company shall also ensure that the duties are placed on them within the relevant sections of The Health and Safety at Work Act 1974.

All employees shall be subject to a standard disciplinary procedure if the above requirements are breached.

Employees breaching company and / or legislative requirements shall be required to attend a hearing with a company Director/s, who shall in turn discuss the breach with any potential witnesses. The Director/s shall then take what appropriate action he may feel necessary.

For any proven intentional breach of company and /or legislative requirements, employees shall be subject to a verbal warning, followed by a written warning for future breaches which could be followed by dismissal for persistent breaches.

Employees who have been proven to have undertaken a serious breach of company and / or legislative requirements may be dismissed from employment, without delay.

All employees may undertake grievance procedures with respect to any action taken by the company or if they feel their treatment has been unfair and / or unjust. The employee shall contact the company Director/s by whatever means the employee feels suitable and raise their concerns / grievance directly with him.



10.29 LONE WORKING

It is not common practice for company employees to undertake lone working activities, although the potential always exists for this to occur.

The company shall ensure systems are in place that protects employees who may find themselves in a lone worker situation.

The company shall ensure that all employees are aware of the need not to undertake activities that may pose a risk to their health and safety if ever they find themselves at work and in a lone worker situation.

The company shall also make employees aware of the steps to be undertaken when at work and in a lone worker situation to ensure their whereabouts is known to the company.

10.30 LIFTING OPERATIONS & LIFTING EQUIPMENT

FlowTEK HDD UK Ltd shall ensure that all personnel carrying out lifting / lowering operations are competent to do so and are aware of the required control measures for such operations and the requirement for adequate selection of equipment to undertake the operation.

The company shall ensure that all FlowTEK HDD UK Ltd lifting equipment is suitably maintained and regularly inspected, therefore ensuring that all defects are identified and rectified to ensure the safety of the users.

All lifting equipment shall be inspected daily (prior to use) and at designated intervals by competent persons and shall be thoroughly examined and tested at regular defined intervals by an external competent person.

10.31 VIBRATION

FlowTEK HDD UK Ltd understands the health and safety risks associated with the use of vibrating tools, equipment and workplaces. The company shall eliminate where possible employee exposure and where elimination of exposure cannot be achieved, we shall assess the risks to health and safety of our employees and implement controls through the risk assessment process.

The company shall endeavour to ensure the PPE, tools and equipment that is purchased for use at work is not to the detriment of the employee with respect to vibration and its associated health and safety risks.

The company shall make employees aware of the risks associated with exposure to vibration and necessary steps to reduce exposure. HAVS Risk Assessments shall be completed and made aware to all relevant personnel. HAVS Annual Questionnaires shall also be completed by personnel to check on their personal circumstances / issues. If any persons are deemed to be at risk or be displayed signs of a potential issue, then this will be dealt with by the company Director/s. This may include changing existing working conditions, limiting the works which can be completed by specific personnel or referring them to an Occupational Nurse.



10.32 WORKING TIME DIRECTIVE

FlowTEK HDD UK Ltd recognizes that The Working Time Regulations 1998 place specific duties on the company to ensure that employees are not expected to work more than 48 hours per week (including overtime) unless they voluntarily waive the right or are employed in exempt activities.

The company accepts these regulations and shall make employees aware of their requirements and shall consult / agree with employees on the regulation implementation within the company.

Where required to do so, the company shall record and maintain the working hours of all employees to ensure the regulations are met.

10.33 ALCOHOL AND DRUGS

It is the policy of FlowTEK HDD UK Ltd that no employee shall:

- consume alcohol or non-prescribed drugs during working hours
- report for work under the influence of alcohol or drugs
- allow a person to work who is under the influence of alcohol or drugs

Employees who do not follow this policy shall be subject to disciplinary procedures.

FlowTEK HDD UK Ltd Management take a zero-tolerance approach to drugs & alcohol misuse on their sites.

10.34 CUSTOMER CONTACT

The company believes that all persons who encounter the company or its employees are and shall be deemed to be a customer.

All customers shall be treated with respect always and customer complaints shall be acknowledged and resolved to the customer's satisfaction, where practicable.

10.35 HEALTH, SAFETY AND ENVIRONMENTAL INSPECTIONS / TOURS / AUDITS

FlowTEK HDD UK Ltd shall ensure that health, safety and environmental inspection and audits are undertaken at pre-described intervals. These processes shall assist in identifying shortcomings and / or failings within the health, safety and environmental management system.

The purpose of the inspection shall be to assess the performance of employees in health, safety and environmental matters at site level. This process shall also allow for compliance monitoring and early identification of shortcomings and / or failings within the health, safety and environmental management system /process.

Inspections shall be undertaken weekly or more frequently if business performance indicates a specific need.



The purpose of the audit shall be to reduce risks, with avoidance being the initial strategy, and to ensure continual improvement in health, safety and environmental matters. This process shall also allow for compliance monitoring and identification of shortcomings and / or failings within the health, safety and environmental management system /process

Audits shall be undertaken annually or more frequently if business performance indicates a specific need.

Safety Tours shall take the form of the company Director/s visiting personnel on site and visually assessing their compliance with health safety and environmental and quality requirements.

The results of these processes shall be communicated to relevant people.