



Overview of Environment, Health & Safety Policy: PDERS

PDERS Environmental Health & Safety Vision Statement – for information please visit <http://www.pders-lifts.co.uk/lift-health-safety/index.html>.

Management System Programmes

The health and safety programmes are designed with the purpose of establishing safe working conditions and compliance with all the relevant legislation particularly the Health & Safety at Work Act 1974 and current Regulations. The environmental programmes are designed to reflect best practice, industry guidance, code of practice and UTC Standard Practices and to ensure compliance with all the relevant legislation particularly the Environmental Protection Act 1990.

PDERS Safety Philosophy

Safety within PDERS is a condition of employment. Employees are expected to accept their responsibility for safety when they join the company. This includes their personal safety and that of the people and facilities with which they work.

The safe practices established by the company are the result of the experience of Otis Group personnel and others in the lift business. Safety is a partnership - so we welcome and encourage input from all. It is the responsibility of the company to enforce our safety procedures. Failure to comply with PDERS Safety Rules may result in disciplinary action, up to and including dismissal.

Company Commitment to Environment, Health and Safety

The commitment by PDERS Senior Management cannot be over emphasised and to that end the Management Committee and senior management maintains a close interest in Environment, Health and Safety. A Safety Review Meeting of directors and senior managers is held on a weekly basis to review accident investigations, to discuss and agree policy and any necessary actions. A Safety Committee structure has been established at Regional and National level that encourages the raising of issues that require resolution.

Employee's Commitment to Environment, Health and Safety

Employees are required to work in accordance with the PDERS Rules and the safe working procedures contained in the Company's Employee and Contractor Safety Handbook.

PDERS Environment, Health & Safety Management System

PDERS EH&S Management System is broken out in to 12 key areas (elements). Each one of these elements plays a vital part in the management of EH&S within PDERS.

Element 1 – Policy & Leadership

How all levels of management personally demonstrate and define the importance and meaning of Environment, Health and Safety.

Element 2 – Organisation & Oversight

A formal process to manage the Company's environment, health and safety policy. This includes regular meetings of Executive Board members, senior management, regional environment, health and safety meetings and national environment, health and safety meetings.

Element 3 – Annual Planning

Annually establishing EH&S goals, objectives and action plans based on current management systems.



Element 4 – Accountability

Details out who is held accountable for implementation of the EH&S Management System in various areas.

- EH&S Responsibilities formally assigned
- Performance objectives identified
- Participation in incident investigations
- Consistent application of the disciplinary process
- Management of sub-contractors

Element 5 – Assessment, Prevention & Control

Development and implementation of a structured approach for determining risks and potential hazards associated with each aspect of the business. Prevention and control strategies and systems must be implemented to eliminate or control identified risks.

Element 6 – Education & Training

EH&S training is considered an integral element of each employee's understanding of their job. Annual training plans are developed to ensure all necessary EH&S training is progressed.

Element 7 - Communications

On going mechanisms that help to evolve an ever improving EH&S culture through open and honest two-way communication. A necessary tool to help all employees safely perform their function and enhance their awareness of EH&S issues.

Some of the Channels of Communication used:

EH&S Meetings, Near Hit Process, Safety Awareness Training sessions, Learn & Lives / Just a Minute Accident Summaries, Bi-monthly Safety Bulletins, SMS Text Messages.

Element 8 – Rules & Procedures

General Rules established for the implementation of effective and sound environment, health and safety practices. Compliance with the established cardinal rules and safe working practices is to be consistently enforced by management.

Element 9 – Inspections and Audits

Formal checks to ensure the elimination or control of unsafe acts, unsafe or environmentally unsound conditions, processes, practices and materials. Audits and inspections are carried out on a regular basis with engineers. Office inspections are also undertaken on a regular basis.

Element 10 – Accident / Incident Investigations

A methodical examination of all aspects of the event including determining the direct, contributory and root causes along with the development of actions to avoid recurrence and to control the risk.

Element 11 – Records & Documentation

Systems are established for the maintenance and management of comprehensive records and documentation necessary to effectively manage the EH&S function.

Element 12 – Programme Evaluation

Ongoing monitoring and evaluation of the EH&S Management System is required to assure its continuing effectiveness in achieving the established goals and in responding to business needs and priorities.



Safety Behaviour Programmes:

PDERS is particularly forward in its thinking and implementation of behavioural based safety programmes. We have a very successful Near Hit (near miss) Programme. We ask employees to report **any** potentially unsafe condition or act to us so that any necessary action can be taken to correct hazards before they cause injuries or damage. We also have programmes such as Hazard Scan which reinforces the ability in employees to scan the workplace areas quickly for hazards and identify control measures that they can implement. The written Job Hazard Analysis (JHA) process gives employees another avenue to ensure they maintain control of their working environment.

External Accreditations / Certifications / Awards:

PDERS holds ISO14001 Certification (Environmental Management Systems) - a copy of the certification is available at <http://www.pders-lifts.co.uk/lift-health-safety/index.html>.

Plans are in place to achieve OSHA18001 (Occupational Health and Safety (OH&S) Management System) by the end of 2009.

Otis was awarded a RoSPA Gold Award in 2008 - a copy of the certificate is available at <http://www.pders-lifts.co.uk/lift-health-safety/associations.html>.

PDERS is fully accredited to the Royal Society for the Lift & Escalator Industry Association, the Prevention of Accidents and The British Safety Council. Copies of certificates are available at <http://www.pders-lifts.co.uk/lift-health-safety/associations.html>.

Internal Standards:

The Otis Group works on a global scale to very stringent internal standards. The World Wide Job Site Safety Standards (WWJSSS) apply to all job sites, factories, facilities and describes mandatory safe working provisions and practices for all company employees responsible for and involved in the installation, examination, inspection, testing, design and manufacture of lifts, escalators and associated equipment.

NB where local country legislation requires higher standards those legislative requirements will always be the minimum level adhered to.

Hazard Scan Programme

A programme to enable employees to improve their basic scanning and hazard awareness skills. The employees review a selection of photos for a maximum of 45 seconds to identify an agreed number of hazards based on the description of the task and the content of the photo.

Job Hazard Analysis (JHA) Process

The JHA process reviews job tasks to uncover hazards and allows engineers to take the necessary measures to prevent accidents from occurring. JHA booklets, which set out a "tick box" front page enable field employees to readily note standard hazards. On the reverse side of the form the employees have an opportunity to expand on the larger steps of the jobs and note down the hazards and control measures.

Annual Accreditation

The Company has developed an annual accreditation process. Due to the different hazards and risks associated with each operational disciplines (i.e. Service, New Equipment, Modernisation and Escalators), three individual and stand-alone training packages have been developed. Each package incorporates a series of written and pictorial multiple choice tests along with discipline related visual Hazard Scan tests, where the only acceptable pass mark is 100%. Upon successful completion of the accreditation, employees (Management and Field) receive a credit card sized pass with their personal photo and level of accreditation clearly marked.

5 Safety Fundamentals:

Safety is not described as a "priority" within PDERS – priorities can change and shift and it is for this very reason that we talk about Safety being a **core value** amongst all employees at all levels of the business. It is our belief that Safety should be a core value not just at work, but also at home. This safety ethos is based around 5 key safety fundamentals and the associated actions that sit alongside those fundamentals.



Objective	Supporting Actions
1. Know and Always Follow the Rules	Reinforce cardinal rule compliance 100% FPA compliance
2. Always Use Your Safety Tools and Equipment	100% Written JHA compliance Appropriate use of PPE & tools
3. Report and Stop Unsafe Practices	Actively promote the reporting of near hits Filter Near Hits - Behaviour / Cultural / Method / Product
4. Look After One Another	100% Written JHA compliance Hazard Scan
5. Encourage and Reward Safe Behaviour	Recognition within safety bulletin, letter, instant ROAR) Consistent approach to formal discipline

Safety Statistics

How does the Otis Group of companies compare with the rest of the Lift and Escalator Industry?

RIDDOR Reportable Incidents:

The graph below shows the performance of the Otis Group (in blue) against the general industry (in yellow). It also represents that with the Otis Group performance taken in to account; the performance of the general industry is improved (in pink).

Full details of RIDDOR reportable accidents for the last 8 years is available on request.

