

Tivoli Group Limited

HEALTH & SAFETY POLICY & ARRANGEMENTS



In Tivoli Group Ltd, we place Health & Safety above all other considerations. We strive to empower our staff to consider Health & Safety in all activities, at all times. We provide such information, instruction, training, and supervision as is necessary to ensure employees are competent to carry out their duties and responsibilities. We are committed to involving employees where practicable and through their representatives, in matters relating to their health or safety at work.

In Tivoli Group Ltd we share a commitment to:

- Protect the personal health and safety of our workforce
- Prevent injury or ill health
- Promote wellbeing
- Comply with or exceed applicable legislation and other requirements
- Set and review health and safety objectives
- Provide and maintain plant, equipment, materials, and substances
- Eliminate hazards and reduce risks
- Maintain any place of work (including welfare facilities) in a condition that is safe and healthy, so far as is reasonably practicable
- Establish and communicate emergency procedures
- Provide appropriate health assessment and surveillance of employees
- Consultation and participation of workers and their representatives
- Promote and drive a positive health and safety culture with our safety leaders
- Continual improvement in the Health & Safety System and safety performance
- Meet customer needs and expectations safely
- Ensuring working at height follows a safe process. Working at height follows the guidance of the Approved Codes of Conduct for the relevant business activity.

All employees have a responsibility for their own safety and that of other persons who may be affected by their work activities.

This policy statement is reviewed on a regular basis to ensure its continuing suitability.

The policy statement is available online in our Integrated Management System library, posted at locations visible to as many staff as possible and on our website, and available to other Interested Parties, including the public, on request.

It is to be actively communicated to all employees and persons working for or on behalf of the company with the intent that all are made aware of their individual obligations.

Tivoli Group Ltd requires our suppliers to manage their health and safety in line with this policy.

This policy has been approved and authorised by:

Name: Nicola Keach
Position: Chief Executive Officer (CEO)
Date: 12th April 2024

Signature:

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Organisation and Responsibilities

Overall responsibility for health and safety rests firmly with the highest management within the Company, the Executive Team. Responsibilities for the Company are listed below.

- Nicola Keach – Chief Executive Officer
- Steve Biddlecombe – Chief Financial Officer
- Andrea Crinnion – Business Support & Change Director
- Neil Simpson – Director of Operations

The Executive Team will:

- Ensure suitable financial provision is made for health and safety obligations.
- Ensure provision of appropriate information and instruction to employees.
- Ensure work is planned to take into account health and safety issues.
- Ensure all staff receive appropriate training.
- Assess and monitor risk to health and safety.
- Understand the company policy for health and safety and ensure it is readily available for employees.
- Set personal examples of safety and demonstrating safety leadership.
- Actively promote at all levels, the Company's commitment to effective health and safety management.
- Promote and drive a positive health and safety culture with our workforce.

HSEQ Manager:

- Monitoring the implementation of the health and safety policy throughout the company and reviewing its appropriateness by regular safety audits/inspections carried out in various workplaces.
- Investigating accidents and implementing corrective action.
- Reviewing health and safety legislation and implementing any new requirements pertaining to the company's undertaking.
- Liaising with managers, employees, sub-contractors, and specialists as and when appropriate.
- Strive to achieve continual improvement in the Health & Safety System and safety performance.
- Collating and reporting any accidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

The health and safety of the workforce will be placed above all other considerations. The business will strive to empower our staff to consider Health & Safety in all activities, at all times, and will strive to achieve a positive health and safety culture within our workforce. The business will provide such information, instruction, training, and supervision as is necessary to ensure employees are competent to carry out their duties and responsibilities.



Employees:

- Taking reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Co-operate with the Company to enable it to manage health and safety.
- Reading and understanding the Company's health and safety policy and carry out their work safely and in accordance with its requirements.
- Ensuring that all protective equipment provided under a legal requirement is properly used in relation to any instruction / training given and in accordance with this health and safety policy.
- Reporting any defects to work equipment immediately to the Site Supervisor.
- Reporting to the management any incidents, which have led or might lead to injury or damage.
- Reporting any accidents to the HSEQ Manager as they occur.
- Reporting any unsafe conditions, near misses or environmental impacts to their Supervisor.
- Using the correct tools and equipment for the job in hand and in accordance with training and instructions.
- Co-operating with any investigation, which may be undertaken with the objective of preventing reoccurrence of incidents.

Personal Protective Equipment (PPE)

- Appropriate personal protective equipment will be issued to employees as and when necessary for work activities.
- Required PPE will be worn at all times when undertaking work activities.
- Training will be provided for employees on the safe use, storage, and maintenance of the relevant equipment before issue, and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and an electronic copy of the held-on TOPS.
- Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements.
- Any defects or malfunction of PPE must be reported to the team leader/supervisor who will issue replacement PPE straight away.

Manual Handling

Manual handling operations will be risk assessed to determine suitable control measures for the management of risk and the company will endeavour to eliminate manual handling operations where practicable with any remaining risks being controlled by:

- reducing weights.
- reducing the frequency of manual handling.
- the use of additional manpower.
- through the provision of suitable equipment to assist in the operation.



- the selection of persons to carry out manual handling or lifting tasks will be based on the training given, age, physique etc.

Training

All employees are given training appropriate to their responsibilities in accordance with the Management of Health and Safety at Work Regulations. Training will be provided for the following situations:

- Induction training for new employees (Health and safety awareness, company procedures etc).
- The introduction or modification of new/existing machinery or technology.
- A change in employee position/work activity or responsibility.

Training is also specifically provided for work with hazardous substances, use of PPE and manual handling. Any training provided by the company will be formally recorded on the training matrix.

A programme of refresher training will be undertaken to keep employees up to date with legislation and industry best practice.

Risk Assessments

The HSEQ team generate common (generic) risk assessments for inclusion within the relevant operations manuals, these risk assessments and manuals will be reviewed on a regular basis. All operational teams/vehicles must have a copy of the relevant operations manual with them at all times. Common risk assessments identify the common hazards associated with a particular task.

Management are responsible for carrying out the site-specific risk assessment (SSRA), each site worked on must have at least one SSRA, more complicated sites may have several, management are responsible for the review of SSRAs especially in relation to incidents, changes in equipment of work practices, introduction, or new employees etc. The purpose of the SSRA is to identify hazards associated with the dynamics of the site e.g., deep water, steep slopes, drop off points etc.

Team Leaders are responsible for carrying out the point of work risk assessment (POWRA), each site worked on must have a POWRA completed before work starts. The purpose of the POWRA is to identify any changes to the work location on the day of work e.g., the presence of contractors, material movements, weather conditions etc. The POWRA is completed in conjunction with other team members and any findings effectively communicated as part of work brief before starting work.

Where teams are unsure of a work environment or if they can adequately control the hazards, they must select the holding point on the POWRA and not start work until they have communicated with their supervisor/manager or HSEQ team if hazards cannot be sufficiently controlled then work must not start.

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Wellbeing

The wellbeing of the workforce is of vital importance, the health and safety of the workforce and the effectiveness of the business will be dependent on good wellbeing.

- Management training in the identification of stress and anxiety within the workforce.
- Maintenance of positive work life balance.
- Effective communication with the workforce, engaging in conversation around individuals wellbeing.
- Utilising employee support, ensuring the workforce is aware of the support available.

Legislation

The business will at all times comply with or exceed applicable legislation and other requirements, management are responsible for implementing the requirements of current legislation, employees are responsible for following the instructions given by management or within supporting health and safety systems in line with legislation.

Health and safety objectives

The business reviews its health and safety plan on an annual basis and sets objectives and targets. Management are responsible for ensuring the content of the business safety plan is displayed within the workplace to allow the workforce to view and support the business strategy in relation to HSEQ.

Work Equipment

All work equipment (including electrical equipment) used at work, as part of the Company's undertaking will comply with the Provision and Use of Work Equipment Regulations and other relevant legislation.

Before new equipment is introduced into the working environment, an assessment will be made by local area management in conjunction with the HSEQ manager or officer in order to ascertain that the equipment is suitable for its intended use.

No employee will use work equipment for which they have not received specific training.

No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.

All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturer's guidance and industry best practice. Any maintenance / inspections undertaken on company equipment will be formally recorded electronically via the Tivoli Operating Platform System (TOPS). If any faults or damage are found on any equipment, stop using the work equipment and report the fault to your Supervisor via the TOPS reporting hierarchy.



Statutory inspection of specified equipment including but not limited to pressure systems, lifting equipment, arboriculture equipment etc, will be inspected at required intervals as defined within current legislation. These inspections will be undertaken by a competent person or external provider.

Working at Height

Working at height will be assessed to determine suitable control measures and manage the risk of activities. High risk activities undertaken at Tivoli include Arboriculture, interiors and commercial activities and those activities that would result in working at height such as hedge trimming or grounds maintenance where there are unprotected drops. Risks will be controlled by:

Providing job specific training for all employees who work at height.

Risk assess activities where for employees that work at height.

Follow guidance as listed by the HSE and follow the hierarchy of controls.

Follow relevant industry guidance where it exists and those listed by the Ladder Association, Institute of Cemetery & Crematorium Management, The Arboriculture Association, Industry Code of Practice for Arboriculture, and the Forest Industry Safety Accord.

Review any new guidance for best practice and include in control measures and employee manuals.

Tivoli recognise that there are specialities within the business that would include arboriculture and cemetery operations. These activities and industries contain comprehensive guidance and codes of practice that sometimes the HSE refer to or are legislation in their own right. Where this is applicable employees will follow the guidance and they will be trained on the contents of the documents.

Where working at height is required a clear process must take place that follows the HSE guidance to Avoid, Prevent, Minimise. Tivoli provide guidance on this through Employee Operations Manuals. Risk Assessments and Method Statements. With specific mention to Arboriculture activities a back-up system will be used when both climbing and working.

Hazardous Substances (COSHH)

Before any hazardous non-pesticide substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance will be undertaken by the HSEQ team, in line with the Control of Substances Hazardous to Health Regulations (COSHH). Alternative less harmful substances will be used wherever possible.

Pesticide substances are procured centrally on an annual basis, this is to ensure the company uses the same substances across its portfolio. Where a specific pesticide is required outside of those procured centrally a request must be made by the relevant director to the HSEQ manager, stating the requirement for the substance, providing a current MSDS and authorising its use to the relevant area, only after authorisation will a COSHH assessment be generated to permit the substance use.



Assessments will consider storage, handling, aspects of use, exposure, PPE requirements, workers health, and emergency actions. Supervisors will brief staff on any hazard or substance precautions, with written records being located in an accessible location within each department.

An inventory of all substances and materials hazardous to health is held on the Tivoli AssessNet system.

Staff Welfare

Wherever possible arrangements will be made with the Client for the use of Welfare facilities at sites under their management. As a minimum the following requirements will be adhered to:

- Toilet/washing facilities accessible on site
- Eating/rest facilities accessible on site

Where these facilities are not provided by the Client, the company will provide suitable welfare facilities.

Emergencies

It is the Company's policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. This involves compliance with the Company's no smoking policy, keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

Site Supervisors are responsible for keeping their operating areas safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

ACTION TO BE TAKEN UPON DISCOVERING A FIRE

- Do not try to tackle the fire yourself (unless trained to do so)
- Activate the nearest fire alarm to raise the alarm
- Leave the building by the nearest fire exit and proceed to the muster point
- Do not re-enter the building for any purpose until all clear has been given

ACTION UPON HEARING THE FIRE ALARM

- Stop working and calmly leave the building by the nearest fire exit
- Go directly to the muster point and await instructions
- Do not leave the muster point until all clear is given
- Do not re-enter the building for any purpose until all clear is given

First Aid and Accident Reporting

Adequate first aid provision will be made at every place of work occupied by the Company.



Each first aid box shall be suitably marked and be easily accessible to all employees at all times when they are at work.

Within operational vehicles – each operational vehicle will carry a suitable first aid kit and eye wash, the first aid kit will carry adequate supplies for the team working from the vehicle. The team leader/supervisor are responsible for ensuring the first aid kit is replenished if required and for monthly checks of its status.

Main Offices – the first aid box is located at reception areas.

Qualified First Aider / Appointed Persons – each GM team leader is appointed person trained as are office receptionists/office managers, arborists are all trained to first aid qualification.

All accidents regardless of their nature **MUST** be reported to the HSEQ manager or officer as soon as they happen, accident details will be recorded on the company's internal system and communicated to senior management team. More serious accidents where hospital treatment is required will require the involvement of a member of the HSEQ team immediately.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR.)

Certain accidents are reportable to the HSE's Incident Contact Centre. The HSEQ manager or Officer must be notified straight away after incidents causing the following injuries:

- any work-related injury that leads to an employee being absent from work for more than 7 working days
- fracture other than to fingers, thumbs, or toes.
- amputation.
- loss of sight (temporary or permanent);
- chemical or hot metal burn to the eye or any penetrating injury to the eye.
- injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.
- any other injury: leading to hypothermia, heat-induced illness, or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.

All accidents / incidents will be investigated by management and or the HSEQ team to identify the following:

- To determine the cause(s) with a view to preventing a recurrence
- To gather information for use in any criminal or civil proceedings
- To confirm or refute a claim for industrial injury benefit
- To prepare notification to be made to the Health and Safety Executive

The degree of investigation will be dependent on the seriousness of the accident. The aim of the investigation will be to seek to answer the following questions:



- WHAT caused the accident?
- WHO was involved?
- WHEN did it occur?
- WHY did it occur?
- HOW could it have been prevented?
- HOW can a recurrence be prevented?

Health Assessment

The business will provide appropriate health assessment and surveillance of employees, management are responsible for ensuring:

- Initial and ongoing health assessment of their employees, to ensure that any conditions identified are adequately controlled and prevent any undue risk to the employee in relation to their work duties.
- Initial and ongoing health surveillance in relation to hand arm vibration and noise, to ensure any condition is identified and acted upon at the earliest opportunity to prevent any undue risk to the employee

Communication/Consultation

To meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, the company will communicate and consult with all employees on the following issues:

- The content of this policy
- Any rules specific to a site or job
- Changes in legislation or working best practice
- The planning of Health and Safety training
- The introduction or alteration of new work equipment or technology

This communication and consultation will take place directly with the employees via regular safety meetings, toolbox talks, e-mails and memos posted on the staff notice board.

Co-operation and Coordination

Employees will always familiarise themselves with client procedures when first attending site, in particular general site access, emergency procedures and high-risk work activities including permit to work systems. Clients site procedures and specific instructions must be followed at all times, employees must ensure that they meet the customers' needs and expectations in relation to health and safety.

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Policy review

This policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy, and the way in which it has implemented will be reviewed every year. In addition, reviews of risk and COSHH assessments and site safety inspections etc will take place from time to time.

Date	Reviewed by:	Title:	Reviewed & Signed by:	Title:	Amendments
17/08/21	Ricky Andrews	HSEQ Manager	Spencer Rock	COO	N/A
11/01/22	Ricky Andrews	HSEQ Manager	Nicola Lovett	CEO	1
04/05/22	Ricky Andrews	HSEQ Manager	Nicola Keach	CEO	1
24/04/23	Mark Wood	HSEQ Manager	Nicola Keach	CEO	0
14/08/23	Mark Wood	HSEQ Manager	Nicola Keach	CEO	1
12/04/24	Mark Wood	HSEQ Manager	Nicola Keach	CEO	1