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COMPANY PROFILE

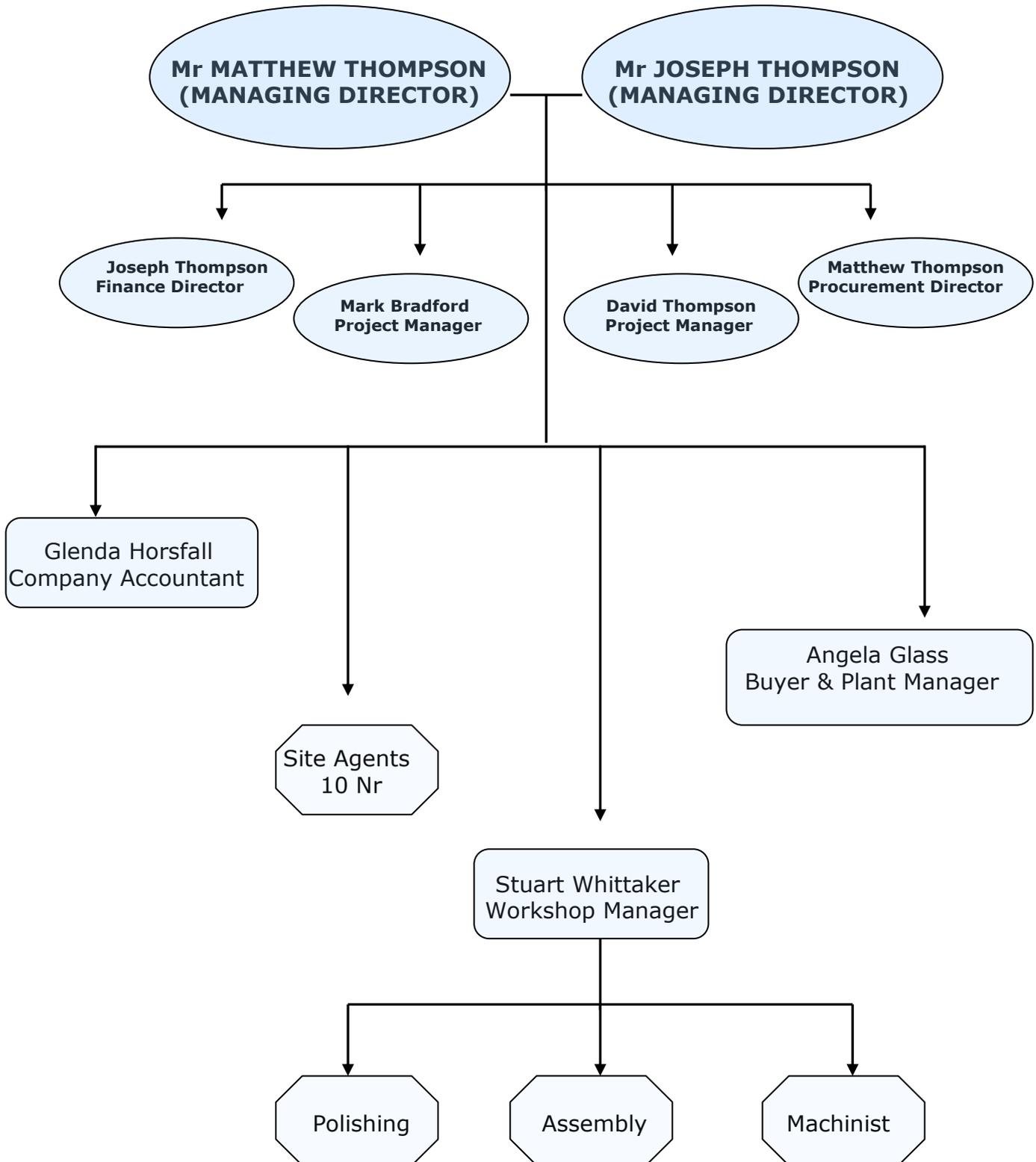
Management Team

At the heart of our success has been a mutual respect for fellow employees and directors alike. This teamwork has been an extension to the family based origins of the company.

The future of our management structure is most encouraging as the directors are still relatively young and the management staff is youthful, committed and ambitious.

We are a financially stable company and this stability has been maintained throughout our history. Directors review cash flow and cost control on a regular basis. There are no loans or mortgages against the company properties and we enjoy a positive trading balance.

Organization Chart



Customer Base

Our present customer base, as determined in our last two financial years is as listed below. The list is in order of approximate turnover amounts per client.

- Wagamama Restaurants
- Vapiano Ltd
- Breamar Group
- Gioma (UK) Ltd – CAU Restaurants
- Sweet Potato Restaurants
- Ricker Restaurants
- Oxford Hotels and Inns
- Punch Taverns
- Spirit Group
- Costa Coffee
- Amber Taverns
- Robinsons
- The Cold Beer Company
- Herald Bars & Inns
- Mitchells & Butler
- Lancaster University
- Welcome Break
- Timpsons
- Prime Enterprises Ltd

Range and Volume of Work

Our company structure, coupled with a dedicated snagging and maintenance team, gives us the capacity to manage a wide variety of contracts ranging from **£10,000.00** to **£1,500,000.00** and include new builds, night work refurbishments, fit-out projects in larger leisure developments and everything in between

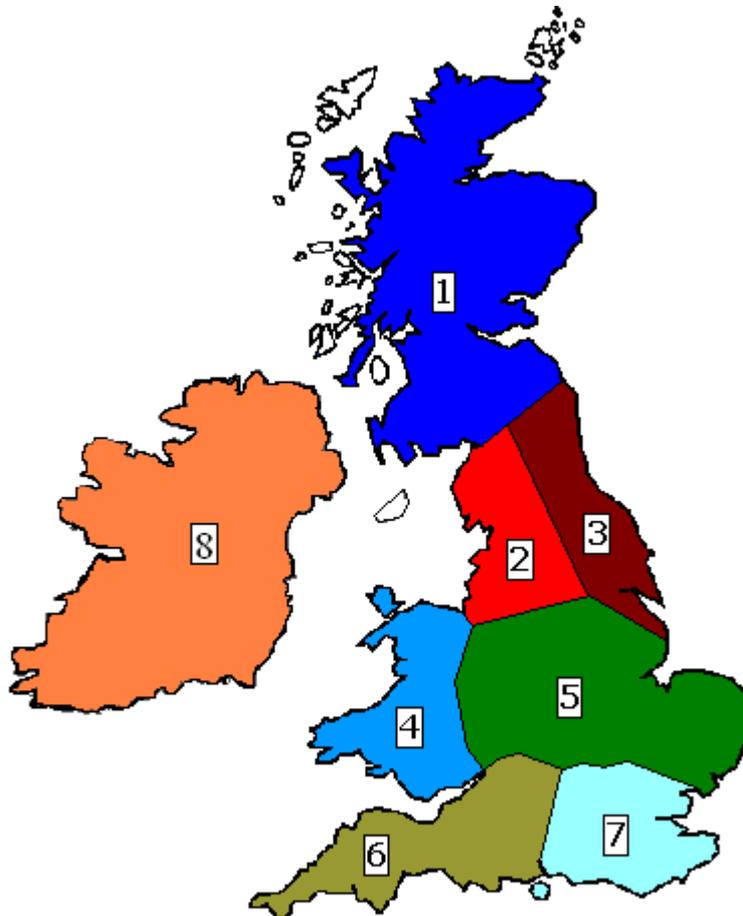
- **Figure 1** provides a summary of the numbers of the varying contract sizes undertaken during the past year.
- **Figure 2** provides the geographical location of the work undertaken within the same period.

● **Figure 1**

	2009/10	2010/11
1) Under £50,000	7	28
2) £50,000 - £100,000	8	12
3) £100,000 - £500,000	15	16
4) £500,000 - £1,000,000	9	7
5) £1,000,000 and above	1	0

● **Figure 2**

Nationwide



Area 1	Scotland	14%
Area 2	Northwest	17%
Area 3	Northeast	8%
Area 4	Wales	4%
Area 5	Midlands	12%
Area 6	Southwest	16%
Area 7	Southeast	29%
Area 8	Ireland	0%

Environmental Policy

Thompson Contracts (Blackpool) Ltd is committed to achieving environmental best practice throughout its activity whenever this is practicable. In pursuit of economic growth and a healthy environment, we agree these are closely linked and that ecological protection and sustainable development are responsible for all of us including business, government and communities.

Operating Companies

The Procurement Director of Thompson Contracts (Blackpool) Ltd is responsible for the development and endorsement of the Environmental Statement for all its various companies. A Manager has been appointed to carry out the policy and advises all employees of our plans. Environmental affairs will be monitored in achieving objections and an annual report will be issued every July.

Searching for Sustainability

Sustainable development is all about trying to make the world a fair and safer place for the current and future generations to live in. Presently we are buying Hardwood and Softwood supplies from renewable sources where practicable and hope by the end of the year 2010 supplies will be produced from certified areas.

Products and Packaging

We will try at all times to reduce consumption of all materials in all operations. We do re-use waste and recycle all packaging materials where practicable.

Site and Building

All our buildings, structures and operation plant are all designed to minimise visual, noise level and other impacts on the local environment.

Suppliers

The group expects suppliers to have high environmental standards regarding the goods and services they provide. We expect all suppliers to co-operate towards achieving our aims.

Emissions

All potential emissions are monitored on a regular basis and logged. We will reduce wherever practicable the level of harmful emissions.

Authorities and Legislation

Full co-operation is given to all bodies involved in environmental protection. Thompson Contracts (Blackpool) Ltd will keep informed of legislation and environmental issues to do with all operations.

Energy

All energy use is monitored and savings are made where applicable e.g., our waste timber is burnt under controlled conditions to produce heat for kilning and heating the factory.

Research and Development/Design Capability

We have the capability of offer a design and build package and the design element shall include Planning, Building Control and Licensing application together with interior design.

Our research and development capabilities include:

- Sourcing materials to seek out alternatives that may be more durable, efficient and environmentally friendly.
- We maintain a library of supplier data which is constantly updated with new materials and plant.
- We stay abreast of all current legislation regarding the building industry through networking in business.
- All our buildings, structures and operational plant are all designed to minimise visual noise level impacts on the local environment.
- Full co-operation is given to all bodies involved in environmental protection. Thompson Contracts will keep informed of legislation and environmental issues to do with all operations.

CUSTOMER SERVICE & SERVICE QUALITY

Guarantees/Warranties

Whilst we have no formal guarantees and/or warranties in place at present we will be happy to address this situation should you so wish.

'Our word is our bond'. In this day and age there are not many who can still boast this pledge. We have never failed to attend to a complaint. In some cases the complaints may have been unjustified but our Service Quality Statement highlights the need to attend to the work first and discuss the problems later.

We are bound by all relevant JCT and ICT contract clauses relating to defects whether the clauses are expressed or implied. Guarantees offered by the Manufacturers, normally 12-months are of course passed onto the client via ourselves as the contractor.

We maintain that the onus is upon ourselves to deal with complaints, whether it is a supplier problem or not, in order to enhance our quality of service.

With other clients we enter into a Performance Bond Agreement which covers anything up to 10% of the contract value.

Insurances

Figure 3 and Figure 4 are copies of our Public Liability and Employers Liability insurances respectively.

● **Figure 3** – Employers & Public Liability

Section 1 - Liability

Limits of Indemnity

Sub section	Description	Limit of Indemnity
A	Public & Products Liability	£10,000,000
B	Employers Liability	£10,000,000

The excess detailed within the Policy for Section 1 - Sub Section A - Public & Products Liability is £1000 unless otherwise stated

Our premium is based upon the following details:

Category	Number	Description	Wages/Salaries or other payments
Labour only sub-contractors with no insurance	N/A	Refurbishment	£700,000.00
Specialist sub-contractors supplying own materials and insurance	N/A	Refurbishment	£3,500,000.00

● **Figure 4** – CIS Details

- Certification Number: 1088006461301
- UTR: 9078918823
- Trading as: Thompson Contracts (Blackpool) LTD

THOMPSONS

SERVICE QUALITY STATEMENT

This policy sets out how we intend to fulfil our commitment to service quality.

We are totally committed to our customers and shall strive to exceed our customers expectations at all times.

This organisation exists to provide products and services to our customers. Customers' satisfaction, as well as this organisations cost effectiveness and financial performance, depend upon the quality of production and support operation. Everything that goes on in this organisation shall be sub-set of this over arching strategy. This shall add value to our organisation.

With this view we consider that service quality improvement and management are essentially inseparable to ensure the continual service quality improvement is at the top of each of our Manager's priority lists and the Management is involved as any other employee on the front line.

To achieve outstanding service quality performance we must listen to our customers. The service quality chain linking customers' needs across to our organisation must be achieved at each of the Management levels.

We shall monitor the service quality performance of each of our management employees. It is most important that all Management employees are part of the service quality provision and that good service quality is rewarded as necessary. Training, materials, tools and information are all important aspects towards service quality and customer relationship. Improvements that focus on fixing the work force rather than blaming them (i.e., asking "what" rather than "who" went wrong) shall be the aim of this organisation.

Our work force shall be properly guided and trained to ensure they implement changes more effectively and make better improvement decisions. Workers are closer to the process and know from intimate personal experience – not some theory or model – what will and will not work.

Our approach for structuring and focusing involved employees to improve service quality is through the teams. These teams when managed effectively shall re-energise workers, increase customer satisfaction, and drastically reduce costs.

Joseph Thompson
Managing Director
Thompsons

Management Structure

Our team consisting of Contracts Directors, Quantity Surveyors and Site Agents have been individually tasked to work with a particular type of contract by design and/or client. For example there is a Contracts Director and Site Agent assigned to the various design-lead concepts.

The lines of communications are clear and precise. The client deals with the same personnel ensuring consistency. A team to include the client, their consultants, and the contractor is quickly established (The Project Team).

Site and design matters are dealt with in the most efficient manner since the Project Team is accustomed to the type of design and/or contract and in-tune with each other's wishes.

QUALITY MANAGEMENT

QA Procedure

Presently, we do not operate a quality control system to BS 1560 9001. We have most certainly considered this particular accreditation, but our opinion was that it did not wholly suit the style in which the fast-track refurbishment contracts are undertaken. We are prepared to reconsider this at any stage should the need or request arise.

We have formulated and evolved a style of procedures which are tailor made for the shopfitting/refurbishment activity. Procedures include:

- Project Teams involving a Contracts Director, Quantity Surveyor and Site Agent are tasked by contract type/design and/or client. Lines of communication are quickly established.
- The growth in turnover and customer base is closely monitored by the Directors and resources (whether it be manpower or service) are allocated and/or increased accordingly.
- We are conveniently situated at the end of the M55 Motorway. The premises house the office, joinery work shop and polishing/finishing shop. Internal communications have been made easier and the flexibility demanded by our chosen field of operations has been enhanced.
- A close working relationship has been established with key sub-contractors so that they are aware of the demands of the workload.
- Financial Statements are forwarded to your consultants on a regular basis so as to simplify the cost control function within the development.

We are looking towards a formality and consistency for procedures and trust that we shall receive an accreditation in the near future. We place great emphasis upon training and managing personal growth and offer support to achieve these aims.

Proposal for Dealing with Snagging

We have set up a Maintenance support department to deal with defects and additional works in the post-contract period in order to enhance our Service Quality.

We aim for the following response times:

- For reports advised to us before noon: work to be carried out within 24-hours.
- For reports advised to us in the afternoon: work to be carried out within 48-hours.
- Less urgent reports shall be responded to within 1-working day that the work will be carried out within 7-working days.
- Other reported calls which do not fall into either of the above categories will be treated individually regarding the length of time for the completion of the work. However, we still respond to our client within the same response times as shown above.

We currently strive to achieve all the above commitments which will establish our own strength of service.

Defect-Free Management

In order to manage a defect-free handover we have adopted the following measures:

WHEN	ACTION
2 Weeks Prior to handover	Carry out a pre-handover meeting with contractors and report of snagging works.
1 Week Prior to handover	Carry out a formal snagging process with Client
2-days prior to handover	A formal meeting is held on site with our own Directors, managers and Site Agents to ensure that all outstanding matters have been resolved
Our achievement is a zero defects policy	

CAPACITY & CAPABILITY

Current Workload Capacity

Our Manufacturing capability exceeds current workload capacity and there is therefore spare capacity for future growth. Our investment in plant and machinery within our Manufacturing and finishing departments has been spectacular.

We are supportive of managing personal growth and are prepared to invest in training and other such opportunities. Our Project Management team is very capable of expanding to meet greater demands.

Presently we employ:

- **2 Contracts Directors:** To manage three to four projects at any one time depending on geographical location and contract value.
- **2 Project/Contract Managers**
- **1 Quantity Surveyor/Estimator**
- **2 Buyers/ Plant Managers**
- **10 Site Agents:**
- **1 Workshop Manager**
- **1 Assembly Foreman**
- **1 Machine Foreman**
- **9 Bench Hand Joiners**
- **2 Machinists**

Planning/Project Management Methodology

Our annual turnover including, probable numbers and types of contracts, is assessed prior to the commencement of the new Financial Year by the Managing Director in discussion with his fellow directors.

We have been fortunate during the past to accurately predict the numbers and timing of contracts because of strategic alliances arrangements and our excellent tender record.

Contract Directors and Site Agents are appointed for the forthcoming contracts. Quite obviously situations change due to clients' instructions but the basis of our theory remains constant.

Individual staff workloads are appraised and decisions relating to resources can be taken at an early stage.

We believe that we retain flexibility through our Management team and its ability to adapt to changing clients requirements.

Purchasing Strategy

An annual assessment of our current and possible future suppliers is undertaken by our Procurement Director much in the same way as we are being assessed by our present client base.

New suppliers are chosen or existing ones re-appointed based on the following factors:

- Price
- Quality of Product/Product Knowledge
- Quality of Service
- Nationwide Coverage
- Flexibility and Commitment
- Guarantees of Quality
- Proven Experience
- Environmental Policy
- I.T. Capability
- Interview

We limit the number of our suppliers to a manageable level and therefore both parties are able to offer each other the necessary commitment and maintain the relationship.

Examples of Building/Value for Money

● Tender

We have been informed by many of our clients that our tender record is excellent.

Our tender record with our important clients is closely monitored to ensure continuous success. We believe this to be the best example of value for money. As part of the partnership arrangement we are regularly updating costs within valued engineering exercises to ensure the best price possible is received by the client.

The increased production from the workshop using modern machinery has increased efficiency. We are now able to build a better quality but less expensive product with the added benefit of pre-polished finish. Site time has therefore decreased as more products are produced under factory conditions.

● Procurement

The policy adopted for procurement of materials has reduced our costs which are reflected in our prices.

● R & D

We have worked closely with the Design Teams and have therefore been instrumental in producing cost saving by standardising manufacturing details and sourcing alternative cheaper materials.

● Fast-Track

We are able to fast-track certain contracts in order to achieve clients desired completion.

Performance Management of Sub-Contractors/Suppliers

We have developed a very satisfactory working relationship with our key sub-contractors and suppliers.

Preferred specialist sub-contractors have been used dependant upon contract type/design and thereby help to enhance our own Service Quality and Customer Service.

As part of the Site Agents' weekly report presented to the Contract Director, the sub-contractors and suppliers are constantly monitored. Their performance is based on the following points:

- Price
- Quality of Product
- Quality of Service
- Flexibility and Commitment
- Dealing with defects/snags

A database is maintained on each sub-contractor and they are marked using the above criteria. Every sub-contractor must attain a minimum standard.

Selection of Sub-Contractors and Suppliers

We select our sub-contractors and suppliers using the criteria set out on Page 18. It is most important that a team philosophy is maintained with two-way advice on proposed improvements.

Our sub-contractors and suppliers are chosen based on the following factors:

- Price
- Quality of Products/Product Knowledge
- Quality of Services
- Nationwide Coverage
- Flexibility and Commitment
- Guarantees of Quality
- Proven Experience
- IT Capability
- Interview

Preference for Region

We regard ourselves as a National Contractor which is evolving because of changes in working practices and attitudes. Whilst it is only natural to maintain a preference to carry out work within our own North of England Region the concept of working on a National basis is a common one. It is fair to state that our most successful areas are in the south of England, particularly in central London and the satellite towns/cities.

At the present time 83% of our contracts are outside our region.

We have covered the length and breadth of the country. We have structured the Company around this fact.

Our manufacturing base allows us to produce and finish so much more under factory controlled conditions. Not only is the quality of Product improved but costs are in fact lowered as a result since there is less site work. Working on a nationwide basis is routine for our entire workforce.

HEALTH & SAFETY

Section A

General Statement of Health and Safety Policy

Thompson Contracts (Blackpool) Ltd recognise that it is our responsibility to ensure the health, safety and welfare at work of our employees. This duty of care also extends to other persons whilst they are on our company premises or affected by our activities.

It is our policy to provide and maintain safe and healthy working conditions equipment and systems of works for all our employees and third parties. **Thompson Contracts (Blackpool) Ltd** will do all that is reasonable to prevent personal injury and damage to property. This policy includes the general public, when they come into contact with the company or its products. Further we will provide such information, training and supervision as is needed to support the above.

Thompson Contracts (Blackpool) Ltd recognises that we have specific duties and statutory requirements, which include:

- To provide and maintain safe and healthy working conditions;
- To provide information, instruction, training and supervision as necessary to enable employees to perform their work safely and efficiently;
- To make available all necessary safety devices and protective equipment and to supervise their correct use;
- To communicate and as necessary consult with employees on health and safety issues;
- To provide and maintain, so far as reasonably practicable, a safe place of work and safe means of access to and egress from that place of work;
- To provide and maintain a working environment that is, so far as reasonably practicable, safe, without risks to health and adequate as regards facilities and arrangements for welfare at work.

Thompson Contracts (Blackpool) Ltd have a health and safety committee (see Section B). It is our committee's responsibility to implement our health and safety management systems. The committee will also monitor the effectiveness of the systems in place and review and update these to ensure continual legal compliance and best practices are achieved.

To enable **Thompson Contracts (Blackpool) Ltd** to fulfil its duties and responsibilities as an employer all employees have a duty to exercise personal responsibility and to do everything within their power in the course of their employment to prevent injury or ill health to themselves and others.

Mr Joseph Thompson will ensure that this policy is reviewed annually and amended to reflect any internal changes or legislative and regulatory requirements.

Name: Mr JosephThompson

Signed: 

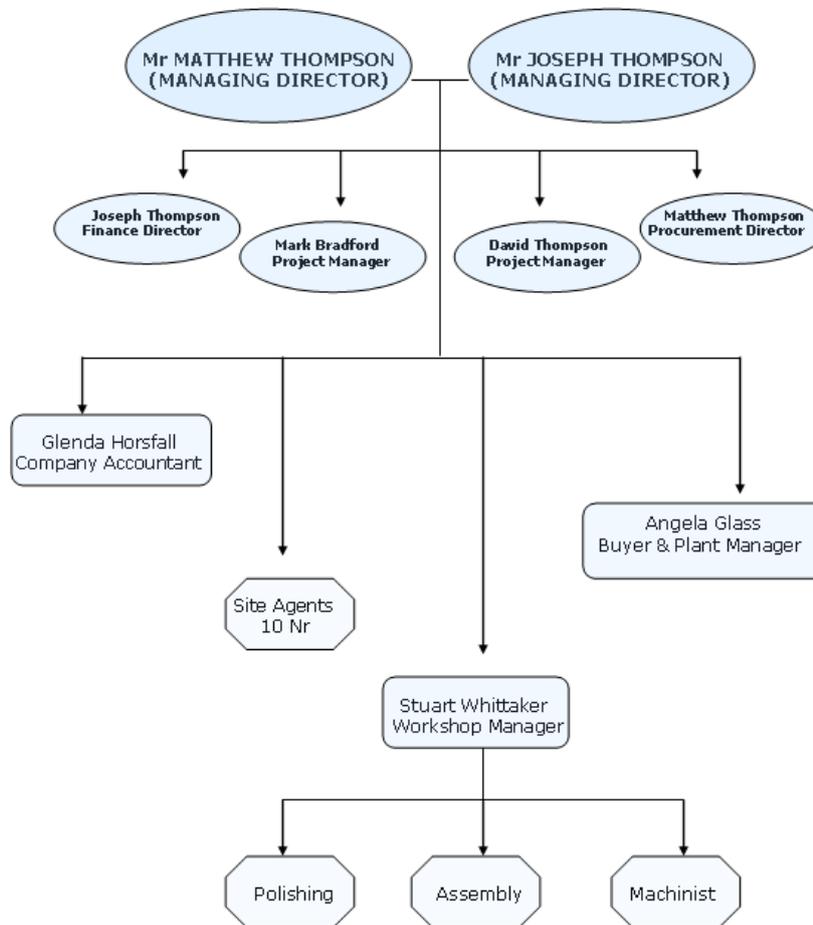
Job Title: Managing Director

Date: Jan 2011

Section B

Organisational Structure for the Management of Health and Safety

1. Responsibility Structure Chart



2. Individual Responsibilities

2.1 Managing Director

Mr Joseph Thompson has overall responsibility for health and safety within **Thompson Contracts (Blackpool) Ltd.** His responsibilities include:

- Ensuring the effectiveness of our health and safety management systems by overseeing the reviewing of, monitoring of, and updating of, the systems in place;
- Holding regular meetings with the members of the health and safety committee;
- Ensuring that members of the health and safety committee fulfil their responsibilities;
- Ensuring that disciplinary action is taken on those employees who persistently breach the company's health and safety policies and procedures.

2.2 Health and Safety Committee

Each member of the committee will support **Mr Joseph Thompson** in the fulfilment of his health and safety responsibilities. Each member of the committee will be responsible for the health, safety and welfare of employees reporting to him.

Each member of the committee will be responsible for the implementation of the health and safety management systems in their areas of responsibility, fulfilling the requirements of our overall health and safety management systems. Issues to be considered included:

- Risk assessments (both general and specific);
- Monitor legislation, review compliance and improve systems as appropriate;
- Ensure RIDDOR compliance and investigate accidents;
- Testing equipment and emergency procedures;
- Identify employee training needs;
- Disciplinary matters;
- Maintain necessary documentation and records and review these on a regular basis;
- Liaise with **Mr Joseph Thompson**.

The Thompson Contracts (Blackpool) Ltd Health and Safety Committee comprises the following employees:

**Joseph Thompson
Matthew Thompson
Stuart Whitaker**

2.3 Employees

Thompson Contracts (Blackpool) Ltd requires that all employees act in a responsible manor whilst in the course of their employment. All employees must do everything within reason to prevent injury or harm to themselves and others. This includes:

- Working safely, efficiently and in accordance with our health and safety management systems;
- Working in accordance with any training and instructions given;
- Using any equipment, personal protective equipment or clothing provided correctly;
- Reporting any incidents, near misses and inadequate or broken equipment that may lead to injury or damage;
- Co-operating at all times with the health and safety management committee.

Disciplinary action will be taken against any employee who is found to continuously fail to adhere to Thompson Contracts (Blackpool) Ltd health and safety policies and procedures as laid out by the company's health and safety management systems.

Section C

General Arrangements for Health & Safety

1. Information, Instruction and Training

Employees will all receive information, instruction and/or training to ensure that they work safely and have the necessary skills to carry out the job in which they have been employed to do.

When deemed necessary by the health and safety committee employees will be asked to sign documentation to confirm that they have received such information, instructions and/or training. Such records will be held at our offices.

Thompson Contracts (Blackpool) Ltd recognise that additional or special training may be required on an ongoing basis. Such training may include:

- Use of Forklift Trucks in Warehouse
- Use of equipment with Service Centre and Workshops
- Manual Handling
- First aid
- Emergency/Fire Evacuation
- CITB Site Safety Management Course
- CSCS for Operatives
- Mobile Scaffold Towers, Abrasive Wheels, MEWP's. (As required)

2. Communication and Consultation (internal and external)

2.1 Internal

Thompson Contracts (Blackpool) Ltd communicates with employees as necessary on health and safety issues by:

- One to one meetings;
- Group meeting/tool box talks;
- Newsletters;
- Notice boards;

All employees receive a copy of our health & safety policy, fire procedures, risk assessments and any subsequent amendments. Employees are required sign documentation to confirm that they have read and understood the policy and the duties it places upon them. The signed documentation is held at our offices.

Thompson Contracts (Blackpool) Ltd employees will also receive a copy of the Manual Handling Guidance Document and Display Screen Equipment Guidance where applicable.

2.2 External

The local Health and Safety Executive office (HSE) is

**Marshall House
Ringway
Preston
PR1 2HS
Tel: 0161 952 8200
Fax: 01772 836 222**

3. General Arrangements and Provisions

3.1 Housekeeping and Premises

Thompson Contracts (Blackpool) Ltd is committed to the provision of a workplace and a working environment that is safe. We ensure that wherever reasonably practicable, that we maintain arrangements for the safe and adequate heating, ventilation, cleanliness and lighting of workplaces.

Thompson Contracts (Blackpool) expects the following to be adhered to in respect of:

3.1.1 Cleanliness

- We expect all employees/contractors/visitors to work in a safe and tidy manner.
- Toilets, wash facilities and drinking areas are provided for your comfort and convenience. Please help to keep them clean and sanitary.
- Keep rooms clean. Do not let debris, food scraps, etc. accumulate.
- Spillages of oil or water etc should be cleaned up immediately.
- All debris and waste must be disposed of safely and as soon as it is practically possible to do so.
- At no time should waste, materials or equipment be a danger to you, other employees or members of the public.
- Materials and equipment should be safely stored and the area regularly inspected to ensure that it is not becoming untidy.

3.1.2 Waste Disposal

- For unusual types of waste review the risk assessment and COSHH assessment applicable to the material or operation.
- Non-hazardous waste should be disposed of into the skip or appropriate container as soon as practical and should not be allowed to build up and cause a hazard.
- Sharp debris and other hazards should be dealt with appropriately before any handling takes place.
- When moving heavy amounts of debris, aids such as wheelbarrows should be used.

3.1.3 Safe Stacking and Storage

- All materials, products, equipment and debris on our premises/sites should be stored in a manner that does not create or cause a hazard.
- Safe passage should not be hampered or hindered.
- Materials and products etc shall be kept away from doorways and fire exits.

- Materials and products, when being stored should not be allowed to build up to great height thereby becoming unstable.
- Materials when not being used should be secure at all times.

3.1.4 Marking and Keeping Clear Gangways, Exits etc (Warehouse)

- All exits and passageways are to be kept clear at all times unless there has been prior notification to management and all those affected have been informed for their own safety.
- All fire exits etc should be adequately lit, and be suitably marked out with correct signage.

3.1.5 Checking Equipment

- All equipment should be checked before use and set aside for repair if it has any form of defect, fault or problem.
- All equipment awaiting repair should be brought to the attention of a safety supervisor immediately and 'Do Not Use' notices posted.
- See also the appropriate risk assessments.

3.1.6 Members of the Public

- They do not understand the risks to themselves and other created by your work, so take care.
- Greater care must be taken when children are in the work areas.

3.2 Visitors

All visitors are required to register at reception. An employee must accompany visitors; the employee is then responsible for their health and safety. The accompanying employee must ensure that visitors follow correctly our health and safety rules, for example by making correct use of personal protective equipment and responding correctly to the arrangements established for first aid and fire evacuation.

3.3 Welfare Provisions

We provide suitable toilet and washing facilities and request that employee ensure that they maintain these facilities in a suitably hygienic condition.

Supplies of drinking water are available – all cold water taps provide water suitable for drinking unless they are specifically marked to the contrary.

All site welfare facilities will comply with the Construction (Health, Safety & Welfare) Regulations 1996.

Smoking is not permitted anywhere internally. Employees can smoke outside the main buildings.

Smoking is not permitted on site apart from the designated areas.

3.4 First Aid and Accident Reporting

We have appointed an appropriate number of qualified first-aiders (4 Days).

In accordance with the First Aid Regulations 1981 all company vehicles are supplied with a first aid kit and all personnel have access to a mobile phone. It is company policy that all operatives work in pairs unless a specific first aid risk assessment has been undertaken.

The location of all operatives is logged on a daily basis by the company head offices.

In relation to site works it is the company policy to provide our site based First Aider on all projects where 5 or more people are employed or the works come under the Construction Design and Management Regulations which is directly controlled by Thompson Contracts (Blackpool) Ltd.

The company will train further site based 4 day First Aiders when additional works have been secured that meets the above criteria.

Further we supply and maintain first aid provisions as required by the Health and Safety (First-aid) Regulations.

Any persons suffering an injury or occurrence of ill-health in the workplace should seek assistance from one of our qualified first-aiders. Where necessary we will arrange for the injured/ill person to receive additional treatment either at an accident/emergency unit or by his/her GP. Employees should note that first-aiders are not permitted to hand out any form of medicine/drug; this restriction applies for example to tablets for a headache or upset stomach.

Members of the health and safety committee are required to investigate the incident as soon as possible after the occurrence. Employees are expected to co-operate fully in any such investigation. A copy of the completed accident report form will be held in the employee's personal record file and shall be recognised in the employee's own health and safety training, personal protective equipment issue and accident/injury record.

An accident/incident investigation must be completed:

- If the injury, disease or dangerous occurrence is reportable under RIDDOR;
- If the injury/ ill health was such that the injured or ill person was sent to hospital for further treatment;
- If the incident was such that serious injury or ill health could have resulted, even though such was not the outcome.

3.5 Fire Safety

We have completed fire safety risk assessments and have established suitable arrangements for the detection and alarming of the outbreak of fire. Signs and notices are displayed (as necessary) throughout the premises advising of the fire escape routes. Also details of our fire evacuation procedures are displayed on notice boards throughout the premises.

Whilst this is covered in induction training, employees should reconfirm at regular intervals that they remain familiar with the procedure. Employees, contractors and visitors must co-operate fully in any fire drill.

Thompson Contracts (Blackpool) Ltd maintains and will ensure that escape routes are checked every seven days by management. Any obstacles will be removed and any other hazards dealt with. Fire extinguishers are required by law to be completely checked once a year, this will be carried out by an external contractor.

A Fire Risk Assessment will be undertaken for all Construction Projects where Rapid Support Service act as Principal Contractor and suitable and sufficient procedures and means of fighting fire will be provided.

3.6 Personal Protective Equipment (PPE) and Clothing

We seek, so far as is reasonably practicable, to ensure the adequate control of risks by means other than through the provision of PPE and clothing, however the nature of the operations means that the use of such protection is required in a variety of circumstances. Employees are provided free of charge with PPE and clothing on a personal issue basis. Employees are instructed in correct usage and also as necessary, in correct storage and maintenance.

Employees are required to sign that they have received their allocated PPE/clothing and have received instruction and training in correct usage. Employees are reminded that failure to use correctly the PPE/ clothing with which they have been provided will result in disciplinary action being taken.

3.7 Asbestos

Work will not commence on any project unless an Asbestos Management Plan has been viewed by the Project Manager which is backed up by a demolition/refurbishment Asbestos Survey.

Should any employee suspect asbestos based materials on any project they should report the manner immediately to the Project Manager.

3.8 Safe Systems of Work and Safe Working Procedures

Employees are reminded that failure to follow correctly, safe systems of work and safe working procedures will be viewed as serious and will result in disciplinary action. In some circumstances, work with a foreseeable high risk will need to be carried out. Specialist service providers under contract will normally undertake such work.

3.9 Contractors

Thompson Contracts (Blackpool) Ltd requires the prospective service providers to furnish adequate and appropriate information to indicate their competence to perform the work safely and without risks to health. This may, for example require the prospective service provider to provide a method statement, supporting risk assessments, certifications of competence of their employees and/or certifications of plant/equipment to be used in the execution of the contract.

Employees of selected service providers (contractors) are expected to arrive at site with the personal protective equipment and clothing necessary to protect them both from risks arising out of their own activities and ours. Failure to provide such equipment may result in the contractor being refused entry onto the site.

Contractors must report to reception and must be met by a designated employee. This person is responsible for ensuring that the contractors are provided with the information and instruction necessary to protect them from the risks arising out of our activities.

3.10 CDM Duties

Thompson Contracts (Blackpool) Ltd will comply with all the requirements of the Construction Design & Management Regulations 2007 and associated approved Codes of Practice. Including the following:

- (a) satisfy themselves that clients are aware of their duties, that a CDM Co-coordinator has been appointed and HSE notified before they start work;
- (b) make sure that they are competent to address the health and safety issues likely to be involved in the management of the construction phase;
- (c) Ensure that the construction phase is properly planned, managed and Monitored, with adequately resourced, competent site management Appropriate to the risk and activity.
- (d) Ensure that every contractor who will work on the project is informed of the minimum amount of time which they will be allowed for planning and preparation before they begin work on site;
- (e) Ensure that all contractors are provided with the information about the project that they need to enable them to carry out their work safely and without risk to health. Requests from contractors for information should be met promptly;
- (f) Ensure safe working and co-ordination and co-operation between contractors;
- (g) Ensure that a suitable construction phase plan ('the plan') is:
 - (i) prepared before construction work begins,
 - (ii) Developed in discussion with, and communicated to, contractors affected by it,
 - (iii) Implemented, and
 - (iv) Kept up to date as the project progresses;
- Managing health and safety in construction
- (h) satisfy themselves that the designers and contractors that they engage are competent and adequately resourced (see paragraphs 193-240);
- (i) ensure suitable welfare facilities are provided from the start of the construction phase;
- (j) take reasonable steps to prevent unauthorized access to the site;
- (k) prepare and enforce any necessary site rules;
- (l) provide (copies of or access to) relevant parts of the plan and other information to contractors, including the self-employed, in time for them to plan their work;
- (m) liaise with the CDM co-coordinator on design carried out during the construction phase, including design by specialist contractors, and its implications for the plan;
- (n) provide the CDM co-coordinator promptly with any information relevant to the health and safety file
- (o) ensure that all the workers have been provided with suitable health and safety induction, information and training;
- (p) ensure that the workforce is consulted about health and safety matters
- (q) display the project notification.

4. Risk Assessments/COSHH Assessments

The completion of risk assessments and COSHH is a statutory requirement. We have a statutory duty to complete risk assessments and:

- Record the significant findings;
- Involve employees in the process of assessment (so far as is reasonably practicable);

- Inform employees (of the risks identified and the precautions which they should take to ensure that the risks remain adequately controlled);
- Assess any additional risks, which may arise in relation to young persons, disabled persons, pregnant women/nursing mothers, or any persons carrying out tasks in a lone working situation;
- Confirm that the risks are adequately controlled (or to identify and implement control improvements with appropriate priority);
- Review the assessments whenever there is reason to do so (e.g. the use of new or relocated equipment, the introduction of a new method of working, the employment of any person who could be at particular risk).

Records of completed risk assessments are retained at our offices.

5. Monitoring, Audit and Review of Safety Performance

Employees are reminded that they have a duty to report immediately to their manager/supervisor, any defect or safety concern of which they become aware. **Thompson Contracts (Blackpool) Ltd** will review our safety performance on a regular basis and draw upon all available information to establish plans for ongoing legislative compliance and improved health and safety risk control.

Section D

Hazard Arrangements

1. Machinery and Other Work Equipment

Thompson Contracts (Blackpool) Ltd operations require the correct use, setting, inspection, testing and/or maintenance of a wide variety of machinery and other work equipment.

All employees will receive information, instruction, training and/or supervision, as necessary, to enable them to demonstrate competency in the correct use of machinery and other work equipment. Employees will be required to inspect and/or test machinery or work equipment prior to or during use (i.e. to ensure the correct operation of guards) and to record that they have done so. **Thompson Contracts (Blackpool) Ltd** ensures that all employees are aware that it is a serious offence under health and safety legislation to make false entries in any safety records.

Many machines and other items of work equipment present risk of injury as a result of contact with sources of power such as electricity, compressed air and stored energy sources (such as cylinders of compressed gases). We are committed to ensure that such equipment remains in safe condition through programmes of inspection, testing and/or maintenance.

The regular and/or repetitive use of some hand tools may present a long term risk of work related upper limb disorders. Such tools must be properly used and maintained at all times. Employees must report if they are suffering aches, pains, headaches or any other symptoms, which may be attributable to their use of equipment at work.

Employees must follow the agreed safe working procedures and safe systems of work; disciplinary action will be taken against employees who do not do so. Also refer to the relevant risk assessment.

1.1 Portable Electrical Equipment

Portable Electrical Tools are tested and inspected on an annual basis by a competent external contractor.

Rapid use a Portable Appliance Routine Inspection record form on all projects

Portable Electrical Equipment is classified as - Equipment that has a lead (cable) and plug and which is normally moved around or can easily be moved from place to place covering the offices, sites etc.

2. Vehicles and Other Mobile Plant

Thompson Contracts (Blackpool) Ltd operations involve the use of vehicles for road use. We ensure that all our vehicles are subject to regular inspection, testing and maintenance, as a minimum to meet statutory requirements.

Only trained, licensed/certified and authorised persons will be allowed to drive company vehicles; disciplinary action will be taken against any other person found to be driving without authorisation. Disciplinary action will be taken against company authorised drivers driving a company vehicle under the influence of alcohol or drugs and/or driving in any way in an unsafe manner.

Employees must report if they are suffering aches, pains, headaches or any other symptoms, which may be attributable to their use of vehicles or other mobile plant at work.

3. Hazardous Substances

Hazardous substances stored, handled, transported, used and disposed of within the premises are subject to assessment under the Control of Substances Hazardous to Health Regulations (COSHH).

Employee will be provided with all necessary information, instruction and training to protect them from the risks associated with the hazardous substances in use. In particular employees will be expected to follow safe working procedures and safe systems of work including the correct use of any personal protective equipment and clothing.

Hazardous Substances are not to be used by Thompson Contracts (Blackpool) Ltd unless Material Data Sheets and COSHH Assessments have been produced for Hazardous Substances. A Hazardous Substance for company personnel is classified as "Any substance with the potential to cause harm".

COSHH Assessments/Material Data Sheets forms part of the Health & Safety Manual issued to employees which is fully explained and recorded in the same way information is communicated for Risk Assessments. Maureen Thompson issues and records the issue of all relevant information.

4. Noise and Vibration

Where noise assessments have confirmed that noise levels in areas are such that ear protection is necessary, we will control such areas by recognising them as "Ear Protection Zones". Signs and notices will be displayed to warn employees that they are entering or are in an ear protection zone.

Ear protection is available to all persons required to work in ear protection zones and must be worn correctly (i.e. in accordance with the training/instruction given). Failure to do so will result in disciplinary action.

Some work activities may present a risk of long term ill health as a result of upper limb or whole body vibration. Examples of such work activities may include the driving of forklift trucks and the use of powered percussive tools. For such ill health effects to develop would require these activities to be routinely and regularly undertaken for prolonged periods.

Employees must report if they are suffering aches, pains, headaches or any other symptoms, which may be attributable to their use of noisy or vibrating equipment at work.

5. Manual Handling and Lifting

Manual handling operations undertaken by our employees are subject to assessment under the Manual Handling Operations Regulations. Employees who are required to carry out manual handling and lifting operations as a regular part of their work are given basic training in correct lifting and handling techniques.

Employees likely to carry out, or work near, any heavy lifting are issued with safety footwear to be worn at all times when there is a risk of injury as a result of a falling load.

Any employees suffering from an acute injury or long term ill health condition (whether due to work or any other cause), likely to be aggravated by manual handling or lifting, must report this condition immediately to his/her manager/ supervisor.

Employees are expected to follow these techniques and any failure to do so will result in disciplinary action.

6. Working at Height

All work activities which have a potential to result in a fall from height will be suitably and sufficiently assessed by a member of the Rapid Support Management Team. All work involving sub contractors will require them to produce a suitable and sufficient risk assessment and method statement prior to any works commencing.

All work equipment using will be fit for purpose and be maintained and inspected in accordance with the manufacturer's requirements.

All personnel who are required to work at height will be trained accordingly with specific work equipment such as MEWP's and Mobile Scaffolds requiring a specific recognised training/competence certificate.

All the requirements of the Work at Height Regulations will be taken into account when planning and undertaking activities that could lead to a fall from height.

7. Office Activities, Including Use of Display Screen Equipment

Use of display screen equipment by our employees is subject to assessment under the Display Screen Equipment Regulations. The use of such equipment may present a risk of injury or ill health as a result of repetitive movements and continuous reading of data on screen.

We are committed to reducing these risks through suitable control measures including provision of instruction and training and the provision of appropriate display screen equipment, lighting, furniture and general working environment.

Eye tests are available to all users of display screen equipment.

Employees must report if they are suffering aches, pains, headaches or any other symptoms, which may be attributable to their use of display screen equipment at work.

All employees are classified as "Users" and are issued with DSE Guidance Information and a DSE Risk Assessment. This is a blanket company policy that applies to all personnel using DSEs.

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