

Taylors Industrial Services  
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# QHSE POLICY STATEMENT

AMENDMENT LOG				
REVISION	DATE	AMENDMENT		
		Pages	Section	Details
01	09/12/2014	All	All	As per audit 14.009
02	04/01/2017	All	All	Minor changes ( Includes contractors, change to QHSE)
03	30/01/2019	All	All	Updated to the requirements of ISO 45001.
04	03/01/2020	All	All	Changes made from NQA and re-issue

## QHSE POLICY

The activities in Taylors Industrial Services Ltd are to supply Waste Management Services & Industrial Cleaning and our aim is to achieve the highest standards of Quality Health, Safety & Environment (QHSE) throughout our operations. Management, supervision and staff are responsible and accountable for achieving excellence in QHSE performance for successful business results.

Acting in accordance with regulatory requirements we are fully committed to meeting our statutory, non-statutory and self-regulatory requirements supported by internal and external auditing whilst working to compliance with ISO 9001, ISO 14001 and ISO 45001 international standards.

Ensuring so far as reasonably practicable that the wellbeing of our employees, interested parties and the environment is paramount and is achieved by:

- Complying with all health, safety and environmental legislation and are fully focused and committed to our legal responsibility to protecting our employees and interested parties.
- Operating a safe place of work utilising QHSE systems of work, identifying the risks and introducing control methods with the aim of eliminating or minimising the risks and reducing the hazards from our work activities.
- Commitment to protecting the environment and the prevention of pollution through efficient processes, procedures and objectives. Addressing our significant environmental aspects and how we aim to reduce them.
- Consultation with our employees and provide training and instruction information ensuring they are competent to perform their tasks.
- Preventing accidents and incidents and cases of work related ill health.
- Operating safe plant, vehicles and equipment.
- Establishing procedures for dealing with emergencies and fire.
- Providing and reviewing QHSE statistics and set positive and proactive objectives with targets for continual improvement.
- Striving to meet the needs and expectations of our customers and interested parties requirements through our actions and responding with clear communication, consultation and collaboration to provide customer satisfaction.
- Providing an organisational structure, support and directives toward achieving these objectives.
- Communicating this policy with our employees, customers and any interested parties.
- Undertaking to keep this QHSE policy updated and reviewed annually.



Kevin Taylor  
Operations Director

Date: January 2024

<p>POLICY - QHSE STATEMENT REVISION 04 / SW</p> <p>LAST REVIEW/AMEND: 03/01/2024</p> <p><b>UNCONTROLLED WHEN PRINTED</b></p> <p>Page 2 of 12</p>	<p>TAYLORS INDUSTRIAL SERVICES LIMITED Adria House Hareness Circle Altens Industrial Estate, Altens Aberdeen AB12 3LY Tel: 01224 872972 Fax: 01224 872697 www.taylorsindustrial.co.uk</p>				
<p>PRIVACY POLICY / DUTY OF CARE PACK / TERMS &amp; CONDITIONS AVAILABLE AT - WWW.TAYLORSINDUSTRIAL.CO.UK (COMPLIANCE TAB)</p>					

**RESPONSIBILITIES**

- Directors are committed to and have overall responsibility for Quality, Health, Safety and Environmental (QHSE) matters and to continually improve these matters.
- The day-to-day responsibility for ensuring this policy is put into practice is delegated to the Technical Manager / QHSE Department.
- To ensure QHSE standards are maintained and improved, the following roles have responsibility in the following areas:
  - Operations Manager - Altens site and all its activities.
  - Technical Manager - QHSE and Special Waste activities.
  - Group Finance & HR Manager - Office staff and activities.
- Employees are to adhere to:
  - Co-operating on all QHSE matters.
  - Prioritising to safeguard their own health and safety and that of others and protecting the environment.
  - Reporting all accidents, incidents and near misses immediately.
  - Reporting all faults and defects immediately.
  - Reporting any health, safety or environmental concerns immediately.
  - To stop the job if they feel unsafe; to stop the job if they feel unwell.
- All employees are to comply with procedure IMP 007 SHEQ Responsibilities and our safe systems or work.

**COMPLYING WITH HEALTH SAFETY & ENVIRONMENTAL LEGISLATION**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Complying with the requirements of procedure IMP 004 Register of Legislation &amp; Regulations.</p> <p>Quarterly review and audit of compliance from sourced Enforcement Agencies and other establishment's information to evaluate and take the corrective actions to comply.</p> <p>To interpret the relevant legislation and disseminate into our Management Systems developing and implementing Safe Systems of Work.</p>	<ul style="list-style-type: none"> <li>• By sourcing information from Enforcement Agencies and other establishments.</li> <li>• To perform Quarterly reviews and audits to ensure compliance.</li> <li>• IMP 004 Annual Review.</li> </ul>	<p>QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>• Completed Quarterly reviews and audits to ensure compliance; to update our Management Systems &amp; SSOW's when new legislation is released or when anomalies are found.</li> <li>• IMP 004 Procedural Review.</li> </ul>

**MANAGING A SAFE PLACE OF WORK**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Dedicated QHSE Department to monitor and audit workplace activities.</p> <p>Providing, replenishing and when required re-certification of individual Personal Protective Equipment (PPE) and Respiratory Protective Equipment (RPE).</p> <p>Risk Assessment Method Statements (RAMS) in place for all work activities, which are reviewed and audited as a minimum annually.</p> <p>Specific Permit to Work System for all confined space and cleaning crew workscopes.</p> <p>Daily site Permit to Work system. Daily Special Waste Area Permit to Work system at Altens.</p> <p>Contractors Permit to Work System.</p> <p>To monitor our activities through the Annual Audit Schedule and random inspections.</p> <p>To conduct COSHH assessments when required and provide summaries to RAMS whenever possible.</p> <p>To the safe handling, transportation and use of substances hazardous to health through Permit to Work systems, Risk Assessment Method Statement and ADR transportation requirements.</p>	<ul style="list-style-type: none"> <li>• Completion of FORM SHEQ 073 - SHEQ Internal External Operations Audit and FORM SHEQ 076 - Marine Operations - QHSE Audit.</li> <li>• Individual PPE / RPE issue recorded on FORM SHEQ 123 - Employee PPE Store Issue Record as it is issued and then recorded on SHEQ 121 - Employee - PPE &amp; RPE Issue Record within SHEQ 031 Competency &amp; Training Matrix. PPE record started at induction process and PPE compliance checked as part of operational audits.</li> <li>• Rescue Harness Register for recording 6 monthly inspection of RGH5 Rescue Harnesses and RGL4 Connecting Strops.</li> <li>• Generic Risk Assessment Annual Reviews.</li> <li>• Specific Permit to Works checked by QHSE department.</li> <li>• Daily PTW Daily Check.</li> <li>• Daily Special Waste Area Permit to Work Check.</li> <li>• Contractors PTW checked by QHSE Department.</li> <li>• Monthly QHSE checks of Safety Equipment Register / Pressure &amp; Lifting Register / Training and Competency Matrix &amp; COSHH Register.</li> <li>• Operational Tanker Back Door checks to ensure safe transportation.</li> </ul>	<p style="text-align: center;">QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>• Land Crew - Permit to Work System.</li> <li>• Yard - Permit to Work System.</li> <li>• Marine - Permit to Work System.</li> <li>• Daily - Permit to Work System.</li> <li>• Contractors - Permit to Work System.</li> <li>• Special Waste - Permit to Work System.</li> <li>• Annual - RAMS Review Audits.</li> <li>• SHEQ 020 - Site Inspections.</li> <li>• Operational SHEQ Audits.</li> <li>• New Start PPE Records.</li> <li>• Procedural Audits.</li> <li>• Tanker Door - Audits.</li> <li>• Safety Unit Equipment - QHSE checks.</li> </ul>

**COMMITMENT TO THE ENVIRONMENT**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Adhering to the requirements of our Pollution Prevention &amp; Control (PPC) licences at all of our sites.</p> <p>Adhering to the requirements of our Waste Carriers Licence.</p> <p>Operating within the parameters of procedure IMP 010 Emergency Prevention &amp; Mitigation.</p> <p>Daily recorded site inspections and odour assessments.</p> <p>Statutory objective within the Annual QHSE objectives.</p>	<ul style="list-style-type: none"> <li>SEPA Inspections - Compliance Assessment Scheme (CAS) - Current Rating Excellent.</li> <li>Waste Carriers Licence renewed with SEPA as required to maintain statutory compliance for transporting controlled waste.</li> <li>IMP 010 reviewed annually and recorded in Annual Audit Schedule.</li> <li>SHEQ 020 - Site Inspections completed each week and checked by management.</li> <li>Daily Odour Assessments completed by site chemist and checked by QHSE Department.</li> <li>Waste Supplier Desktop Risk Assessment Audit.</li> </ul>	<p>QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>SHEQ 020 - Weekly Site Inspection.</li> <li>Daily Site Odour Assessments.</li> <li>Procedure IMP 010 - Audit.</li> <li>Environmental Procedure Audits.</li> <li>Scottish Water - Inspections &amp; Reports.</li> <li>SEPA Inspections and Reports.</li> </ul>

**CONSULTATION - EMPLOYEES**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Adhering to the requirements of procedure IMP 011 Communications.</p> <p>Accomplish a comprehensive QHSE company induction on the day a new employee commences employment whenever possible.</p> <p>Complying with the employees training requirements as contained within procedure IMP 018 Competency &amp; Training.</p> <p>Evaluation of competency of operational personnel via the Annual Skills &amp; Experience Matrix.</p> <p>Dedicated display areas with policies, accreditations, health and safety law requirements, QHSE and company information and first aiders list.</p> <p>Annual QHSE poster campaign with acknowledgement of understanding the topics.</p> <p>Toolbox talks.</p>	<ul style="list-style-type: none"> <li>Annual Review of IMP 011.</li> <li>Annual Review of IMP 018.</li> <li>QHSE Inductions and QHSE Induction Questionnaire Completion for every new start.</li> <li>Skills &amp; Experience of personnel evaluated through Operational SHEQ Audits (FORM SHEQ 073 &amp; SHEQ 076) and SHEQ 020 Inspections carried out by Operational QHSE Advisor.</li> <li>Poster Campaigns to refresh employees on induction topics.</li> <li>Toolbox Talks signed for as part of specific permit to work systems and daily permit to work system.</li> <li>Mandatory job training for specific job roles - confined space, HPWJ, first aid, fire warden, ADR.</li> </ul>	<p>QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>QHSE Induction.</li> <li>Annual Skills &amp; Experience Programme.</li> <li>IMP 011 Procedure.</li> <li>IMP 018 Procedure.</li> <li>SHEQ 020 Site Inspections.</li> <li>Operational SHEQ Audits.</li> <li>QHSE Poster Campaign.</li> <li>Annual QHSE Training Programme.</li> <li>Permit to Work - Tool Box Talks.</li> <li>Daily Permit to Work.</li> <li>SHEQ Memorandums</li> </ul>

**PREVENTION OF ACCIDENTS & INCIDENTS AND WORK RELATED ILL HEALTH**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Complying with the employees training requirements as contained within procedure IMP 018 Competency &amp; Training.</p> <p>Evaluation of competency of operational personnel via the Annual Skills &amp; Experience Matrix.</p> <p>Dedicated display areas with policies, accreditations, health and safety law requirements, QHSE and company information and first aiders list.</p> <p>Annual QHSE poster campaign with acknowledgement of understanding the topics.</p> <p>Toolbox talks.</p>	<ul style="list-style-type: none"> <li>QHSE Inductions and QHSE Induction Questionnaire.</li> <li>Mandatory job training for specific job roles - confined space, HPWJ, first aid, fire warden, ADR</li> <li>Skills &amp; Experience of personnel evaluated through Operational SHEQ Audits and SHEQ 020 Inspections carried out by Operational QHSE Advisor</li> <li>Individual PPE / RPE issue records started at induction process and PPE compliance checked as part of operational audits.</li> <li>Corrective action register monitoring progress of corrective action plans made from previous accidents or incidents to prevent reoccurrence.</li> <li>6 x proactive objectives for QHSE made at Management</li> <li>QHSE Department monitor First Aid coverage for the site and arrange training.</li> <li>Optional inoculations Programme.</li> <li>Pre-employment / confined space medicals and 10 part drug and alcohol screens</li> <li>Drugs and alcohol tests performed at start of induction. Random drug and alcohol tests performed under the instruction from management.</li> </ul>	<p style="text-align: center;">QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>QHSE Inductions.</li> <li>Permit to Work - Tool Box Talks.</li> <li>Daily Permit to Work.</li> <li>Yard - Permit to Work.</li> <li>Land Crew - Permit to Work.</li> <li>Marine Crew - Permit to Work.</li> <li>Annual Skills &amp; Experience Programme.</li> <li>Operational SHEQ Audits.</li> <li>Annual - Corrective Action Plans.</li> <li>First Aiders (Company Minimum 12).</li> <li>Employment / Confined Space Medicals.</li> <li>Drugs &amp; Alcohol Screening.</li> <li>Inoculations for Hepatitis A &amp; B.</li> <li>Monitoring for cases of ill health.</li> <li>New Start - PPE Records.</li> <li>Annual QHSE Training Programme.</li> <li>Air Analysis Testing.</li> </ul>



**OPERATE SAFE PLANT, VEHICLES & EQUIPMENT**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Adherence to the requirements of procedure IMP 015 Maintenance &amp; Calibration.</p> <p>Adhering to any requirements within the Risk Assessment Method Statement.</p> <p>Performing and recording daily checks of vehicles, 6 weekly Checks of HGV / LGV vehicles</p> <p>Dedicated garage personnel at Altens.</p> <p>Performing and recording weekly site inspections of site plant and equipment.</p> <p>Scheduled maintenance system on critical QHSE equipment.</p> <p>Schedule maintenance system in Adria House of emergency, security, lighting and other required equipment.</p>	<ul style="list-style-type: none"> <li>Annual Review of IMP 015.</li> <li>Operational audits which include assessing the safe operation of vehicles / plant and equipment</li> <li>Trained and licenced HGV drivers with DCPC and ADR licence where required.</li> <li>Mobile plant drivers trained by company approved external training provider.</li> <li>Trained HGV/LGV mechanics to maintain vehicles and perform 6 weekly inspections of vehicles / arrange MOT's / maintain mobile plant and site / vehicle fixed equipment and plant as per manufacturer's instructions.</li> <li>Safety Equipment Register and Pressure and Lifting Register checked monthly.</li> <li>SHEQ 058 daily vehicle checks completed by trained and competent personnel</li> <li>Daily yard vehicle checks completed by trained and competent personnel</li> <li>Office Maintenance Register checked monthly and approved contractors.</li> <li>SHEQ 020 inspections which incorporate the checking of QHSE critical equipment onsite.</li> <li>Safety Unit Vehicle checks completed ensuring all QHSE critical equipment is present and there are no issues.</li> </ul>	<p>QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>IMP 015 Annual Review.</li> <li>Annual Skills &amp; Experience Programme.</li> <li>Annual - RAMS Review / Audits.</li> <li>SHEQ 020 Site Inspections.</li> <li>Safety Unit Equipment - QHSE Checks.</li> <li>Tanker Doors - Audit.</li> <li>Operational SHEQ Audits.</li> <li>Weekly Fire Alarm Tests.</li> <li>Monthly Emergency Lighting Checks.</li> </ul>



**EMERGENCIES & FIRE**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Operating within the requirements of procedure IMP 010 Emergency Prevention &amp; Mitigation.</p> <p>Personnel trained for emergencies within confined spaces.</p> <p>ADR trained drivers for the transportation of dangerous / hazardous substances.</p> <p>Providing information at the company QHSE Induction and Handbook and on noticeboards, prominent locations etc.</p> <p>Performing weekly testing of the fire alarms in Adria House.</p> <p>Performing a bi-annual fire drill evacuation of Adria House.</p> <p>Scheduled maintenance of emergency and firefighting equipment.</p> <p>Annual assessment via Generic RAMS 003 Fire Risk Assessment.</p>	<ul style="list-style-type: none"> <li>Annual IMP 010 Review</li> <li>SHEQ 031 Competency and Training Records recording ERT Trained Supervisors and Personnel</li> <li>SHEQ 031 Competency and Training Records recording ADR trained drivers</li> <li>SHEQ 043 Fire Notices in Drivers Reception, Main Reception and Bothy</li> <li>Induction and Handbooks include Fire and Emergency Procedures</li> <li>Weekly Testing of Fire Alarms recorded on SHEQ 012A and SHEQ 012C</li> <li>6 Monthly Fire Drill recorded on SHEQ 012B</li> <li>Annual Fire Extinguisher Service in yard, office and vehicles</li> <li>Annual GRA 003 Review</li> </ul>	<p style="text-align: center;">QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>Weekly Fire Alarm Tests.</li> <li>Adria House - Monthly Emergency Lighting checks.</li> <li>Firefighting Equipment - Annual Service.</li> <li>ERT Confined Space Trained Personnel.</li> <li>First Aiders.</li> <li>Annual Fire Risk Assessment.</li> <li>Safety Unit Equipment - QHSE Checks.</li> <li>QHSE Inductions.</li> <li>IMP 010 Annual Review.</li> <li>SHEQ 020 - Site Inspections.</li> </ul>

**QHSE STATISTICS - OBJECTIVES & TARGETS**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>To monitor the commitments and objectives as stated within this QHSE Policy.</p> <p>Complaints Accidents Incidents &amp; Non-conformances (CAIN) Register to track statistics and trends.</p> <p>Annual QHSE Objectives.</p> <p>Annual KPI's and targets set at +95% completion.</p> <p>Annual Audit Schedule and target set at 100% completion.</p> <p>Annual Skills &amp; Experience Matrix and targets set at +95% completion.</p>	<ul style="list-style-type: none"> <li>• Corrective Action Register Checked Monthly</li> <li>• CAIN reports signed off by Technical Manager once all stats, reports and corrective actions have been set.</li> <li>• 6 x proactive objectives for QHSE made at Management Review each year on top of managing companies existing objectives</li> <li>• Suppliers Risk Assessment and QHSE Critical Suppliers Register Checked Monthly</li> <li>• Annual Audit Schedule Checked Monthly</li> <li>• Skills and Experience log within SHEQ 031 highlighting personnel with training requirements.</li> </ul>	<p>QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>• Rolling LTI (FPAL based &lt; 0.5 target).</li> <li>• CAIN Reports &amp; Closure.</li> <li>• Corrective Action Register (CAR) &amp; Closure.</li> <li>• Previous CAR &amp; Closure.</li> <li>• Annual Skills &amp; Experience Program.</li> <li>• Suppliers RA Audit.</li> <li>• Critical QHSE Equipment Audit Schedule.</li> <li>• Annual QHSE Objectives.</li> <li>• Annual Audit Schedule.</li> </ul>

**MEETING NEEDS & EXPECTATIONS**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Complying with the requirements of procedure IMP 011 Communications.</p> <p>Complete interested parties requests for information either verbally or by correspondence of questionnaires, QHSE information, codes of sub-contractors practices, accounts and waste reports, operational information, vendors, tenders and quotations etc are promptly and accurately completed.</p> <p>To comply to the request from clients or interested parties audit / meeting requirements and that they are organised, conducted and closed out courteously and efficiently.</p> <p>Maintaining the quality of information at <a href="http://www.taylorsindustrial.co.uk">www.taylorsindustrial.co.uk</a> and that the Duty of Care and Terms &amp; Conditions sections are accurate with up to date information.</p>	<ul style="list-style-type: none"> <li>• Annual Review of IMP 011.</li> <li>• Annual Audit Schedule Completion</li> <li>• Monthly Website Check</li> </ul>	<p>QHSE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>• Annual Audit Schedule.</li> <li>• Client Audits.</li> <li>• Accreditations Audits.</li> <li>• Rolling LTI (FPAL based &lt; 0.5 target).</li> <li>• Customer Feedback.</li> <li>• Website - Check.</li> <li>• IMP 011 Procedural Audit</li> </ul>

**COMMUNICATING THE POLICY**

OBJECTIVE	ACHIEVED BY	RESPONSIBILITY	CRITERIA
<p>Accessible to all interested parties at <a href="http://www.taylorsindustrial.co.uk">www.taylorsindustrial.co.uk</a>.</p> <p>Available to all interested parties on request.</p> <p>As part of the company QHSE Induction and handbook.</p> <p>Available internally on the Intranet.</p> <p>Positioned prominently at the entrance to Adria House via the car park entrance.</p>	<ul style="list-style-type: none"> <li>Website checked once a month</li> <li>Sent to interested parties on request</li> <li>QHSE Induction cover QHSE Policy</li> <li>Reviewed annually and maintained within the integrated management system</li> <li>Noticeboards checked</li> </ul>	QHSE DEPARTMENT	<ul style="list-style-type: none"> <li>QHSE Induction.</li> <li>Website - Check.</li> <li>Noticeboard - Check.</li> <li>Tool Box Talks (All PTW's)</li> </ul>

**INTERESTED PARTIES**

The current Interested Parties for Taylors Industrial Services are as follows:

- Commercial banks.
- Directors and shareholders.
- Employees.
- Customers
- Suppliers and contractors.
- Insurance companies.
- Neighbours and the community.
- Regulatory bodies.
- Accreditation certification bodies.
- Competitors.

**QHSE POLICY REVIEW**

The QHSE policy will be reviewed and updated when necessary or as a minimum annually in January of every year.