



RAPHAEL CONTRACTING LTD

RCL TRAINING AND DEVELOPMENT PLAN SHORT TRAINING SESSION ATTENDANCE SHEET

Title: SRM – ISO9001 QUALITY MANAGEMENT SYSTEM	Date: 22/06/2021
Location: Hilton Hotel, Victoria Square, Woking	Start Time: 07:30
Duration (Minutes) 30 mins	End Time: 08:00
Presenters name: Jason Wray	Presenters Signature:

Candidate's Name	Name of Candidate's Employer	Candidate's Signature
A. KULSINSKAS	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
J. GODMAN	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
B. RAMCHANDE	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
J. SMITH	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
D. SANDERS	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
G. BURLAN	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk
D. DUMITRANA	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk
Pushpinder. SINGH	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk
Balbir. SINGH	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk

Grant Claim information Note: Claims can only be made for your employees or labour-only sub-contractors.

No. Attended 09	Duration 30 mins	Total Time 4 ½ hours	Employer Reference 2453745
DOCUMENT REFERENCE: DOCUMENT OWNER:	SIT-FM-007 DAS	VERSION NO: 1.0	CREATION DATE: 07/02/2013 LAST REVISION DATE: N/A NEXT REVIEW DATE: 07/02/2014



Toolbox Talk No.89 ISO9001 QUALITY MANAGEMENT SYSTEM

Raphael Contracting has been awarded ISO9001 certification for the way it manages its business operations and customer relationships. ISO9001 certification means that Raphael Contracting has to continually find ways to improve its operational performance and customer satisfaction. This means that Raphael Contracting will have an independent auditor check its processes and results on an annual basis, according to an international standard of achievement.

ISO9001 is voluntary and there is no legal requirement to have it, but it will help us:

- To meet the requirements of main contractors / customers
- Stay 'ahead of the game' and our competitors
- Score well in tenders and secure contracts and
- Fully implement our quality policy and customer satisfaction measures
- Manage risk in operations, in contracts and in the supply chain
- To ensure compliance with legislation
- Ensure that our processes are repeatable – everyone does things the same way and uses the same forms
- Improve our efficiency, performance and hopefully our sales and profitability as well.

What is the company going to do for ISO9001?

This is set out in our quality policy and our improvement plan for the year, as a minimum we will need:

- To set an outstanding quality of service that meets and exceeds the expectations of our clients and to set the highest possible standards within Raphael Contracting Ltd. offering a joinery and carpentry installation service across the UK that is superior to our competitors.
- To put our customers first. To be resourceful and innovative in exceeding our customer needs and expectations, open to new ideas and adaptive to change. We will listen to them and endeavour to always meet their needs. To uphold, respect and continue to develop our reputation of delivering reliably for our clients without fail
- We will always remember that our customers are the very purpose of our business and that our people and standards of work are the means to satisfy those customers. Understanding what satisfies our customers and motivates our employees will be the fundamental principle behind our success as a service-led company.
- To supply the highest quality products competitively and sustainably, with due regard for their environmental impact
- To continue supporting our people, respecting their contributions and promoting their development
- To prioritise the health and safety of our people, those who may be directly affected by our work and in the local communities in which we work
- To continue to develop long term relationships with partners both within our supply chain and as part of the supply chain of others
- To identify objectives across the business aimed at continual improvement of our operational processes and enhancing customer satisfaction and to communicate these objectives throughout the organization, ensure that they are understood and review them for effectiveness and suitability. Where required, we will undertake appropriate corrective action to achieve the desired results. Objectives will be linked to achievable targets for our staff and sub-contractors.
- To deliver in the future what we have successfully achieved in the past

What do I need to do?

- Appraise yourselves of the quality policy statement
- Tell us if you have any suggestions. We need your feedback and suggestions for continual improvement
- Tell us if you notice any areas of inefficiency that could be improved
- Tell us if you get compliments 😊 (or complaints ☹)

For more information or to put forward suggestions, speak to your Line Manager in the first instance, also our IMS Manager Paul Bennett would welcome your suggestions.

DOCUMENT REFERENCE:	TOOLBOX TALKS	VERSION NO:	8	CREATION DATE:	11/08/2010	Page 133 of 141
DOCUMENT OWNER:	MOB			LAST REVISION DATE:	10/05/2018	



RAPHAEL CONTRACTING LTD

RCL TRAINING AND DEVELOPMENT PLAN SHORT TRAINING SESSION ATTENDANCE SHEET

Title: (RCL 90) – PERSONAL HYGIENE AND PRESENTATION	Date: 24/06/2021
Location: Hilton Hotel, Victoria Square, Woking	Start Time: 07:30
Duration (Minutes) 30 mins	End Time: 08:00
Presenters name: Jason Wray	Presenters Signature:

Candidate's Name	Name of Candidate's Employer	Candidate's Signature
A. KULSINSKAS	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
B. RAMCHANDE	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
J. SMITH	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
Harjinder. SINGH	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
Kuljinder. SINGH	Raphael Contracting Ltd	 I Confirm that I have understood the Toolbox Talk
G. BURLAN	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk
D. DUMITRANA	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk
Pushpinder. SINGH	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk
Balbir. SINGH	Raphael Contracting Ltd / Apex Agency	 I Confirm that I have understood the Toolbox Talk

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No. Attended 09	Duration 30 mins	Total Time 4 ½ hours	Employer Reference 2453745
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			07/02/2013 N/A 07/02/2014



Toolbox Talk No.90 PERSONAL HYGIENE AND PRESENTATION

Good personal hygiene all boils down to common sense. A daily shower, followed by clean clothing, and frequent washing of hands, particularly before eating or smoking, goes a long way in keeping you healthy and safe.

Good personal hygiene is one of the most effective ways to protect ourselves, and others from illness. This means washing your hands, especially, but also your body. Good habits can help control body odour and bad breath. Here are some basic tips for good personal hygiene:

HAND WASHING

What is on your hands gets ingested. How many times have you seen fellow workers smoke a cigarette while their hands were covered with paint or grease? How about the workers who eat their lunch without washing their hands? Not one of us would intentionally eat paint, or dip our cigarette into the paint bucket. Even so, that is basically what is happening when you eat your sandwich or smoke a cigarette without washing your hands. In addition to tobacco, smokers may be inhaling toxic substances that have been placed on the cigarette from their hands.



You should always wash your hands:

- After using the toilet.
- Before making or eating food.
- After handling dogs or other animals
- If you have been around someone who is coughing or has a cold.

BAD BREATH

- Good dental hygiene includes regular brushing and flossing. Bad breath can be caused by diseases of the teeth, gums and mouth, such as infections.



- Most people have bad breath first thing in the morning because saliva is not made while you sleep. Some foods that can cause bad breath include garlic and onion.
- Smoking, drinking coffee and dehydration can also cause bad breath
- Mouth washes, mouth sprays and flavoured chewing gum can make your breath smell better for a while, but if you have a health problem in your mouth, you need to see your dentist.

BODY ODOUR

Body smells are caused by a number of factors working in combination, including:

- Chemicals in sweat. Including pheromones, which are made by the body and sexually attract (or repel) other people.
- Wastes excreted through the skin, such as metabolised alcohol.
- The actions of bacteria that live on the skin and feed on dead skin





cells and sweat.

- Unwashed clothes, such as underwear and socks.
- TIP: Use an antiperspirant deodorant directly after each shower to ensure you keep fresh all day. Only wear your socks, undies and vests once before washing.

CLEAN CLOTHING

- Clean clothing is a part of good hygiene. Maintaining good personal hygiene includes the clothes worn to work.
- A worker wearing oily, greasy clothing, or clothes that have toxic chemicals spilled on them, is likely to experience irritating rashes, boils or other skin problems.
- Work clothing should be changed daily.
- A daily shower and clean clothing reduces the chances of skin problems.
- Remember, dirty clothes and skin carry chemicals to your home and family.



FIRST AID

First-aid begins with cleanliness. When we get a sliver, a nick, or a cut we typically go to the first-aid kit. We grab an adhesive bandage, quickly put it on, and go back to work.



Several days later we wonder why the small injury is inflamed and infected. Don't ignore small injuries like these. The wounded area should be washed with soap and water before the bandage goes on. Possibly an antiseptic should be placed on the wound as well. This simple trick helps to keep the wound from becoming contaminated. To also help prevent a small injury from getting to be a serious health hazard, keep your tetanus booster current. A small injection every 10 years is a small price to pay, in the prevention of infection.

PERSONAL PRESENTATION

If you are meeting visitors or working on sites, you are representing your employer and personal presentation is of utmost importance. This includes all of the above, but especially:

- Clean clothing in good condition i.e. not covered in paint or ripped
- Correct PPE that is required on that site, clean and in good condition
- Raphael – branded hi-vis only to be worn on site (or plain, if none available)



PERSONAL PROTECTIVE EQUIPMENT ISSUE REGISTER

SITE: HILTON HOTEL, WOKING

OPERATIVE NAME	HARD HAT	SAFETY GLASSES	HI-VIS VEST	GLOVES	EAR DEFENDER S/ PLUGS	DUST MASK FFP3	REASON FOR ISSUE / REISSUE				SIGNATURE	DATE
							New	Lost	Damaged	Wear and Tear		
P. Swift						10X Surgical	✓				[Signature]	04/05/21
J. Swift	✓							✓			A.K.	12/05/21
Eugeniu Marinov			✓				✓				[Signature]	18.05.21
Anton. Schitew			✓				✓				A. Schitew	18.05.21
Mazin Cudalb			✓				✓				[Signature]	19.05.21
B. Ramchander						10X Surgical	✓				[Signature]	20.05.21
S. GILL				✓			✓	✓			[Signature]	07/06/21
J. Smith				✓		Surgical				✓	[Signature]	14/06/21
B. Singh				✓		Surgical				✓	B. Singh	14/06/21
P. SINGH				✓						✓	[Signature]	14/06/21
B. Ramchander						10X Surgical				✓	[Signature]	21/6/21
[Signature]				✓		Surgical masks					[Signature]	23/06/21
P. Swift			✓	✓		Surgical masks	✓				[Signature]	23/06/21

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SITE: HILTON HOTEL, WOKING

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RAPHAEL CONTRACTING LTD

TRAINING AND DEVELOPMENT PLAN SHORT TRAINING SESSION ATTENDANCE SHEET

No: 50	Date: 22/6/21
Title: WORKING IN PUBLIC	Start Time: 7:30
Location: LORD'S C & E	End Time: 8:00
Duration (Minutes) 30 min	Presenters Signature: [Signature]
Presenters name: S. SIMONOVIC	

	Candidate's Name	Name of Employer	Candidate's Signature
1	A. LIDZILIS	RCL	I confirm that I have understood the Tool Box Talk
2	H. STATTIS	RCL	I confirm that I have understood the Tool Box Talk
3	N. BYTALITAS	RCL	I confirm that I have understood the Tool Box Talk
4			I confirm that I have understood the Tool Box Talk
5			I confirm that I have understood the Tool Box Talk
6			I confirm that I have understood the Tool Box Talk
7			I confirm that I have understood the Tool Box Talk
8			I confirm that I have understood the Tool Box Talk
9			I confirm that I have understood the Tool Box Talk
10			I confirm that I have understood the Tool Box Talk
11			I confirm that I have understood the Tool Box Talk
12			I confirm that I have understood the Tool Box Talk
13			I confirm that I have understood the Tool Box Talk
14			I confirm that I have understood the Tool Box Talk
15			I confirm that I have understood the Tool Box Talk

Grant Claim information

Note: Claims can only be made for your employees or labour-only sub-contractors

No. Attended 3	Duration 30 min	Total Time 1 1/2 h.	Employer Reference 2453745
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Toolbox Talk No. 50 WORKING IN PUBLIC

- At times, our works may have an impact on the surrounding area and community; many in the community will have great concerns over the start of construction in the neighbourhood, whilst others will be interested in our works.
- The public will often be afraid that our construction work will bring noise, dust, road closures and increased heavy road traffic and disruption to normal life.
- This means that during the course of our works all those involved in the project, at all levels, should act with consideration for all those who live and work in the area surrounding the construction site to minimise their inconvenience.

By doing so we hope to be able to: -

- Improve the public image of both the company and of the construction industry
- Avoid Delays; If the public complain to their Local Authority about dust or noise nuisance, the Local Authority could impose conditions and or restrictions on working, which can lead to delays.
- Avoid Prosecution; if problems caused by dust or noise, are not satisfactorily resolved the Local Authority can prosecute.
- Reduce Costs, if good relations are established and maintained with the local community, issues such as access to site, deliveries and working hours can all be improved through friendly negotiation.

DO:

- ✓ Do be polite and considerate to members of public at all times, if possible answer any question they may have. e.g. project duration.
- ✓ Do take accurate notice of any complaint made by a member of the public and pass it on to your supervisor
- ✓ Only use approved routes to access the site
- ✓ Use only designated parking spaces, if none provided or available park your vehicles with consideration for the needs of others.
- ✓ Do keep dust and noise to a minimum
- ✓ Do keep doors and covers to plant and machinery closed at all times to reduce noise
- ✓ Direct site lighting and task lighting away from neighbouring properties
- ✓ Do tell site supervision of any rubbish skips or bins that are full or nearly full
- ✓ Do tell site supervision immediately if you find any fly tipped waste in the area

DON'T:

- ✗ DON'T obstruct vehicle accesses or entrances to neighbouring properties
- ✗ DON'T obstruct Public rights of way such as pavements and footpaths
- ✗ DON'T place mud onto the roads outside the site. Ensure vehicle wheels are clean before leaving site
- ✗ DON'T leave engines running unnecessarily
- ✗ AVOID shouting on site or have radios on to loud
- ✗ DON'T shout or whistle at passers-by
- ✗ DON'T drop litter or leave work places untidy
- ✗ DON'T peer into neighbouring surrounding buildings
- ✗ DON'T start working before 07.30hrs without prior approval from management
- ✗ DON'T leave gates and fences open.
- ✗ DON'T trespass on to neighbour's property



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SPECIALIST
JOINERY LIMITED

IF YOU'RE WORKING ON THE PAVEMENT / ROAD - CONSIDER ROAD USERS

- Ensure that appropriate warning signs are displayed and correctly positioned
- Cone off a tapered, lead-in zone to ease traffic movement past the works
- Erect barriers around all excavations and position lighting for safety at night
- Allow sufficient footway width for pedestrians to pass, or barrier off a temporary footway in the road
- Clear up mud from the road or footway as soon as is practical
- Carry out work activities which create dust or debris in a manner and location so that road traffic and pedestrians are not adversely affected
- Position plant and equipment so that no part of it (e.g. swinging jibs or excavator arms) encroaches into the safety zone
- Site traffic entering or leaving the works must not endanger other road users
- Park considerately and quietly in the local neighbourhood and without blocking drives / paths

PERSONAL SAFETY

- Ensure that a coned off safety zone exists around the works
- Wear high visibility clothing, safety helmet and safety footwear at all times
- Wear other PPE that is necessary for the job in hand
- Do not enter the safety zone in the normal course of your work
- Wash hazardous substances off exposed skin immediately – wear barrier creams
- Protect yourself against sunburn – 40,000 cases of skin cancer occur each year
- Take the correct precautions when working in excavations
- Take the correct precautions when underground services are to be uncovered