

10.2 Work controls at the work site

- On arrival at site the SPC will first agree with the Transport for London representative, the site access and emergency measures (including first aid, fire and welfare facilities) for the site.
- The SPC will be provided with the site booking form for site access or storage licence or other permit (where required). If site access cannot be obtained the SPC will notify Transport for London and complete a Frustrated Access Form.
- The SPC will communicate to any other contractors or third parties in the area of operations details of the work to be carried out, and where necessary will co-ordinate activities with those persons.
- The SPC's Job Pack held by the SPCs will have emergency call out numbers unique for that site. Where necessary, consultation will be made with other contractors on site to ascertain the impact of each other's operations and co-ordinate the works, to ensure that no one is exposed to unacceptable risks.
- Where sub-contractors are used, the SPC will obtain a signature from each of their employees to confirm attendance and suitability to work.
- A check will then be made by the SPC that either the generic Method Statement is suitable for the work, or that the site specific Method statement for the site or work is suitable and that the site has not changed since the Method Statement was agreed.
- The SPC will sign a copy of the Risk Assessment following this review to confirm suitability, or amend the existing, or complete a new Risk Assessment.
- Toolbox talks will then be conducted suitable to the work and the site environment. A record will be made of the toolbox talks and site briefings.
- All signs and safety barriers will be erected appropriate to the work and the site environment.
- Employees will wear the personal protective equipment (PPE) specified in the Method Statement.
- The work will be completed as specified in the Work Instruction to meet the service required by Transport for London. The method employed will be detailed in the Method Statement to ensure that the work is performed safely taking account of any restrictions of Transport for London permits and taking care not to affect the assets of Transport for London.
- The SPC will monitor the way the work is carried out.
- Additionally, the work will be subject to inspections by the Engineering Manager or Operations Manager.
- On completion of the task, the site will be cleared ensuring that it is left clean and that there are no effects to Transport for London property or assets.
- If Transport for London property or assets have been affected or damaged during the work, the Project Manager will notify the Transport for London representative and a note made on the work instruction.
- All safety barriers will be removed.

- A signature or stamp will be obtained where available from Transport for London, to confirm work has been completed to a satisfactory standard, and that personnel and equipment have been removed from site.
- A completed report on the work will then be compiled by the SPC. A typed copy, including the name of the SPC, will be submitted to Transport for London, where required by the Service Request.
- The job paperwork will be returned to the office at the end of the shift, to be checked so that application to Transport for London for payment can be made correctly.

10.3 On-going Work Controls

- Each SPC will be issued with a job pack as a controlled document. This pack will include basic information relating to Health, Safety and Environment on site, including Risk Assessments, Method Statements and other relevant information.
- The risk assessment process will consider relevant legislation and codes of practice. Any changes to legislation will be fed into the risk assessment process and changes made to the operational arrangements as required.
- The documented work methods will principally be contained in the Method Statements. Lanes Group's Management System will also control the work methods. It controls the support functions to the service provision such as equipment maintenance, purchasing and calibration.
- As well as job specific work Instructions, a Contact Instruction form will be issued to all personnel and sub-contractors to summarise requirements whilst on Transport for London sites.
- The Method Statements and Management System procedures are managed as controlled documents as part of the Lanes Group, rail Division ISO 9001:2008 Management System. Relevant LU codes of practice and technical or safety documents are managed as controlled documents.
- Training of operational personnel will be kept under continual review and updated as necessary to ensure that personnel are competent, suitably qualified or trained.
- In addition to personnel being suitably trained, personnel will also be required to be medically fit and to comply with Transport for London and the Lanes Group's policy requirements for substance abuse.
- Sub-contractors will be audited, prior or during use, to check whether they follow Lanes Group procedures or they have their own documented standard to meet the contract requirements.
- The use of a sub-contractor who would have a direct operational impact will be agreed with Transport for London. This approval process will include assessing the environmental suitability of processes or materials used by our partners, if necessary via supplier audit.

11. Personnel Training and Qualifications

11.1 Training Needs Analysis

Training needs for personnel under this contract will be reviewed against the current requirements of QUENSH. From this and the Company's operational training needs the requirements will be identified.

11.2 Induction

All new employees will be subject to an induction, which covers the requirements of the Lanes Group's Management System relevant to their role, and the scope of Transport for London Policies and Rules.

Any employee who is to be required to work on Transport for London premises will also receive a Transport for London briefing.

11.3 Training Records

11.3.1 Process

A training matrix will be maintained for all employees and sub-contractor employees used on this contract to record training as needed by the contract requirements and to check the expiry dates of certificates and medicals.

This matrix will be used during work scheduling to ensure that only qualified employees are used.

Employees will also be required to carry evidence of relevant training whilst on site.

A copy of the matrices will be submitted to Transport for London on a quarterly basis.

11.3.2 Training requirements

Health, Safety and Environmental Managers will have suitable training and experience to understand the environmental aspects, impact and issues relating to this contract.

Operational Managers involved in the contract will receive:

- A suitable formal "Introduction to the Environment" training course of at least one-day duration.
- An internal training course of a half-day duration on waste transfer note requirements.

Operatives involved in the contract will receive:

- An internal Environmental awareness 0.5 day training course
- An internal training course of a half-day duration on waste transfer note requirements.

11.4 Sub-contractor and Visitor Control

The training of sub-contractor personnel will be monitored to ensure that they have adequate qualifications, knowledge and experience to complete the task as required by Transport for London, or have specialist knowledge for the service provided. Records will be kept of sub-contractor training, which will be checked as work is scheduled or during supplier audits.

Sub-contractors will be inducted in the requirements of Transport for London's Policies and Rules, and issued with the Contract Instructions form. Sub-contractors will be made aware of the Lanes Group's policies and procedures, relevant to their role, to satisfactorily perform the service.

Visitors will not be required to visit site. If the occasion were to arise they will be trained in client site rules, and consent for their access obtained. Adequate PPE will be issued and they will be accompanied and escorted at all times.

11.5 Training Review

The effectiveness and requirements for training will be examined as part of the

12. Emergency preparedness

12.1 Emergency Planning

Preparation for environmental incidents will be considered as part of the formulation of the Method Statement contingency measures documented in that document.

12.2 Emergency Preparedness

Emergency plans will be prepared to identify the actions by Lanes staff in the case of an environmental incident.

All teams when working on Transport for London infrastructure will carry spill kits.

The SPC will also conduct a toolbox talk relevant to the nature of the work and the site environment and the action in case of an incident.

12.3 Emergency Contact

Lanes Group personnel will be contactable as specified in Section 5 of this Plan. Emergency services contacts are provided to the SPC as part of the Work Instructions, and details are included as part of the shift briefing.

13. Monitoring and inspection

13.1 Monitoring of the Work by SPCs

Checks will be conducted during the work and on its completion to ascertain that the work activities are being conducted in a manner to prevent the potential for an environmental incident to occur and that the site is left clean and tidy.

The record of the check will be recorded on the job Work Instruction by the signature of the SPC.

All works instruction sheets will be printed on specialised computer paper and provisions will be made on each sheet for reporting on the following items:

- Environmental incidents
- Duty of Care (Waste Transfer)
- Hazardous waste control
- Customer satisfaction
- Customer complaints / escalation.

The claim system will automatically collate statistics from all works being undertaken at any given time, the information may be accessed by Transport for London immediately via Ellipse.

13.2 Audits by the Health, Safety & Environmental Manager

The Health and Safety Manager will undertake random audits on site ensuring compliance with all aspects of the work, but with particular emphasis on Health, Safety and Environmental issues. An audit report will be produced for each audit carried out.

13.3 Audits by Transport for London

The Transport for London night and daytime Building Inspectors will carry out random EPGIs on a regular basis.

13.4 Incident Investigations

Should there be an environmental incident during the course of the work, a report will be completed. The report will be submitted to the Director and Transport for London's DOE or DER.

The report incident hotline is 0844 292 0292.

Dependent on the nature and scale of the incident, the investigation will determine the cause, corrective action and preventive action.

13.5 Vehicle Inspections

Lane's vehicles are inspected and maintained by the Workshop Foreman to a planned maintenance schedule.

13.6 Plant and Equipment Tests

Equipment or plant used on this contract is suitable for the work carried out and serviced and maintained to prevent leaks of fluids, excessive noise and air pollution.

13.7 Silent hours work

When working in silent hours, consideration will be given to the noise levels produced by the activities involved and where required the equipment and working methods will be amended to reduce the impact on local residents.

14. Incident reporting and investigation

14.1 Reporting

Reporting requirements for environmental incidents are detailed in Lane's procedures. In summary reporting of incidents will be as follows:

- On site notification to Transport for London personnel
- Notification to Transport for London in accordance with their procedure, which are detailed in the Method Statement.
- The Transport for London incident hotline for reporting accidents, incident and near hits number is 0844 292 0292

14.2 Responsibilities

Emergency reporting and investigation will be the responsibilities of the Line Managers with the involvement of the HSQE Manager.

14.3 Emergency Contact

The arrangements for emergency contact are specified in Appendix 2.

14.4 Incident Investigations

The HSQE, with the assistance, where necessary, of the Operations Manager and Engineer Manager will carry out an incident investigation.

For minor occurrences, this may take the form of a desktop investigation.

The HSQE Manager will Co-ordinate with Transport for London, and conduct joint investigations of accidents/incidents.

If a situation occurs that requires an exceptional investigation, this will be arranged by the Director. The reports will be submitted to the Director and to Transport for London.

Dependent on the nature and scale of the incident, the investigation will determine the cause, corrective action, and preventive action. Copies of all investigation reports will be retained for future reference.

15. Sub-contractors

We are self-delivering all aspects of Lot 2 drainage maintenance and so aren't engaging any sub-contractors.

If we did need to engage sub-contractors then they will be monitored for their ability to work in accordance with the site requirements and method statements, work instructions and procedures. This will be done through monitoring and feedback from the site inspection reports.

16. Surveillance and Audit

16.1 Internal System Audits

The HSQE Manager will carry out systems audits of the Management System, procedures and activities for this contract.

An audit schedule will be agreed between the HSQE Manager and the Director of Rail dependent on the results of previous audits, and the performance of the contract. Nonetheless these audits will be completed at least annually.

Audits will include follow up inspections if a closeout audit has not been completed between scheduled audits.

The findings of the internal audits will be reported to the Director of Rail and a review of the findings will be available for discussion at the monthly meeting with Transport for London.

16.2 Internal Site Audits

The HSQE Manager will carry out regular random site audits at least quarterly on direct labour gangs.

A record of audit scope and findings is kept, with a plan to address any deficiencies identified by the audit.

16.3 Supplier and Subcontractor Audits

The HSQE Manager will carry out regular random site audits at least quarterly on direct labour gangs. A record of audit scope and findings is kept, with a plan to address any deficiencies identified by the audit.

16.4 Transport for London Audits

Lanes Group personnel will be instructed to co-operate with the Transport for London audit requirements.

Findings from these audits will be reviewed by the HSQE Manager, summarised and passed with recommendations to the Director and the Operations Manager to determine any corrective or preventive action.

Environmental Management Plan



Appendix 3 List of Procedures

Please refer to Volume 2 of this tender



Environmental Management Plan

