

Pell Frischmann

**Health and Safety
Management Review Report**
2008/2009

excellence through innovation

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009

15 June 2009

1. PURPOSE OF THE MANAGEMENT REVIEW MEETING 2008/2009

The Business Management System (BMS) has been developed to control our activities and provide the necessary confidence to our Clients and Senior Management in the quality of our services. It is a requirement of OHSAS18001:2007 (H&S) that Pell Frischmann (PF) reviews the performance of the BMS. This review considers the effectiveness of the BMS with regard to audit results in the previous period, the services offered by the Company, Client feedback and complaints, new technology and working practices, and analysis of process performance and product compliance with regards to OHSAS18001: 2007. The Management Review Report 2008/2009 is a summary of the effectiveness of the BMS and is presented to the Senior Management Team for their information prior to the meeting that is scheduled to take place on the 24 June 2009 following the weekly Senior Management Team's conference call.

2. SUMMARY OF 2008/2009

The OHSAS18001: 2007 certification has been maintained for 11 offices during the year.

11 H&S internal audits were performed during the year that resulted in 39 CARs being raised and 33 Observations noted. The Average Number of CARs per Audit API is 3.54 and the Average Number of CARs and Observations per Audit API is 6.54. There were 13 non-RIDDOR accidents and 5 incidents (near misses) reported during the year.

3. REVIEW OF OUTSTANDING ACTIONS FROM THE LAST MANAGEMENT REVIEW MEETING

There are no outstanding actions from the last Management Review Meeting.

4. THE DEGREE TO WHICH THE HEALTH & SAFETY OBJECTIVES & TARGETS HAVE BEEN REALISED SINCE THE LAST MANAGEMENT REVIEW MEETING

- Seek certification to OHSAS18001: 2007 (11 offices). By 31 March 2009. *Certification achieved by 5 November 2008. Objective achieved*
- Average Number of CARs and Observations per H&S Audit API set at 2.30. By 31 March 2009. *Actual API = 3.54. Objective not achieved*
- Comply with relevant H&S Legislation and Other Requirements throughout the year. *No prohibition notices received; or major non-conformities noted. Objective achieved*
- Reduce the Company Accident Frequency Rate from 1.35 to 1.25 & no RIDDOR accidents. By 31 March 2009. *AFR = 1.25 - Objective achieved*
- Appropriate staff to receive CDM Regulations 2007 training. By 31 March 2009. *Objective achieved*
- CDMC's training to be completed as part of CDM Regulations 2007. By 31 March 2009. *Objective achieved*
- All relevant staff to obtain CSCS cards. By 31 March 2009. *54% of staffs have achieved CSCS cards. Objective not achieved*
- Zero non-conformity arising from Evaluation of Compliance with Legal and Other Requirements (H&S) audit. By 31 March 2009. *Objective achieved*
- Develop efficient COSHH Process. By 31 March 2009. *Process written but presently undergoing review*
- All staff to complete their Croner Interactive Training. By 31 March 2009. *Objective not achieved - refer to section 14 of this Report*

5. REVIEW HEALTH & SAFETY POLICY

The Health & Safety Policy meet the requirements of OHSAS18001: 2007. Refer to Appendix 1 of this Report. The Policy is linked to the Vision, Mission and Core Values.

6. IDENTIFICATION OF H&S DEPARTMENTS RESOURCE NEEDS

The necessary H&S resources are provided by the H&S Director, the Company H&S Manager and Local H&S Co-ordinators. No additional H&S resources are required at present.

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009
15 June 2009

7. REVIEW THIRD PARTY AUDITS

BSi visited the regions as follows:

| Region | Nr of Audits during 2008/2009 | Nr of CARs raised | Average Nr of CARs Raised Per Audit KPI |
|------------|-------------------------------|-------------------|---|
| Midlands | 3 | 0 | 0.00 |
| North | 5 | 0 | 0.00 |
| South-East | 3 | 0 | 0.00 |
| South-West | 8 | 4 | 2.00 |
| UAE | 0 | 0 | 0.00 |
| Total | 19 | 4 | 2.00 |

8. ANALYSIS OF HEALTH & SAFETY INTERNAL AUDITS, CARs + OBSERVATIONS

| Region | Total Number of Audits against OHSAS18001 | | Total Nr of CARs. (Average CARs per Audit) | | Total Nr of CARs + Observations. (Average CARs & Observations per Audit) | |
|----------|---|-----------|--|-----------|--|-----------|
| | 2007/2008 | 2008/2009 | 2007/2008 | 2008/2009 | 2007/2008 | 2008/2009 |
| Midlands | 3 | 3 | 6 (2.00) | 14 (4.66) | 20 (6.66) | 28 (9.33) |
| North | 2 | 2 | 7 (3.50) | 6 (3.00) | 13 (6.50) | 12 (6.00) |
| SE | 2 | 2 | 5 (2.50) | 13 (6.50) | 17 (8.50) | 18 (9.00) |
| SW | 5 | 4 | 11 (2.20) | 6 (1.5) | 31 (6.20) | 14 (3.50) |
| UAE | 0 | 0 | 0 (0.00) | 0 (0.00) | 0 (0.00) | 0 (0.00) |
| Total | 12 | 11 | 29 (2.41) | 39 (3.54) | 81 (6.75) | 72 (6.54) |

| H&S Processes | Nr of CARs | Nr of Obs |
|-------------------------------------|------------|-----------|
| H&S - Fire | 7 | 1 |
| H&S - Training | 4 | 2 |
| H&S - Electricity | 3 | 3 |
| H&S - Falls or Falling Objects | 3 | 2 |
| H&S - Slips, Trips & Falls | 3 | 1 |
| H&S - DSE | 3 | 1 |
| H&S - H&S Notice board | 2 | 3 |
| H&S - PPE | 2 | 2 |
| H&S - Administration | 2 | 2 |
| H&S - Risk Assessments | 2 | 2 |
| H&S - Asbestos | 2 | 1 |
| H&S - COSHH | 1 | 3 |
| H&S - Work Equipment | 1 | 2 |
| H&S - Lighting | 1 | 0 |
| H&S - Lifts | 1 | 0 |
| H&S - Representatives & Committees | 1 | 0 |
| H&S - Maintenance Systems | 0 | 3 |
| H&S - Cleanliness & Waste Materials | 0 | 1 |
| Total | 39 | 33 |

The H&S CARs are being closed out during follow up audits. Any CARs that have not been closed are noted in the individual office's Audit Report.

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009

15 June 2009

9. EVALUATION OF COMPLIANCE WITH LEGAL & OTHER REQUIREMENTS (H&S)

There is evidence of compliance with legal and other requirements through the internal audits that have been performed during the last twelve months and no enforcement or prohibition notices have been received during this time.

10. HEALTH & SAFETY ACCIDENTS/INCIDENTS

There have been 13 accidents/incidents recorded during 2008/2009. These are:

| Region | Nr of Accidents | Accident Mode |
|--------------|-----------------|---|
| Midlands | 1 | Slips, Trips or Falls = 1 |
| North | 4 | Slips, Trips or Falls = 2 Scald = 1 Cut hand = 1 |
| South-East | 4 | Slips, Trips or Falls = 3 Finger caught in gate = 1 DSE WRULD = 1 |
| South-West | 3 | Slips, Trips or Falls = 2 Cut finger = 1 |
| UAE | 0 | N/A |
| Total | 13 | |

All the H&S accidents and incidents have been investigated by the Company H&S Manager and Local H&S Co-ordinators. Any necessary corrective and preventive actions have been implemented. Full details of accident and incident investigation can be seen in the various logs that are available on INNOV8 in the H&S Documents Library – Accident Records sub-directory and in the individual Accident Reports.

11. REVIEW OF EMERGENCY PREPAREDNESS & RESPONSE

Emergency processes are in place within the regions. Fire evacuation practices have taken place in the last year and are reviewed in line with the Fire Emergency Plan and Fire Risk Assessment. Each office's Business Continuity Plan has been reviewed by the respective Cost Centre Manager and has been revised as required.

12. COMMUNICATION ON HEALTH & SAFETY RECEIVED FROM EXTERNAL INTERESTED PARTIES

Through the following newsletters, PF has been advised of the following in the last year:

- How a Pandemic Influenza can affect a Company and preventive action recommendations (Griffiths & Armour April 2009)
- Asbestos related claims and PI insurance (Construction Industry Council Liability Briefing July 2008)

13. RESULTS OF PARTICIPATION & COMMUNICATION

OHSAS18001: 2007 requires PF to consider the results of participation and communication. PF ensures that relevant H&S information is communicated to and from employees by various mechanisms including but not limited to:

- Local H&S Co-ordinators based in each office and office notice boards
- Staff briefings and e-mails
- A H&S Executive Committee that meets quarterly to discuss and review H&S issues. The output from these meetings are available to all staff on INNOV8 - H&S Documents Library
- A Company H&S Committee that meets annually to discuss H&S issues. The output from the meeting is available to all staff on INNOV8 - H&S Documents Library
- The Company Intranet
- Regular H&S alerts; briefings and updates sent by e-mail from the Company H&S Manager to the local H&S Co-ordinators for distribution to all staff

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009

15 June 2009

14. IDENTIFICATION OF HEALTH & SAFETY TRAINING NEEDS

It is a requirement of OHSAS18001: 2007 that all PF staff receives adequate training. This is achieved through:

- Induction upon joining the Company
- Training identified in Staff 1-2-1 reviews
- Training identified as the need arises e.g project requirements, changes in legislation, planned/new activities for the Company

During this year, CDM2007 training has been delivered to designers across PF by the Company H&S Manager.

Also, at the 2008 Company H&S Committee Meeting, the H&S Director instructed that all staff must complete their Croners Interactive H&S training. Of the 526 staff employed by PF on the 31 March 2009; 70 of them had not completed their training. This represents 13.3% of our staff.

At the last Management Review; it was agreed that all relevant staff were to obtain CSCS cards. 54% of staffs have achieved CSCS cards.

15. CHANGING CIRCUMSTANCES INCLUDING LEGAL & OTHER REQUIREMENTS RELATING TO H&S ARRANGEMENTS

At present, there is no change in circumstances that affect any of the offices environmental aspects and H&S arrangements.

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009

15 June 2009

16. IDENTIFYING OPPORTUNITIES FOR & MAKING RECOMMENDATIONS FOR CONTINUOUS IMPROVEMENT OF THE BUSINESS MANAGEMENT SYSTEM AND IT'S PROCESSES

17. SET HEALTH & SAFETY OBJECTIVES, TARGETS & PROGRAMME FOR 2009/2010

Identifying opportunities and making recommendations for continuous improvement of the BMS and its processes + the setting of the objectives, targets and programme are suggested below:

Health and Safety

| Objective | Action Required | | Target date |
|--|---|--|---|
| Reduce the company Accident Frequency Rate from 1.25 to 1.10 No RIDDOR accidents. | Annual AFR score = 1.10 or less. PF accident log to show no RIDDOR reportable accidents. | <ul style="list-style-type: none"> ❖ H&S Director – Monitor H&S issues at quarterly H&S meetings and ensure that they are addressed effectively. ❖ CHSM – Ensure all accidents / incidents and results of audits are communicated to all staff. ❖ CCMs – Ensure that LHSCs are in place and are fulfilling their roles. Review results of internal and external H&S audits. Provide resources to enable good H&S standards. ❖ LHSC – Ensure LHSC inspections are carried out every month and deficiencies addressed. Regularly check the quality of site preliminary risk assessments. Ensure 100% follow up on actions resulting from risk assessments, inspections and audits. ❖ All PF employees - Ensure that all aspects of the PF H&S management system are complied with. | 31 st March 2010 |
| Comply with health and safety legislation and other applicable standards | No enforcement notices. No major non-conformities from external auditors. | <ul style="list-style-type: none"> ❖ H&S Director – Ensure own knowledge of H&S legislation changes remains current (via CHSM). ❖ CHSM - Monitor changes in H&S legislation and other standards and ensure that PF procedures are updated accordingly. Re-format the office internal H&S audit schedule so that items are placed within corresponding regulation headings. ❖ CCMs – Maintain an overview of H&S related activity within the office. ❖ LHSCs – Ensure H&S legislation updates from the CHSM are effectively communicated to staff. ❖ All PF employees - Ensure that any changes in H&S legislation are applied to all relevant work activities. | 31 st March 2010 |
| All relevant technical staff to obtain CSCS cards. | Details of CSCS card numbers shown against all relevant staff on the central PF CSCS card record on Innov8. | <ul style="list-style-type: none"> ❖ H&S Director – Speak to CCMs regarding slow progress and non-compliant individuals as reported by the CHSM. ❖ CHSM - Improve CSCS card guidance on Innov8 and set individual office targets. Regularly report progress to H&S Director. Maintain accurate central training record. ❖ CCM – Provide resources and encourage staff to complete training within set timescales ❖ LHSC – Identify staff who require CSCS cards, ensure training is arranged and keep CHSM and CCM updated on progress. ❖ Staff requiring CSCS cards – Be proactive in obtaining CSCS cards within set timescales. | 31 st March 2010 |
| All staff to complete all 5 Croner H&S training modules. | Central PF Croner training records to show that all staff have completed all training modules | <ul style="list-style-type: none"> ❖ H&S Director – Speak to CCMs with regard to slow progress and non-compliant individuals as required. ❖ CHSM – Set individual office targets to ensure that overall target is met. Ensure that Croner H&S training records are maintained so that the figures produced can be relied upon by the LHSCs. ❖ Keep the H&S Director informed of progress and report non-compliant individuals. ❖ CCM – Provide resources, encourage staff to complete modules within set timescales and speak to non-compliant individuals. ❖ LHSC – Monitor training progress in the offices and encourage staff to complete all of the modules within set timescales. Report non-compliant staff to CCMs and the CHSM. | 30th September 2009 (Was 30th June 2008) |

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009
15 June 2009

| Objective | Action Required | | Target date |
|---|---|--|-------------------|
| Average Number of CARs per internal office H&S audit API reduced to 2.50 (2007/08 = 2.41, 2008/09 = 3.54) | Figure produced by CLR for annual Management Meeting. | <ul style="list-style-type: none"> ❖ H&S Director and CHSM – Review numbers of CARs and observations from internal H&S Audits at Quarterly H&S Meetings. ❖ CHSM – Report common H&S issues arising during internal H&S audits to LHSCs. ❖ LHSC – Maintain high H&S standards within the office throughout the year. | 31 March 2010 |
| Reduce the number of OHSAS 18001 BSI audit minor non-conformities. (The Company intends to set measurable targets once figures are available after a few years of OHSAS 18001 experience) | Records maintained by CHSM | <ul style="list-style-type: none"> ❖ H&S Director – Monitor H&S issues at quarterly H&S meetings and ensure that they are addressed effectively. ❖ CHSM – Ensure all the results of all OHSAS 18001 audits are communicated to all staff. ❖ CCMs – Ensure that LHSCs are in place and are fulfilling their roles. Review results of internal and external H&S audits. Provide resources to enable good H&S standards. ❖ LHSC – Ensure LHSC inspections are carried out every month and deficiencies addressed. Regularly check the quality of site preliminary risk assessments. Ensure 100% follow up on actions resulting from risk assessments, inspections and audits. ❖ All PF employees - Ensure that all aspects of the PF H&S management system are complied with. | 31 March 2010 |
| Reduce the number of OHSAS 18001 BSI audit observations. (The Company intends to set measurable targets once figures are available after a few years of OHSAS 18001 experience) | Records maintained by CHSM | <ul style="list-style-type: none"> ❖ H&S Director – Monitor H&S issues at quarterly H&S meetings and ensure that they are addressed effectively. ❖ CHSM – Ensure all the results of all OHSAS 18001 audits are communicated to all staff. ❖ CCMs – Ensure that LHSCs are in place and are fulfilling their roles. Review results of internal and external H&S audits. Provide resources to enable good H&S standards. ❖ LHSC – Ensure LHSC inspections are carried out every month and deficiencies addressed. Regularly check the quality of site preliminary risk assessments. Ensure 100% follow up on actions resulting from risk assessments, inspections and audits. ❖ All PF employees - Ensure that all aspects of the PF H&S management system are complied with. | 31 March 2010 |
| Consider the requirement for staff site safety induction training and decide on the most suitable format. | Site safety induction training format finalised and Board agreement obtained. | <ul style="list-style-type: none"> ❖ H&S Director – Evaluate CHSM proposals and provide feedback. ❖ CHSM – Consult with CCMs and LHSCs on staff requirements and produce draft proposals for consideration. ❖ CCM – Provide feedback on site safety induction proposals as requested by CHSM. ❖ LHSC – Consult with staff and provide feedback on site safety induction as requested by CHSM. | 30 September 2009 |

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009
15 June 2009

Certifications

| Objective | Action Required | Target date | Responsible |
|---|---|---------------|---|
| Maintain OHSAS18001: 2007 certification | Ensure those offices on the certificate are following the requirements of the BMS | 31 March 2010 | CCMs, all staff and Quality & H&S Departments |

Other Objectives

| Objective | Action Required | Target date | Responsible |
|--|---|---------------|--|
| Average Number of CARs per H&S Audit API set at 3.00 (2008/2009 = 3.54) | Internal audits, mentoring and training as required | 31 March 2010 | All staff |
| Zero non-conformity arising from Evaluation of Compliance with Legal & Other Requirements (H&S) | Internal audits, mentoring and training as required | 31 March 2010 | All staff |
| Comply with H&S legislation and other applicable standards | Monitor changes in H&S legislation and other standards and ensure that PF's register and processes are updated accordingly. Measure – No enforcement notices. No non-conformities from external auditors | 31 March 2010 | CHSM H&S Director, CHSM, LHSCs, RDs, SRDs |
| Reduce the Company Accident Frequency Rate from 1.25 to 1.10 (10% reduction on 2008-2009) and zero RIDDOR accidents | Ensure the implementation of all aspects of the PF H&S management system particularly in the area of proactive monitoring such as risk assessment and inspection. Ensure 100% follow up on actions resulting from risk assessments, inspections and audits. Improve incident reporting activity | 31 March 2010 | All staff |

APPENDIX 1
HEALTH & SAFETY,
POLICY

HEALTH AND SAFETY MANAGEMENT REVIEW REPORT 2008/2009

15 June 2009

HEALTH AND SAFETY POLICY STATEMENT

Health and Safety at Work etc. Act 1974

This document sets out the Policy of Pell Frischmann on health and safety. It is important that every employee is aware of his or her obligations under this Policy, and any queries should be addressed to the Chief Executive or the Health and Safety Director.

Our statement of general policy is:

- To provide and maintain safe and healthy working conditions, equipment, and systems of work for all our employees, and to provide such information, instruction, supervision and training, as they need for this purpose
- The Directors are committed to the prevention of injury and ill health for our employees and others affected by our work
- To ensure appropriate preventative and protective measures are implemented and maintained to reduce risks to an acceptable level for our employees and others affected by our work, and the environment following the identification of work related hazards and assessment of the risks related to them
- To be committed to fully consult our employees on all matters affecting their health and safety
- To acknowledge our responsibility for the health and safety of other persons who may be affected by our activities and the need to maintain an effective communication system between interested parties
- That evidence of professional safety management practice is and will remain a condition of our employment of third parties employed to assist with our operations
- To comply with all current applicable health and safety legislation and other relevant health and safety requirements that relate to our health and safety hazards
- The ultimate responsibility for health and safety is with the Board of Directors who ensure that adequate resources are provided
- The Directors are committed to this Policy and all staff are required to comply as a condition of their employment. They are encouraged to assist in the Directors further commitment to the continual improvement in our health and safety management system and performance
- To ensure continual improvement in our health and safety performance, health and safety objectives are set by the Directors at Management Review
- This Policy will be reviewed periodically to ensure that it remains relevant and appropriate to the activities of the company. The arrangements and processes for implementing this Policy are controlled through the Company's Business Management System



Sudhu Prabhu
Chief Executive
20 February 2009



Crawford Munro
Health and Safety Director
20 February 2009