

DEMOLITION METHOD STATEMENT

1. Method Statement Title:

Demolition, Dismantling & Associated Works:



2. MS Sign off and Review:

MS Number:	C0098-MS-001- Various-Planning- Demolition, Dismantling & Associated Works			Revision No: 3	
	Signed	Print Name	Job Title	Date	Notes
Prepared by	<i>D Cobern</i>	<i>Dave Cobern</i>	<i>Operations Director</i>	<i>24/07/2025</i>	To be completed by Person Preparing Method Statement or Sub-Contractor)
Reviewed by					To be completed by a Competent Person or Sub-Contractor)

Revision Detail:

Revision No.:	Revision Detail & Issue Status:	Completed by:	Issue Date:
3	HCD, Turley, Perses comments & revision and changed	D Cobern	19.09.2025

NOTE: All REVISIONS completed will be UNDERLINED to highlight and show changes made after first issue. Where DELETION required, double strike through [e.g. ~~text no longer required~~].

NOTE: Where updating a previously revised document, convert previous revisions UNDERLINED back to NORMAL TEXT and DELETE text that was previously double struck through;

DEMOLITION METHOD STATEMENT



a. Project Name & No.:	Hot Mill Llanwern C0098	b. Project Manager:	Luke Blackwell
c. Project Address:	TATA Steel UK Ltd Llanwern House Newport NP194QZ		
d. Location of Works:	Hot Mill Llanwern		
e. Anticipated Start Date:	1 st September 2025	f. Anticipated Duration:	36 Months
g. Site Working Hours:	07:00 – 19:00 Mon - Fri	h. Saturday:	07:00-18:00
		i. Sunday:	08:00-16:00
Note:			

Task Description	Core Hours*	Evenings and weekends*	Pubic Holidays**
Demolition with Excavator with shears attachment	X	X	
Demolition with Excavator with hammer attachment	X		
Demolition with Excavator without hammer attachment	X	X	

Notes:

*07:00 – 19:00 Monday – Friday 07:00 – 18:00 Saturday 08:00 – 16:00 Sunday

** No work on Public Holidays

Work to be undertaken in a live 24/7 working steel plant

The working pattern for contractors will be:

Week one: Monday to Friday team 1 & 2

Week one Sat- Sun Team 1

Week two Monday to Friday Team1 & 2

Week two Sat – Sun team 2

Teams 1 & 2 have every other weekend off staggered

No works out side the permitted hours will be undertaken without the permission of the local planning authority

3. Supervision & Works Management:

a. Name of HCD Ltd. Site Management:	CCDO Manager	CCDO Supervisor/ Chargehand	SMSTS	SSSTS
Luke Blackwell	✓			
Gerald Simpson	✓			
b. Sub-contractor Management:				
c. Are Sub-contractors being Used:	Y	d. Sub-contractors MS & RA's		N
i. Licenced asbestos removal		ii. Not yet required		

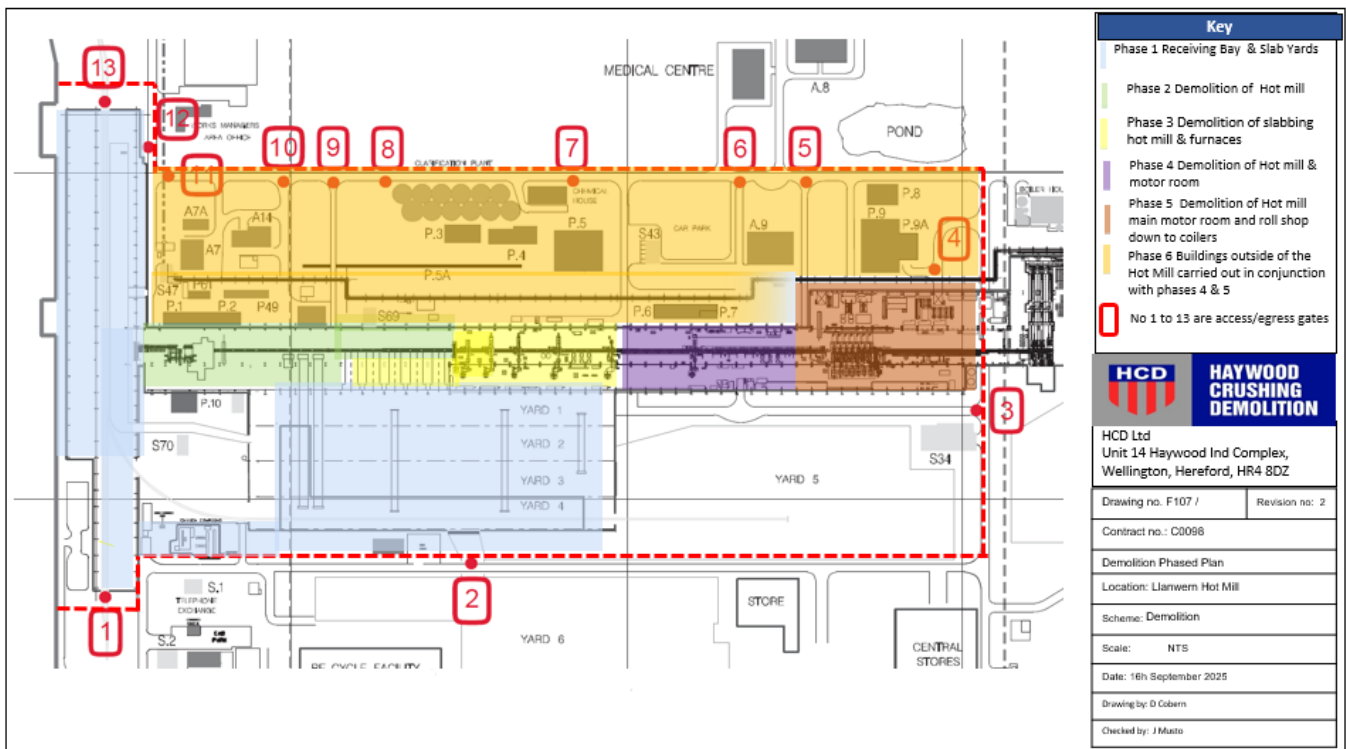
4. Summary of Works:

Haywood Crushing Demolition Ltd have been contracted to take the role of Principal Contractor to undertake the controlled demolition of redundant structures, plant and equipment located within the Hot Mill Building CDM Area (see fig 1) at the Tata Steel UK Ltd Llanwern Newport site in Wales.



Figure 1

The project will be divided into a number of phases



Phase 1 Demo

- Start slab receiving bay and slab yard
- Clearance of slabbing mill motor room including Asbestos removal
- Clearance of main motor room ready for asbestos removal
- Asbestos removal when clear of remaining items
- Removal of rollers & equipment throughout the mill (loose items)
- Removal of outer pipe work north of mill including outside cranes.
- Soft Strip main mill, continue other areas

Phase 2

- Demolition of Hot mill
- Asbestos removal from slabbing mill to end of reheat furnaces (back of Main Motor room.
- Clearance of basement (loose items) below Main motor room and across the mill
- Environment clean starting at the top and work down into cellars(tanks)

Phase 3 Soft strip

- Demolition of hot mill area and Re Heat Furnaces.
- Further asbestos removal down towards the rolling mills.
- Demolition of main motor room

Phase 4

- Demolition of Hot mill
- Further asbestos removal down to Roll shop
- Further demolition of motor room.
- Demolition of outer buildings

Phase 5

- Crushing of hardcore ongoing throughout each phase
- Demolition of Hot mill and roll shop to down coilers
- Demolition of all Outer Buildings
- Completion of demolition of main structure

This Demolition Method Statement details the techniques, sequence and safe working controls required to deliver the required work scope.

All works will be pre-planned and undertaken with due care and control, to ensure the safety of site personnel, Tata Steel UK Ltd and contractor staff, retained plant and equipment, stakeholders and to minimise disruption. Strict traffic management controls will be in place, as well as strict plant to person interface controls. The work site will be secured and controlled as a CDM site throughout the works. All works will be undertaken within the confines of the CDM work site (*see Figure 1*) and will adhere to pre-planned sequencing. Mitigation will be in place to strictly control and to reduce dust, noise and vibration to a minimum.

This project is concerning the demolition of the hot mill and all associated plant equipment and buildings, down to top of ground floor slab with 6f2 infilling of below ground basements back up to ground floor level and removal. The Hot Mill project will involve the meticulous dismantling and removal of extensive industrial facilities, storage tanks, and associated infrastructure. The site's layout and historical usage pose specific challenges that must be carefully considered in the planning stages to ensure a methodical approach to the demolition. The scope of the Works encompasses a series of critical activities that form part of the hazardous insulating asbestos material removal, cleaning, removal of oils demolition, dismantling, and site clearance of the Llanwern Hot Mill. This comprehensive project also entails various process plant structures, pipework, cables, pipe bridges, and plant and equipment. The work includes, but is not limited to, the following key elements:

1. Safely decommissioning and removing all services, process equipment, including machinery, unused oil storage tanks, and associated systems.
2. The methodical dismantling of structural elements, such as pipework, cables, pipe bridges, and supporting frameworks, while maintaining structural safety throughout the process.
3. The controlled demolition of the Hot Mill structures, ensuring minimal impact on the surrounding area and compliance with all regulatory requirements.
4. The identification, removal, and safe disposal of hazardous materials, including asbestos, oils, and other potentially dangerous substances, in accordance with legal standards.
5. Implementing stringent safety measures, including controlled use of hot work, continuous monitoring of potential hazards, and thorough site cleaning to ensure the area is left in a safe, clear, and environmentally compliant condition.
6. Emergency Response will be developed for the CDM area which will be fully detailed within the Construction Phase Plan.

Services

- All services will be isolated, disconnected or diverted, will be controlled by TATA energy department. Prior to commencement of works and throughout the project, a programme of isolation of services associated with the plant, equipment and structures marked for demolition / dismantling will be undertaken by Tata Steel UK Ltd and their specialist in house personnel. This will include physical isolation from live plant, with a physical air-gap isolation of services. HCD Ltd will receive a Handover Certificate and Isolation Certificate. Prior to start of phases of works, HCD Ltd project management team will undertake a walk-around with the Client to confirm isolations and cleanliness prior to hand-over.
- All buildings and structures to be retained/live are located adjacent to the Hot Mill Building, which is scheduled for demolition. Where live services remain within proximity to structures marked for demolition HCD Ltd method of work, sequence / direction of work along with the location of demolition plant /equipment will all be pre-planned to avoid damage. HCD Ltd will use JMS, Daily Safety Briefing and JMSRA to inform the workforce of the location of live services.

Demolition Excavators



Demolition Excavators (D rig) (sizes from 40te – 250te) with hydraulic shear attachment (up to 25te).

Used to mechanically demolish and dismantle all specified structures, processing of scrap, plant and equipment at medium to low height

Figure 2



High Reach Demolition Excavator (D rig) with shear attachment. Used to demolish / dismantle high-level and processing of scrap

.Figure 3



Demolition Excavators (20te+) (D rig) with rotating grab for processing, pulverisers and bucket attachments.

Supports the larger excavator machines, with the progressive sorting and segregating and load-away of arisings.

Figure 4



Cherry Picker for working at height

Work at height will be required if hot cutting is required to pre-weaken structures. Access to heights will be gained via boom type MEWP.

Figure 5

- All of the equipment that will be used on site will be operated by a CPCS Construction Plant Competence Scheme or IPAF International Powered Access Federation trained and experienced operators. The MEWP Mobile Elevated Work Platform when working will be in an exclusion zone. The SWL of the MEWP is 227kg and must not be overloaded. Overload will be notified via audible alarm. Prior to use of the MEWP the operators will use the manual supplied by the manufacturer / supplier to undertake familiarisation training. All persons within the MEWP basket will be required to wear a full body safety harness with 1m fall restraint lanyard attached to the relevant anchor point.
- Exclusion zones will be in force when utilising MEWP's and any demolition Rigs. The extent of any exclusion zones will be varied according to the demolition activity and rate of progress

Rescue Plan for MEWP use:

- If the MEWP operative(s) have been injured prior to retrieving the casualty operatives must first assess the situation fully before commencing a rescue operation. Hazards within the working area, which may affect rescue, should be noted.
- If the MEWP operative(s) have been injured request medical assistance as quickly as possible in accordance with the site emergency plan.
- With the above in place the casualty will be recovered via the most suitable means. Two trained operatives will work within the MEWP at all times and if one operative is injured second operator. If both operatives are injured or if the basket controls fail to respond then the MEWPs emergency override controls will be operated from ground level to bring the operatives safely to the ground.
- Once at ground level the casualty's condition will be assessed by the site first aider and (if applicable to the condition of the injured person) monitored until the emergency services arrive then the basket will ideally be brought to ground level in a controlled manner, by the

Security and Fencing Protection

- HCD Ltd personnel will adhere to all Tata Steel UK Ltd site security requirements and site rules throughout the course of the project.
- The Hot Mill demolition project sits within the wider steel works, which already has 24/7 security measures in place. The Hot Mill demo will sit within a 'ring-fenced' site with additional security as necessary
- HCD Ltd personnel will attend to all required Inductions and pre-works briefings. All works will be conducted to minimise disruption to other site operations and stakeholders.
- The Hot Mill site is enclosed by a palisade fence which will be under the control of HCD Ltd working together with TATA Uk personnel. *(see figure 5 below)*
- HCD Ltd will enclose the boundary of each work package area using a Heras fence line to designate the internal boundary of the CDM site.
- Each work area will be provided with an access gate, which will be secured when not in use. Warning and information signage (including emergency contact details) will be displayed on the site access gate and in prominent positions around the boundary fence. Visitors to the CDM site will have to sign in on arrival to site and be inducted prior to being allowed on site, escorted at all times.
- During the demolition works there will be an average of 40 (external) vehicles a day either processing or collecting materials from within the CDM controlled areas. These works will be managed by using controlled access gates and proving external contractors with inductions prior to starting work.
- During mechanical demolition works, a demolition exclusion zone will be put into place within the confines of the CDM site, in accordance with BS6187:2011. Access to this exclusion zone during active demolitions will be permitted to essential persons only. Demolition plant to person interface will be strictly controlled and will be addressed in detailed method statements and risk assessments.

Control of dust emissions (See also DEMP Doc) :

- Dust will be controlled and suppressed via a combination of means: the relevant structures shall be soft stripped, as far as reasonably practicable, back to brick and block prior to structural demolition to minimize the propensity for fugitive airborne dust and debris generation during the demolition operation. During mechanical demolition, targeted dust suppression will be applied to ensure that dust is suppressed at source e.g.
- Dust Boss water cannons. The water cannons will emit a fine mist spray across the site to drive airborne dust particles to ground. Regular visual inspections / observations of visible dust will be undertaken to ensure that mitigation measures are working successfully. Should dust levels breach acceptable limits at any stage, works will stop and control measures will be reassessed and adjusted.

Noise emissions (See also DEMP Doc) :

- We will undertake a noise assessment during the pre-commencement 'Mobilization' stage to predict noise and vibration levels and to develop mitigation measures and best practices to limit the impact on neighbouring receptors.

Controlling Noise(See also DEMP Doc) :

- Noise generation shall be confined to levels that are as low as is reasonably practicable, for example by choosing to employ hydraulic munchers (if within capacity) to breakdown reinforced concrete in close proximity to residential and commercial properties instead of using hydraulic concrete breakers .
- All plant and vehicles operating on site shall be fitted with "White Sound" (Broadband) reversing alarms as standard which shall provide improved sound/alarm directionality, lower decibel levels and reduced overall noise pollution in comparison to traditional tonal alarms.
- The works shall be planned to eliminate reversing operations whenever possible to enhance safety and minimize the activation of reversing alarms.
- Due to the nature of the works, a certain level of noise generation shall be unavoidable but every effort shall be made to maintain noise levels at the site boundary to below 70Db(A) Leq(10hours).
- Any limits/ restrictions specified in relevant Section 61 Consent shall be complied with.

Vibration(See also DEMP Doc) :

- Where practicable, low vibration working methods will be employed and consideration will be given to the use of the most suitable plant, reasonable hours of working for operations which might give rise to perceptible vibrations.
- Site specific Vibration and noise limits/ trigger points shall be established by the specialist environmental monitoring subcontractor via an assessment in accordance with" BS 5228
- The Code of Practice for Noise & Vibration Control on Construction and Open Sites".

Complaints

The objective of the TATA Steel Complaints Standard (see appendix 1) is to establish a clear, consistent, and accountable process for the receipt, management, investigation, and resolution of complaints across all channels. Throughout the duration of the project HCD Ltd and our site personnel will adhere to the requirements of the TATA Steel Complaints Standard

The applicable information from the TATA Steel Complaints Standard will be included within the project Construction Phase Plan and will be briefed to all applicable persons at site induction. If any HCD Ltd staff member receives a complaint specific to this project, then details will be recorded and will be passed to TATA Steel management without delay. HCD Ltd will then assist in any required investigation to determine root cause and improvement opportunities.

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Plant and Infrastructure to be removed

**Hot mill down
coiler**



**Hot mill
elevations**



**Hot mill furnace
pulpit**



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Hot mill floor. Permit offices.				
Hot mill floor				
Hot mill roll shop				

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Hot mill workshop and stores		
Slab mill hot slab transfer car		
Slab yard 2		

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Slab yard 3	 A photograph showing the interior of a large industrial building with a high, open steel truss roof. The floor is covered with debris and some vegetation. A large pile of dark, rectangular objects, possibly slabs, is visible in the foreground.	
Slab yard 4	 A photograph of an outdoor industrial area. A long, elevated metal structure, possibly a conveyor or bridge, runs across the frame. The ground is wet and reflective, and there is some vegetation on the left side.	
Slab yard semi goliath crane	 A photograph of an industrial interior featuring a large, orange semi-goliath crane. The crane is positioned on a concrete base. The background shows the steel structure of the building and some equipment.	

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P3 cooling tower 2	 A photograph of a large, circular concrete cooling tower structure with a wide, flared top and a narrower base. It is situated in an open area with some vegetation and other industrial structures in the background.	
P8 cooling tower	 A photograph of a tall, rectangular concrete cooling tower with a grid-like facade. It has several yellow pipes and scaffolding attached to its side. The base is surrounded by some greenery.	
Reversing slab mill – 1No	 A photograph of a large industrial machine, likely a reversing slab mill, with a blue and grey body. It is surrounded by concrete blocks and other industrial equipment in a factory setting.	

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Hot mill reheat furnace – 5 Nos			
Hot roughing mill R5-R1 – 5No			
Rotary crop shear – 1 No			

Finishing mill – 7 No	
Pinch rolls – 3 No	

5. Step by Step Sequence of work:

The structures to be demolished ranges from single storey outer office buildings to single storey steel framed structures at 1.4 kilometres x 34 metres high, there are five sets of chimneys above the furnaces up to 55 metres high and up to 180 metres wide in places, the Hotmill has a mezzanine floor 750 mm thick, the main motor room had large motors that will need dismantling and a small motor with similar elements to be removed with cellars below to top of ground level, below that are cable tunnels which will be broken out and infilled with 6f2 concrete from the demolition, ponds, pits and below ground pits will be perforated and in filled with site won 6f2 to leave a ground level area. Within the Hot Mill there are a number of large items of hot mill plant that will need to be dismantled and removed. Both motor rooms have a large amount of asbestos to be removed with further asbestos in cellars and other areas all which have been identified.

The project is to be completed over 3 years or earlier, the work will be down to top of floorslab with infilling up to ground level of any basements/ponds.

- Prior to commencement of works exclusion zones will be established within the boundary fence line as work progress as per the programme, in accordance with BS6187:2011 Code of Practice for Demolition Operations. Access to the exclusion zones will be permitted to the permissible personnel only. The exclusion zone will be managed by the Site Manager or specific work area Supervisor and banksmen, positioned external to the exclusion zone (but within the CDM site) and with a clear view of the works. Two-way radio will be used to communicate between the working teams.



Licenced and non licenced Asbestos removal

- Asbestos has been identified on the Site in various forms, and all information is detailed within the Asbestos Refurbishment and Demolition Surveys carried out by the Client.
- HCD Ltd will employ a licenced Asbestos Removal company to remove all traces of licenced asbestos before any decontamination; dismantling or demolition work takes place in and around these areas / buildings. As per R & D
- There are large amounts of Asbestos AIB to be removed, the largest will be the main motor room which is 32 bays long, it be notified to the HSE under a ASB 5 by the preferred licenced asbestos removal company.

Asbestos Removal Methods

- **AIB removal.**
Scaffolding to will erected by an asbestos licenced scaffolding contractor (2 bays at a time on either side). The licenced asbestos contractor will then form an sealed enclosure within the scaffold; asbestos operatives wearing the appropriate PPE will remove the AIB, wrap and remove out of the enclosure to a nearby enclosed skip. Once all the AIB has been removed from the enclosure a 4 stage clearance will be issued to allow the enclosure to be removed, scaffold to be dismantled ready to be re-erected on the next section of asbestos to be removed. The above method will be used on the two motor rooms. All other AIB will be removed in a similar way some need scaffold, other buildings (old offices) on the peripheral and in the CDM area will still be within enclosures but on a smaller scale.
- **Pipework**
Pipework will also be notified to the HSE under a ASB 5 notification. Some pipes will be enclosed, stripped of asbestos all by licenced contractors, stage 4 clearance and enclosure removed. Others due the difficult nature of where the pipework is, will be wrapped in 1000 gauge plastic sheeting and sealed then removed whole, to be placed into nearby skips.
- **Asbestos Clearence Certification**
Will be provided by an independent and UKAS registered asbestos analyst to confirm that licenced asbestos has been safely removed.
- **Notifications to the HSE**
The preferred Licenced asbestos removal company will be responsible to the HSE via a ASB5 notification,
 - Any non notifiable asbestos removal will be carried out by HCD In house trained operatives.
 - HCD Ltd will assume that there may be residual asbestos containing materials concealed within the various buildings, structures, plant and equipment and a requirement to be vigilant for such, and include for the appropriate procedures for their identification and removal.

- HCD Ltd, based on our experience of similar Works, will make reasonable assumptions relating to all Areas and Plant as to the possible presence of additional asbestos containing materials, and to have included within their removal accordingly.
- HCD Ltd will carry out asbestos background monitoring prior to the demolition phase of the works. Then when non licenced asbestos is being undertaken background and personnel monitoring during operations, all readings will be forwarded to the client. If results exceed allowance then the analyst has the authority to stop work until any issues are resolved
- The safe removal and disposal of any asbestos identified in the Demolition / refurbishment asbestos survey and any additional asbestos found during the demolition works, shall be in accordance with the Control of Asbestos Regulations 2012. Prior to demolition, Demolition Asbestos Survey have been undertaken by an independent and UKAS registered asbestos surveyor. With the controlled removal of any asbestos containing materials identified on the survey.

Demolition Phase

Demolition of outer buildings

The Hot Mill will be mechanically demolished South to North from gate 1 towards gate 13 (see figure 6 above) from then west to east using excavators with shear and pulveriser attachments. The Hot Mill will be demolished working on a bay-by-bay basis, commencing at one end Eastern end working towards the west end and working systematically through.

- Prior to demolition, works will commence with the controlled removal of any asbestos containing materials identified on the survey. Certification will be provided by an independent and UKAS registered asbestos analyst to confirm that asbestos has been safely removed.
- All chemicals oils greases and the like will be removed form the structure prior to any demolition and either recycled and disposed of at a registered facility
- The buildings will be soft stripped where required, to remove internal fittings, fixtures
- This will ensure maximum recycling and will allow for unrestricted demolition.
- An assessment of the buildings (height, location and condition) has determined that the most suitable method of demolition is conventional mechanical demolition, using a demolition spec 360o excavator (D rig) (equipped with a rotating grab attachment).
- Prior to commencement of works an exclusion zone will be established around the structure, in accordance with BS6187:2011 Code of Practice for Demolition Operations. Access to the exclusion zone will be permitted to the plant operator only. The exclusion zone will be managed by the Site Manager or specific work area Supervisor and banksmen, positioned external to the exclusion zone (but within the CDM site) and with a clear view of the works. Two-way radio will be used to communicate between the working team.
- The, flat roofed buildings will be demolished using a D rig with rotating grab attachment.

- The building will be demolished on a bay-by-bay basis, commencing at the gable-end and working to the opposite gable-end. Each bay will be demolished working top-down.
- The arisings will be mechanically sorted and segregated. Brick and concrete will be removed to the defined crushing area ensuring maximum recycling.

Removal of oversize non fixed items by crane

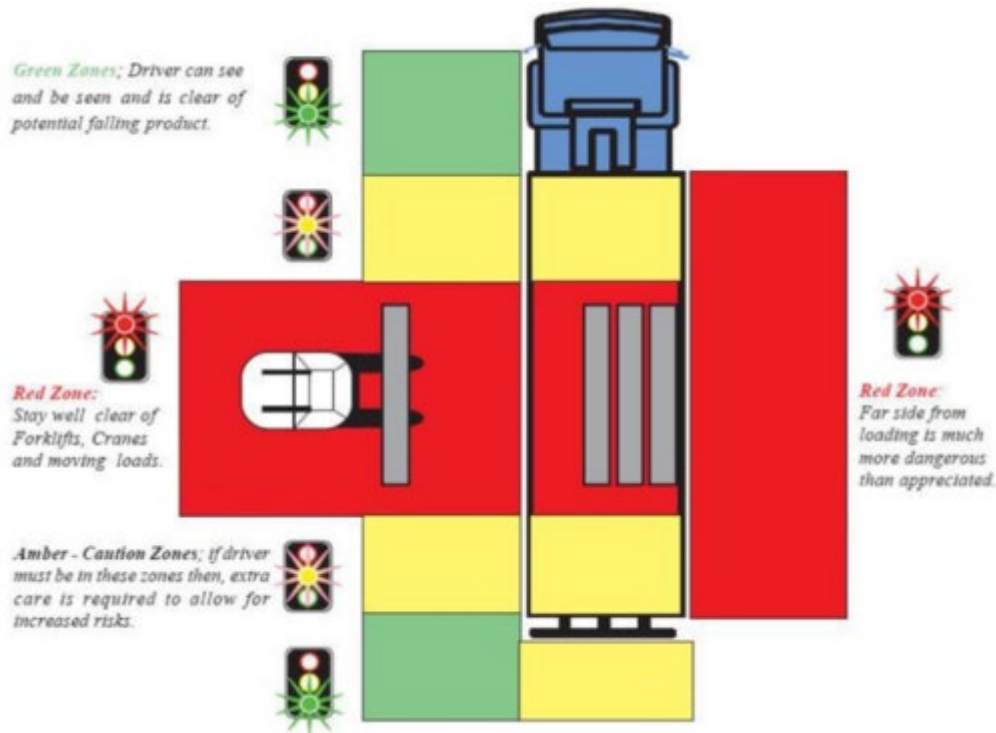
- Given the size of the plant used at the Hot Mill there are a large number of items that will have to be removed utilising TATA overhead cranes.
- The heavier items will be lifted by the overhead cranes under controlled conditions and placed directly onto transport within the Hot Mill to be removed from site.
- Smaller items will be removed by hand utilising telehandlers and tipped into a nearby skips.

Main structures

- An assessment of the main structure (height, location, and condition) has determined that the most suitable method of demolition is Hi reach Demolition Rig (D rig) mechanical demolition. A D rig equipped with shear attachment will be used to demolish the main structure, working progressively top-down.
- Prior to commencement of works an exclusion zone will be established around the structure, in accordance with BS6187:2011 Code of Practice for Demolition Operations. Access to the exclusion zone will be permitted to the plant operator only. The exclusion zone will be managed by the Site Manager or specific work area Supervisor and banksmen, positioned external to the exclusion zone (but within the CDM site) and with a clear view of the works. Two-way radio will be used to communicate between the working team.
- The Hi reach D rig will remove the gable end sheeting of the structure, exposing the roof section and gable end steels.
- The D rig will remove all the gable end steels and place to one side for processing.
- The D rig will then cut the roof truss as near as possible to a column then repeat the process on the opposite side, the roof will drop down held by the purlins.
- The above will be repeated allowing each cut section to be attached by the purlins.
- Then the D rig will remove roof sheets and place to one side exposing the purlins, then starting on one side, cut the purlins working across the roof allowing the cut sections to drop to ground level.
- Once at ground level another D rig will reduce the roof sections to smaller sizes and remove from demolition the area to be further processed, leaving the Hi reach D rig to continue the demolition.
- The D rig will then remove the crane rails and columns a section at a time passing the cut sections back to be processed.
- At ground level the scrap generated by the works will be taken out of the demolition area to be further mechanically processed to size utilising D rig excavators fitted with processing

equipment, in accordance with the contract specification and removed to a pre-determined registered recycling centre.

- TSUK LTD and HCD Ltd will operate a “Load Safe” Policy that is mandatory on all works areas throughout the Llanwern works. HCD Ltd will make themselves aware of the procedure and ensure all necessary measures are in place to comply with the policy safely and adequately. A summary diagram is shown below:



Any oversize mechanical plant remaining will be reduced in size using a gas axe allowing removal from site.

Concrete bases will be broken down utilising a number of attachment, mainly work will pulverisers to reduce noise levels, Hydraulic hammers will be a last resort process.

The hardcore will be processed, removing all the reinforcing bars and crushed to a reusable product for recycling on and off site.

Laydown areas for the processing of the building will be adjacent to the demolition zone.

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6. Significant Risk & Hazard Identification:					
a. Who Might be Harmed? [delete as applicable]					
Site Operatives		✓		3 rd Parties & Public	✓
Other Contractors		✓		Environment	✓
b. Hazards:	H	M	L	N/A	c. Controls:
Slips, Trips & Falls	✓				All areas to be kept clean throughout the works
Manual Handling		✓			D rig and telehandler to do the work
Plant & Machinery	✓				Modern well-maintained plant and equipment
Excavations			✓		Break out of cellars all drops top be fenceed
Confined Space		✓			Only under a permit system with safeguards in place
Traffic Management	✓				TMP in place
Lifting Operations	✓				Crane operators and signaller to follow the JMS
Fire & Hot Works	✓				All hot works to follow permit to hot cut at all times
Work at Height	✓				MEWPs will have a rescue plan and operatives to follow JMS. Podiums built correctly and fit for purpose
Access & Egress	✓				Stair towers and ramps to be used.
Lighting – general & task		✓			All works to be undertaken in the daytime or under overhead lighting
Hand Tools		✓			Various hand tools used to be daily checked
Vibration		✓			Daily use of HAVs forms
Noise		✓			Ear protection to be used
COSHH		✓			COSHH stores to be used to store plant oils
Dusts & Fumes		✓			Moto-fog units not required
Asbestos	✓				Removed from site under strict control.
Fall of Materials	✓				Exclusion zones in place
Other: Complaints system	✓				Follow TATA complaints procedure.

7. Required Operative Competencies:			
a. Operative Competencies:	b. Total Number <i>Put '0' where none</i>	a. Operative Competencies:	b. Total Number <i>Put '0' where none</i>
CCDO [Manager]	2	CSCS [General]	2
CCDO [Supervisor]	3	PASMA [Mobile Towers]	6
CCDO [Chargehand]	3	IPAF [MEWPS & SPB's]	6
CCDO [Demo & Refurb Op]	10	First Aider	6
CCDO [Labourer]	2	Fire Marshalls	6
CPCS [Plant]	8	Banksman	6
Other:			

8. Personal Protective Equipment Requirements:				
PPE Specification:				
a. PPE Type		Y	N	b. To protect against & Spec of Equipment
	Head Protection	Y		Hard Hat -strike to head BS EN397, EN50365 Class 0 Double Triangle(1)
	Hi-Vis Clothing	Y		Class 2 Orange Hi-Vis Vest/jacket/trousers – being struck by, BS EN 471 Class 2 EN ISO 20471:2013 +A12016
	Protective Footwear	Y		Boots, incl. ankle support, toecap & midsole -step on sharp object BS EN ISO 20345: 2011 Class S3
	Gloves	Y		General Purpose Glove Cat 2 EN388 2016 + A1 2018, ISO13997, EN 420:2003 + A1:2009 2,X,4,3
	Eye Protection	Y		Medium Impact Goggles with dust protection – Flying particles entering the eye EN166 Glasses Class F EN166 Goggles class B, BS EN 14458: 2004
	RPE	Y		Dust & Mist disposable half masks – inhaling toxins Class FFP3 BS EN149:2001 + A1 :2009 CE0082
		Y		JSP Force 8 half masks for asbestos and general use- Class FFP3 BS EN149:2001 + A1 :2009 CE0082 (EN 143)
	Hearing Protection	Y		Ear Muffs / Class 5 BS EN352 -3: 2002
		Y		Plugs – hearing loss SNR 32 (SLC 80 32db) class 4 BS EN 352-2; 2002
	Protective Overalls	Y		Protective clothing to protect against heat and flame, A1, B1, C2, D0, E3, F1 Class 3 BS 1149
		Y		Disposable Coverall type 5/6 Class 3 marked, BS1149, EN ISO 20471
	Safety Harness	Y		Fall Prevention or Fall Arrest – against falling P-10 REF. AB110.01 Complies to EN361 2002 EN354:2010 EN358:2018, BS EN361:2002 Class A (Fall Arrest)
	Other:			

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9. Permits required for **THIS JOB** only

Permit Required	HOLD POINT Number?	Issued by:	Issued to:	Location/Task Permit covers:	Date valid from:	Date Permit expires:
a.. Permit to Work:				Hold points will be used in detailed JMS		
b.. Hot Work						
c.. Electrical						
d. . Dig/Break Ground						
e. W@H/Roof Permit						
f.. Confined Spaces						
g. Other:						

10. Plant, Deliveries & Work Equipment:

Indicate whether the items below are required on **THIS JOB** or not.

Operated Plant:	Y	N	Operated Plant:	Y	N
Excavator	Y		Telehandler	Y	
Hi Reach	Y		MEWPs	Y	
Forward Tipping Dumper	Y		Other:		
Articulated Dump Truck	Y				
Ride on Roller					

11. Small Plant & Work Equipment:	Y	N	11. Small Plant & Work Equipment:	Y	N
Compressors/Generators	Y		Heavy Duty Hammers/Drills	Y	
Compaction & rollers	Y		'Stihl' Saws	Y	
Grinders/Abrasive Wheels	Y		General Site Lighting	Y	
Mobile Scaffold/Podiums/Ladders	Y		Task Specific Lighting	Y	
CAT & Genny	Y		Other:		
Lifting Equipment - Chains etc	Y				
Breakers/Demolition Picks	Y				

12. Control Of Substances Hazardous to Health

a. Substance Name	b. Risk to health	c. Controls	d. How to be Stored
Engine oil	Skin cancers	Gloves and glasses	Within the COSHH stores
Diesel	Irritant, skin cancers	Gloves and glasses	Double bunded bowser
Hydraulic oil	Unless injected, not harmful	Gloves and glasses	Within the COSHH stores
Antifreeze	Dryness of the skin	Gloves and glasses	Within the COSHH stores

13. Environmental, Ecological & Archaeological:

a. Hazards	Y	N	a. Hazards	Y	N
Contaminated Land		N	Hazardous & Controlled Wastes	Y	
Invasive Weeds [e.g. Japanese Knotweed]		N	Watercourses, Rivers & Streams	Y	
Protected Trees & / or Monuments		N	Protected Species & / or Habitats	Y	
Archaeology		N	Other [state below]		
Watching Briefs Required (Bats/Birds)	Y				

PART 14 – Emergency Arrangements

Describe the emergency arrangements for any special risks:

(include any special arrangement with emergency services, work at height rescue, confined spaces rescue etc.)

Accidents & Incidents reported immediately to:	Luke Blackwell/Gerald Simpson		
Medical Emergency Arrangements:	Telephone: Luke Blackwell		
Site Accident & Emergency Arrangements:	Address: Hot Mill Llanwern As per TATA UK procedures		
First Aiders:	1. Luke Blackwell	2. Gerald Simpson	3.
Site Fire Emergency Arrangements:	Telephone: As per TATA UK procedures		
Fire Wardens	1. Luke Blackwell	2. Gerald Simpson	3.
Site Environmental Emergency Arrangements:	Telephone: As per TATA UK procedures		

Emergency procedures for the recovery of people undertaking work involving particular risks as listed in Schedule 3 of the CDM regs. 2015, i.e.

15 - Work Involving Particular Risks	Y	N
1. Work which puts workers at risk of burial under earth falls, engulfment in swampland or falling from a height, where the risk is particularly aggravated by the nature of the work or processes used or by the environment at the place of work or site;	Y	
2. Work which puts workers at risk from chemical or biological substances constituting a particular danger to the safety or health of workers or involving a legal requirement for health monitoring;	Y	
3. Work with ionizing radiation requiring the designation of controlled or supervised areas under regulation 16 of the Ionising Radiations Regulations 1999;		N
4. Work near high voltage power lines;		N
5. Work exposing workers to the risk of drowning;		N
6. Work on wells, underground earthworks and tunnels;		N
7. Work carried out by divers having a system of air supply;		N
8. Work carried out by workers in caissons with a compressed air atmosphere;		N
9. Work involving the use of explosives;	Y	
10. Work involving the assembly or dismantling of heavy prefabricated components.		

Each Y ticked in **Box 15 – Work Involving Particular Risks** **MUST** have the emergency procedure for each risk listed here.

PART 16 – Access and egress: (To and from the normal place of work. This MUST be specific as all other areas become prohibited and must be revised as necessary throughout the project) Access to the work area will be via turn stiles once at A9 and the other adjacent to gate 2, then along designated walk ways to designated work areas and exclusions zones

DEMOLITION METHOD STATEMENT



17. Lifting operations:												
a.	Is there a lifting operation involved?		Y	N	If no go straight to Part 18							
b.	Lifting device to be used:	Crane	Y		If a crane is being used for the lift, a specific lift plan is required.							
		HIAB										
		Tele-handler										
		Excavator										
c.	What item(s) is being lifted?											
d.	Is the lift greater than 1 tonne?		Y	Y	N	If no, go straight to f.						
e.	If any of the required items are not present, lift cannot proceed	Radius load indicator		Check valves		Rating table						
		Required	Fitted	Required	Fitted	Required	Fitted					
		Telehandler										
		Excavator										
		HIAB										
f.	What is the estimated weight of the lift?		Up to 90 tonnes									
g.	Tick what lifting accessories are to be used:											
	D shackle(s)	Y	3 leg chain sling		Y	Polyester sling						
	Bow shackle(s)	Y	4 leg chain sling		Y	Round polyester sling						
	Lifting head(s)		Single rope sling			Guide ropes		Y				
	Container lifting lugs		2 leg rope sling(s)		Y	Pipe grab						
	Single leg chain		3 leg rope sling(s)			Spreader beams		Y				
	2 leg chain sling		4 leg rope sling									
h.	Operatives required for lift operations:				Slinger/signaller		Y	Y	N			
					Banksman(men)		Y	Y	N			
					Guide(s)		Y	Y	N			
i.	Are copies of lifting accessories test certificates (in g.) on site?						Y		N			
j.	Are copies of operative's competency certificates (in h.) on site?						Y		N			
k.	Are all ground conditions suitable for the machine to carry out the lifting operation?						Y		N			
If either i., j. or k., is answered 'NO', the lift cannot go ahead until shortfall has been rectified.												
l.	Has the area around the lift operation been secured?				Fenced		Y		N			
					Banksman(men)		Y		N			
m.	Has the communication method been agreed?				Verbal		Y		N			
					Hand signals		Y		N			
					Two way radio		Y		N			
n.	Who will control the lift(s)?		Name:									
Names of operatives:					Location of the lift:							
					Site supervisor:							
					Signed:							
					Date:							

18. Temporary Works: Consequence of Failure Risk (CFR).

The Consequence of Failure Risk requires consideration of what could happen if things go wrong, bearing in mind that we should never think that the worst cannot happen.

i. Are there Temporary Works?	No (Go to Part 19)	✓ Yes
-------------------------------	--------------------	-------

ii. List the temporary works on site below

A: Herras Fencing	Identify CFR in table below in column A
B: scaffold platform	Identify CFR in table below in column B
C: Working from MEWP Temporary Works	Identify CFR in table below in column C

iii. Category	A	B	C	Characterisation of consequence of risk failure
CFR0	✓			Benign, no impact if it fails
CFR1				Low impact and entirely within site; inconvenient but personal injury unlikely
CFR2		✓		Potentially major effect, but failure, while potentially of major impact (for instance involving fatalities and injuries +/- significant economic loss) would not initiate any secondary or chain reaction of major incidents
CFR3			✓	Failure, should it occur, would be catastrophic in its own right or, even if minor in its own right, might initiate a secondary or chain reaction of major or catastrophic incidents

iii. Detail monitoring arrangements on the Temporary Works detailed above to REDUCE the risk of failure:

A Herras fence panels to be carried between two operatives, feet to be carried one at a time, panels to be double clipped. twice daily fence check to be undertaken, the results logged and recorded in the fence check sheets, with any damaged panels changed out and the reasons why the change was required, weather conditions to be taken into account when placing the plywood sheets. Hop-ups to be built by fully trained and competent operatives.

B Scaffold to be installed by fully trained and competent operatives.

C1 Personnel to be fully trained in operating MEWP harness to be worn at all times, rescue plan in place prior to using MEWP

C2 Temporary works to the structure to follow the structural engineers' instructions and drawings to the detail, all personnel are responsible for the correct construction of the temporary works. If in doubt or you don't understand ask questions, why are we placing all these props?

DEMOLITION METHOD STATEMENT

19a - Working at Height

State the Working at height Task here:

If more than one task involves working at height follow this risk assessment for each W@H task

		Y
i. Does Work at height apply to this job?	(Go to 20)	(Go to a Next.)
a) To complete the task is there a risk of personnel falling to a lower level causing injury?	Go to 20	Go to b (Next)
b) Is it reasonably practicable to eliminate the risk of falling by doing the task a different way?	Go to ii	Use other method Go to 20
ii. What is the level of risk? Use the chart below to establish the Risk Number		Risk Number
Consider the task <u>without</u> any work at height controls in place. Using the risk matrix (below) enter risk rating for the task →		10
Risk Number	✓	Then the actions below will apply
0-2		Work at height controls are NOT required although they can be adopted to further reduce the level of risk
3-8		Work at height controls MUST be implemented and monitored to reduce the level of risk
9-10	✓	Work at height controls MUST be implemented to reduce the level of risk.

NOW GO TO Question 19b

Height	Time	No injuries	Minor Injury	Serious injury	Major injury	Single fatality	Multiple fatalities
Greater than 2m	> 60 mins	0	4	6	9	10	10
	5 to 60 mins	0	3	5	8	9	10
	< 5 mins	0	3	5	7	8	10
Between 1m & 2m	> 60 mins	0	3	5	6	7	9
	5 to 60 mins	0	2	4	5	7	9
	< 5 mins	0	2	4	5	6	8
Less than 1m	> 60 mins	0	2	3	4	5	8
	5 to 60 mins	0	1	3	4	5	7
	< 5 mins	0	1	2	4	5	7
Fall on same level		0	1	1	2	N/A	N/A

Consider the task without controls and use this matrix to establish the RISK NUMBER

	No risk		Minor Risk		Medium Risk		High risk		Extreme risk
No risk or risk controlled to an acceptable level				← ← ← ← ←	Risks MUST be reduced to acceptable level				

19b. Select Controls for Working at Height				
i. Select control(s) to be adopted from the following hierarchy:- <i>(tick to show control selected). Always adopt highest level of control possible</i>			✓	Then consider in conjunction with Part 19d below
	Prevention	Install permanent handrails and/or working platforms		Install solution
		Use temporary access equipment designed for task (e.g. MEWP, mobile platform latter)	✓	(MEWP must have A or I, & B,D,H,J,K)
		Install temporary 'collective' solution that prevents all persons in working party falling (e.g. scaffolding, hard barriers)	✓	Must have H & I
		Use PPE that prevents falls (e.g. Harness & appropriate length lanyard in fall restraint configuration)	✓	Must have A or I, & B,C,D,H
	Mitigation (distance)	Install temporary 'collective' solution that minimises the falling distance of the working party (e.g. Netting BS EN 1263)		Netting must have H, I & K
		Use PPE that reduces distance that person falls (e.g. Harness & lanyard in fall arrest configuration) Note: When placing personnel in fall arrest a 'Minimum free space' calculation must be completed by a competent person. See BS 8437:2005	✓	Must have A & J, B, C, D, E, F, G, I.
	Mitigation (consequences)	Install temporary 'collective' solution that minimises the consequences of a fail by anyone in the working party (e.g. Airbags)		Must have J, K
	Mitigation (people controls)	E.g. watchmen to prevent unauthorised access	✓	Must have K
ii. Detail the controls to be implemented and/or additional controls				

19c - Table of controls		Y	N	N/A
A	Harness certificate is required	Y		
B	Lanyard length to be specified	Y		
C	Anchor points to be identified	Y		
D	Plan for rescue/evacuation is required	Y		
E	Fall-arrest rescue plan is required	Y		
F	Rescue party to be quickly available	Y		
G	Rescue equipment to be available	Y		
H	WAH training required	Y		
I	Use Licensed operator / installer			N
J	No Lone working			N
K	Watchman in place for duration of task	Y		
If No rather than N/A is selected for any of the controls identified here in 19d, detail the reason(s) here: No Use Licensed operator / installer being used No lone working				

DEMOLITION METHOD STATEMENT



19d - Additional Controls	YES	NO
Task risk assessment & method statement are required. (NB – if a helmet is to be worn for the task, it must be fitted with a chin strap)	Y	
Safety Equipment pre-use checks are required	Y	
Measures are required to prevent injury to other working parties from falling objects	Y	
<i>If NO is answered to any of the 19d questions, then the reasons why and alternative control measure to be implemented are to be detailed here:</i> No alternative		

DEMOLITION METHOD STATEMENT



20. Method Statements Minor Amendments Form

To be used for recording **MINOR** changes: For **MAJOR** changes a new/revised method statement will be required)

Method Statement Record of **MINOR** change a. MS Number:

b. Work Activity:

DESCRIPTION / EFFECT

c. Proposed Change:

d. New Risks Considered: e. Proposed Control Measures:

f. Requested By: g. Agreed By:

Date: Time: Date: Time:

b. Work Activity:

DESCRIPTION / EFFECT

c. Proposed Change:

d. New Risks Considered: e. Proposed Control Measures:

f. Requested By: g. Agreed By:

Date: Time: Date: Time:

b. Work Activity:

DESCRIPTION / EFFECT

c. Proposed Change:

d. New Risks Considered: e. Proposed Control Measures:

f. Requested By: g. Agreed By:

Date: Time: Date: Time:

DEMOLITION METHOD STATEMENT



21. Post job review:		YES	NO	Details
Look at how the task was done...can we improve the method? What issues occurred?	Are there any lessons for next time?			
	Has the work created any new hazards?			
	What could we change to make the task safer?			

DEMOLITION METHOD STATEMENT



22. Briefing Record:

I have been briefed and fully understand the risks, controls and requirements of this method statement.

Name (Please Print)	Signature	Date
1.		
2.		
3.		
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Appendix 1

TATA STEEL



Environment Standard - Complaints

Standard

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Names of Initial Circulation:

Refer to scope to determine employees to who this standard is required to be communicated. The key contact list for each site can be found here - [Link](#)

1 Scope

To ensure compliance with this standard, the following sites are required to adhere:

Applicable Sites/Works Areas		
Port Talbot	Llanwern	Shapfell

2 Objectives

The objective of this Complaints Standard is to establish a clear, consistent, and accountable process for the receipt, management, investigation, and resolution of complaints across all channels. It aims to:

- Define the roles and responsibilities of all persons involved in the complaints process
- Ensure that all complaints, whether received through approved or unapproved channels, are recorded, assessed, and addressed appropriately.
- Promote fair handling of internal and external complaints, including those raised by community members or litigation stakeholders.
- Support root cause analysis and continuous improvement through structured investigation and route cause reporting.
- Provide transparent escalation, feedback, and reporting mechanisms to improve stakeholder confidence and service delivery.

3 Responsible Persons

Responsibility	Responsible Person
To ensure that the correct resources are allocated for complaints handling, investigations, & communications.	Head of Environment, Operations
To ensure that the correct resources are allocated for complaints investigations.	Works Manager(s)
To manage and improve the complaints system.	Central Environment Lead Governance
To monitor and input necessary details in the Environment Complaints system.	Central Environment Claims Handling Team Site Security Team
To complete all allocated complaint investigations and determine root causes where able.	Site Environment Responsible Personnel
Responsible for making final decisions regarding complaints/claims that have been escalated.	Head of Environment, Operations UK Legal Team

4 Process Flows

All complaint process flows can be found in the following guidelines [Complaint Guidelines](#)

5 Methodology of Complaints

There are 2 ways to make an environmental complaint:

5.1 Regulator

For Welsh sites - Members of the community can report a complaint anonymously through Natural Resources Wales via their online incident form [Report an incident \(smartsurvey.co.uk\)](#) or by calling their 24/7 incident reporting line on 0300 065 3000. This incident report is sent directly to The Environment Operations Team inbox (community.support@tatasteelurope.com). NRW/EA are responsible for informing the complainant of the next steps of the process.

5.2 Via Online Form

Members of the community can report a complaint electronically via TSUK's online complaint form- [Complaint form | Tata Steel UK](#)

6 Receipt of complaints through approved channels

All complaints need to be inputted on the Environment Complaint System [Environmental Team](#)

[| Cases | Salesforce](#) where they can be tracked.

6.1 Complaints received via The Regulator

For Sites based in Wales:

All complaints received through NRW are sent to The Environment Operations Team inbox (community.support@tatasteeleurope.com). These complaints are added to Salesforce by a member of the Environment Governance team each morning for the previous 24 hours. The PDF sent by NRW is to be uploaded to Salesforce by creating a new report.

6.1 Complaints Received via Online Form

All complaints received via online form are automatically pulled over to the Salesforce website. Notification of new complaints added to the system are sent to specific email addresses every morning.

All complaints should be validated by a member of Central Environment to check for accuracy and added to the relevant central governance forum.

7 Receipt of complaints and/or claims from Group Litigation participants

When the complainant's details are inputted into the Environment Complaints System the system will flag automatically if the complainant (or address) was a part of the group litigation.

Complaints from participants in the Group Litigation will be handled as per the standard process.

Participants in the Group Litigation who proceed to make a claim should be sent a referring them back to their solicitors in the Group Litigation. No further action should be taken and Head of Environment, TSUK should be informed (who will notify TSUK Legal).

In the case that there is a change to the Litigation register i.e. group litigation participants home address. the Environment Governance Team should be notified straight away to make changes to the system.

8 Receipt of complaints through unapproved channels

8.1 Complaints received via unapproved channels

In the case that a community member has contacted TSUK personnel via a channel that is an unapproved method of making a complaint, the TSUK personnel must redirect the complainant to the correct channels by responding to the complainant using [Registering a complaint - formal response](#) as soon as possible.

9 Recording & Reporting of complaints receipt

Once all internal complaints have been added to the Salesforce system all complaints from all complaint channels need to be reported into the relevant central environment governance forum.

These figures are reported in the TSUK Operations weekly meeting each Tuesday

10 Complaint Allocation and Assignment

10.1 Complaints are assigned by works areas/sites. Following the key contact list will allow for the correct person to be assigned the complaint for investigation.

[Environment Key Contact List.docx](#)

11 Complaint Investigation

11.1 Complaints are investigated by the relevant personnel following [Complaint Investigation Guidelines](#). All complaint investigation process flows and procedures can also be found within the complaint investigation guidelines.

Once the Complaint Investigation is completed it needs to be sent to the Site Environment Manager and the Head of Environment for review the quality of investigation and actions to understand issues, prevent reoccurrence and escalate if needed.

12 Complaint Route Cause Reporting

12.1 NRW Complaints Report

Once all complaints are completed the route cause needs to be submitted to NRW on request. This is done by creating a report using [NRW Report Template.xlsx](#). This is converted into a PDF and sent to industryregulation.swwales@cyfoethnaturiolcymru.gov.uk.

12.2 All Complaints

All complaint route cause information should be reported back in the relevant central and site governance forum.

13 Claims management – external (community)

13.1 Initial Claim

Each member of the community who has submitted a complaint relating to fallout (excluding NRW complaints) has the right to submit a claim to TSUK's claims department within 10 days of making an original complaint. Claims should be submitted to community.claims@tatasteeleurope.com.

A claim can be submitted for fallout on vehicles, exterior property/items and interior property/items. What is being claimed for should be stated in the initial claim email along with photographic evidence of these items. This will be managed by TSUK's claims department and supported by central environment. The claims procedure process flow can be found here: [Refer to slide 5](#)

13.2 Vehicle cleaning

For claims relating to vehicles, once an investigation has been completed the claims department will make a final decision on whether the claim should be accepted or rejected. If the complaint is accepted a clean will be offered to the complainant. A 'claim accepted' letter is sent to the complainant and they have 14 days to sign and return the letter so cleaning can commence. If the clean is accepted from the complainant the claims department will pass the details to the approved contractor who will make the relevant contact with the complainant.

The contractor representing TSUK will carry out the cleaning following an agreed contract [Vehicle Cleaning](#). Once work is complete job satisfaction documents and an invoice will be sent to the claims department as per the agreed contract. Performance is reviewed in a contract review meeting attended by both Contract Valeting representatives and TSUK representatives. The vehicle claims procedure process flow can be found here: [Refer to slides 6&7](#)

13.3 Internal cleaning & exterior property cleaning

For claims relating to the interior of the property and exterior of the property, once an investigation has been completed and it is deemed that TSUK is responsible for the fallout an initial assessment of the property needs to be done by the approved contractor. The claims department will notify the approved contractor that an assessment needs to be taken out on the items listed in the initial claim. Arrangements will need to be made with the complainant to visit the property. Once an assessment has been carried out the approved contractor will need to create a quotation and send it directly to TSUK's claims department.

If agreed cleaning will commence following the correct standards outlined in the contracts for external and internal property cleans: [Property Cleaning](#). The internal & external property claims procedure process flow can be found here: [Refer to slides 8&9](#). If a complainant has claimed for vehicle cleaning as well as property cleaning this will follow both the vehicle cleaning process and internal/exterior property cleaning process separately.

13.4 Complainant request for compensation

If a complainant requests compensation as part of their claim – The Claims Team must respond using [Letter 4e - Claim Non-Cash Payment](#) as we do not accept requests for compensation. We only provide remediation using approved contractors.

14 Complaint/Claim escalation

If a complainant is unhappy with the outcome of their complaint and/or has requests that are outside of TSUK's procedures – the complaint will need to be escalated to the Head of Environment with the contact details included in the letter response.

15 Claim status notification.

The complainant will be notified regarding each part of the process by letter via email or post (if no email) [Complaints and Claims Letter Procedure.docx](#). Each letter has a notification banner that clearly shows the stages of the complaint process.

16 Complaint closure & feedback

Once a complaint has been completed a closure letter is sent to the complainant by letter via email or post (if no email). [Complaints and Claims Letter Procedure.docx](#) The closure letter will outline the root cause of the complaint if required along with a glossary of terms. All closure letters, claim-related and complaint-related, will have a link and QR code to a feedback survey.

17 Feedback response review

Each closure letter will contain a QR code for complaints to provide feedback to TSUK. This feedback is sent directly to. The feedback is collated and are be raised in the relevant central and site governance forums where actions can be taken.

18 Internal Complaints

Internal complaints are made by employees and contractors on-site to their local site representative.

However, at Llanwern, if an employee or contractor would like to report an incident will visit their site environment representative to inform them of the incident. DCP or the site environment representative will take the details of the incident and take photographic evidence which is sent to the claims team for review. The employee/contractor will also be advised to send their details to the Claims Team via email.

18.1 Receipt of complaints

Once the report has been reviewed by the claims team it is then forwarded to the site environment manager.

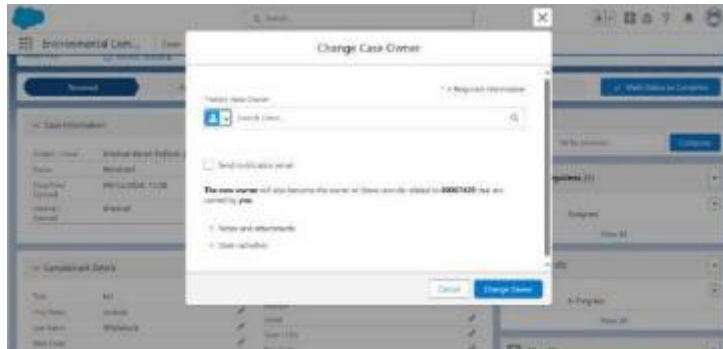
18.2 Recording and reporting of complaint receipt

All internal complaints are managed at site-level.

18.3 Complaint allocation and assignment

To assign complaints to site specific people we need to change the case owner.

Case Number	00007439	
Case Owner	 Aimee Tossell	
Case Origin	Email	
Site	Port Talbot	
Specific Site Location		



18.4 Internal Claims Management

Once the Claims Team have reviewed the conclusion of the investigation they will make a decision on remediation for the vehicle.

If the investigation concludes that TSUK is the source of the event, remediation will be initiated by passing on the complaint details to the contractor. The contractor will contact the complainant to arrange cleaning.

If the investigation concludes that TSUK is not the source of the event, the Claims Team will liaise with the employee to close the claim.

If the employee is not happy with the outcome of the claim then this will be reported to the Site Manager.

18.5 Claim status, closure and reporting

The Claims Team will liaise with the complainant to let them know the status of the claim via email.

Once remediation has taken place the contractor will advise the Claims Team by sending over the relevant information. The Claims Team will close out the complaint via email to the employee/contractor.