

Answers to Frequently Asked Questions:

This document has been created to help answer all the important SHEQ and other business-related questions we are often asked by our customers. We have set this document out in a simple question and answer type format where we have provided answers to all the most common questions we receive.

In the section below you will find all the questions which have all been hyperlinked. Simply hover your cursor over the relevant subject header **Ctrl + click** and you will be taken to the answers.

Where there is relevant supporting information, we have identified this next to the answer.

Should you require documents not contained within our online SHEQ Pack please let us know by emailing safety@briggsequipment.co.uk.

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Answers

1. Company references

Question 1: Company references			
Company:	Allianz Engineering	Bolzoni Ltd	TVH Forklift Parts UK Ltd
Address:	Haslemere Road Liphook Hampshire GU30 7UN	Unit 10 Taurus Park Europa Blvd. Warrington WA5 7ZT	Unit 17 Paragon Way Exhall Coventry CV7 9QS
Contact:	Keith Hackney	Peter Bradbury	Graham Hughes
Telephone No.	07870 231406	01925 624570	02476 585000

2. Company structure and important contacts

Question 2: Do you have an Organisational chart	
Answer:	Yes, we have Organisational charts for all parts of our business.
Supporting information:	Available on request

3. Policies

Question 3.1: Does your organisation have a Health and Safety Policy?	
Answer:	Yes, our Health and Safety Policy statement is written and signed by the Managing Director. The policy is reviewed on an annual basis. A copy is attached in our online SHEQ pack.
Supporting information:	Doc 01 – Health and Safety Policy

Question 3.2: Does your organisation have a Quality Policy?	
Answer:	Yes, our Quality Policy statement is written and signed by the Managing Director. The policy is reviewed on an annual basis. A copy is attached in our online SHEQ pack.
Supporting information:	Doc 02 – Quality Policy

Question 3.3: Does your organisation have an Environment Policy?	
Answer:	Yes, our Environmental Policy statement is written and signed by the Managing Director. The policy is reviewed on an annual basis. A copy is attached in our online SHEQ pack.
Supporting information:	Doc 03 – Environment Policy

Question 3.4: Does your organisation have a drug, alcohol, or substance abuse policy?	
Answer:	Yes, our organisation has an alcohol and substance abuse policy which includes our stance on such matters, including provisions for testing.
Supporting information:	A copy of our Alcohol and Substance Abuse Policy is available on request

Question 3.5: Does your organisation have an anti-slavery and human trafficking policy?	
Answer:	Yes, our organisation has an anti-slavery and human trafficking policy which highlights our zero-tolerance approach to these activities and details the expectations of our supply chain to adhere to these requirements. This policy is communicated to our suppliers and contractors from the outset of their business relationships with our organisation.
Supporting information:	A copy of our Anti-Slavery and Human Trafficking Policy is available on request

Question 3.6: Does your organisation have an anti-corruption and bribery policy?	
Answer:	Yes, our organisation has an anti-corruption and bribery policy which is communicated to all new employees as part of their induction process. The policy is further communicated to our suppliers and contractors from the outset of their business relationships with our organisation.
Supporting information:	A copy of our Anti-Corruption and Bribery Policy is available on request

Question 3.7: Does your organisation have an Equality policy?	
Answer:	Yes, our organisation has an Equality policy which is available to all employees on our company intranet and communicated externally via our online SHEQ Pack.
Supporting information:	Doc 16 – Equality, Diversity & Inclusion Policy

Question 3.8: How are your company policies communicated to employees?	
Answer:	Our company policies are communicated in a variety of ways to employees. When new policies are released, they are sent out to all staff for their review and awareness. In terms of accessibility, all company policies are held on our company intranet site which is accessible to all employees. Our Health and Safety, Environmental and Quality policy statements are displayed throughout our premises in prominent places, (e.g., notice boards, break out areas, reception areas, etc.). Further to this, copies of the Health and Safety, Environmental and Quality policy statements are held by every engineer in their engineer’s handbook.
Supporting information:	N/A

Question 3.9: How often does your Company review Health and Safety Policies and procedures? And what is the process to complete these reviews?	
Answer:	Policy statements are reviewed on an annual basis by the Managing Director. General H&S procedures are reviewed following significant change either internally (change in structure, responsibilities, etc.), externally (change in law, best practice guidance, etc.) or following a significant event (accident, incident or near miss). Our core Risk Assessments and Safe Systems of Work are reviewed annually, other Risk Assessments and Safe systems of work are not under a specific timeframe, however, on average at least once every 2 – 3 years.
Supporting information:	N/A

4. Accident and incidents

Question 4.1: Describe your organisation’s procedures for investigating accidents and incidents?	
Answer:	Accidents and incidents are investigated by several means depending on the type of incidents, the circumstances, and indeed severity or potential severity. Accident investigations following any level of incident will be led by the Line Manager of the injured party or the person in charge of the area where the incident occurred. More serious incidents will be investigated in conjunction with our SHEQ Department and Technical Department. Lost time injuries or RIDDOR reportable incidents are reviewed by the Operations Director and Group Head of SHEQ in a meeting with the investigating Manager and the Regional Director.
Supporting information:	A copy of our Incident Investigation Procedure is available on request

Question 4.2: How does your organisation ensure that remedial actions are taken following accidents and incidents?	
Answer:	Once notified of an accident or incident, the SHEQ Admin Team log the incident on our accident and incident database, giving it a unique reference number. From there it is tracked to completion and will only be closed once the Regional SHEQ Advisor has reviewed the information and is satisfied that the learning opportunities have been captured and remedial actions taken. Our accident and incident database actively monitors the number of days taken to close remedial actions which forms part of our overall SHEQ KPI’s. Our monthly SHEQ Dashboard report is reviewed by the senior management group and the board of directors.
Supporting information:	N/A

Question 4.3: Are accidents and incidents reviewed by senior management?	
Answer:	Every accident or incident is reviewed by the Regional SHEQ Advisor for the region where it occurred. Lost time injuries or RIDDOR reportable incidents are reviewed by the Operations Director and Group Head of SHEQ in a meeting with the investigating Manager and the Regional Director.
Supporting information:	N/A

Question 4.4: How are learning opportunities communicated following accidents and incidents?	
Answer:	Learning opportunities are communicated in a variety of ways following accidents and incidents. For more serious incidents or where the potential severity was significant, we will typically send out a Safety Alert to all employees. These Safety Alerts go out via email but are also uploaded on to our company’s intranet site for future reference. They are also loaded into our ‘Engineer’s Handbook’ folder which sits on the desktop or each engineer’s Toughbook computer. Other methods of communicating learning opportunities following accidents and incidents is via our monthly Service Newsletter. We also have a monthly feature in our Service Newsletter called “Confessions of an Engineer” where engineers anonymously submit stories of near miss events from their experience. We focus on what went wrong, what we can learn from it and how we stop a similar event from happening again.
Supporting information:	Example Safety Alerts and Example Service Newsletter Articles (Confession of Engineer, and Safety Gain examples articles) are available upon request

Question 4.5: What activities do you undertake to prevent accidents and incidents?	
Answer:	We are very focused on positive proactive intervention to avoid accidents and incidents. We encourage our employees to highlight “Safety Gains” which is any noticed opportunity for improving safety in our business. This might typically include hazards, issues with the way we do things, or simply a good idea that could improve safety. Over the last few years our business on average will highlight approximately 2000 Safety Gains per year. This gives us a massive opportunity to prevent accidents and incidents. Other proactive activities we focus on in our business would be our audit and inspection regime. Inspections of our workshop locations are carried out by the line manager and the employee(s) for the area in question. Our regional SHEQ Advisors also carry out audits on engineer’s and their van, waste stations, workshop location and every Briggs depot. Our engineers are also targeted to undertake 12 toolbox talks per year which keeps their knowledge fresh. All these combined has allowed us to significantly reduce our injury frequency rate over the last 5 – 6-year period.
Supporting information:	N/A

Question 4.6: Does your company highlight hazards or near misses?	
Answer:	We are very focused on positive proactive intervention to avoid accidents and incidents. Within our business we encourage our employees to highlight “Safety Gains” which is any noticed opportunity for improving safety in our business. This might typically include hazards, issues with the way we do things, or simply a good idea that could improve safety. Over the last few years our business on average will highlight approximately 2000 Safety Gains per year. This gives us a massive opportunity to prevent accidents and incidents. We also have a monthly feature in our Service Newsletter called “Confessions of an Engineer” where engineers anonymously submit stories of near miss events from their experience. We focus on what went wrong, what we can learn from it and how we stop a similar event from happening again.
Supporting information:	A copy of our Safety Gain Process is available on request

Question 4.7: What are your company’s procedures for regularly reviewing and monitoring performance on Health and Safety matters.	
Answer:	Performance on H&S matters is regularly reviewed using several key performance indicators (KPIs). These include such measures as injury frequency rates, proactive reporting frequency rates (Safety Gains) and audit/ inspection performance/ compliance. We closely track and monitor the volume and time taken to rectify or remedy them. These KPIs are collated on a monthly basis into a dashboard presentation report and distributed to the management group. Our Group Head of SHEQ attends each board meeting (monthly) to present the dashboard findings and gives an overview of what’s going well, what needs attention and plans for action. Throughout our business we complete circa 700 audits/ inspections per year.
Supporting information:	N/A

5. Consultation with employees, meetings and communication

Question 5.1: Do you have appointed Health and Safety Representatives?	
Answer:	Yes, our engineering side of the business is split into Engineering Service Teams (ESTs) which comprise of around 20 engineers led by an Engineering Manager. Within each EST one of the engineers takes on the role of Health and Safety Representative (H&S Rep) for that team. Above this structure, our ESTs are also grouped together into regions. Of the ESTs which make each region, one of the H&S Rep will also take on the role of Regional H&S

	Champion. The Regional H&S Champion then represents that region at a national level. Our depot locations also have H&S Rep structures which incorporate office staff, transport and logistics staff, workshop employees, etc. ensuring that all areas of our business are represented.
Supporting information:	N/A

Question 5.2: Are your Health and Safety Representatives appointed by a recognised trade union?	
Answer:	Within our organisation we have both trade union-appointed H&S Reps and Representatives of Employee Safety which are appointed by the workforce. The majority of our H&S Reps are Representatives of Employee Safety however we treat all H&S Reps in our business the exact same way.
Supporting information:	N/A

Question 5.3: Do you have meetings with employees to discuss health, safety, environment, and quality matters?	
Answer:	We have a variety of health, safety, environment, and quality (SHEQ) related meetings throughout our business at various levels. All employee team meetings have dedicated slots for SHEQ related matters. Within each region or area of the business the H&S Reps will also get together to discuss SHEQ related matters across their region. Further to this we have National H&S Rep meetings where the regional H&S Rep Champions attend along with our Group Head of SHEQ. Our National SHEQ Team also have regular meetings to discuss matters associated with the management of SHEQ within our business. And finally, our Group Head of SHEQ attends both the board meetings and senior operations management meetings at least quarterly to discuss SHEQ progress, performance and matters arising.
Supporting information:	N/A

Question 5.4: Explain how you communicate health, safety, environmental or quality matters to employees?	
Answer:	We have several means of communication for reaching employees over health, safety, environmental and quality matters. For urgent communications we utilise Safety Alerts which are sent via email to all employees. Other forms of communication include via our internal magazine publications 'The Chatter' which goes out quarterly and our monthly 'Service Newsletter'. On our company intranet site's landing page, we also have eye catching banners at the top where we can highlight things or put links to articles. Other communication takes place via toolbox talks or directly at team meetings.
Supporting information:	Example Safety Alert and Example Service Newsletter Articles (Confession of Engineer, and Safety Gain examples articles) are available on request

Question 5.5: Describe how your organisation undertakes management review meetings?	
Answer:	Our Group Head of SHEQ attends both the board meetings and senior operations management meetings at least quarterly to discuss SHEQ progress, performance and matters arising.
Supporting information:	N/A

6. Supervision and welfare

Question 6.1: What arrangements do you have for supervising work activities on customer sites?	
Answer:	Our business employs home based, mobile field service engineers who travel from home each day to various customer sites in their patched areas. Direct supervision of these employees is very difficult to achieve, however, we have several structures in place to ensure engineers are

	supported. Each engineer will have contact with their Planners throughout each day and will also have regular contact with their Engineering Manager, either face to face or via the telephone. Each engineer also has a dedicated H&S Rep who they can call on to discuss any health and safety related concerns but who will also contact them every few weeks. Each region of the business has a Regional SHEQ Advisor who the engineer can contact for SHEQ related advice and support. There are also various Specialist Technicians/ Technical Advisors available for any technical queries or concerns. This support network ensures each engineer is supported. We also undertake inspections and audits on engineers or their workshops throughout the year to ensure our company standards and safety expectations are being continually met.
Supporting information:	N/A

Question 6.2: What first aid arrangements do you have in place for employees working on customer sites?	
Answer:	Each engineer carries their own first aid kit in their service vehicle. We have a company toolbox talk video made specifically for Briggs Equipment entitled 'First Aid for Service Engineers' which covers first aid techniques for the types of injuries an engineer might suffer.
Supporting information:	N/A

Question 6.3: What general welfare facilities do you provide for employees working on customer sites?	
Answer:	In most situations our engineers will utilise the customer's on-site welfare facilities however, as a minimum each engineer's service vehicle is equipped with facilities for cleaning themselves, either a functioning sink with hot water element or soap impregnated hand wipes. We have a large range of products our engineers can freely order via their consumables list. Arrangements are in place for the cleaning of engineer overalls via a suitable contractor.

7. Auditing and inspections

Question 7.1: Describe your organisation's regime for internal audits and inspections?	
Answer:	We carry out a variety of internal audits and inspections. On our engineering side of the business each engineer and their service van are inspected annually, and every resident site workshop and waste station location is inspected at least twice per annum by the manager responsible for the location in conjunction with the employee(s) who work at the location. In addition, our Regional SHEQ Advisors also carry out internal audits of the above. 25% of engineer's and their van, 35% of waste stations and resident site workshops, and every Briggs depot location at least once per year. In line with our ISO 9001 and ISO 14001 management systems, various legal compliance audits and process audits are also undertaken at our various Briggs locations.
Supporting information:	N/A

Question 7.2: Are managers and supervisors involved in internal audits and inspections?	
Answer:	Managers and supervisors are directly involved with inspections, completing them in conjunction with the employees in the area being inspected as a joint effort. Managers and supervisors are sometimes directly involved with our internal audits, however, the Regional SHEQ Advisor takes the lead role in completing these. Reports of the findings are sent directly to the manager or supervisor responsible for the area following completion and the findings feed into our overall SHEQ KPIs which are compiled monthly into our SHEQ Dashboard report.
Supporting information:	N/A

Question 7.3: Is your organisation subject to external audits?	
Answer:	Our organisation is subject to a variety of different external audits throughout a typical year. These include audits by our accrediting body for our ISO standards or indeed our many third-party accreditation schemes such as SSIP schemes, Achilles schemes or other independent ones. We are also subject to several external audits from our customers, which we always welcome as an opportunity to demonstrate our high standards.
Supporting information:	N/A

Question 7.4: How do you communicate the results of audits and inspections to senior management?	
Answer:	We utilise an online app-based system for completing internal audits and inspections. Once complete the auditor will synchronise the app which uploads the audits reports to an online portal system. All managers and supervisors have access to the online portal system where they can find specific reports, run summary reports, and check the status of actions. Each month, our SHEQ department generates our SHEQ Dashboard report which covers all SHEQ related KPIs including those for internal audits. This Dashboard report is sent to all managers and supervisors including the board of directors. Specific reports of what is outstanding and overdue for each region is also generated by the SHEQ Department each month and sent to the Senior Managers responsible for each region. External audit reports are shared with the relevant managers and supervisors including the senior management group. Overall progress is discussed at management review meetings and the board meetings.
Supporting information:	N/A

Question 7.5: How does your organisation ensure corrective actions are highlighted and completed after identifying a non-conformity?	
Answer:	We utilise an online app-based system for completing internal audits and inspections. Once complete the auditor will synchronise the app which uploads the audits reports to an online portal system. Each action is then tracked to completion using this system. Each manager or supervisor on the business has access to this system and once logged on will see their own personalised dashboard which lists any actions outstanding associated with them or for their areas of responsibility. Further to this a weekly email is sent by the system to remind each manager or supervisor of anything they have outstanding. Progress against actions is also monitored by our Regional SHEQ Advisor team and reported via our monthly SHEQ Dashboard Report which is reviewed by senior management and the board of directors.
Supporting information:	N/A

Question 7.6: How do you communicate the findings of audits and corrective actions throughout your business?	
Answer:	Learning opportunities or corrective actions can be communicated in a variety of ways. For more serious non-conformities or where the potential severity is significant, we will typically send out a Safety Alert to all employees. These Safety Alerts go out via email but are also uploaded on to our company's intranet site for future reference. They are also loaded into our 'Engineer's Handbook' folder which sits on the desktop or each engineer's Toughbook computer. Other methods of communicating learning opportunities or corrective actions are via our monthly Service Newsletter.
Supporting information:	N/A

Question 7.7: What training have the employees tasked with carrying out internal audits received?	
Answer:	Internal auditing is typically carried out by our Regional SHEQ Advisors, all of whom have been trained by the British Standards Institute (BSI) as Lead Auditors.

Supporting information:	N/A
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8. Competency and training

Question 8.1: Where do you store your employee training records?	
Answer:	Our employee training records are stored in our dedicated Learning Management System. Each employee has their own profile in the system which their individual training records are stored against.
Supporting information:	N/A

Question 8.2: How do you ensure employees training remains up to date?	
Answer:	For training that is required to be refreshed after a set period, our Learning Management System will automatically send a notification to the line manager of the individual between 3 and 6 months prior to the training becoming overdue.
Supporting information:	N/A

Question 8.3: How do you identify the competency or training requirements for your employees?	
Answer:	All roles in our business have job descriptions and profiles which identify the necessary competency and training requirements. Engineers joining our business will undertake a skills assessment prior to them being offered employment with us to ensure they meet our minimum competency requirements. On offering the employee a job we can then undertake training needs analysis and determine a training plan for that individual. Training and competency requirements are also discussed as part of the employee 1-2-1 process. Any employee can make a request at any time for training via our company intranet system where they feel themselves, they may need some further training. Managers are made aware of new equipment being signed up in their area so they can ensure they have trained and competent engineers available and if not so they can organise the necessary training and resources to support the product.
Supporting information:	Doc 18 – Training and Competency Statement

Question 8.4: How do your employees highlight if they feel they need additional training?	
Answer:	Training and competency requirements are also discussed as part of the employee 1-2-1 process. Any employee can make a request at any time for training via our company intranet system where they feel themselves, they may need some further training.
Supporting information:	N/A

Question 8.5: What training courses do you offer to your employees?	
Answer:	We offer a massive amount of training courses, both internally through our internal trainers and utilising approved third party training providers.
Supporting information:	A copy of Briggs Training Catalogue is available on request

Question 8.6: Does your organisation employ competent persons who advise on health, safety, environmental or quality matters?	
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Answer:	Our organisation has a dedicated SHEQ Department comprising of 13 full time employees. These include our Group Head of SHEQ, our Health and Safety Compliance Manager, three SHEQ Administrators, four Regional SHEQ Advisors, two Regional SHEQ Managers and two Business Excellence Process Coaches.
Supporting information:	N/A

Question 8.7: Does your organisation have access to external competent advice on health, safety, environmental or quality matters?	
Answer:	Yes, our organisation is a member of the EEF and has a dedicated HSE Consultant that we can call upon. We are also members of ROSPA and the British Safety Council and subscribe to other industry knowledge groups.
Supporting information:	N/A

Question 8.8: What health, safety, environment, or quality training is received by your employees?	
Answer:	All new employees receive a rigorous induction training course. The bulk of this course is HS&E training. The course also includes technical training, general awareness training, machine operator training and various skills assessments. Thereafter, employees attend regular technical and safety training sessions and receive regular toolbox talks on specific safety matters.
Supporting information:	N/A

Question 8.9: What health, safety, environment, or quality training is received by your managers/ supervisors?	
Answer:	All managers in our business receive as a minimum a Managing Safely training course.
Supporting information:	N/A

Question 8.10: What health, safety, environment, or quality training is received by your directors?	
Answer:	Our company directors receive IOSH Safety for Senior Executives.
Supporting information:	N/A

Question 8.11: What health, safety, environment, or quality training is received by your competent health, safety, environment and quality advisors?	
Answer:	The company Group Head of SHEQ holds a BA in Occupational Health & Safety. He is a Chartered Member of IOSH (CMIOSH) and has over 15 years of experience in the materials handling and general plant industry. Our H&S Compliance Manager holds a NEBOSH Health and Safety, and Environmental Diploma. Our Regional SHEQ Advisors hold a minimum of NEBOSH General Certificate.
Supporting information:	N/A

Question 8.12: Does your organisation operate or subscribe to any safety passport schemes?	
Answer:	Our engineers are put through different safety passport schemes as and when required by customer's sites they attend.
Supporting information:	N/A

Question 8.13: How does your organisation induct new employees into your business?	
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Answer:	All new employees attend a rigorous induction at our head office. This induction lasts a minimum of 2 days for all employees, with our engineers completing a minimum of 1 full week at head office. The induction for all employees includes an overview of the organisation, key policies and procedures, manual handling training and a dedicated SHEQ section covered by a senior member of the SHEQ team. Engineers then go on to have various technical training for the rest of the week.
Supporting information:	N/A

Question 8.14: Do your engineers hold CSCS cards??	
Answer:	CSCS recognise that for some visitors to site, a CSCS Card is not that relevant (if at all). As such these visitors to site should be inducted and their safety managed in a different way. It has been agreed that a number of occupations are non-construction related and should not be covered by the scheme. CSCS will not be issuing cards for non-construction related occupations, this means some workers will be arriving on site without a card. It is the responsibility of the site managers to induct non-construction related workers and escort them where appropriate in order that they can carry out their work safely on site. Should you wish to query an occupation not covered, contact CSCS directly at customerservice@cscs.co.uk or telephone 0344 994 4777
Supporting information:	N/A

9. Risk assessment and safe systems of work (method statements)

Question 9.1: What types of risk assessment does your organisation undertake?	
Answer:	Our organisation predominantly undertakes qualitative risk assessments. We have a suite of core risk assessments and safe systems of work which relate to the work our engineers carry out. Other risk assessments are carried out relating to specific hazards, for example COSHH, vibration or transport risk.
Supporting information:	Doc 06 – Example Risk Assessment Doc 07 – Example Safe System of Work

Question 9.2: Does your organisation undertake site specific risk assessments for all work undertaken?	
Answer:	We do not normally carry out site specific risk assessments unless there is a particularly unusual hazard or group of hazards that we have not already covered in our core risk assessments. Briggs have developed a method for its own engineers to carry out dynamic risk assessments on their CASPA job sheet. This assessment is designed so that it is specific to the actual surroundings and the environmental condition at that time so is far more accurate. No work can physically be started unless an assessment is carried out on the Engineers IT equipment. Our risk assessment process has been reviewed and approved by independent experts the EEF.
Supporting information:	N/A

Question 9.3: Does your organisation undertake task specific risk assessments for all work undertaken?	
Answer:	Our engineers have a suite of core risk assessments that they carry which consists of around 20 separate risk assessments. The first risk assessment covers the general maintenance and repair aspects of their work and the other risk assessments are task specific covering any higher risk activities they are likely to be involved in, for example ‘working at height from a ladder’ or ‘using and angle grinder’. Further to this, each engineer must conduct a dynamic risk assessment on their job sheet before they can begin work.

Supporting information:	Doc 06 – Example Risk Assessment Doc 07 – Example Safe System of Work
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Question 9.4: Describe your process for reviewing risk assessments and safe systems of work	
Answer:	Our core risk assessments are written and reviewed in line with competent members of our SHEQ department, our Technical department, and our H&S Representatives.
Supporting information:	N/A

Question 9.5: At what frequency are your risk assessments and safe systems of work reviewed?	
Answer:	Our risk assessments are reviewed at least once every two years. Our core risk assessments carried by our engineers are reviewed at least once per year. Other reviews may occur before then following any changes to our working procedures or following any accidents, incidents or near miss events.
Supporting information:	N/A

Question 9.6: How are your risk assessment and safe systems of work communicated to employees?	
Answer:	Our risk assessments and safe systems of work are available to all employees on our company intranet site. Each engineer has an engineer’s handbook folder on the desktop of their Toughbook computer. Whilst this looks like a normal folder, the SHEQ Admin team are in control of it remotely, meaning whenever we make changes to the master copy, the changes will be synchronized onto every engineer’s Toughbook computer.
Supporting information:	N/A

Question 9.7: How do you ensure only the correct versions of risk assessments and safe systems, or work are available?	
Answer:	Our risk assessments and safe systems of work are only ever released in PDF format so they cannot be edited without authorisation from the SHEQ Department. Each engineer has an engineer’s handbook folder on the desktop of their Toughbook computer. Whilst this looks like a normal folder, the SHEQ Admin team are in control of it remotely, meaning whenever we make changes to the master copy, the changes will be synchronized onto every engineer’s Toughbook computer therefore they should only ever have the most current version of the documents in their folder. Access to risk assessments is checked by the Regional SHEQ Advisors during their audits of engineers.
Supporting information:	N/A

Question 9.8: Do employees have the facility to undertake their own risk assessments at point of work?	
Answer:	Our engineers have a dynamic risk assessment on their CASPA job sheet that they complete specific to the environment they are working in and to the task they are undertaking.
Supporting information:	N/A

Question 9.9: Are risk assessments undertaken for individuals who may be at a higher risk (young persons, pregnant employees, employees with disabilities, etc.)?	
Answer:	Yes, risk assessments are undertaken for high-risk groups such as young persons, pregnant employees, employees with disabilities, etc. Where necessary we also utilise our independent occupational health provider to support in these assessments.

Supporting information:	N/A
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10. COSHH

Question 10.1: Does your organisation use, handle, or transport hazardous substances?	
Answer:	Our engineers carry a mixture of very low risk chemicals including oils, aerosol lubricants, grease, etc. On occasions some engineers carry oxygen acetylene however suitable risk assessments and safe systems of work are in place for this.
Supporting information:	N/A

Question 10.2: Do you carry out COSHH assessments on any hazardous substances?	
Answer:	Yes, Briggs operates a centralised procurement format which means we have control centrally over which products are available to order. We carry out COSHH assessments for all substances identified as hazardous before they can be set up on our system and made available to order.
Supporting information:	Copy COSHH Assessments are available on request.

Question 10.3: How do you communicate COSHH assessments?	
Answer:	All company COSHH assessments, material safety data sheets, material technical data sheets and our COSHH register are held on our intranet site which all employees have ready access to. Our engineers have access to all COSHH assessments, material safety data sheets, material technical data sheets and our COSHH register via their engineer’s handbook folder on the desktop of their Toughbook computer.
Supporting information:	N/A

Question 10.4: Do you hold Material Safety Data Sheets (MSDS) for any hazardous substances used?	
Answer:	Material safety data sheets and material technical data sheets are held for all products and substances set up on our system. These are held on our company intranet site which all employees have ready access to.
Supporting information:	N/A

Question 10.5: How do you make Material Safety Data Sheets available to employees?	
Answer:	All company material safety data sheets and material technical data sheets are held on our intranet site which all employees have ready access to. Our engineers have access to all material safety data sheets and material technical data sheets via their engineer’s handbook folder on the desktop of their Toughbook computer.
Supporting information:	N/A

11. Occupational health

Question 11.1: Does your organisation carry out mandatory health surveillance on all employees?	
Answer:	New employees must undertake a health assessment questionnaire which allows us to identify any high-risk individuals who may need to be placed under routine health surveillance. Routine health surveillance is organised for existing employees who, due to the work they undertake or the customers sites they visit, are identified as being at a higher risk. Other occasions where health surveillance may be used is if an employee is identified as having a specific health condition. We do not carry out routine health surveillance on all employees at present.
Supporting information:	N/A

Question 11.2: Does your organisation carry out mandatory health surveillance on high-risk employees?	
Answer:	New employees must undertake a health assessment questionnaire which allows us to identify any high-risk individuals who may need to be placed under routine health surveillance. Routine health surveillance is organised for existing employees who, due to the work they undertake or the customers sites they visit, are identified as being at a higher risk. Other occasions where health surveillance may be used is if an employee is identified as having a specific health condition.
Supporting information:	N/A

Question 11.3: Does your organisation utilise an external competent third party for occupational health provision?	
Answer:	Our organisation utilises a single approved supplier for all occupational health provisions including health surveillance.
Supporting information:	N/A

Question 11.4: How does the company confirm the fitness for work of all employees for the duties to be performed? E.g., Medical Suitability.	
Answer:	All employees are required to complete a pre-employment medical assessment. This assessment is reviewed by our outsourced Occupational Health providers who will review responses given and pass the employee as medically fit for the role offered. Offers of employment is conditional on receipt of medical clearance.
Supporting information:	N/A

12. Tooling and equipment (including PPE)

Question 12.1: Does your organisation carry out Thorough Examinations of lifting equipment and accessories in line with applicable legislation (LOLER and PUWER)?	
Answer:	Yes, all tooling and equipment is Thoroughly Examined by independent third-party specialists in line with current legislation and best practice.
Supporting information:	N/A

Question 12.2: Does your organisation carry out portable appliance testing (“PAT testing”) on portable electrical equipment?	
Answer:	Yes, all portable appliances carried by engineers are subject to PAT testing which is carried out by appointed third party specialist at least once every 12 months.
Supporting information:	N/A

Question 12.3: Does your organisation carry out calibrations of critical tooling?	
Answer:	Yes, all critical tooling is subject to calibration by our appointed third-party specialist at least once every 12 months.
Supporting information:	N/A

Question 12.4: Does your organisation provide PPE to all employees?	
Answer:	Yes, our organisation supplies all PPE as necessary to our workforce. Engineers have an electronic PPE and consumables form that they can submit to our central parts department. The required PPE or consumable items will then be delivered directly to their van.
Supporting information:	N/A

Question 12.5: How does your organisation ensure PPE is to the correct standard?	
Answer:	Our SHEQ department have identified the appropriate standards for each PPE item in our PPE standards policy. We operate a centralised procurement format which means we have control centrally over which PPE products are available to order.
Supporting information:	N/A

Question 12.6: How does your organisation ensure that employees can replenish their PPE?	
Answer:	Engineers have an electronic PPE and consumables form that they can submit to our central parts department. The required PPE or consumable items will then be delivered directly to their van. PPE items are checked on engineer inspections and audits to ensure they are maintaining and replenishing their PPE correctly.
Supporting information:	N/A

13. Certifications, standards, and trade memberships

Question 13.1: Are you accredited to ISO 9001?	
Answer:	Yes, we are accredited to ISO 9001 for the supply, servicing, maintenance, repair, customisation, and refurbishment of new and used materials handling equipment and general plant equipment on a customer’s site or third-party premises, with stock holding and supply of any associated parts.
Supporting information:	Doc 04 – ISO 9001 Certificate

Question 13.2: Are you accredited to ISO 14001?	
Answer:	Yes, we are accredited to ISO 9001 for the supply, servicing, maintenance, repair, customisation, and refurbishment of new and used materials handling equipment and general plant equipment on a customer’s site or third-party premises, with stock holding and supply of any associated parts.
Supporting information:	Doc 05 – ISO 14001 Certificate

Question 13.3: Are you accredited to ISO 45001?	
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Answer:	A sub-section of our business who looks after our large contract with the Ministry of Defence is currently accredited to ISO 45001, however, the rest of the business is not currently accredited.
	Our documented Health and Safety Management System is based upon the principles of BS OHSAS 18001 and we aim to become ISO 45001 accredited within the next twelve months.
Supporting information:	N/A

Question 13.4: Are you accredited to ISO 27001?	
Answer:	No, we are not currently accredited to ISO 27001.
Supporting information:	N/A

Question 13.5: Are you accredited to ISO 50001?	
Answer:	No, we are not currently accredited to ISO 50001.
Supporting information:	N/A

Question 13.6: Are you accredited to any third-party accreditation schemes?	
Answer:	We are accredited to numerous third-party accreditation schemes including Safe Contractor, CHAS, Constructionline, Greenlight, Achilles UVDB, Achilles RISQS, Achilles FPAL, and JOSCAR.
Supporting information:	Doc 24 – Safe Contractor Certificate Doc 25 – SSIP Greenlight Certificate Doc 26 – CHAS Certificate Doc 27– Achilles Oil & Gas Certificate Doc 28 – RISQS Certificate Doc 29a – Achilles UVDB Audit Certificate Doc 40 – JOSCAR Certificate Doc 41 - Constructionline SSIP Acclaim

Question 13.7: Are you a member of any trade or industry bodies?	
Answer:	We are currently members of British Industrial Truck Association (BITA), FLTA, LEEA, ROSPA and BSC
Supporting information:	Doc 20 – UKHMA Certificate (BITA & FLTA Combined) Doc 31a – ROSPA Certificate Doc 32 – Lifting Equipment Engineer’s Association (LEEA) Doc 19a – British Safety Council Membership Certificate (BSC)

14. Sub-contractors and supply chain

Question 14.1: Does your organisation sub-contract work to third parties?	
Answer:	Yes, we occasionally use third party contractors for specialist tasks such as tyre fitting, hydraulic hose replacement or welding and fabricating.
Supporting information:	N/A

Question 14.2: How does your organisation ensure sub-contractors are suitable and competent?	
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Answer:	Every sub-contractor used by Briggs Equipment has been suitably screened and vetted before they can undertake any work on our behalf. The screening process begins with the sub-contractor completing our compliance questionnaire to provide evidence that they meet our required standards. The questionnaire answers and evidence provided is reviewed by our dedicated Supplier Relations Management team in
	conjunction with our SHEQ Department and a decision is made as to whether they are to be placed on our list of approved contractors. Key contractors are routinely monitored by our supplier relations team, and we reserve the right to audit any contractor at any reasonable time.
Supporting information:	N/A

Question 14.3: Does your organisation undertake audits on sub-contractors?	
Answer:	All contractors will be vetted via our questionnaire process, however, depending on the volume of work, the nature or the work or the potential levels of risk involved, we may elect to carry out a face-to-face audit of the contractor. Whilst we don't undertake a face-to-face audit with every contractor, we reserve the right to audit any contractor at any reasonable time.
Supporting information:	N/A

Question 14.4: How does your organisation check the suitability of their suppliers?	
Answer:	All suppliers are vetted before we enter into agreements with them. As a minimum the supplier will be subject to our compliance questionnaire process where they must provide evidence that they meet our required standards. The questionnaire answers and evidence provided is reviewed by our Supplier Relations Management team and SHEQ department and a decision is made as to whether they are to be placed on our list of approved suppliers.
Supporting information:	N/A

Question 14.5: Does your organisation undertake audits on your suppliers?	
Answer:	All suppliers are vetted via our questionnaire process, however, depending on the volume of work, the nature or the products supplied, or the potential levels of risk involved, we may elect to carry out a face-to-face audit of the supplier. Whilst we don't undertake a face-to-face audit with every supplier, we reserve the right to audit any supplier at any reasonable time.
Supporting information:	N/A

15. Environmental specific (energy reduction, waste, legal compliance, etc.)

Question 15.1: Does your organisation have an environmental management system?	
Answer:	Yes, we have an environmental management system which is externally accredited to ISO 14001.
Supporting information:	Doc 05 – ISO 14001 Certificate

Question 15.2: Is your environmental management system externally accredited by a third party?	
Answer:	Yes, our environmental management system is externally accredited to ISO 14001 by ISOQAR.
Supporting information:	Doc 05 – ISO 14001 Certificate

Question 15.3: Has your organisation carried out an environmental impact assessment?

Answer:	Yes, as part of our ISO 14001 accredited environmental management system, we have specifically developed aspects and impacts registers which are maintained by the management group in consultation with our SHEQ Department.
Supporting information:	N/A

Question 15.4: How does your organisation ensure environmental legal compliance?	
Answer:	As part of our ISO 14001 accredited environmental management system, we have a specifically developed environmental legal register. This legal register was developed in conjunction with third party specialists Mabbett. Our SHEQ Department continue to maintain the register to ensure we remain fully appraised of current legislative requirements and proposed changes. Environmental legal compliance audits are carried out each year to ensure continued legal compliance.
Supporting information:	N/A

Question 15.5: What environmental risks are generated by your company because of manufacture of goods or because of product or service provision?	
Answer:	During the repair and maintenance of trucks typical waste generated would be waste oils, aerosols, oil/fuel filters, oily rags/absorbents, contaminated waste (such as hydraulic hoses) plastic packaging, electronic components, mixed municipal waste. All waste generated would be removed from site by the field service engineer and disposed of at waste sites registered by Briggs.
Supporting information:	N/A

Question 15.6: Is your organisation a registered waste carrier?	
Answer:	Yes, we are registered as a lower tier waste carrier with the Environment Agency.
Supporting information:	Doc 08 – Waste Carriers License

Question 15.7: Do you have arrangements for minimising waste, recycling, and segregating waste?	
Answer:	Each site separates its waste streams into individual waste streams, such as: cardboard, plastics, food, oils, filters, batteries, oily rags, metals, WEEE etc. These waste streams are collected by registered carriers and recycled or re-used where possible and will be sent to landfill as a last resort.
Supporting information:	N/A

Question 15.8: Does your organisation have emergency procedures for dealing with environmental incidents such as major spillages?	
Answer:	Yes, our organisation has various emergency procures in place, including spillage procedures. Every engineer carries copies of our spillage procedures in their engineer’s handbook, they are also displayed on the wall at all workshop locations or waste sites and are available to all employees via our company intranet. Briggs depot locations will periodically carry out spillage drills to ensure we are continually best prepared for any spillage events.
Supporting information:	A copy of our Oil Spillage Procedure and Battery Acid Spillage Procedure are available on request

Question 15.9: Does your organisation use low emission modes of transport in delivering your product(s)?	
Answer:	All Briggs delivery vehicles are all Euro 6 which is the latest standard for Diesel engines.

Supporting information:	N/A
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Question 15.10: Does your purchasing policy include buying responsibly sourced products?	
Answer:	Yes, our organisation has a sustainable procurement policy in place.
Supporting information:	N/A

Question 15.11: Do you carry out environmental monitoring?	
Answer:	Monitoring of fuel, energy and waste is carried out throughout the various areas of our business. We are also compliant with SECR and ESOS requirements.
Supporting information:	N/A

Question 15.12: Describe company measures to reduce your impact on the environment.	
Answer:	<p>Working with Carbon Neutral Britain, Briggs is offsetting its carbon footprint via approved projects that contribute towards protecting the environment and supporting communities across the world with sustainable development. Additionally, Briggs is pledging to plant a tree for every new machine it sells. This activity will see thousands of new trees planted in the UK each year.</p> <p>To support this initial work, the company is exploring a wide range of transformational infrastructure projects. This includes investigating the installation of green energy options like solar and wind power for onsite storage, the continued roll-out of hybrid and electric vehicles in its company fleet, the installation of electric charging points at Briggs locations, ongoing promotion of green technology and much more.</p> <p>In recent years there have been significant technological advancements in battery technology, bringing electrification to more and more applications and larger and larger equipment. This applies across the spectrum from warehouse operations to ports and container handling. Sustainability forms a key part of the company’s overall business strategy moving forward, which means customers can build their carbon strategy with Briggs in the confidence that their equipment partner is fully committed to sustainable working.</p>
Supporting information:	N/A

16. Health, Safety, Environment and Quality strategy and objectives

Question 16.1: Does your organisation have a health, safety, environment, or quality strategy/ improvement plan?	
Answer:	<p>Briggs Equipment UK’s H&S management system is based on the principles of BS OHSAS 18001, our Environmental management system is accredited to ISO 14001 and our Quality management system is accredited to ISO 9001. All these systems help us to drive continuous improvement. Through a number of positive, proactive initiatives we have reduced our injury frequency rate over the past 5 years. We have a business wide SHEQ strategy. Central to this strategy is a vision of the SHEQ culture we wish to create within the business. We have seven high level goals which will guide us to that vision. Each business unit leader has been tasked with creating and agreeing their own set of objectives under each of these high-level goals. Progress against these objectives is collated quarterly by the SHEQ Department and is presented to the Board of Directors by our Group Head of SHEQ.</p>

Supporting information:	N/A
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Question 16.2: How does your organisation set health, safety, environment, or quality objectives?	
Answer:	We have a business wide SHEQ strategy. Central to this strategy is a vision of the SHEQ culture we wish to create within the business. We have seven high level goals which will guide us to that vision. Each business unit leader has been tasked with creating and agreeing their own set of objectives under each of these high-level goals. Progress against these objectives is collated quarterly by the SHEQ Department and is presented to the Board of Directors by our Group Head of SHEQ.
Supporting information:	N/A

Question 16.3: How does your organisation monitor and review health, safety, environment, and quality objectives?	
Answer:	Progress against these objectives is collated quarterly by the SHEQ Department and is presented to the Board of Directors by our Group Head of SHEQ.
Supporting information:	N/A

17. Charitable initiatives

Question 17.1: What charitable or community supporting initiatives are you involved in as an organisation?	
Answer:	<p>We're very proud is our commitment to help, support and give time to charities and our local communities. Briggs people put a lot of time and energy into supporting fabulous causes that are local or national, high profile or much more personal.</p> <p>From helping with community projects to holding in-house events, over the years we have supported many charitable organisation's, conducting fundraising events to raise thousands of pounds for our annual company charity. Some highlights include £20,000 raised for Midlands Air Ambulance in 2013, £15,000 for Macmillan Cancer Support in 2014, £12,000 raised for Parkinson's UK in 2015 and £93,000 for teenage cancer trust in 2016.</p> <p>We are also proud patrons of The Princes Trust, pledging to donate £100,000 over four-year period between 2014 and 2018. We also support local schools with work experience opportunities to give young people the opportunity to see a large organisation in action and to offer inspiration for career opportunities.</p>

18. Awards

Question 18.1: Has your business won any health, safety, environmental or quality related rewards?	
Answer:	In 2019 Briggs Equipment UK Ltd achieved the British Safety Council's ISA. We also won the Silver Achievement Award in the prestigious annual scheme run by the Royal Society for the Prevention of Accidents (RoSPA) in 2018.
Supporting information:	Doc 31b - ROSPA Silver Award Doc 19 - BSC International Safety Award

