

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-07

Centre Support Structure

Purpose

To define the Centre Support structure and minimum QHSE staffing and appointment requirements necessary to support the effective operation of the TMHUK management system.

1. Scope

Applies to all TMHUK Centres and covers the appointment and provision of Centre Support Team Members, Fire Marshals, Chief Fire Marshals, First Aiders and other designated support roles. Detailed duties and responsibilities are contained within SM-05 - Responsibilities.

Centre	Responsible Director	Centre Support Manager	Centre Support Team Member	Chief Fire Marshal	Fire Marshal (Min Qty)	First Aiders (Min Qty)
Slough	Darren Campo	Louise Tilluck	Nicola Bhullar	Louise Tilluck	Two	Two
Leicester	Phil Dunn	Chris Pole	Danny Dowsing	Chris Pole	Six	Five
Warrington	Phill Bird	Gary Thomas	Jamie Brown	Centre Support Manager	Six	Five
Castleford	Emma Newton	Gary Thomas Zoe Pritchard	Tyler Varley	Tyler Varley	Six	Five
Old Dalby	Stuart Reilly	Tony Sharpe	Andrew Smith	Centre Support Manager	Eight	Five
Glasgow	Stuart Reilly	Scott Logan Willie Tavendale			Appointed Persons	Appointed Persons
Sittingbourne	Phil Dunn	Mark Humphrey Phil Searle			Appointed Persons	Appointed Persons
Gloucester	Phil Dunn	Mick Ockwell Sean Hart			Appointed Persons	Appointed Persons

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Centre Responsible Director	Centre Support Manager	Centre Support Team Member	Chief Fire Marshal	Fire Marshal	First Aider
Overall responsibility for implementing company QHS policies and initiatives and ensuring compliance	Supports centre responsible Director on projects Communicate and coordinate with centre support team members Conduct regular safety walks Day to day H&S responsibility of the centre	First line contact for safety and building maintenance including routine tests and liaison with external suppliers Supports safety initiatives	Primary point of contact during emergency evacuation incidents Coordinate evacuation drills Lead regular meetings Report and record incidents Liaise with QHS Perform fire marshal duties	Promote fire safety compliance During fire evacuation- performs designated area sweeps Undertakes all assigned emergency response duties in accordance with training, procedures, and the directions of the Chief Fire Marshal Attend regular meetings	Assess and provide onsite first aid assistance Report and record incidents Regularly check first aid resources Attend regular meetings

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2. First Aid and Fire Marshal Provision by Centre

First Aiders

Under Health and Safety Executive (HSE) guidelines, the requirement depends on whether the workplace is low-hazard (such as an office) or higher-hazard (such as construction, manufacturing, or chemical handling).

- **Low-Hazard Workplaces:**
 - **Fewer than 25 employees:** At least one appointed person to take charge of first-aid arrangements.
 - **25 to 50 employees:** At least one person trained in Emergency First Aid at Work (EFAW).
 - **More than 50 employees:** At least one First Aid at Work (FAW) trained first aider for every 50 people.
- **Higher-Hazard Workplaces:**
 - **Fewer than 5 employees:** At least one appointed person.
 - **5 to 50 employees:** At least one EFAW or FAW trained first aider, based on specific risks.

Fire Marshals

UK fire safety legislation (the Regulatory Reform (Fire Safety) Order 2005) does not set a rigid legal number for fire marshals or wardens, requiring instead that you have enough trained personnel to ensure safe evacuation based on a fire risk assessment. The general rule is to address this about the same as you do first aiders, however, for marshals you have to consider the building size and layout.

- **Low Risk (Offices/Shops):** Roughly 1 fire marshal per 50 employees.
- **Medium Risk (Factories/Warehouses/Restaurants):** Roughly 1 fire marshal per 20 to 30 employees.

Numbers recorded in the below table represent the provision of trained personnel required at each centre, taking into account annual leave, sickness, hybrid working arrangements, and shift patterns.

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Centre	Ave No. Team members	Hybrid Working	No Floors	No Buildings	Activity	Hazard Level	Minimal First aid Requirements	Minimum Fire Marshals Requirements
Leicester	50-100	Yes	2	1	Office & Warehouse & Training	Medium	3 to 5 (Minimum 3 + 2 back up)	4 to 6 (Minimum 2 per floor + back up)
Warrington	50-100	Yes	3	1	Office & Workshop	Medium	3 to 5 (Minimum 3 + 2 back up)	4 to 6 (Minimum 2 per floor + back up)
Castleford	50-100	Yes	2	1	Office & Workshop	Medium	3 to 5 (Minimum 3 + 2 back up)	4 to 6 (Minimum 2 per floor + back up)
Old Dalby	50-100	No	1	3	Office & Workshop	Medium	3 to 5 (Minimum 3 + 2 back up)	6 to 8 (Minimum 2 per building + back up)
Slough	50	Yes	1	1	Office	Low	2 to 3 (Minimum 2 + 1 back up)	2 (Minimum 1 + backup)
Sittingbourne	Less than 25	Yes	1	1	Office	Low	1 (Appointed Person + 1 backup)	1 (Appointed Person + 1 backup)
Gloucester	Less than 25	Yes	1	1	Office	Low	1 (Appointed Person + 1 backup)	1 (Appointed Person + 1 backup)
Scotland	Less than 25	Yes	1	1	Office	Low	1 (Appointed Person + 1 backup)	1 (Appointed Person + 1 backup)

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