

Contract:	NG 200	Contracts Manager Site Manager	Paul Haugh Dave Sanders	Da	Date (w/c):	Ċ.	00	09/09/2024	024	Method statement (s) (Title, Rev No. & Rev REV REV	RCL NG200-RCL-ZZ-MS-X-00001 REV P02
Location and descrip	tion of work: Insta	Location and description of work: Installing temporary door sets and window boards	ts and window board	R.			-				
			Site N	Manag	er's Da	Site Manager's Daily Sign	n Off				
										Hot Topics of the Day	не Day
and the second s		Date		Z	Name			Signature	ıre	(the main points you discussed)	discussed)
Monday		09/09/2024	4	D Sa	D Sanders	1		Cr.		Asbestos	
Tuesday		10/09/2024	4	D Sa	D Sanders	zi		C	اح ا	Quality Management System	nt System
Wednesday		11/09/2024	4	D Sa	D Sanders	1		3		Water Usage	je ,
Thursday		12/09/2024	4	D Sa	D Sanders	d		3		Dust and Air Quality	uality
Friday		13/09/2024	4	D Sa	D Sanders	.1		K		Saving Paper	SL
Saturday		14/09/2024	4	z	N/A			$\overline{}$		N/A	
Sunday		15/09/2024	4	z	N/A			_		N/A	
			Ope	erative	s Daily	Operatives Daily Sign Off	¥				
Name		Signature	M	_	7	٤	-	_	S	S Comments	5
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RCL TRAINING AND DEVELOPMENT PLAN SHORT TRAINING SESSION ATTENDANCE SHEET

Title: Quality Management System	Date: 10/09/2024
Location: NG200	Start Time: 07:30
Duration (Minutes) 30 mins	End Time: 08:00
Presenter's name: D Sanders	Presenters Signature:
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Candidate's Name	Name of Candidate's Employer	Candidate's Signature
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Grant Claim information Note: Claims can only be made for your employees or labour-only sub-contractors

No. Attended

Duration 30 mins

Total Time 1.5 hours Employer Reference 2453745





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 DOCUMENT OWNER: TOOLBOX TALKS MOB VERSION NO: 10 CREATION DATE: LAST REVISION D	11/08/2010 Oct-2021 Page 133 of 141
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RCL TRAINING AND DEVELOPMENT PLAN SHORT TRAINING SESSION ATTENDANCE SHEET

Title: Dust and Air Quality	Date: 12/09/2024
Location: NG200	Start Time: 07:30
Duration (Minutes) 30 mins	End Time: 08:00
Presenter's name: D Sanders	Presenters Signature:

Candidate's Name	Name of Candidate's Employer	Candidate's Signature
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V BALIUIEVICIUS	RAPHAEL CONTRACTING LTD	I Confirm that I have understood the Toolbox Talk
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No. Attended

Duration 30 mins Total Time 1.5 hours Employer Reference 2453745





Toolbox Talk No. 79 DUST AND AIR QUALITY

WHAT?

Dust, emissions and odours can annoy neighbours and may cause health risks at very high concentrations

WHY?

Avoid nuisance to neighbours: Dust can settle on neighbours' properties and give rise to local dispute. Poorly controlled emissions and odours from plant or works may give rise to valid complaints. **Avoid programme delays**: The Local Authority has the power to stop works if dust is causing a nuisance. Emission of dark smoke from plant and fires is illegal.

Avoid health problems: Dust may cause eye irritation or make asthma worse

Avoid impact on ecology: Dust can damage the ecology of a watercourse and affect plant growth, including crops

DO

- Keep surfaces swept and damp down with water at regular intervals
- Minimise drop heights into haulage vehicles and into conveyors
- Ensure cutting and grinding operations are adequately shielded or wetted
- Sheet lorries carrying dry materials off site
- Use the wheelwash, for appropriate vehicles, if one is provided on site
- Store fine, dry materials within buildings or provide adequate protection from the wind.
- Store bulk cement and bentonite in silos
- Position silos and stockpiles away from residential areas or watercourses.
- Clean up or damp down any spillage of dry dusty materials
- Notify your Line Manager if work activities are causing poor air quality.

DON'T

- DON'T burn materials on site without approval from your Project Manager. Permission is required first from the Environment Agency
- DON'T use poorly maintained plant. Black smoke may give rise to poor health and can cause a nuisance
- DON'T leave plant running if not in use
- DON'T ignore sources of poor air quality, notify your line manager
- DON'T ignore complaints



TRAINING AND DEVELOPMENT PLAN

Title: Start of the week highlights and plant inspection before use.	Date: 09.09.24
Location: Millennium Bridge House	Start Time: 7:45
Duration (Minutes) 30min	End Time: 8:15
Presenters name: A. Kulsinskas	Presenters Signature:

SHORT TRAINING SESSION ATTENDANCE SHEET

	Candidate's Name	Name of Employer	Candidate's Signature
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2	B. Ramchande	RCL	I confirm that I have understood the Tool Box Talk
3	A.Lidzius	RCL	I softirm that I have understood the Tool Box Talk
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6	J.Smith	RCL	I confirm that I have understoo the Tool Box Talk
7	V.Guzauskas	RCL	I confirm hay I have understood the Tool Box Talk
8	A. Makarauskas	RCL	I confirm that I have understood the Tool Box Talk
9	D.Rasciclal	RCL	I confirm that I have understood the Tool Box Talk
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Note: Claims can only be made for your employees or labour-only sub-contractors

No. Attended	Duration	Total Time	Employer Reference
10	30min	5h	2453745.



TRAINING AND DEVELOPMENT PLAN

Title: PPE / dust masks	Date: 13.09.24
Location: Millennium Bridge House	Start Time: 7:45
Duration (Minutes) 30min	End Time: 8:15
Presenters name: A. Kulsinskas	Presenters Signature:

SHORT TRAINING SESSION ATTENDANCE SHEET

	Candidate's Name	Name of Employer	Candidate's Signature
1	D.Rasciclal	RCL	I confirm that I have understood the Tool Box Talk
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Grant Claim information

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