This manual is a collection of the policies of PDMA Consulting Engineers Limited. The complete manual will be reviewed as required and at least once per year.

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<th>Title</th>
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<th>Review date</th>
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<td>Full OH&amp;S Policy with Arrangements</td>
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<td>Health and Safety Policy</td>
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<td>Training Policy</td>
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Signed: [Signature]
Director
Date: 4th November 2018
Review date: 4th November 2019
1. HEALTH AND SAFETY POLICY – FULL ARRANGEMENTS

General Statement of Policy
At PDMA we recognise our duties under current health and safety legislation and we will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment.

We recognise our duty to make regular assessment of the hazards and risks created in the course of our business.

We also recognise our duty, so far as is reasonably practicable:
- to meet our legal obligations and other requirements to which we subscribe, to maintain safe and healthy working conditions;
- to provide adequate control of the health and safety risks so identified;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure the safe handling and use of substances;
- to provide information, instruction, training where necessary for our workforce
- to ensure that all workers are competent to do their work and to give them appropriate training;
- to prevent accidents and cases of work related ill health;
- to actively manage and supervise health and safety at work;
- to have access to competent advice;
- to seek continual improvement in our health and safety performance and management through regular (at least annual review) and revision of this policy and through monitoring of performance against our health and safety objectives; and
- to provide the resource required to make this policy and our Health and Safety arrangements effective.

We also recognise:

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work;
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also inform them of their duty to take reasonable care for themselves and for others who might be affected by their activities.
Arrangements and organisation

1.0 Responsibilities

1.1 Overall responsibility for health and safety in the Company is that of:
Paul Markham: - Director

1.2 Responsibility for this policy being carried out is:
Paul Markham: – Director

1.3 Responsibility as his deputy is:
Rehan Hussain - Director

1.4 All employees have the responsibility to co-operate with the Directors to achieve a healthy and safe workplace and to take reasonable care of themselves and others.

1.5 Whenever an employee notices a health or safety problem which they are not able to put right, they must straight away tell the appropriate person named above.

1.6 Other people responsible for:

Safety training:
Paul Markham

Carrying out safety inspections:
A designated member of staff prior to Company meetings

Monitoring maintenance of plant and equipment:
IT – Dave Clifford
Other office equipment – Paul Markham

2.0 Emergencies and Accidents

2.1 Location of First Aid Box:
Reception
Office 3

2.2 Trained/qualified First Aiders:
Jacqueline Moriarty – Primary
Nicola Hale
Paul Boyle
2.3 Appointed person responsible for the box:
Jacqueline Moriarty – Operations Manager

2.4 Person responsible for reporting incidents:
Jacqueline Moriarty – Operations Manager

2.5 Location of Accident Book:
Reception

3.0 General Fire Safety:

<table>
<thead>
<tr>
<th></th>
<th>Who Checks</th>
<th>How often</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>3.1 Escape routes</td>
<td>Fire Marshalls</td>
<td>Monthly</td>
<td>Referring to Fire escape</td>
</tr>
<tr>
<td>3.2 Fire extinguishers</td>
<td>Fire Marshalls/Fire Services Central Limited</td>
<td>Monthly/Annually</td>
<td>Refer to H21 – Fire Extinguisher Log for complete list. – Data/BMS/Working Files/OH&amp;S record/Fire records.</td>
</tr>
<tr>
<td>3.3 Fire Alarms</td>
<td>Landlord</td>
<td>Weekly</td>
<td>Upstairs landing By front door</td>
</tr>
<tr>
<td>3.4 Emergency light</td>
<td>Landlord</td>
<td>Annually</td>
<td>Side of building</td>
</tr>
</tbody>
</table>

Fire drills:
- A fire drill will be carried out on a three-monthly basis (as a minimum) and drills recorded on a fire drill record.
- 1 Muster point has been identified and are indicated on the Fire Escape Plan
- Fire drills are the responsibility of Fire Marshalls and are scheduled every three months.

Designated Fire Marshalls are:
- John Barlow
- Paul Boyle
- Chris Davis
- Jacqueline Moriarty
4.0 **Advice and Consultancy:**

Health and Safety Executive – 19 Ridgeway, 9 Quinton Business Park, Quinton, Birmingham B32 1AL. Fax: 0121 607 6349
West Midlands Fire Service office: 0121 380 7450, 6529 and 7458
Ladbroke Consulting and Training Ltd – T: 01926 812172 M: 07710 20052

5.0 **Training:**

5.1 **Person responsible for training**

Paul Markham

5.2.1 **Training to be provided:**

Needs identified at induction, through risk assessment and at appraisal

6 **Visitors**

- All visitors to report to the front door and ring the bell
- On being granted entry all visitors to report to the reception area
- All visitors are asked to sign in and out of the Visitors Book at reception.
- All visitors will be asked to wear a visitors badge for the duration of their visit
- All visitors who are not contractors should be accompanied at all times while on site
- All contractors must complete a health and safety induction before commencing work

7 **Hazards:**

Refer to risk assessments in BMS/Section 1/Environmental & OH&S planning/OH&S

7.1 **Hazard Sheets:**

H03 – Risk Assessment sheets maintained in the BMS

7.2 **Housekeeping and Premises:**

7.2.1 **Cleanliness and waste:**

Working areas to be kept clear and clean at all times and waste paper kept to a minimum
Waste paper is removed from site at least on a fortnightly basis for recycling.

7.2.2 **Safe stacking and storage:**

Boxes of paper and other material must be stored in such a way as not to cause an obstruction to walkways or the risk of overhead injury.
7.3 **Electrical Equipment:**

7.3.1 **Rules for use of extension leads and portable equipment:**

All Leads and portable equipment must be checked prior to use. Portable equipment must be checked for safety and PAT tested at least once every 24 months.

7.4 **Other important hazards:**

**Lifting/Manual handling:**
All employees to be made aware of safe manual handling techniques through training.

**Lone working:**
When working in the office alone or visiting clients all employees should inform their Work Coordinator of their appointment via e-mail confirming client, destination and timescales. Employees should note all offsite appointments in the signing in and out sheet.

**Use of mobile phones:**
Mobile phones to be switched off when driving on PDMA business unless legal hands-free capability is available for use.

**Use of display screen equipment:**
All employees and contractors using PDMA equipment must complete a DSE assessment and the findings addressed.

7.5 **Policies:**

Specific OH&S arrangements which must be adhered to are also detailed in the following policies:

- POL08 Mobile phone policy
- POL09 Internet and e-mail policy
- POL10 Work safe policy
- POL11 Lone working policy
- POL12 Drugs and Alcohol policy
- POL13 Site visit policy
- POL14 Fatigue Management policy
- POL15 Asbestos Awareness policy
- POL16 Managing for Health policy

7.6 **Further controls:**

Controls other than specifically detailed in this policy or on the policies detailed in 7.5 are managed as detailed in Procedure OH&S Operational control PR20
2. HEALTH AND SAFETY POLICY

General Statement of Policy

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We recognise our duty to make regular assessment of the hazards and risks created in the course of our business.

We also recognise our duty, so far as is reasonably practicable:

- to meet our legal obligations and other requirements to which we subscribe, to maintain safe and healthy working conditions;
- to provide adequate control of the health and safety risks so identified;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure the safe handling and use of substances;
- to provide information, instruction, training where necessary for our workforce;
- to ensure that all workers are competent to do their work and to give them appropriate training;
- to prevent accidents and cases of work related ill health;
- to actively manage and supervise health and safety at work;
- to have access to competent advice;
- to seek continual improvement in our health and safety performance and management through regular (at least annual review) and revision of this policy and through monitoring of performance against our health and safety objectives; and
- to provide the resource required to make this policy and our Health and Safety arrangements effective.

We also recognise:

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work;
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also inform them of their duty to take reasonable care for themselves and for others who might be affected by their activities.
3. QUALITY POLICY

General Statement of Policy

PDMA Consulting Engineers Limited is a firm of consulting engineers, established in 2018. PDMA provides consulting engineering services embracing civil engineering, including temporary and permanent works design for the Construction Industry. Our objective is ‘to deliver quality, cost effective and innovative technical solutions to the construction industry’.

Within PDMA we are committed to providing a high quality service to our clients, working within agreed guidelines and specifications. The company will achieve this by operating the ISO 9001 Quality Management System. Effective application of our Business Management System will ensure customer satisfaction is continually enhanced and show our commitment to the continual improvement to the system.

We are specialists in our field and can plan, design and implement a whole scheme from start to finish in all disciplines. We play an integral part in providing tailored, cost effective solutions for day to day projects through to innovative one off complex schemes.

In the increasingly competitive commercial environment in which we operate our ability to differentiate ourselves from our competitors plays a huge part in whether or not we win a new client and retain that client. We are totally committed to setting and achieving standards that are capable of meeting (in all respects) the specified requirements and reasonable expectations of our customers.

We must ensure that the service we provide always offers something extra – service quality.

At PDMA we apply the following principles to all of our projects:

- communication and active participation with all interested parties throughout the life of the project
- to assign appropriate personnel to all activities
- to log in and record all necessary information
- to design in accordance with current European or British Standards. Where no such standard exists use appropriate recommendations for design as accepted in the construction industry (e.g. CIRIA or SCI)
- to use appropriate skill and care in the production of all designs and drawings; to provide drawings of sufficient quality and number as required to communicate the design
- to check all calculations and drawings prior to issue For Construction
• to provide any additional information, instruction and supervision for the safe implementation of any of our designs
• to provide staff with adequate training and CPD

For this concentration on service quality to be an effective part of what we do Key Performance Indicators have been identified and will be measured, reported on and reviewed as part of the Business Management Review.

Paul Markham is the Director responsible for monitoring and ensuring the correct and effective implementation of PDMA Business Management System as a whole. The Directors will ensure that PDMA manage business objectives through regular Directors meetings and internal audits and will undertake a full review of the Business Management System at least annually to ensure continuing suitability.

We will ensure our hardware and management information system is maintained regularly and updated as quality and customer requirements indicate that this is necessary. PDMA is registered to the Data Protection Act 1998.

To ensure that PDMA continues to provide and maintain a consistently high quality of service delivery staff are made aware of the Business Management System at Induction and through continual training. Staff have electronic access to the Business Management System and any revisions to the Business Management System will be communicated by email.
4. ENVIRONMENTAL POLICY

General Statement of Policy

PDMA operates an Environmental Management System to minimise the environmental impacts of our business operations and to demonstrate our commitment to continual improvement and prevention of pollution. PDMA provide consulting engineering services embracing civil engineering, including temporary and permanent works design for the Construction Industry. Our policy also includes PDMA Consulting Limited trading at the same address.

We strive to continually improve our environmental performance and integrate recognised applicable best practice into our business operations. When designing we aim to work primarily with third parties who share our values regarding environmental issues and sustainability while contributing to design solutions that meet real market needs. We consider environmental criteria when procuring goods or third party services. Our use of shared virtual filing systems and electronic drawings reduces paper consumption and our in-house practice includes recycling paper, batteries, bulbs, toners, electrical equipment and furniture.

Our Environmental objectives will minimise the significant aspects identified in the significant aspects register and we will set and monitor KPIs to measure our performance. We will monitor and review our environmental objectives and legislation on a regular basis to continually improve our environmental performance and to prevent the risk of pollution. We will ensure that we comply with all relevant environmental legislation and other requirements, which maybe specified by clients and other bodies through regular compliance reviews.

Paul Markham, Director, is responsible for the Policy and will ensure that we manage our environmental objectives through regular Directors meetings and internal audits. We will undertake a full review of our environmental objectives and targets at least annually. This policy will be communicated to all personnel at induction and is available on the server. PDMA will provide information, instruction and supervision for personnel and provide adequate training to ensure personnel are competent to do their tasks. This policy will also be made available to the public through the Company website.
5. SUSTAINABILITY POLICY

General Statement of Policy

PDMA is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to our professional activities and the management of the organisation. We aim to promote economic security, social betterment and environmental stewardship and will strive for continual improvement in these areas.

In support of this commitment our policy is to:

- Set a sustainable business strategy and manage our performance to ensure the Company’s long term economic, environmental and financial viability.
- Work with clients to pursue, promote and develop sustainable business outcomes.
- Build sustainable practices into all our designs in line with client expectations.
- Work with clients to ensure our activities enhance the long term appearance of the community within which we are working. We will listen to the feedback of our clients with regard to our performance and any opportunities for improvement.
- Take opportunities to work on community projects that achieve sustainability goals.
- Ensure that staff have a high degree of awareness in sustainability and provide training for all staff on sustainability issues relevant to our business beyond legal requirements.
- Ensure that our purchasing operations takes into account the sustainability of goods and services used in our business, including the sustainability practices of our suppliers.
- Control the environmental impact of our activities through the maintenance of our environmental management system.

In line with this we set controls to:

- Use resources efficiently to minimize waste, use of energy, water, and other consumables.
- Maintain a green transport approach aimed at minimising carbon emissions from transport. Our policy is to manage and minimise fuel consumption through the use of route management, driving techniques and calculations of CO2 used.
- Evaluate the environmental impact of every design. Our policy is to minimize this through recommending the use of sustainable materials in designs.

We will review our performance and seek opportunities for improvement through the use of Key performance indicators which we will review at management review on a quarterly basis. We will review this policy with staff through regular staff meeting and will communicate the policy to the public through our website.
6. MOBILE PHONE POLICY

General Statement of Policy

PDMA strongly discourages the use of mobile phones while driving. The use of handheld phones on PDMA business whilst driving is strictly prohibited under any circumstance, unless a legal hands free kit can be used. When such a hand free kit is available, the phone should then be used only to receive short message calls. Drivers should only make a call or check voice mail when the vehicle is parked in a safe place.
7. INTERNET AND EMAIL POLICY

General Statement of Policy
The guidelines and warnings listed below are important. Non-compliance may constitute a serious disciplinary offence. The computer network is the property of PDMA Consulting Engineers Limited and may only be used for legitimate business purposes. Users are provided access to the computer network and the Internet to assist them in the performance of their jobs.

- Do not view or download material OR send email messages that are abusive, sexist, sexually explicit, racist, or defamatory, in breach of the Data Protection legislation or otherwise illegal, or that are generally likely to be considered offensive. This can give rise to claims (whether at Employment Tribunal or otherwise), which may be brought against the individual as well as the Company.

- Do not install any software or hardware without prior approval from the Company IT Manager.

- Do not download anything from the Internet without prior approval from the Company IT Manager. The downloading of any material unconnected with the business ie games or any other entertainment software. Chatrooms, Usenet groups etc is not allowed.

- Internet access may be used for Company/Business purposes at any time. Access for personal use should not be permitted during normal office hours. Surfing for personal information can be done outside office hours, but it should not interfere with any work related activities being undertaken by others either before or after work.

- Do not download, copy or transmit to third parties the works of others without their permission as that may constitute a copyright infringement.

- Do not send strictly confidential messages to the internet unless both you and the recipient are using an appropriate encryption system.

- Never import non text files, unknown messages or executable programs without having them scanned for viruses. If you have not been properly trained to scan for viruses do not import such items at all.

- Do not create congestion over the local area network by sending trivial email messages, unnecessarily copying emails or unnecessarily browsing the internet.

- Beware of what you say in email messages. Improper statements can give rise to personal/company liability. Work on the assumption that email messages may be read by others and may have to be disclosed in legal proceedings or during investigations by competition authorities/regulatory bodies if relevant to the issues.
• Make hard copies of emails which you need to retain for record keeping purposes and ensure that you retain confirmation of receipt of important messages.

• No one may make political statements to the press or otherwise or make representations to anyone outside of the company on behalf of the company, without first obtaining the prior approval of a Director.

• Email contracts are legally binding. Take care to obtain legal advice before entering into contractual commitments by email as breach of contract may lead to a damages claim.

• The company may carry out periodic checks on use of the email system and/or internet sites visited and wholly reserves the right to monitor, retrieve and review employees emails. Breaches of paragraphs 1 to 11 may lead to disciplinary action and the use of email or internet services which is found to be unlawful or would bring the company into disrepute, will be treated as Gross Misconduct and may lead to summary dismissal.

• Employees who feel that they have cause for complaint as a result of the misuse of the email or other electronic communication system should raise the matter with a Director.
8. LONE WORKING POLICY

General Policy of Statement
Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and directors have a duty to assess and reduce the risks which lone working presents.

Purpose
This policy is designed to alert staff to the risks presented by lone working, to identify the responsibilities each person has in this situation, and to describe procedures which will minimise such risks. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing potentially risky situations.

Scope
This policy applies to all staff who may be working alone, at any time whilst working for PDMA and should be read in conjunction with the Work Safe Policy (H15).

Within PDMA overall policy relating to safe working practices, support for lone workers is an essential part, and the same principles apply.

- a commitment to the provision of appropriate support for staff
- a clear understanding of responsibilities
- the priority placed on the safety of the individual over property
- a commitment to providing appropriate training for staff
- equipment such as mobile phones will be made available as appropriate.

Definition
Within this document, ‘lone working’ refers to situations where staff in the course of their duties work alone and may be the only staff member present in the office or on site in an isolated area.

Procedure
- The Directors are responsible for ensuring that all appropriate steps are taken to control access to the building, and that emergency exits are accessible.
- Alarm systems must be tested regularly.
- Keys may be changed as a matter of course if a breach of security is suspected.
- Staff working alone must ensure they are familiar with the exits and alarms.
- There must be access to a telephone and first aid equipment for staff working alone.
- If there is any indication that the building has been broken into, a staff member must not enter alone, but must wait for back-up.
o Job Specific Lone Working Risk assessment to be carried out if identified on A6 Quote form.

o Should staff work alone for extended periods and/or on a regular basis, provision must be made for regular contact, both to monitor the situation and to counter the effects of working in isolation.

o Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task.

**Reporting**
Should an incident occur, the reporting and de-briefing should follow the Incident investigation procedure (PR21)

**Monitoring**
Lone working will be regular agenda items for team meetings.
Any member of staff with a concern regarding these issues should ensure that it is discussed with the Directors
9. DRUGS AND ALCOHOL POLICY

General Statement of Policy

PDMA Consulting Engineers Limited acknowledges the problem of drugs, alcohol and substance abuse within our society and is committed to providing a safe and healthy working environment. PDMA has a zero tolerance policy on the misuse of alcohol or drugs by all employees. This is based on the safety risks on our obligations under the Health & Safety Act 1974.

This policy sets strict limits and any individual in any part of the business, no matter what sort of work they do, found to be under the influence of alcohol or drugs while at work will be subject to disciplinary action. Normally this results in summary dismissal. The policy covers over-the-counter and prescription medication as well as illegal drugs.

PDMA actively encourages employees who feel they have a drug or alcohol related issue to seek immediate help. Early identification and treatment are essential if problems for the employee and Company are to be avoided. Employees who feel they have a problem or are experiencing difficulties are encouraged to seek help and advice from either their Line Manager or a member of the HR team who will arrange for them to have a counselling meeting at which options available to them will be explained. These may include treatment or rehabilitation. Any such matter brought to the attention of company representatives will be treated sensitively and in confidence. Where treatment or rehabilitation is provided, normal sickness absence procedures will apply.

Any employee with a dependency to alcohol, drugs or other substances who only declares they have a dependency when a serious misconduct issue has arisen or where they have proven to be in breach of this policy will be subject to the same disciplinary procedure as any other employee who breaches this policy.

It should be recognised that prescribed and over the counter medicines may cause impairment to an individual’s performance at work. It is therefore the employee's responsibility to seek advice from the GP or Pharmacist on any medicines they are taking. They should inform their Line Manager of any possible side effects of their medication. Any medical information will be treated in the strictest confidence.

Our testing programme.

Screening and testing will apply to all employees and contractors of PDMA. The purpose of screening and testing is to ensure that due diligence is exercised and to deter and detect individuals working on behalf of the Company or at the Premises of our clients whilst being impaired due to alcohol, drugs or other substances.

All PDMA employees are potentially subject to alcohol and drug testing. The purpose of the screening and testing is to ensure that due diligence is exercised and to deter and detect individuals working on company premises whilst being impaired due to alcohol, drugs or other substances.
Screening and testing will be carried out in the following circumstances:

- Pre employment Medicals
- Pre appointment testing for all personnel working on rail projects
- For cause screening – Conduct, behaviour and appearance
- For cause Post incident

**Employees who refuse to undergo such tests will be subject to disciplinary action, which may include dismissal.**

**How we carry out tests.**

Testing for alcohol and drugs is undertaken by breath test and collection of a urine sample through a strict Chain of Custody Procedure. Tests are carried out by an approved external testing supplier either on site or at our external supplier clinics chosen by PDMA.

The result will either be that the sample is “negative” or that the sample “requires further analysis”. As a result of negative no further action will be taken, a result of “requires further testing” then no site work will be undertaken and the sample will be subjected to further detailed analysis.

<table>
<thead>
<tr>
<th><strong>Our alcohol limit</strong></th>
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<tbody>
<tr>
<td>Our limit on alcohol is much lower than the drink drive limit:</td>
</tr>
<tr>
<td>- The drink-drive limit is 80mg of alcohol per 100ml of blood</td>
</tr>
<tr>
<td>- PDMA blood alcohol limit is 29mg per 100ml of blood or no more than 39 milligrams of alcohol in 100 millilitres urine or no more than 13 micrograms of alcohol in 100 millilitres of breath.</td>
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</tbody>
</table>

**Employee responsibilities**

- To be familiar with the policy and disciplinary implications resulting from a breach of policy
- Shall not report to or try to report to work whilst impaired due to alcohol or drugs (whether illegal or not)
- To advise their Doctor or Pharmacist of the nature of their work and to ascertain, as far as possible, whether as a result of taking prescribed drugs or purchased medication, there could be side effects which may impair their work performance and thereby endangering themselves and any other person.
- To inform their Line Manager in writing (by completion of the Medication Declaration form) if the taking of such drug is likely to impair their work performance. If in doubt they must consult their Line Manager or a member of the HR dept.
- To report any concerns regarding fellow employees to their Line Manager.
- Do not consume alcohol, illegal drugs or take any substances in an unsanctioned way whilst at work
- To avoid covering for or colluding with colleagues whose behaviour and performance is or could be affected by, the taking of illegal or prescribed drugs or the consumption of alcohol.
- To urge colleagues to seek help if they have a drug, alcohol or substance problem.
- To consult their Line Manager or member of the HR dept if they have or they believe they may be developing a drug, alcohol or substance related problem.
- To enquire and act upon any additional responsibilities on site.

**Managers Responsibilities**

- To be familiar with the policy
- To prevent any person from starting or continuing work, if in their opinion, through drugs, substances or alcohol abuse they represent a danger to themselves or others.
- To be aware of and monitor changes in work performance, attendance, absenteeism and accident patterns and to take appropriate action including disciplinary action where necessary.
- To seek advice from a member of the HR dept, where there are identifiable symptoms of drug, substance or alcohol use/abuse.
- To take a balanced approach and respect confidentiality when counselling or interviewing employees.
- To ensure that Contractors, temporary staff and agency employees are aware of and comply with the policy.
- To be able to communicate the principles and operation of the policy to employees, temporary employees and Contractors.
10. SITE VISIT POLICY

**General Statement of Policy**
At PDMA we recognise our duties under current health and safety legislation and we will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment.

PDMA employees may attend a Site Visit at some point in line with their contract and current job role. Each employee will conduct themselves in a manner that is in accordance with Health and Safety Regulations and the site safety rules.

All Site attending staff are expected to hold a current CSCS card.

All employees must adhere to PDMA Employee Handbook with regards to information that PDMA must know before employees attend Site and that the employee must use the signing in and out book as a reference to which site they are/will be attending.

Appropriate PPE should be worn at all times in accordance with the Site rules and regulations and PDMA PPE Policy.

PDMA employees should also where possible attend a Site Induction for each site they visit to familiarise themselves with specific hazards they may encounter and the company policy’s in line with Health & Safety procedures and familiarise themselves with accident reporting procedure on site.

Both the Work Safe Policy and the Lone Working Policy must also be adhered to when on a Site Visit by PDMA.

Where a potential hazard is identified on a client's work site then the issue should be raised immediately with the Site Manager and confirmed by email on return to the office.
11. FATIGUE MANAGEMENT

General Statement of Policy
PDMA is committed to providing and maintaining safe systems of work for all its employees, including those whose work involves working extended hours. PDMA operations are sometimes undertaken outside ordinary working hours under times of heavy operational demand. This may contribute to fatigue if not managed appropriately.

Fatigue is a mental or physical exhaustion that prevents a person from functioning normally and can impair safe work performance.

Fatigue can be caused by both work and non-work related factors. Non-work factors include family responsibilities, social activities, health issues—such as sleep disorders—study commitments and sporting commitments. Work factors at PDMA may be caused by working extended hours. Whilst not all people respond to fatigue in the same way, fatigue can cause reduced concentration, impaired co-ordination, compromised judgment and slower reaction times; ultimately increasing the risk of incidents and injuries.

PDMA Directors recognise their accountability for managing fatigue. Directors and employees have a responsibility to ensure that fatigue does not impact on the safety, health and well-being of themselves and others.

The Directors will:
- Apply risk management in consultation with staff
- Ensure systems of work that minimize the risk of fatigue
- Provide opportunities for employees to obtain adequate rest from work
- Monitor workloads and work patterns to ensure employees are not placed at risk from fatigue
- Consult with employees when introducing new work patterns
- Provide information, instruction and training about risks to health, safety or welfare of employees involved with extended hours
- Ensure that employees working extended hours are properly supervised and that tasks are undertaken safely

Employees are responsible for:
- Participating in risk management processes
- Using time off from work to recuperate in order to be fit and able for work demands
- Participate in education and training in order to gain an understanding of fatigue
- Avoiding behaviours and practices that contribute to fatigue, and which could place themselves and others at risk—for example, secondary employment, or not using time off work to recuperate
- Recognising signs of fatigue that could place health, safety and well-being of themselves or others at risk and reporting this to their manager or supervisor

Monitoring
Fatigue management will be regular agenda items for team meetings. Any member of staff with a concern regarding these issues should ensure that it is discussed with the Directors.
12. ASBESTOS AWARENESS

General Statement of Policy
At PDMA we recognise our duties under current health and safety legislation and we will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment.

With PDMA providing all employees with Asbestos Awareness Training, we, as a company are fulfilling Regulation 10 of the Control of Asbestos 2012 regulations.

All staff will have training in Asbestos Awareness by an approved Training Provider either on-line or onsite. The training provided will be in accordance with Approved Code of Practice L143.

This course will provide our employees with an understanding of the risks associated with working alongside Asbestos. It will also enable employees to have the skills to make a successful risk assessment and the different control measures that can be put into place.

Where a potential hazard is identified, the member of staff concerned should report this to the line manager. If the Line Manager is not available then the matter must be raised with a Director.

If the Line Manager is in disagreement/conflict with the member of staff, then the issue should be referred to a Director.

Where the potential hazard is identified on a client’s work site then the issue should be raised immediately with the Site Manager and confirmed by email on return to the office.
13. MANAGING FOR HEALTH

General Statement of Policy
At PDMA we recognise our duties under current health and safety legislation and we will endeavor to meet the requirements of this legislation and maintain a safe and healthy working environment.

It is PDMA Consulting Engineers Limited’s duty to provide support and suitable information to any employee that has any health issues arising from the workplace. PDMA will adhere to the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations.

Toolbox talks are provided on a variety of subjects and open channels of communication are encouraged in the workplace.

Our aim is to match job requirements with the person’s capabilities, talk at an early stage to prevent any problems escalating, and keep in touch during an employee’s absence to offer support and plan for the return to work if that is the case.

PDMA will provide employees with help and guidance following any ‘Mental Health’, Drugs and or Alcohol problems.

Line Managers and Directors will familiarise themselves with responsibilities regarding this policy and refer to the Occupational Health Service for advice and encourage staff to talk and refer them to Occupational Health for assessment or other help where required.

Employees are encouraged to raise any concerns for themselves or others with their Line Managers or HR.
14. ANTI-BRIBERY POLICY

General Statement of Policy

PDMA is committed to ethical business practices including the following:

PDMA prohibits:
the offering, the giving, the solicitation or the acceptance of any bribe, whether cash or other
inducement
to or from
any person or company, wherever they are situated and whether they are a public official or body or
private person or company

by
any individual employee, agent or other person or body acting on behalf of PDMA Associates

in order to
gain any commercial, contractual or regulatory advantage for PDMA in a way which is unethical

or in order to
gain any personal advantage, pecuniary or otherwise, for the individual or anyone connected with
the individual.

This policy is not meant to prohibit normal and appropriate hospitality which should be properly
recorded as such on Form P110.
15. NEGOTIATION POLICY

General Statement of Policy

PDMA is committed to the employment of effective negotiation techniques within our business relationships.

It is inevitable that, from time-to-time, conflict and disagreement will arise as the differing needs, wants, aims and beliefs of people are brought together. Without negotiation, such conflicts may lead to argument and resentment resulting in one or all of the parties feeling dissatisfied. The point of negotiation is to try to reach agreements without causing barriers or future barriers to communications.

We recognise that adopting an effective negotiation strategy is a key factor to building and maintaining long term successful business relationships.

In order to achieve a desirable outcome, we believe that it is important to follow a structured approach to negotiation and are committed to following the following stages of negotiation where ever possible.

1. Preparation
2. Discussion
3. Clarification of goals
4. Negotiate towards a Win-Win outcome
5. Agreement
6. Implementation of a course of action

1. Preparation

Before any negotiation takes place, a decision needs to be taken as to when and where a meeting will take place to discuss issues and who will attend. Setting a limited time-scale can also be helpful to prevent disagreements continuing.

We will ensure that all the pertinent facts of the situation are known for clarification. Undertaking preparation before discussing the issue will help to avoid conflict or further conflict and unnecessarily wasting time during the meeting.

2. Discussion

During this stage, individuals or members of each side put forward the case as they see it, i.e. their understanding of the situation. Key skills during this stage include questioning, listening and clarifying. Each side should have an equal opportunity to present their case.

3. Clarifying Goals

From the discussion, the goals, interests and viewpoints of both sides need to be clarified.
It is helpful to list these factors in order of priority. Through this clarification it is often possible to identify or establish some common ground. Clarification is an essential part of the negotiation process, without it misunderstandings are likely to occur which may cause problems and barriers to reaching a beneficial outcome.

4. Negotiate Towards a Win-Win Outcome

This stage focuses on a 'win-win' outcome where both sides feel they have gained something positive through the process of negotiation and both sides feel their point of view has been taken into consideration.

A win-win outcome is usually the best result. Although this may not always be possible, through negotiation, it should be the ultimate goal.

Suggestions of alternative strategies and compromises need to be considered at this point. Compromises are often positive alternatives which can often achieve greater benefit for all concerned compared to holding to the original positions.

5. Agreement

Agreement can be achieved once understanding of both sides' viewpoints and interests have been considered.

It is essential to for everybody involved to keep an open mind in order to achieve an acceptable solution. Any agreement needs to be made perfectly clear so that both sides know what has been decided.

6. Implementing a Course of Action

From the agreement, a course of action has to be implemented to carry through the decision.

Failure to Agree:

If the process of negotiation breaks down and agreement cannot be reached, then re-scheduling a further meeting is called for. This avoids all parties becoming embroiled in heated discussion or argument, which not only wastes time but can also damage future relationships.

At the subsequent meeting, the stages of negotiation should be repeated. Any new ideas or interests should be taken into account and the situation looked at afresh. At this stage it may also be helpful to look at other alternative solutions and/or bring in another person to mediate.

Informal Negotiation

There are times when there is a need to negotiate more informally. At such times, when a difference of opinion arises, it might not be possible or appropriate to go through the stages set out above in a formal manner.

Nevertheless, the key points in the stages of formal negotiation may be very helpful in a variety of informal situations.
Attitudes Knowledge and Skills:
We recognise that in any negotiation, the following three elements are important and likely to affect the ultimate outcome of the negotiation:

- Attitudes
- Knowledge
- Interpersonal Skills

Attitudes:
All negotiation is strongly influenced by underlying attitudes to the process itself, for example attitudes to the issues and personalities involved in the particular case or attitudes linked to personal needs.

Knowledge:
The more knowledge possessed of the issues in question, the greater the participation in the process of negotiation. In other words, good preparation is essential.

Interpersonal Skills
A range of interpersonal skills is required for effective negotiation including: Effective verbal communication, Listening, Reducing misunderstandings, Rapport Building, Problem Solving, Decision Making, Assertiveness, Dealing with Difficult Situations.

PDMA is committed to the development of all our people to ensure sure that the appropriate Knowledge, skills and behaviours are in place to negotiate effectively.

We will communicate this policy to all staff and interested parties on request.
16. COLLABORATIVE WORKING POLICY

General Statement of Policy

PDMA provides consulting engineering services embracing civil engineering, including temporary and permanent works design for the Construction Industry. Our objective is ‘to deliver quality, cost effective and innovative technical solutions to the construction industry’.

PDMA Associates’ values are quality, value and respect and these are key to our success in delivering first class solutions to our clients. We are committed to collaboration with clients and other stakeholders to achieve optimum results which benefit all parties.

Successful delivery of all our projects depends upon the delivery of high quality, affordable and market leading consultancy services. The implementation of our partnering approach with clients and stakeholders is designed to introduce greater levels of innovation and deliver value for money.

Knowledge and experience are essential, but it is through collaborative work that sound, cost efficient solutions will be found. Working collaboratively from the early stages will enable us to overcome uncertainties and risks.

PDMA is committed to working with the British Standard BS11000 for Collaborative Business Relationship which provides us with a strategic framework to develop, with our clients and other stakeholders, the policies and processes, the culture and behaviours required to establish successful collaborative relations. Maintaining our collaborative business relations will lead to benefits for both PDMA and our clients. In line with our commitment to continual improvement we will set and review objectives based on:

- the extent to which we and our collaborative partners jointly deliver efficiency improvements
- implementation of new ways of working
- how our client’s and other stakeholders rate our transparency and openness
- the quality, respect and value we deliver to our clients
- the extent to which we and our collaborative partners operate in a way that is consistent with each other's governance and assurance processes
- the opportunities we have taken to promote collaborative working wherever it is appropriate
The Director responsible for the overall development and implementation of the collaborative business relationship management process, is Paul Markham.

The Team leader for each project will, at the outset, agree the objectives and review if a structured collaborative approach would be of benefit. The collaborative approach will be adjusted to meet the needs of the individual project. For each designated collaborative project a Relationship Management Plan will be developed and evolve throughout the project.

The Directors and all PDMA Staff are committed to the principles detailed in this policy which is communicated through our Business Management System and available to all client’s stakeholders and other interested parties on request.
17. EQUAL OPPORTUNITIES POLICY

General Statement of Policy
PDMA is an equal opportunity employer. We are committed to ensuring within the framework of the law that our workplaces are free from unlawful or unfair discrimination because of Protected Characteristics as defined by the Equality Act 2010. We have adopted this policy as a means of helping to achieve these aims.

The Protected Characteristics are –
Age
Disability
Gender Reassignment
Race
Religion or Belief
Sex
Sexual Orientation
Marriage and Civil Partnership
Pregnancy and Maternity

We aim to ensure that our employees achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria.

What is unlawful discrimination?

**Direct discrimination** – when someone is treated less favourably than another person because of a Protected Characteristic.

**Associative discrimination or discrimination by association** – direct discrimination against someone because they associate with another person who possesses a Protected Characteristic.

**Discrimination by perception** – direct discrimination against someone because it is thought that they possess a particular Protected Characteristic even if they do not actually possess it.
**Indirect discrimination** - occurs where an individual’s employment is subject to an unjustified provision criterion or practice which e.g. one sex or race or nationality or age group finds more difficult to meet, although on the face of it the provision, criterion or practice is ‘neutral’.

**Harassment** – unwanted conduct related to a relevant Protected Characteristic which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. You may complain of such offensive behaviour even if it is not directed towards you personally.

**Victimisation** – when an employee is treated less favourably because they have made or supported a complaint or raised a grievance about unlawful discrimination or are suspected of doing so.

**Commitment** - We are committed to ensuring that all of our employees and applicants for employment are protected from unlawful discrimination in employment. Recruitment and employment decisions will be made on the basis of fair and objective criteria. Person and job specifications will be limited to those requirements which are necessary for the effective performance of the job. Interviews will be conducted on an objective basis and personal or home commitments will not form the basis of employment decisions except where necessary and relevant. All employees have a right to equality of opportunity and a duty to implement this policy. Discrimination is a serious disciplinary matter which will normally be treated as gross misconduct. Anyone who believes that he or she may have been disadvantaged on discriminatory grounds should raise the matter through the Company’s grievance procedure.
18. SLAVERY AND HUMAN TRAFFICKING POLICY

General Statement of Policy

At PDMA Consulting Engineers Limited, we recognise our duties under the Modern Slavery Act 2015 Section 54(1) and have a zero tolerance approach to Modern Slavery both in our business and that of others whom form part of a supply chain. We will act with integrity and ethically in all our business relationships and to implement and enforce effective controls to ensure that Modern Slavery and Human Trafficking are not taking place anywhere in our business.

Modern Slavery is a crime and a violation of fundamental Human Rights, we fully support the government’s objectives to eradicate modern slavery and human trafficking. The Company will not support or deal with any business knowingly involved in slavery or human trafficking.

The Company Directors shall take responsibility for implementing this policy statement and its objectives and shall provide adequate resources and training to ensure that slavery and human trafficking is not taking place within the organisation. This policy along with all policies, procedures and requirements that are documented in our Business Management System are compliant with the requirements of ISO 9001:2008 and ISO 14001:2004 and will be reviewed annually by the Directors of PDMA to maintain its suitability and compliance within the Company.

In the event that PDMA suspects any slavery and human trafficking by an employee or business collaboration, PDMA reserves the right to: report such suspicions, provide appropriate information to the relevant authorities, and to suspend or terminate any associated engagement, business arrangement or contract.
19. REWARD AND RECOGNITION POLICY

General Statement of Policy
The success of the Company relies on the talent and contribution of all staff. PDMA is committed to recognising and rewarding the achievements of people that contribute to the success of the Company and we aim to reward people for their knowledge, skills and contribution to the roles they are performing.

This policy and our practices aim to support the Company to attract, recruit, retain and engage all staff with a total reward package to achieve its key themes of Excellence, Respect, Integrity and Innovation.

Principles

The policy will be informed by the following principles:

Informal Recognition.

The most effective means of acknowledging the work of others and letting them know that their contribution is valued remains that of informal and immediate recognition.

This may take the form of:

- A personal verbal ‘thank you’
- Sending an email or a personal letter to the individual
- Making a point at whole company meetings.
- Recognition applies to all levels of the company; and not just management.

Formal Recognition

The performance appraisal enables a formal recognition of achievements in the annual appraisal meeting. The appraisal discussion values individual contribution in terms of how individuals have achieved through their leadership, behavior, the company values and objectives.

Financial and non-financial means.

We aim to recognise people’s achievements and maintain staff wellbeing through different means:
- Competitive salary
- Pension scheme with contributions by the Company
- Flexible working hours to suit the needs of the business and individuals
- Annual pay rises which will take into account performance over the preceding 12 months as well as legal and fiscal requirements, for example, minimum wage, right to parental leave and pension requirements.
- Performance will be monitored by line managers and recorded at appraisal.
- An extra day’s holiday for staff that have 5, 10 and 15 continuous years’ service, to a maximum of 30 days.
- A range of social events funded by the Company
- Opportunities for promotion and career progression
- Employee of the year voucher with voting amongst peers.
- Support will be given to all staff that have commitments outside of the company regarding industry involvement which is subject to director agreement.
- The opportunity to have time off unpaid or to buy extra holidays up to a maximum of 5 days per year and payed back to the company over 5 months.
20. STRESS POLICY

Introduction

We are committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

This policy will apply to everyone in the company. Managers are responsible for implementation and the Company is responsible for providing the necessary resources.

Definition of stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Policy

• The Company will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
• The Company will provide training for all managers and supervisory staff in good management practices.
• The Company will provide confidential counselling for staff affected by stress caused by either work or external factors.
• The Company will provide adequate resources to enable managers to implement the company’s agreed stress management strategy.
Responsibilities

Managers

- Conduct and implement recommendations of risks assessments within their jurisdiction.
- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking. Monitor holidays to ensure that staff are taking their full entitlement.
- Attend training as requested in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.
- Will consult employees on any changes to work practices or work design that could precipitate stress.
- Ensure that the views of the workforce are taken into account when developing stress management procedures.

Human resources

- Give guidance to managers on the stress policy.
- Help monitor the effectiveness of measures to address stress by collating sickness absence statistics.
- Advise managers and individuals on training requirements.
- Provide continuing support to managers and individuals in a changing environment and encourage referral to occupational workplace counsellors where appropriate.
- Arrange specialist advice and awareness training on stress.
- Train and support managers in implementing stress risk assessments.
• Support individuals who have been off sick with stress and advise them and their management on a planned return to work.
• Refer to workplace counsellors or specialist agencies as required.
• Monitor and review the effectiveness of measures to reduce stress.
• Monitor any changes and developments in the field of stress at work and implement any useful developments.
• Conduct inspections of the workplace at least every three months to ensure that environmental stressors are properly controlled.

Employees

• Raise issues of concern with your line manager, Director or HR.
• Take an active part in the process of assessing risk, for example by completing surveys or providing honest feedback when requested.
• Accept opportunities for counselling when recommended.
21. WORK SAFE POLICY

General Statement of Policy
At PDMA Consulting Engineers Limited we recognise our duties under current Health and Safety legislation and we will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment.

At no time must staff endanger themselves or others. All staff will have safety training appropriate to their role and if any member of staff identifies a hazard then it is his/her responsibility to report it to a Director and take appropriate action so that nobody is endangered by the hazard.

A member of staff must not enter a working environment where an uncontrolled hazard has been identified. Further, no member of staff will be penalised for refusing to work on the grounds of health and safety.

Where a potential hazard is identified, the member of staff concerned should report this to the line manager. If the line manager is not available then the matter must be raised with a Director.

If the line manager is in disagreement/conflict with the member of staff, then the issue should be referred to a Director.

Where the potential hazard is identified on a client’s work site then the issue should be raised immediately with the Site Manager and confirmed by email on return to the office.
22. Training Policy

**General Statement of Policy**
PDMA Consulting Engineers Limited is committed to ensuring that all staff have access to learning, development and training opportunities which enable them to be suitably knowledgeable and skilled to carry out their role within the company.

This policy and our practices aim to support the Company to achieve its objectives as well as that of its staff so that our investment in staff training and development will always be made having regard to the needs of the business as well as the staff's individual needs.

**Principles**

The policy will be informed by the following principles:

- Training and development can be defined as any activity designed to help individuals become more effective at work by improving, updating or refining their knowledge and skills.
- Training and development is a continual process so staff are to keep abreast of developments within their own area of expertise and to keep CPD logs up to date.
- Training and development needs will be identified at induction, annual appraisal and when required.
- Training and development will be monitored and recorded in line with company procedures.

**Equality & Diversity**

No employee will be excluded from any learning opportunity on the grounds of disability, age, sex, race, religion or belief, gender reassignment, pregnancy or maternity, marriage or civil partnerships.

**Key Responsibilities**

Employees will be responsible for:

- Taking responsibility for identifying any opportunities for self-development which will enhance work performance through increased skills and knowledge.
Managers and HR will be responsible for:

- Assisting staff members in identifying learning needs.
- Ensuring that reviews of training and development will take place on a regular basis.
- Encouraging training and development as a means to enable to meet its business objectives and for ensuring that resources are made available for this purpose.
- Monitoring and evaluating the effectiveness of learning for staff members who have undergone training and development.
- Coordinating the delivery of training and development activities.
- Maintaining records with regards to the development of all staff.

**Review**

This policy will be reviewed at least once each year.