

TMS ENVIRONMENTAL SUPPORTING INFORMATION

Capability

Following a lengthy procurement process of where TMS Ltd submitted a competitive schedule of rates and attended a series of interviews, TMS Ltd were awarded a four-year framework contract from Engie Regeneration Ltd with an option to extend for an additional two years.

This awarded contract is for the removal of all asbestos containing materials from tenanted properties, which are occupied by elderly persons, vulnerable persons, special needs person, single parents and volatile persons, as we do have a vast wealth of experience within this field, our professional approach and expertise with dealing with these groups of people and all members of the public greatly assists in ensuring that programmed works run smoothly without any complaints or issues, as our onsite team are a multi skilled workforce we are also requested to carry out reinstatement works especially in void properties as this assists greatly with the void property being offered back to the open rental market within a short time period this is proving to be a huge cost saving to our client, again this is an added value that we at TMS Ltd can offer to all of our clients, our administration team also upload all completed asbestos removal works documentation on to the clients Data Base which is Keystone Programme this gives our client added value as we are updating and monitoring their asbestos register via Keystone on a daily basis ensuring that they remain compliant, we also attend monthly operations meetings and quarterly steering group meetings, we have assisted with the updating of our clients Asbestos Management Policy (AMP) all TMS employees take great pride in their work and their friendly and willingness to assist, help and go the beyond the call of duty for all of our clients and their tenants is greatly appreciated by all of our clients.

Within the first year of working on this above contract we were informed that our client with a property portfolio of 18,000 properties, would be extending the contract for the additional 2 years giving us a 6-year contract as they are so impressed with our ability, working attitude and commitment towards all clients Staff and all of their tenants, also our continuing support towards their needs, requirement and expectations as a valued client.

Resources

Our vast range of resources include highly experienced, qualified and competent, administration management, project management, contract management, logistic management, tenant liaison management, asbestos removal managers, asbestos removal supervisors, and asbestos removal operatives whom do have a secondary skill, such as plumbing, gas safe, electrical, carpentry brick laying, decorating, roofing and even gardening, and they are always on call out duty and we do issue a dedicated telephone contact number which is manned by senior management whom then alert and gather a team together to attend any required out of hours work requests, and as we do hold an EA asbestos waste carriers licence we are able to transport waste away from site to a landfill site, all of which gives TMS Ltd the advantage of being able to offer additional services such as gas installations/servicing works, plumbing works, electrical works, carpentry works, brick laying building works, roofing works, painting, decorating works, and gardening (landscaping) works, basically TMS Ltd offer a one stop service which does cover all aspects of the asbestos and construction industry.

Experience and Qualified Competencies:

- Significant skills, knowledge, experience and, where relevant, organisational capability to carry out the work
- Ability to undertake follow on works following asbestos removal such as joinery reinstatement, plasterboard and skim etc.
- All operatives hold Level 2 Certificate in Asbestos Removal obtained under the Asbestos Removal Industry Competency Scheme or equivalent qualification. (All within date)
- All supervisors hold Level 3 Certificate in asbestos removal obtained under the Asbestos Removal Industry Competency Scheme or equivalent qualification (All within date)
- All Managers hold the Level 4 Certificate in Asbestos Removal obtained under Asbestos Removal Industry Competency Scheme (All within date)
- Experience of working with and updating clients asbestos register
- Assistance with client's asbestos management plan and annual compliance statement
- CARSOIL qualified surveyors

TMS Ltd have resources to record and manage contract data for all Asbestos information on a daily basis by uploading all asbestos related works onto the clients data base such as keystone, and following much thought on how our client can improve with the managing and supplying of information to residents, TMS Ltd Technical Management Team have a nominated senior manager whom attends our clients head office and spends two full 8 hour days per week minimum, and he has suggested and is now actively assisting with placing QR Codes onto the internals of properties, these QR Codes will store all of the asbestos information for the property ensuring that the information is readily available onsite at all times, this would allow that all residents and trade persons will be able to scan the QR codes with a smart phone, Ipad or tablet and will then be able to see all asbestos information and where it is most likely to be present within the property of where they reside or are undertaking their scheduled works, this would be viewed favourably by the Health and Safety Executive as advanced management of asbestos materials within premises as it will ensure that updated information is available onsite at the property at all times. TMS Ltd resources included dedicated and nominated administration managers who maintain constant communication with our operations team and our client and immediately informs our client with an update of works started and works completed this information is provided to our client for every single work order request by both telephone and follow up email, again all information is stored on our client's data base daily, with KGI's generated.

Service Delivery and Proposed Removal Process

Removal asbestos containing materials from tenanted properties, which are occupied by elderly persons, vulnerable persons, special needs person, single parents and volatile persons, as we do have a vast wealth of experience within this field, our professional approach and expertise with dealing with these groups of people and all members of the public greatly assists in ensuring that programmed works run smoothly without any complaints or issues, as our onsite team are a multi skilled workforce should we also be requested to carry out reinstatement works especially in void properties as this assists greatly with the void property being offered back to the open rental market within a short time period this is proving to be a huge cost saving to our client, again this is an added value that we at TMS Ltd can offer to all of our clients, our administration team also upload all completed asbestos removal works documentation on to a client's Data Base such

as Keystone, Pro-Master or Teams Programme this gives clients added value as we are updating and monitoring their asbestos register via the client's database on a daily basis ensuring that they remain compliant, we also attend monthly operations meetings and quarterly steering group meetings; we have assisted with the updating of clients Asbestos Management Policy (AMP) and also our technical team just recently compiled a client's Annual Compliance Policy to be presented to the board, Health and Safety Management Team and Union Representatives, all TMS employees take great pride in their work and their friendly and willingness to assist, help and go the beyond the call of duty for all of our clients and their tenants is greatly appreciated by clients.

- Pre- start of works meeting which would include a request for refurbishment surveys to be carried out
- Site meetings with tenants to explain the scope of the works and to explain how intend to minimise all inconveniences.
- Issuing of a Rolling works programme
- Site Visits to scope the works for preparation of Method Statements and Risk Assessments
- Compilation of Method Statements and Risk Assessments
- Submit all method Statements and Risk assessments to client and approved consultants for review and acceptance.
- Submitting of 14 Day ASB5 form of notification to the Health and Safety Executive
- Start Removal works
- Carry out audits of works whilst they are in progress
- Report to client and consultant all findings of site audits carried out
- Completion of removal works and 4 Stage air clearance testing
- Completion of works site visit with both client and approved consultant
- Hand back properties to client for follow on refurbishment works

A job specific method statement, Risk assessment and ASB5 14-day notification will be supplied as a separate document

Communication

TMS Ltd maintain constant communication with the clients representatives such as building surveyors, consultants, administrators and all other persons involved with the works, this involves attending regular operational meetings, a thorough review of our reporting and collating of information procedures, auditing of site activities, carrying out tenant satisfaction surveys with reports being issued to client and client representatives, in the event of our team being unsure of what is requested or what is expected to be achieved, we will immediately ask for further detailed information prior to commencement of works, our open honesty and transparency will ensure that nothing is hidden and that all concern are put forward in order to look for a solution to the issue

TMS Ltd ensure that the needs and requirements of all tenants including the vulnerable, elderly, special needs and at Risk groups are understood and met via information gathered through an initial site visit carried out by our TLO who will compile thorough notes based upon all information that was gathered through this site visit, this information is discussed at length within an operations meeting attended by all involved with the works, also the site specific plan of work and Risk assessment will have additional information factored into them to take into account all additional care that is required for the particular tenant, the works would also be subject to site audits and daily site visits by our TLO to ensure that the tenant is comfortable and at ease with the presence of our workforce.

Due to our experience of working within the social housing sector we have previously had difficulty in arranging and arrangements for access to undertake removal ahead of major work in tenanted properties. To address this, we have provided the tenant a full explanation clearly and in layman's terms, of what work is going to be carried out at the property, when it will be started and how long it is expected to take. Personal belongings of the tenant will not be moved without their permission or in their absence, and fragile items will not be moved or disclaimer signed.

We have also utilised clients leaflets and our experience to allay tenant's concerns of the Risks associated with asbestos and its removal through the site supervisors. Respect is always shown to tenants and their property at all times with special consideration to elderly or disabled tenants or those with special needs. We always act in a courteous manner, respect privacy and personal property at all times.

Reaction to Problems

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Customer Care

The approach of TMS Ltd towards client satisfaction and customer care is as follows:

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We also we always have stand by teams with fully equipped vehicles containing all required equipment and materials to accommodate emergencies, which are available at all times to attend such requests, examples: Our existing client contractual framework agreement states that we must attend all emergencies within two hours of receiving the emergency request, we have never failed to attend any emergency request always attending well before the two hours agreement, in fact we are so confident in being able to maintain this attendance we have offered to pay the full cost of using another contractor in any event where are found to fail, our contract with Keepmoat where we are on many frequent occasions requested to attend site within two hours to carry out emergency clean-up operations where another contractor has unwittingly disturbed or damaged asbestos materials again we have never failed to attend within the required timescale, customer care with confidence and security in our ability to deliver

Quality of Service

TMS have a robust Quality Management System, implemented throughout all areas of our business. The QMS is regularly reviewed and revisions and updates are made as appropriate. The management team at TMS is committed to providing the highest possible standards of quality in all aspects of our service. In this regard clients will benefit from thorough procedures and documentation control, which will provide a fully auditable trail for the service delivery. The following processes and procedures are the elements that we believe will have a direct impact on our service and will be crucial for ensuring that all works are carried out to the highest quality standard. It is essential that the work is carried out adequately controlled by good planning, the provision of adequate resources, correctly trained and experienced personnel, clearly defined standards/methods of working and correct monitoring and product verification.

The work process must be continually monitored and evaluated to ensure that it is effective and to identify areas for improvements of cost saving and preventing incidents. Effective and efficient lines of communication must be implemented and maintained between the client and TMS. Meticulous planning of the work is to be carried out in full compliance with regulations. Non-conformances or customer complaints requiring corrective action, must be clearly identified. The root cause of any non-conformance / complaint must be determined and suitable corrective action planned and carried out to eliminate or reduce the cause. Timely rectification must be monitored.

TMS always appoint a dedicated and specially selected contracts team dedicated to the works which will ensure that there is familiarity throughout with regards to the contract and will allow a smooth transfer of information and clear line of communication. Each item of the works specification will be allocated to an appropriate person or department within TMS this will ensure that this element is addressed as it should be. It will then be the responsibility of the Quality Manager to audit all these systems, processes and procedures to ensure that they are being undertaken in line with the client's requirements.

The purpose of the audits is to verify that all processes and procedures with regard to the quality and standard of health and safety and environmental practices are maintained at the highest level and that occasions of non-conformance are

minimised. Should a non-conformance or observation be noted at any of the sites within the contract, it will be logged together with the remedial action required, the timescale in which the action must be achieved and by whom it should be rectified. These audits will work hand in hand with the KPI's once the project commences and any scores falling below the aspirational level will be identified quickly, addressed and corrective measures put in place.

The key will be having accountability and responsibility for the individual requirements of the contract and these will be assigned to experienced and capable members of the TMS team.

Continuous Improvement

TMS Ltd Business Continuity Management Plan (BCMP) ensures the plan continuance of the Contract especially in the event of an emergency.

TMS Ltd always prepare a robust Business Continuity Management Plan (BCMP) for each individual contract that ensures the continuation of each individual Contract.

A copy of our Business Continuity Plan (BCMP) is supplied to each client to allow the client at its discretion from time to time to monitor our business continuity arrangements, and to notify the Client if an incident occurs which activates the Business Continuity Plan which we have submitted, This will also provide our client with details of how the TMS Ltd managed any incident which resulted in the activation of our Business Continuity Management Plan and any consequential amendments made to the processes and/or procedures of TMS Ltd thereafter.

TMS Ltd ensure that a backup of all important information and of paper documents, stored off site. Of which sometimes could be as simple as a USB stick depending on the size of the contract and volume of data to be stored but is more that often an external memory bank which is stored inside a fireproof safe at the end of each working sheets.

TMS Ltd ensure that all data is encrypted in the event of unauthorised use and especially if it is leaving the office environment, as this ensures the protection of us and our clients from having personnel information stolen, and also the retention of data both physical and digital also IT Disaster Recovery, all of which does give our clients added security, within our BCMP we do monitor our clients expenditure for works commissioned to us, and we constantly strive look and explore many various avenues to see if we can reduce our clients expenditure, such as improved programming of works, and carrying out costing exercises of comparing a lump sum fixed price for certain works and comparing against SOR's, then applying the lowest cost for the work, we are constantly requesting reductions of prices for plant, equipment and materials from our supply chain, and searching for cheaper alternatives, of where we pass on the reductions/savings to the end user (our client), to ensure a well-planned and commercial budgeted contract and value for money is always achieved.

Our continuous improvement will constantly focus upon:

- Experience of working with and updating client's asbestos register
- Assistance with client's asbestos management plan and annual compliance statement
- Assisting in providing added value to contracts
- Access to specialist training providers at reduced cost
- Developing a safeguarding policy for operatives and supervisors
- Assisting in knowledge transfer from contractor to client

Commitment

TMS Ltd are truly committed to leading the industry in minimising the impact of its activities on the environment.

- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- Minimise toxic emissions through the selection and use of its fleet and the source of its power requirement.
- Actively promote recycling both internally and amongst its customers and suppliers.
- Source and promote a product range to minimise the environmental impact of both production and distribution.
- Meet or exceed all the environmental legislation that relates to the Company.
- Use an accredited program to offset the greenhouse gas emissions generated by our activities.

TMS Ltd Environmental Improvement Statement 2020

Environmental performance is measured against our yearly improvement plan. TMS Ltd will make every effort to conserve the use of materials and of energy and, where viable and consistent with our client's instructions, collect waste materials for recycling. In line with Management Procedure Collection, Delivery and disposal of our customer's waste. Within our improvement plan are the following environmental objectives which are measured year in, year out against the previous year's targets.

- Reduce waste to landfill by 5% initially then 3% per annum in relation to total tonnage produced.
- Reduce waste to landfill by 3% per annum in relation to total tonnage produced year on year. This is to be achieved by waste segregation and recycling (reuse onsite).
- Reduce energy consumption by 5% Initially then 2% year on year in relation to number of employees.
- Reduce fuel consumption by 3% in relation to total mileage against total litres used – to be monitored monthly.
- Increase average miles per gal. by 15% by more efficient driving and low pollution high efficiency engines, regular servicing etc.

The outcomes are to be monitored monthly and updated quarterly as our company structure and focus is to ensure that all projects to be incident and accident free. TMS Ltd makes a responsible interest in the environmental impact of its business activities and aims to contribute to environmental improvement and sustainable

development. In all projects with which it is involved, TMS Ltd seeks to act in accordance with good practice, preserving and where possible, enhancing the quality of the environment. Where the company is involved in the design or promotion of new projects, it regards their environmental impact as a prime consideration and will work closely with its supply chain and members of the community as appropriate, to develop good environmental practices and solutions. TMS Ltd have undertaken Impact analysis of the aspects of our work that affect the environment. The individual processes have been studied and assessed. Method statements are written to take into account the most environmentally friendly way of carrying out our day-to-day tasks. TMS Ltd are proud to confirm they have never received any improvement / prohibition notices from either SEPA or EA, and that no criminal proceedings have been served against the company for breaches of Environmental Legislation.

Targets

All at TMS aim to conduct our business in an environmentally responsible manner by complying fully with legal and regulatory requirements and by meeting the expectations of all clients and other stakeholders. We strive to enhance our performance and efficiency continuously by working in partnership with our suppliers and everybody with whom we interact. Environmental monitoring helps us to verify the impact of our activities. It enables us to manage operations effectively and with minimal negative impact.

Our Environmental Management System is certified to the internationally recognised standards and supports continuous improvement in our environmental performance. We are committed to reducing our emissions to the environment where possible and we work hard to minimise the Risks of water pollution, flooding and the impact on land quality to an acceptable level. Likewise, minimising the emission of gases and particulates is a key focus of our environmental strategy. Another of our key objectives is to reduce the impact of commuting – and particularly from business travel and the use of private cars.

Our employee's travel and transport planning and the introduction of staff travel surveys has also helped us to understand commuting habits and trends more clearly. One of our overriding objectives is to reduce waste production and to promote, reuse, recycling and energy recovery. In fact, in line with the government's plan for a 'zero waste economy', becoming a 'zero controlled waste to landfill' organisation is part of our long-term vision. This means where possible we reduce, reuse or recycle all we can and only dispose of waste as a last resort. Like the rest of the hazardous waste industry and certain establishments, the production of some waste such as asbestos contaminated soil from land remediation operations, due to our developed techniques and procedures we have been successful in reducing the amount of this waste being deposited to landfill which also in turn reduces vehicle omissions and highway transportation which is also assisted by our use of vehicle tracking systems which are utilised to gather data to enable us to minimise travel, also development of a waste transfer station to prevent excess travel in Scotland for asbestos waste disposal

Opportunities for Local Persons

Previously TMS have provided the following opportunities as part of our social value towards local communities when successful in competing for tenders:

- Employment placements for administration staff local to the area
- Employment placements for Tenant Liaison Officers / Managers local to the area
- Employment opportunities for trainee asbestos removal operatives, with guaranteed support and backing to further their career to supervisory and management level within the asbestos removal industry
- Free asbestos awareness training courses for client's staff and local residents
- Offering opportunities for client staff who are at Risk to apply for roles at TMS
- Provide opportunities local unemployed persons including persons with special needs
- Developing a safeguarding programme for local employed persons
- Utilising local suppliers / businesses where possible
- Providing opportunities for local technical colleges, companies to have an understanding of asbestos awareness and job shadowing / training
- Assist with development of local communities
- Placing all Employment opportunities within the local and surround Job Centres

Supporting Local Initiatives

- Sourcing and purchasing of materials from local organisations
- Sourcing and purchasing and or hiring of plant and equipment from local organisations
- Attendance and participation in fund raising events
- Contributing to local and national charities such as Cancer Research, Heart Foundation, Help our Heroes
- Sponsoring local sports teams
- Taking an active role in local fetes, gala's competitions, special events and celebratory occasions
- Donation of gifts to local hospitals, schools, nursery's, care homes
- Encouragement and assistance with sporting events
- Assistance, sponsorship of further career development of promising talented persons local to and surrounding area