TWC Draincare Ltd

Health and Safety Policy

Date: August 2026

1. Directors Health and Safety Statement

1.1. TWC Draincare Ltd is committed to protecting the health, safety and welfare of our employees and anyone who may be affected by our activities, including customers, contractors, visitors and members of the public.

1.2. The Directors accept overall responsibility for health and safety within the business and will take all reasonably practicable steps to provide a safe and healthy working environment and prevent injury and work-related ill health.

1.3. We will:

1.3.1. Comply with relevant health and safety legislation and applicable industry guidance.

1.3.2. Identify and manage the risks associated with our work through appropriate risk assessments, safe working practices and effective supervision.

1.3.3. Provide suitable and properly maintained vehicles, plant, tools, equipment and personal protective equipment (PPE).

1.3.4. Ensure employees receive the information, instruction and training necessary to carry out their work safely and are competent for the tasks they undertake.

1.3.5. Consult and communicate with employees on matters affecting their health, safety and welfare.

1.3.6. Provide appropriate resources to implement and maintain our health and safety arrangements.

1.3.7. Review our health and safety performance and make improvements where required.

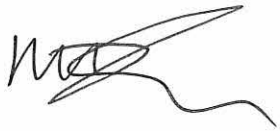
1.4. As a drainage contractor, we recognise that our activities can involve significant hazards, including working with sewage and contaminated materials, high-pressure water jetting, confined spaces, excavations, working near traffic and the use of specialist equipment. These activities will be appropriately planned and controlled, and higher-risk work will only be undertaken by suitably trained and competent employees.

1.5. Everyone working for TWC Draincare Ltd has a responsibility to work safely, follow company procedures and report hazards, defects, accidents, incidents and near misses.

1.6. All employees have the authority to stop work where they reasonably believe that continuing would place themselves or others at serious or imminent risk. Work must not restart until the concern has been assessed and suitable controls are in place.

1.7. This policy will be supported by appropriate risk assessments, method statements, procedures and other health and safety arrangements relevant to our activities.

1.8. The policy will be reviewed each calendar year and following any significant change to the business, legislation or our working practices.

Signed:		**Signed:**	
Name:	Martin Williams	**Name:**	Rachel Williams
Date:	20/8/2026	**Date:**	20/8/2026
Position:	Director	**Position:**	Director

2. Policy Objective and Continuous Improvement

2.1. **Approach**

2.1.1. TWC Draincare Ltd will manage health and safety in a practical and proportionate manner, appropriate to the size of the business, the nature of its activities and the risks associated with its work.

2.1.2. The company will seek to prevent work-related injury and ill health, comply with applicable health and safety requirements and continually improve its health and safety arrangements.

2.2. **Monitoring and Improvement**

2.2.1. Health and safety performance will be monitored as part of the normal management of the business. This will include consideration of relevant accidents, incidents and near misses, employee feedback, site observations, training and competence, equipment inspections, identified hazards and corrective actions, and relevant audit or accreditation findings.

2.2.2. Where improvements are identified, appropriate action will be taken and followed through to completion. Employees will be encouraged to raise concerns and contribute to the development and improvement of safe working arrangements.

2.3. **Review**

2.3.1. This policy and the supporting health and safety arrangements will be each calendar year and sooner where significant changes, incidents, new information or other circumstances indicate that a review is necessary.

2.3.2. Necessary changes will be approved by the Directors, communicated to affected employees and incorporated into the company's health and safety arrangements.

3. Responsibilities

3.1. General Responsibilities

3.1.1. Everyone at TWC Draincare Ltd has a role in maintaining a safe and healthy working environment. The company organisation chart in Appendix A shows the reporting structure and allocation of health and safety responsibilities.

3.2. Consultation and Communication

3.2.1. TWC Draincare Ltd will consult and communicate with employees on health and safety matters that may affect them through appropriate arrangements including day-to-day discussions, toolbox talks, training and safety briefings. Employees are encouraged to raise concerns, suggest improvements and contribute their practical experience to safe working arrangements.

3.3. Director Responsibilities

3.3.1. The Directors have overall responsibility for health and safety within TWC Draincare Ltd. They will:

3.3.1.1. Provide appropriate resources to manage health and safety effectively;

3.3.1.2. Ensure suitable arrangements are in place to identify and control risks arising from the company's activities;

3.3.1.3. Ensure health and safety responsibilities are appropriately allocated;

3.3.1.4. Ensure employees receive appropriate information, instruction, training and supervision;

3.3.1.5. Monitor health and safety performance and ensure appropriate action is taken where improvements are required; and

3.3.1.6. Ensure access to competent health and safety advice where necessary.

3.4. Draincare Manager Responsibilities

3.4.1. The Draincare Manager is responsible for coordinating the day-to-day implementation of the company's health and safety arrangements. This includes:

3.4.1.1. Ensuring appropriate risk assessments, method statements and safe working arrangements are in place and communicated to employees.

3.4.1.2. Ensuring employee training and competence requirements are identified and appropriate training, instruction or supervision is arranged.

3.4.1.3. Ensuring appropriate PPE, vehicles, plant, tools and equipment are provided and suitably maintained.

3.4.1.4. Monitoring working practices and addressing significant unsafe conditions or behaviours.

3.4.1.5. Ensuring accidents, incidents, near misses, hazards and equipment defects are appropriately reported and, where necessary, investigated.

3.4.1.6. Maintaining relevant health and safety records.

3.4.1.7. Raising significant health and safety concerns with the Directors and obtaining specialist advice where necessary.

3.5. **Employee Responsibilities**

3.5.1. All employees must take reasonable care of their own health and safety and that of others who may be affected by their work and cooperate with TWC Draincare Ltd in meeting its health and safety obligations.

3.5.2. Employees must:

3.5.2.1. Follow applicable risk assessments, method statements, Safe Working Procedures and Point of Work Risk Assessments (POWRAs);
3.5.2.2. Follow the information, instruction and training provided;
3.5.2.3. Only undertake work for which they are appropriately trained, competent and, where required, authorised;
3.5.2.4. Use vehicles, plant, tools, equipment, substances, PPE and other safety equipment correctly and in accordance with their training;
3.5.2.5. Promptly report accidents, incidents, near misses, hazards, unsafe conditions and defective equipment;
3.5.2.6. Not intentionally or recklessly interfere with or misuse anything provided for health, safety or welfare;
3.5.2.7. Attend required health and safety training, toolbox talks and briefings; and
3.5.2.8. Stop work and seek advice where they reasonably believe the work cannot be carried out safely.

3.6. **Competent Health and Safety Advice**

3.6.1. TWC Draincare Ltd will ensure access to competent health and safety advice to support the company in meeting its legal responsibilities. Day-to-day matters will be managed internally where the necessary knowledge and competence are available, with external consultants or specialist advisers used where additional expertise is required.

3.6.2. The use of external advice does not remove the Directors' overall responsibility for managing health and safety within the business.

4. Risk Assessments

4.1. **Approach**

4.1.1. TWC Draincare Ltd will identify and manage health and safety risks arising from its activities in accordance with the Management of Health and Safety at Work Regulations 1999 and other applicable legislation.

4.1.2. Risk assessments will be proportionate to the nature and level of risk and will identify appropriate measures to eliminate hazards where reasonably practicable or otherwise reduce and control risks.

4.2. **Company Arrangements**

4.2.1. TWC Draincare Ltd will:

4.2.1.1. Ensure suitable and sufficient risk assessments are completed for activities presenting significant risks to employees or others who may be affected by the company's work;
4.2.1.2. Ensure assessments are completed by persons with appropriate knowledge, experience and competence, with specialist advice obtained where necessary;
4.2.1.3. Consider employees and other persons who may be affected by the work, including anyone who may be particularly at risk;
4.2.1.4. Identify appropriate control measures, giving priority to eliminating or reducing risks before relying on procedural controls or PPE;
4.2.1.5. Record significant findings and ensure relevant control measures are communicated and implemented before work proceeds; and
4.2.1.6. Use task or site-specific assessments where the nature, location or level of risk requires additional consideration.

4.3. **Review of Risk Assessments**

4.3.1. Risk assessments will be reviewed where there is reason to believe they are no longer valid or where there has been a significant change to the work, equipment, substances, working environment or relevant requirements.

4.3.2. Assessments will also be reviewed where an accident, incident, near miss, employee concern or other information indicates that existing controls may no longer be adequate.

4.4. **Point of Work Risk Assessment – POWRA**

4.4.1. TWC Draincare Ltd recognises that operational work is frequently undertaken at customer premises where actual site conditions may differ from those anticipated when the work was planned.

4.4.2. Employees undertaking applicable operational work will complete the company's Point of Work Risk Assessment (POWRA) or other required pre-work check before commencing work.

4.4.3. The POWRA provides a final check that the planned work and controls remain appropriate, site conditions are as expected, additional or changing hazards have been identified and the work can proceed safely.

4.4.4. A POWRA does not replace a formal risk assessment, method statement or other documented working arrangement where one is required.

4.4.5. Minor site-specific hazards may be addressed through the POWRA where appropriate. Where a significant new or unexpected hazard is identified, or existing controls are no longer adequate, work must not commence or continue until the risks have been reassessed and suitable controls established.

4.5. **Employee Responsibilities**

4.5.1. Employees must:

4.5.1.1. Familiarise themselves with and follow the risk assessments and control measures relevant to their work.
4.5.1.2. Complete required POWRAs or pre-work checks before commencing applicable operational work.
4.5.1.3. Consider whether actual site conditions are consistent with the planned work and controls.
4.5.1.4. Report new, unexpected or inadequately controlled hazards.
4.5.1.5. Stop work and seek advice where they reasonably believe the work cannot be carried out safely.
4.5.1.6. Cooperate with the preparation and review of risk assessments and provide relevant information about the work and hazards they encounter.

5. Safe Working Practices, Risk Assessments and Method Statements

5.1. **Approach**

5.1.1. TWC Draincare Ltd will establish appropriate safe working arrangements to ensure work activities are planned and carried out safely.

5.1.2. Safe working arrangements will reflect the controls identified through the company's risk assessment and POWRA arrangements.

5.1.3. The level of documented instruction will be proportionate to the nature, complexity and risk of the work. Routine activities may be managed through established company procedures, training and risk assessments, while higher-risk, complex or non-routine work may require a documented method statement.

5.1.4. This Health and Safety Policy is supported by separate Safe Working Procedures, Management Procedures and other company arrangements which provide more detailed requirements for specific hazards and work activities.

5.1.5. These supporting procedures form part of TWC Draincare Ltd.'s overall health and safety arrangements and must be followed where applicable, together with relevant risk assessments, method statements, POWRAs and site-specific requirements.

5.1.6. Supporting procedures include arrangements for:

5.1.6.1. High-pressure water jetting
5.1.6.2. Confined-space entry
5.1.6.3. Working at height and around open chambers,
5.1.6.4. Excavations and underground services,
5.1.6.5. COSHH and biological hazards,
5.1.6.6. Sharps and needlestick hazards,
5.1.6.7. Lone working,
5.1.6.8. Driving at work,
5.1.6.9. Manual handling,
5.1.6.10. PPE and RPE,
5.1.6.11. Electricity at work,
5.1.6.12. Asbestos,
5.1.6.13. Fire safety,
5.1.6.14. Welfare and hygiene,
5.1.6.15. Display screen equipment
5.1.6.16. Contractor/subcontractor management.

5.2. **Method Statements**

5.2.1. Where a method statement is required, it will set out how the work is to be organised and carried out safely, including the significant controls and precautions relevant to the activity.

5.2.2. Method statements will be prepared by persons with appropriate knowledge and competence and will be sufficiently detailed and specific to the work being undertaken.

5.2.3. Generic method statements may be used where the activity and associated controls are substantially the same. Site or task-specific arrangements will be prepared where the nature, location, complexity or risk of the work requires additional consideration.

5.2.4. Relevant method statements and associated RAMS will be communicated to employees undertaking the work, with employees given an opportunity to raise questions or concerns where anything is unclear.

5.2.5. Where work is undertaken at a client's or third party's premises, relevant working arrangements will be coordinated with the client, Principal Contractor, site controller or other parties where necessary.

5.3. **Review and Changes to Working Methods**

5.3.1. Safe working arrangements and method statements will be reviewed where significant changes, incidents or other information indicate that the existing arrangements may no longer be suitable. Changes arising at the point of work will be managed through the company's risk assessment and POWRA arrangements, and where a significant change to the planned method is required, the relevant arrangements will be reviewed before work continues.

6. Training and Competence

6.1. Approach

6.1.1. TWC Draincare Ltd will ensure employees receive appropriate information, instruction, training and supervision to enable them to undertake their work safely and competently.

6.1.2. Training requirements will be appropriate to the employee's role, responsibilities and the risks associated with the work they undertake.

6.2. Training Arrangements

6.2.1. New employees will receive an appropriate health and safety induction covering the company's key arrangements, their responsibilities, emergency procedures, reporting requirements and the health and safety information relevant to their role.

6.2.2. Additional or refresher training will be provided where appropriate, including where:

6.2.2.1. an employee undertakes new or higher-risk work;
6.2.2.2. new equipment, substances or working methods are introduced;
6.2.2.3. risk assessments or procedures identify a training requirement;
6.2.2.4. an accident, incident, near miss or observation identifies a need for further instruction;
6.2.2.5. competence needs to be refreshed or reassessed; or
6.2.2.6. relevant certification, legislation or industry requirements require renewal or additional training.

6.2.3. Training may include formal courses, practical instruction, supervised experience, toolbox talks, briefings and other appropriate forms of instruction.

6.3. Competence and Authorisation

6.3.1. TWC Draincare Ltd will ensure that employees undertaking work have an appropriate level of competence for the tasks they are required to perform. Competence will be considered by reference to relevant skills, knowledge, training and experience.

6.3.2. Work requiring specific technical skills, qualifications, certification or authorisation will only be undertaken by employees who meet the relevant requirements.

6.3.3. Employees who are developing competence may undertake work under appropriate instruction and supervision until they are considered competent to work independently.

6.3.4. The company will monitor competence through normal management activities, including supervision, site observations, quality checks, training reviews and feedback from employees.

6.4. **Monitoring and Refresher Training**

6.4.1. Employee competence will be monitored through normal supervision, observation of working practices, employee feedback and review of relevant incidents or performance issues.

6.4.2. Refresher or additional training will be provided where required to maintain competence. The timing of refresher training will take account of relevant legal requirements, recognised industry guidance, certification or qualification expiry dates, manufacturer requirements and the nature and frequency of the work undertaken.

6.4.3. Where an employee has not undertaken a specialist activity for a significant period, their competence will be considered before they resume the activity and refresher training or additional supervision will be provided where appropriate.

6.5. **Training Records**

6.5.1. Appropriate records of health and safety training, qualifications, certifications and competence requirements will be maintained. The company training matrix will be used to monitor relevant training requirements and renewal or refresher dates.

6.5.2. Training records will be reviewed as necessary to identify upcoming renewals, gaps or additional training requirements.

6.6. **Training Costs and Working Time**

6.6.1. Health and safety training required by TWC Draincare Ltd for an employee to undertake their role safely will be provided at no cost to the employee and treated as working time where applicable.

7. Work Equipment

7.1. Approach

7.1.1. TWC Draincare Ltd will ensure that work equipment is suitable for its intended use and is selected, used, maintained and inspected as appropriate to enable work to be carried out safely, in accordance with the Provision and Use of Work Equipment Regulations 1998 (PUWER) and other applicable requirements.

7.1.2. Employees will only use work equipment where they have received appropriate information, instruction and training and, where required, are competent and authorised to do so.

7.2. Selection and Safe Use

7.2.1. Work equipment will be selected having regard to the task, working environment, foreseeable conditions of use and risks to the operator and others.

7.2.2. Equipment will be used in accordance with relevant manufacturer instructions, company procedures and training. Guards, protective devices and other safety features must be used as intended and must not be removed, bypassed or defeated.

7.2.3. Where equipment presents specific risks, its use, maintenance or repair will be restricted to employees with the necessary competence and authorisation.

7.2.4. Employees will complete appropriate pre-use checks before using work equipment. Equipment will also be subject to planned inspection, examination, testing and maintenance according to the type of equipment, level of risk, manufacturer recommendations and applicable legal requirements.

7.3. Inspection and Maintenance

7.3.1. Work equipment will be subject to appropriate pre-use checks, inspection, examination, testing and maintenance according to the type of equipment, level of risk, manufacturer recommendations and applicable legal requirements.

7.3.2. Planned inspection and maintenance requirements will be monitored and appropriate records retained where required.

7.3.3. Equipment found to be defective, damaged or otherwise unsafe must not be used. It will be taken out of service, clearly identified where necessary and repaired or replaced before being returned to use.

7.3.4. Maintenance, adjustment or repair will only be undertaken by persons who are competent and authorised to do so. Equipment will be safely isolated from relevant sources of energy before such work where necessary.

7.4. **Statutory Inspection and Examination**

7.4.1. Where work equipment is subject to specific statutory inspection, examination or testing requirements, TWC Draincare Ltd will ensure these are identified and completed at the required intervals by an appropriately competent person, with records retained as required.

7.5. **Specialist Equipment**

7.5.1. Specialist equipment used for higher-risk activities will be subject to any additional inspection, maintenance, competence and operating requirements identified through risk assessment, manufacturer instructions, applicable legislation and the relevant company Safe Working Procedure or Management Procedure.

7.5.2. Equipment must not be used for specialist activities unless the required controls are in place and the employees involved have the necessary training, competence and authorisation.

8. Traffic and Pedestrian Safety

8.1. Approach

8.1.1. TWC Draincare Ltd will take appropriate measures to protect employees, customers, pedestrians, road users and other persons from risks arising from vehicle movements and work activities in areas where vehicles or pedestrians may be present.

8.1.2. 8.2. Traffic and pedestrian risks will be considered as part of the relevant risk assessment and, where applicable, the Point of Work Risk Assessment (POWRA), taking account of the location, work activity, vehicle movements, pedestrian access and any open chambers, excavations or other hazards created by the work.

8.2. Work Area Safety

8.2.1. Appropriate controls will be established before work begins and maintained for as long as the hazard remains. Depending on the work and location, controls may include:

- 8.2.1.1. Safe positioning of company vehicles and equipment;
- 8.2.1.2. Cones, barriers, warning signs and suitable exclusion zones;
- 8.2.1.3. Protection of open chambers, excavations and other openings;
- 8.2.1.4. Segregation or diversion of pedestrians from the work area;
- 8.2.1.5. Maintaining safe access and escape routes;
- 8.2.1.6. Use of high-visibility clothing where appropriate; and
- 8.2.1.7. Coordination with the client, site controller or other contractors where their activities may affect the work.

8.2.2. Particular consideration will be given to work in areas accessible to members of the public or other vulnerable persons, and controls will be appropriate to the circumstances and level of risk.

8.3. Work on or Adjacent to Public Highways

8.3.1. Where work is undertaken on or adjacent to a public highway, the need for traffic management will be assessed before work begins. Where formal traffic management is required, appropriate arrangements will be established in accordance with applicable requirements and by persons with the necessary training and competence.

8.3.2. Work will not commence or continue where traffic or pedestrian controls are inadequate to provide a safe working area.

9. Noise and Vibration

9.1. **Approach**

9.1.1. TWC Draincare Ltd will assess and control risks arising from exposure to noise and vibration in accordance with the Control of Noise at Work Regulations 2005, the Control of Vibration at Work Regulations 2005 and other applicable requirements.

9.1.2. The potential for exposure to noise and vibration will be considered when selecting equipment and planning work, taking account of the type of equipment, level and duration of exposure and the way in which the work is undertaken.

9.2. **Control of Exposure**

9.2.1. Where significant exposure to noise or vibration is identified, TWC Draincare Ltd will take appropriate measures to eliminate or reduce exposure so far as reasonably practicable. Controls may include:

9.2.1.1. Selecting suitable lower-noise or lower-vibration equipment where reasonably practicable;
9.2.1.2. Maintaining equipment in good working order;
9.2.1.3. Using appropriate working methods;
9.2.1.4. Limiting the duration or frequency of exposure;
9.2.1.5. Rotating tasks where appropriate; and
9.2.1.6. Providing suitable hearing protection where residual noise exposure requires it.

9.2.2. Where exposure requires specific limits, monitoring or other controls, these will be identified through the relevant risk assessment and communicated to affected employees.

9.3. **Health Surveillance**

9.3.1. Appropriate health surveillance will be provided where risk assessment identifies that employees are exposed to a level of noise or vibration for which health surveillance is required.

9.3.2. Employees will be provided with appropriate information on the potential health effects of noise and vibration and the importance of reporting relevant symptoms at an early stage.

9.3.3. Where health surveillance or reported symptoms identify a potential work-related issue, the company will review the relevant risk assessment and working arrangements and take appropriate action.

10. Emergency Procedures

10.1. Approach

10.1.1. TWC Draincare Ltd will maintain appropriate arrangements for foreseeable emergency situations arising from its activities and working environments. Emergency arrangements will be proportionate to the nature and level of risk and will be considered through relevant risk assessments, method statements and Safe Working Procedures.

10.1.2. Where appropriate, emergency arrangements will address matters such as raising the alarm, obtaining assistance, first aid, evacuation or withdrawal from the work area, emergency isolation, communication and contacting the emergency services.

10.2. Planning and Communication

10.2.1. Employees will be provided with appropriate information and instruction on the emergency arrangements relevant to their work. Where an activity requires specific emergency arrangements, these will be established before work begins and communicated to those involved.

10.2.2. Appropriate emergency contact information, communication arrangements and equipment will be provided where required by the nature or location of the work.

10.3. Client and Third-Party Sites

10.3.1. When working at a client's or third party's premises, TWC Draincare Ltd will cooperate with relevant site emergency arrangements. Employees will follow applicable site rules, alarms, evacuation procedures and instructions provided by the person responsible for the premises, where these are relevant to the work.

10.3.2. Any TWC-specific emergency arrangements required for the work will be coordinated with the client or site controller where necessary.

10.4. Higher-Risk Activities

10.4.1. Where higher-risk or specialist activities require specific emergency or rescue arrangements, these will be established before work begins in accordance with the relevant risk assessment, method statement, permit and Safe Working Procedure.

10.4.2. Confined-space work will be undertaken in accordance with the company's Confined Space Entry Safe Working Procedure, including the requirement for suitable and sufficient emergency and rescue arrangements to be established before entry.

10.4.3. Employees must not undertake an emergency rescue or other emergency action for which they have not been appropriately trained, equipped and authorised.

10.5. Raising the Alarm and Emergency Services

10.5.1. Employees must raise the alarm promptly where an emergency occurs and contact the appropriate emergency service where necessary.

10.5.2. Where practicable, employees contacting the emergency services should provide clear information regarding:

10.5.2.1. the nature of the emergency;

10.5.2.2. the location of the incident;

10.5.2.3. known hazards or substances involved; and

10.5.2.4. the number and condition of persons affected.

10.5.3. Employees must follow instructions given by the emergency services and must not re-enter an unsafe area until it has been confirmed that it is safe to do so.

10.6. Following an Emergency

10.6.1. Significant emergency events will be reported and reviewed in accordance with the company's accident and incident reporting arrangements. Relevant risk assessments, procedures, training and other controls will be reviewed where necessary and appropriate corrective action taken.

11. First Aid

11.1. Approach

11.1.1. TWC Draincare Ltd will provide appropriate first-aid arrangements for employees in accordance with the Health and Safety (First-Aid) Regulations 1981.

11.1.2. First-aid provision will be based on the needs of the business and will take account of factors including the nature of the work, workplace hazards, number and location of employees, lone or remote working and the distance from professional medical assistance.

11.2. First-Aid Provision

11.2.1. TWC Draincare Ltd will provide an appropriate number of trained first aiders or appointed persons, together with suitable first-aid equipment, based on the company's first-aid needs.

11.2.2. Suitable first-aid kits will be provided at company premises and in company vehicles or other locations where required. First-aid equipment will be checked periodically and replenished or replaced as necessary.

11.2.3. Employees will be informed of the first-aid arrangements relevant to them, including how to obtain assistance and contact the emergency services where necessary.

11.3. Mobile, Lone and Remote Working

11.3.1. First-aid arrangements for employees working away from company premises, including engineers working at customer sites or alone, will be considered as part of the company's first-aid needs and relevant risk assessments.

11.3.2. Employees working remotely will have access to appropriate first-aid equipment and a means of communication to obtain assistance where required.

11.4. Medical Assistance and Specific Exposures

11.4.1. First aid is not a substitute for professional medical treatment. Where an injury, illness or occupational exposure requires further assessment or treatment, appropriate medical assistance will be sought without unnecessary delay.

11.4.2. Incidents involving specific occupational exposures, including sharps or needlestick injuries and significant exposure to hazardous or biological substances, will be managed in accordance with the relevant company procedure and appropriate medical advice obtained where required.

11.5. Accident Reporting

11.5.1. Injuries, work-related ill health and relevant occupational exposures will be reported in accordance with the company's accident, incident and near-miss reporting arrangements.

12. Accident, Incident and Near-Miss Reporting

12.1.1. TWC Draincare Ltd requires all work-related accidents, incidents, near misses and relevant cases of work-related ill health to be reported promptly. Detailed reporting and investigation arrangements are set out in the company's Accident, Incident and Near-Miss Reporting and Investigation Policy.

12.1.2. Following an accident or incident, the immediate priority will be to prevent further harm, provide or obtain appropriate first aid or medical assistance and make the area safe where this can be done without placing anyone at additional risk.

12.1.3. Accidents, incidents and near misses will be recorded and investigated at a level proportionate to their actual and potential severity. Investigations will seek to identify relevant immediate and underlying causes and determine whether additional control measures or other improvements are required.

12.1.4. TWC Draincare Ltd will assess relevant accidents, incidents, cases of work-related ill health and dangerous occurrences to determine whether they are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). Where a report is required, it will be made by the appropriate responsible person within the applicable timescale.

12.1.5. Where an investigation identifies improvements, appropriate corrective action will be taken. Relevant risk assessments, method statements, Safe Working Procedures, training or other health and safety arrangements will be reviewed where necessary, and significant lessons will be communicated to affected employees.

13. New and Expectant Mothers

13.1. Approach

13.1.1. TWC Draincare Ltd recognises that pregnancy, recent childbirth and breastfeeding may require additional consideration to ensure that employees can continue to work safely.

13.2. Notification and Risk Assessment

13.2.1. Employees are encouraged to notify the company in writing as soon as reasonably practicable if they are pregnant, have recently given birth or are breastfeeding, so that any necessary health and safety arrangements can be considered.

13.2.2. Following notification, the company will review the employee's work and, where required, complete an individual risk assessment taking account of their role, working conditions, relevant workplace hazards and any appropriate medical advice provided.

13.2.3. The assessment will be reviewed as appropriate throughout the relevant period, particularly where there is a significant change in the employee's circumstances, work activities or medical advice.

13.2.4. Where the assessment identifies a significant risk, TWC Draincare Ltd will take appropriate action to remove or control that risk. Where necessary, this may include reasonable changes to working conditions, hours, duties or working arrangements.

13.2.5. Where the identified risk cannot be adequately controlled through adjustments to the employee's normal work, suitable alternative work will be considered where available.

13.2.6. Where suitable alternative work is not available and the employee cannot safely continue in their normal role, the company will follow the applicable legal requirements relating to maternity suspension.

13.3. Medical Advice and Confidentiality

13.3.1. Relevant medical advice provided by the employee or an appropriate healthcare professional will be taken into account when determining suitable working arrangements.

13.3.2. Personal and medical information will be treated appropriately and confidentially, with information shared only where necessary to manage the employee's health and safety.