

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-05

Responsibilities

Managing Director:

- 1.0 The Managing Director is responsible for the formulation of an appropriate and relevant Quality, Health, Safety, Environmental & Energy (QHSE) Policy. They are ultimately responsible and accountable, through the management chain reporting to them, for the construction, implementation and monitoring of the Company's QHSE Management System based on the principles declared in the Policy Statements and in compliance with the Health and Safety at Work Act 1974 and all other applicable UK legislation.

Board of Directors:

- 2.0 The Board of Directors under the chairmanship of the Managing Director will formulate and authorise the implementation of the QHSE Management System and ensure adequate resources are provided to meet statutory obligations under the Health and Safety at Work Act 1974, the management of health and safety at work regulations 1999, the fire safety order 2005 and relevant environmental/energy legislation.

Group Directors:

- 3.0 Group Directors have overall responsibility for the implementation of the QHSE Policy within their respective Divisions and must ensure compliance with all applicable statutory requirements in their areas of operation.

Quality, Health, Safety & Environmental (QHSE) Manager:

- 4.0 The QHSE Manager will implement the Policy. In so doing they will structure, document and co-ordinate the activities of team members involved with QHSE activities. They are the management representative appointed to ensure that the Company's QHSE management system conforms to the requirements of the relevant BS EN ISO Standards (9001, 14001, 45001& 50001).

They will be responsible for: -

- i) ensuring that processes needed for the QHSE management system are established, implemented, maintained and continually improved;
 - ii) reporting to top management on the performance of the management system and any need for improvement;
 - iii) ensuring the promotion of awareness of customer requirements throughout the organisation;
 - iv) liaising with all external parties on matters relating to the QHSE management system.
- 4.1 They will advise on compliance with existing law and keep abreast of changes in legislation, advising the Board of Directors and Senior Management where such regulations impinge on the company's activities including but not limited to RIDDOR 2013, COSHH 2002, PPE at work regulations 1992.
- 4.2 In order to ensure that holders of the Company QHSE Manual always have the latest revision of all documents, a system of controlled distribution, compilation and revision will be adopted.

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-05

Responsibilities

- 4.3 A summary report of audits carried out against the Policy will be presented at the periodic management review, together with observations and recommendations see "Management Review".

Quality, Health, Safety & Environmental (QHSE) Advisors:

- 5.0 QHSE Advisors report to the QHSE Manager and are responsible for auditing the QHSE activities of the company.
- 5.1 They will also be responsible for advising on compliance with existing Health, Safety and Environmental law and keeping abreast of changes in legislation, advising the QHSE Manager as necessary and must be able to demonstrate competence as defined under the management of health and safety at work regulations 1999.
- 5.2 They will observe at least one full emergency evacuation drill at each depot per annum and report their findings to the QHSE Manager noting that additional drills may be required depending on fire risk assessments under the fire safety order.
- 5.3 They will work with senior management to ensure that a Management of Change (MOC) plan is in place and meets TMHUK, regulatory and any other requirements.

Energy Management Team

- 6.0 The Energy Management Team are responsible for ensuring that the strategy outlined in the company 'Energy Use and Conservation' documentation is implemented; This team will consist of, but not limited to, team members who can influence or affect the significant energy users (SEUs);
- a. QHSE Team;
 - b. Head of Supply and Logistics;
 - c. National Parts Manager;
 - d. Procurement Specialist;
 - e. Service Manager;
 - f. Fleet Management Centre Manager;
 - g. Fleet Manager

Depot Responsible Person:

- 7.0 The Depot Responsible person has overall responsibility for implementation of the company's QHSE policies within their depot. They will ensure compliance with the policies by all team members whilst on the premises.
- 7.1 They will if required, within the limits of their authority (Financial and Managerial), implement the recommendations made by the QHSE Advisors as a result of their audit activities.
- 7.2 They will solicit suggestions for the improvement of the work environment from all members of the work force. If these suggestions are approved and can be implemented at that level of authority then they may initiate them without further recourse to a more senior leader.

Date of Issue: March 2026	Page 2 of 5	Revision 10
----------------------------------	--------------------	--------------------

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-05

Responsibilities

- 7.3 They have overall responsibility for any Technical MOC for their facility. A project manager or team may be assigned to manage the project to completion.

All Leaders:

- 8.0 All company leaders are responsible for implementing the company's QHSE policy within their area of responsibility. They must be prepared to receive and act upon reports concerning quality, health, safety or environmental matters from team members.
- 8.1 They will resolve such matters according to the level of authority invested in them.
- 8.2 All leaders are expected to lead by example and to foster a 'Safe Working and Environmentally Responsible Culture' amongst team members.
- 8.3 In particular they should ensure that work activities under their control are properly planned and resourced, and that the team members involved are adequately instructed, trained and supervised so that work activities can be completed safely and without risk to health, safety or the environment as required under the management of health and safety regulations 1999.
- 8.4 They should encourage team participation in safety, environmental and energy performance issues.
- 8.5 Are responsible for appropriate Risk Assessments where those already carried out and documented are considered to be inappropriate ensuring that they are "suitable and sufficient" in line with regulation 3 of the management regulations.
- 8.6 Will ensure that all activities on customer's premises are conducted in accordance with any agreed Customers Terms and Conditions.
- 8.7 Have responsibility and authority for ensuring compliance with statutory obligations, documented procedures and relevant BS EN ISO Standards
- **Service Managers** supported by a group of Service Support Managers, will be responsible for the provision and delivery of after sales service and support to our customers.
 - **Parts Manager** will be specifically responsible for the timely provision of spare parts to the field service force and directly to customers.
 - **HPT Managers** will be responsible for the provision and delivery of after sales service and support specifically to Hand Pallet Truck users.
 - **Fleet Centre Manager** will be responsible for the preparation, maintenance and provision of short-term rental and PFS equipment.
 - **Supply Manager** will be responsible for the preparation and delivery of all new equipment and the preparation, prior to delivery, of ex-rental equipment sold to customers.
 - **Technical Manager** will be responsible for approving product modification and conformity. They will liaise with the factory design team on product reliability and initiate re-call or corrective action if required.

Date of Issue: March 2026

Page 3 of 5

Revision 10

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-05

Responsibilities

- **Business Centre Support Manager** Supported by a team of administrators will be responsible for the provision of after sales support to our customers.

Safety Champion:

- 9.0 They will provide first line contact and assistance on safety matters to all team members in the depot. Anything beyond their knowledge or authority should be referred to the Depot Responsible Person, a QHSE Advisor or the QHSE Department.
- 9.1 Safety Champion's will be responsible for ensuring that routine tests of the emergency systems, as determined by the depot fire certificate, are carried out and a log of such tests recorded. They will liaise with the service companies when they visit to maintain the fire alarm system and fire extinguishers. They will progress the repair or replacement of any faulty equipment reported.
- 9.2 Safety Champion's need to ensure (in collaboration with the Depot Responsible Person and a Company QHSE Advisor) that the biannual fire evacuation practice drill at their respective depots takes place.
- 9.3 They will, during the course of their normal daily duties, monitor for unsafe practises, conditions and equipment or any circumstance that, in their opinion may pose a threat to the safety of team members, visitors or members of the public. They should report their findings to the relevant Departmental Leader and if not resolved or considered serious enough to the Depot Responsible Person.

Depot First Aiders:

- 10.0 Trained First Aiders will provide first aid to team members and visitors as necessary. The individual first aider must not attempt to deliver aid beyond their own level of training calling for professional assistance when, in their opinion, the treatment required exceeds their level of expertise.
- 10.1 They will be responsible for recording all cases of treatment given. Electronic or hard copy is acceptable, see SM-19 First Aid.

All Team Members:

- 12.0 The responsibility for team members' health and safety does not rest entirely with the Company and its management. As a team member, irrespective of your position in the Company, you have a legal duty to co-operate with the management to enable the Company to comply with the law and to ensure that the workplace is safe for everyone as required by section 7 of the health and safety at work act 1974.
- 12.1 **All** team members have the responsibility to work in a safe manner. Everyone has the legal duty of care in respect of themselves and others that may be affected by their actions or omissions including contractors, visitors and members of the public.
- 12.2 Where they exist, all team members must observe the safety and environmental instructions relevant to their respective tasks contained in Safe Working Practices, Work Instruction and QHSE Manuals.

Date of Issue: March 2026	Page 4 of 5	Revision 10
----------------------------------	--------------------	--------------------

Quality, Health, Safety, Environmental & Energy Manual:

Document No:SM-05

Responsibilities

- 12.3 Everyone has the duty to report any matter for concern in relation to Health, Safety and the Environment at Work to their immediate leader. Particularly dangerous work practices, worn or faulty equipment and shortcomings in or breakdown of a management system. All team members have the authority to stop work if deemed unsafe.
- 12.4 All accidents and dangerous occurrences must be reported in accordance with SM-11 Accident Incident Reporting / Investigation.
- 12.5 No one shall alter, modify or otherwise interfere with any work equipment supplied by the company for use by its team members. Modifications to equipment or work practices may only be undertaken after approval is received, in writing, from a responsible leader. The authorising leader unless deemed competent by senior team leaders should seek expert competent advice before authorising any initiative of this kind.
- 12.6 All team members have a level of responsibility and authority for ensuring compliance with documented procedures and relevant BS EN ISO Standards. Responsibilities and authorities will be detailed in departmental procedure manuals.

Records

- 13.0 The QHSE Manager will maintain appropriate lists of responsible persons. See SM-07
- 13.1 A list of Company First Aiders is at each location
- 13.2 Departmental Leaders will retain authorisations to modify or otherwise alter work equipment (see 12.5 above) for the lifetime of such equipment plus 3 years.

Date of Issue: March 2026	Page 5 of 5	Revision 10
----------------------------------	--------------------	--------------------