



Demolition Method Statement

Demolition, Dismantling & Associated Works

Burdening Area

TATA Steel UK Ltd, Port Talbot

CLIENT: TATA STEEL UK LTD

THOMPSONS OF PRUDHOE LTD | Princess Way, Low Prudhoe, Northumberland, NE42 6PL

Sensitivity: general

Client:	Tata Steel UK Ltd		
Project:	Burdening Area, Port Talbot	Contract Ref:	Q21861
Document Title:	Outline Method Statement		
Document Ref:	WMT/CD/4583		
Revision:	09	Date:	09/06/2025

REVISION CONTROL

REVISION	PREPARED BY	DATE	REASONS FOR REVISION	APPROVED BY	DATE
00	C. Dobson	05/02/25	N/A	J. Thompson T. Koerner	05/02/25
01	C. Dobson	07/04/25	Revised to include further detail on control of noise and dust, following request from planning department	J. Thompson T. Koerner	07/04/25
02	C. Dobson	16/04/25	Revised to change Phase 4 diagram on Page 6	J. Thompson T. Koerner	16/04/25
03	M. Pearson	23/04/25	Revised to include additional detail on monitoring locations. Changes to methodology to include hoppers, Stackers.	T. Koerner	23/04/25
04	C. Dobson	25/04/25	Revised to include detail on ecology	T. Koerner	25/04/25
05	M Pearson	09/05/25	Revised to include complaints procedure 2.22	C Dobson	09/05/2025
06	M Pearson	13/05/25	Revised to include additional info on complaints section & Risk assessment detail.	C Dobson	13/05/2025
07	M Pearson	20/05/2025	Include detail on plant movements within CDM area (Page 12)	C Dobson	20/05/2025
08	M Pearson	28/05/2025	Minor changes following planning comments	C Dobson	28/05/2025

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09	M Pearson	09/06/2025	Minor changes to working hours.	C Dobson	09/06/2025
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1. SUMMARY OF WORK

Thompsons of Prudhoe Ltd have been permitted to tender to take the role of Principal Contractor to undertake the controlled demolition of redundant structures, plant and equipment located within the Burdening Area at the Tata Steel UK Ltd Port Talbot site in Wales.

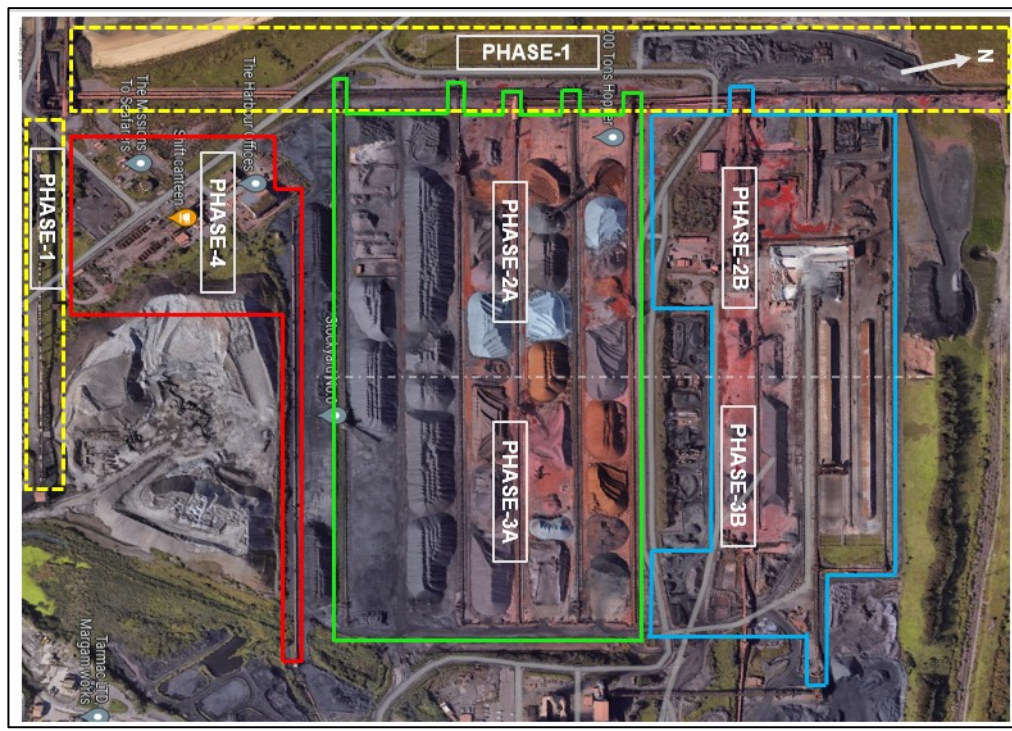
The project will be divided into a number of phases (Phase 1, Phase 2A & 3A, Phase 2B & 3B and Phase 4) to allow for the progressive hand-back of the site.

This Outline 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 work site 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.

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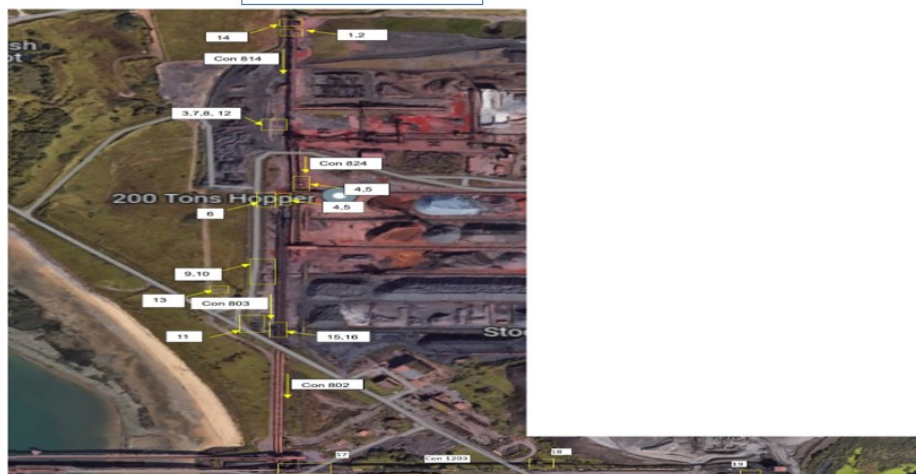
Diagram to show layout of Burdening Area



Diagrams to show work phases

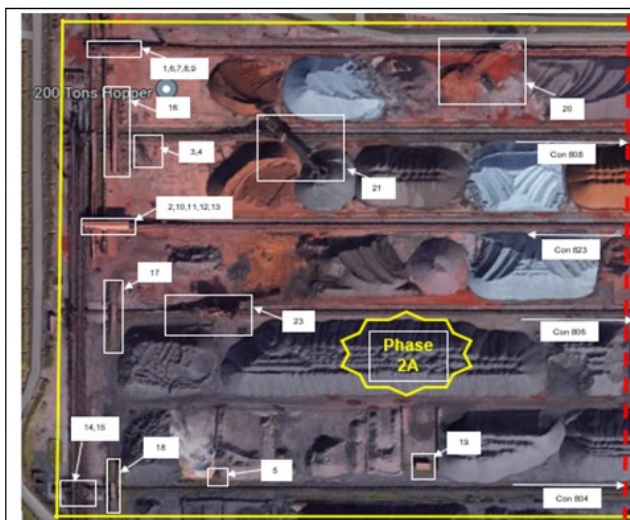
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Phase 1



- | | |
|--|--|
| <ol style="list-style-type: none"> 1. GTU foundation for 814 2. Steel Tank with supports & access stair structure under Conv. 814 3. Building under 814 near weighbridge 4. Conveyor 824 in-situ foundation 5. Solid base under Conveyor 824 6. Lego Bridge Spillage 7. Weighbridge 8. wheel wash 9. VAT near 823 | <ol style="list-style-type: none"> 10. Building at end of 806 11. Lego brick wall x2 spillage bin near head end of conveyor 804 beside 803 12. Vat under 814 near 200t Bunker 13. Lighting tower 14. Junction Station No.-1, at North end of Conv.-814 15. Tripper Structure Over Conv. - 802 16. Tripper Structure Over Conv. - 803 17. Headframe 18. Coal Handling Contractor Room 19. GTU drive motor footing |
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PHASE 2A & 2B



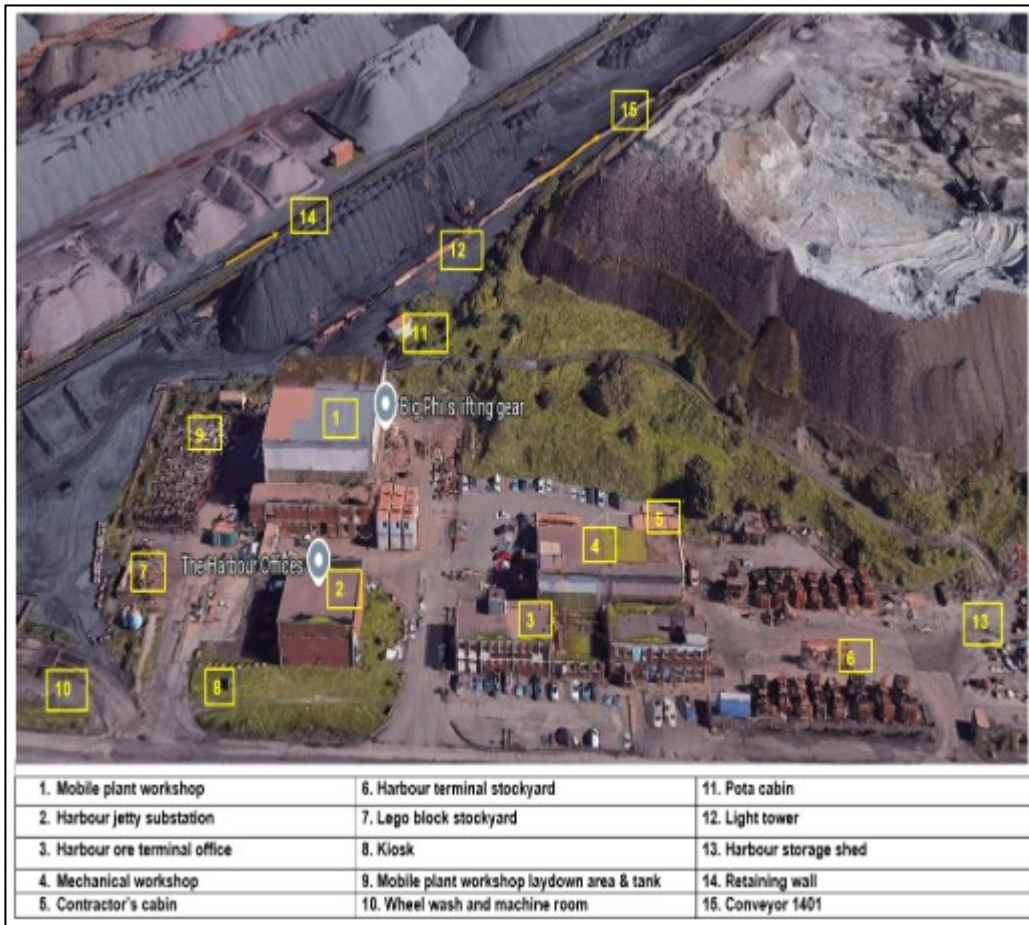
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PHASE 3A & 3B



Phase 4

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2. PROJECT PRE-AMBLE

2.1. Appointments & Site Details

Site Address:

Tata Steel UK Ltd
Port Talbot
SA13 2NG

Client:

Tata Steel UK Ltd
Port Talbot
SA13 2NG

Principal Designer:

Perses CDM
36 Venturefair Drive
Edinburgh
EH17 8WD

Proposed Principal Contractor:

Thompsons of Prudhoe Ltd
Princess Way
Low Prudhoe
Northumberland
NE42 6PL

2.2. Contact Details

Thompsons Supervisory & Management Details:

Name:	Position:	Email:	Phone:
Tom Koerner	Operations Director	tomkoerner@thompsonsofprudhoe.com	07789 170 613
Chris Dobson	H&S Director	chrisdobson@thompsonsofprudhoe.com	07919 491 702
Ryan Molloy	Environmental Director	ryanmolloy@thompsonsofprudhoe.com	07919 491 706
Ben Harris	Commercial Manager	benharris@thompsonsofprudhoe.com	07718 564 298
Mark Pearson	Project Manager	markpearson@thompsonsofprudhoe.com	07919 491 709

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2.3. Local Hospitals

Minor Injuries	Contact Numbers:
Minor Injury Unit Neath Talbot Hospital Baglan Way Port Talbot SA12 7BX	Non-Emergencies: 01639 862160

A&E Hospital:	Contact Numbers:
Morrison Hospital Emergency Department Heol Maes Eglwys Morrison Swansea SA6 6NL	Emergencies: 999 Non-Emergencies: 01792 702222

2.4. First Aid

The Demolition Site Manager is First Aid at Work Trained. Each work area Supervisor is also First Aid at Work Trained. First aid kits will be available within the work site in designated locations and within the welfare area / Site Office. Information to all persons will be provided during the Thompsons Induction.

2.5. Emergency Response

Thompsons will develop own CDM area emergency response plan which will be full detailed within the Construction Phase Plan. Thompsons will also adhere to any required Tata Steel UK Ltd site emergency requirements and will integrate any required site emergency plans/procedures for Tata Steel UK Ltd.

Thompsons Project Manager will be appointed as the designated Emergency Response Coordinator. They will be responsible for planning and managing emergency response procedures, especially for chemical-related incidents. Their responsibilities include:

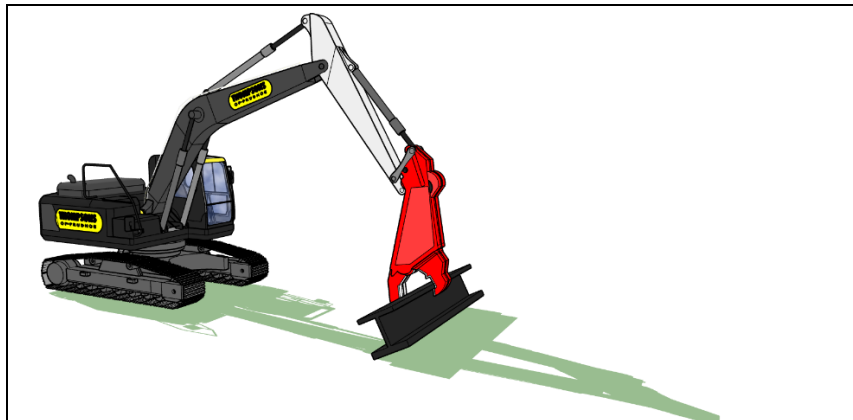
- Developing emergency response plans and protocols.
- Ensuring that personnel are trained in emergency procedures.

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2.6. Plant & Equipment

- Heras fencing
- Warning & information signage
- Hand tools (socket-set, spanner, shovel, cable cutters, pry-bar etc)
- Reciprocating saw
- Boom type MEWP
- Tower scaffold
- Tele-handler forklift truck
- Lifting attachment for tele-handler
- High reach demolition spec 360° excavator machine (equipped with equipped with shear attachment)
- Demolition spec 360° excavator machines (equipped with choice of shear, rotating grab, pulveriser and bucket attachments)
- Skips (categoriosed)
- Spill kits with gloves, disposable bags, pads, socks and absorption granules etc.
- Oxy-propane hot cutting equipment
- Fire points (fire extinguishers and fire call points)

2.7. Demolition Excavators



Demolition Excavators (sizes from 40te – 100te) with hydraulic shear attachment (up to 10te).

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

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	Demolition Excavators (20te+) with rotating grab, pulveriser and bucket attachments. Supports the larger excavator machines, with the progressive sorting and segregating and load-away of arisings.
	High Reach Demolition Excavator with shear attachment. Used to demolish / dismantle high-level structures.

2.8 PPE/RPE

Mandatory:

- Hard hat (BS EN397 – Thompsons supplied only)
- Safety boots (incl. reinforced toe cap and mid-sole)
- FR Overalls (Class 3 hi-vis)
- Gloves – General use (minimum of BS EN888:1994)
- Light eye protection (Safety Specs – BS EN166)

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Use of Powered Hand Tools:

- Mandatory PPE
- Ori-nasal respirator with P3 filter (Sundstrom SR100)
- Impact resistant eye protection
- Hearing protection (Verishield VS120 and VS130H Ear Defenders with SNR of 32 & 35dB)

Use of boom type MEWP:

- Mandatory PPE
- Full body safety harness equipped with 1m fall restraint lanyard

Use of oxy-propane hot cutting equipment:

- Hearing protection (ear plugs)
- Airflow respirator with P3 filter
- FR overalls (Hi-vis Class 3)
- Foundry boots
- Hot working gloves

2.9 Services

Prior to commencement of works on site 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 contractors. This will include physical isolation from live plant, with a physical air-gap isolation of services. Thompsons will receive a Handover Certificate and Isolation Certificate. Prior to start of works, Thompsons project management team will undertake a walk-around with the Client to confirm isolations and cleanliness prior to hand-over.

Where live services remain within proximity to structures marked for demolition Thompsons method of work, sequence / direction of work along with the location of demolition plant / equipment will all be pre-planned to avoid damage. Thompsons will use RAMS, Daily Safety Briefing and POWRA to inform the workforce of the location of live services.

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2.10 Security and Fencing Protection

Thompsons personnel will adhere to all Tata Steel UK Ltd site security requirements and site rules throughout the course of the project. Thompsons 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.

Thompsons will enclose the boundary of each work package area using a Heras fence line to designate the boundary of the CDM site and to partition the work site from the remainder of the Tata Steel UK Ltd site. The fence line will be sited to avoid disruption.

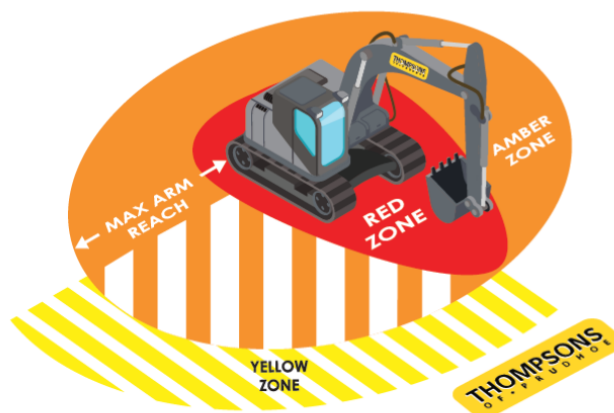
Each work area will be provided with an access gate, which will be secured when not in use. Warning and information signage (including emergency contact details) will be displayed on the site access gate and in prominent positions around the boundary fence. Visitors to the CDM site will be escorted at all times. All persons will be required to sign-in on arrival at Thompsons working area.

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 ToP 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.

During all other plant movement operatives must remain in the yellow zone and will not enter the working radius of the excavator machine at any time unless the excavator is immobilized with the safety lever and the boom grounded, in which case operatives can enter the orange zone, as shown on the diagram below.

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Plant Interface Zones for 360o Machines, Loading Shovels and Telehandlers etc

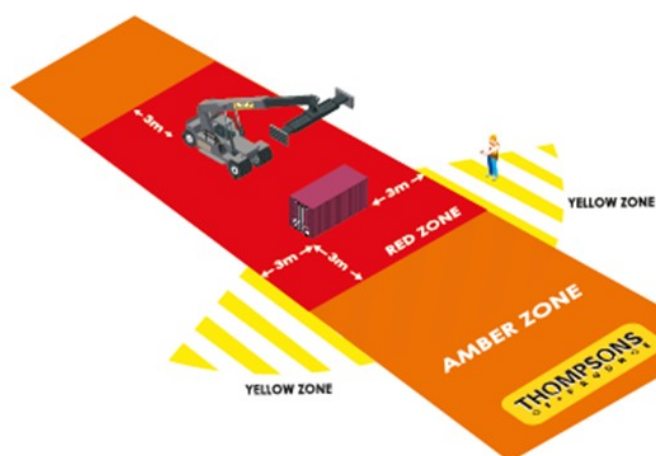
Yellow Zone All personnel involved with the plant operation must remain within this zone to maintain visual contact with the plant operator.

Amber Zone Entry prohibited until positive visual contact is made with the plant operator, the slew arm/hydraulics grounded and the machine is immobilised using the safety lever.

Red Zone Entry prohibited unless the machine is completely isolated with the slew arm/attachment/bucket grounded, the machine immobilised using the safety lever.

Hatched Zones Denotes typical sight lines of the plant operator.

Telehandler



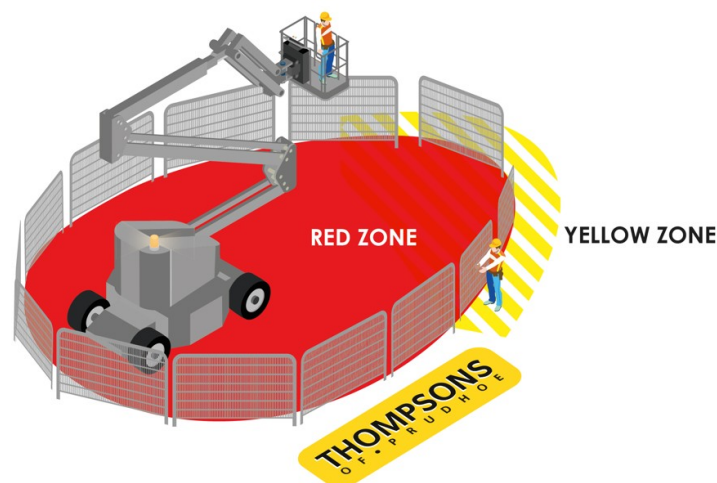
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2.11 Working at Height

Thompsons have planned these works with regard to the hierarchy of control, to minimize work 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.

The MEWP will be operated by a CPCS or IPAF trained and experienced operator. An exclusion zone will be in force at ground level below the MEWP and basket. 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.

An exclusion zone will be in force at ground level below the MEWP.



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 then the basket will ideally be brought to ground level in a controlled manner, by the

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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.

2.12 Manual Handling

Thompsons have planned these works with regard to the hierarchy of control, to strictly minimize the requirement for manual handling through use of mechanical plant and equipment to demolish structures and use of tele-handler and excavator to move items and waste.

Operatives are manual handling trained. Manual handling will be kept to a minimum in line with the hierarchy of control. Thompsons proposed demolition methodologies are primarily mechanical and will always favor the use of plant over manual handling. All necessary manual handling is subject to a risk assessment, considering the nature of the task, individual capabilities, the type of load and the environment of the work area.

2.13 Traffic Management

Thompsons will adhere to all existing Tata Steel UK Ltd traffic management requirements and restrictions.

Prior to commencement of works Thompsons will develop a specific traffic management plan for the Burdening Area, which will be briefed to all site personnel, delivery drivers and other persons via Induction. The traffic management plan will be used to pre-plan all vehicular movements on/off site and will strictly manage the interface between vehicles and pedestrians on site.

Operative and visitor vehicles will be parked within an approved car parking area. Personnel will then follow the existing and approved pedestrian routes to transit to the site access gate.

The main site roadways external to the work area will be kept free from arisings and obstruction throughout the course of the works. All working provisions and arisings etc will be stored within the confines of the work site boundary. Thompsons will ensure that access routes are not restricted. Liaison will be maintained with Tata Steel UK Ltd (and where required with other parties) throughout works.

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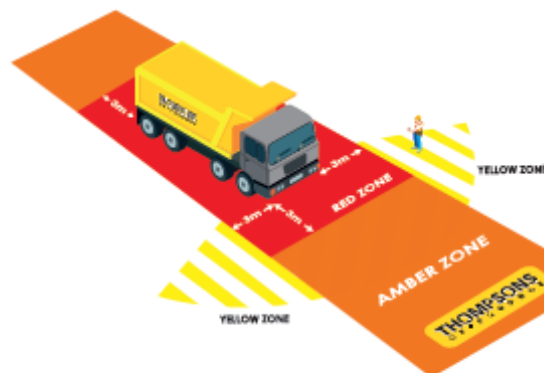
Thompsons area aware that the site includes two key access roads, and that there is a requirement that at least one of these roads must remain live and operational at all times. Thompsons will maintain liaison with the Client and the site landlord regarding the traffic management and the maintenance of these routes.

All vehicle movement will be undertaken with due care. Strict vehicle to person interface controls will be in place. Vehicles will be carefully banked into a loading / off-loading position. All persons will stay clear of the path of travel and will maintain communication. Drivers will adhere to the following as a minimum:

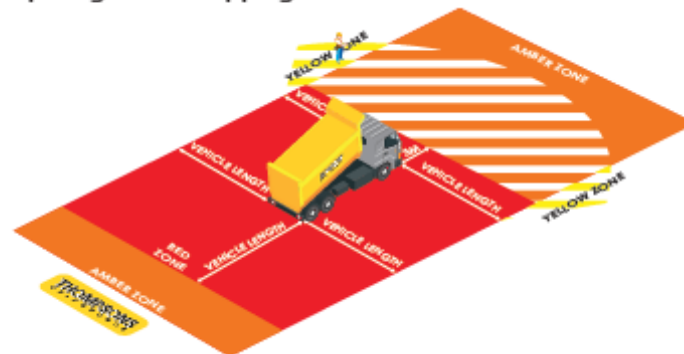
KNOWING THE VULNERABLE AREAS AROUND PLANT AND VEHICLES.

It is of high importance that those working around and operating items of plant are aware of their blind spots and that they understand where people such as banksmen or pedestrians may not be seen along with other road users.

Skip Wagon



Skip Wagon while tipping



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Banksman/Observers

Positioning your vehicle to discharge may require reversing with supervision from a site reversing observer. Ensure whoever is supervising exchanges and agrees what signals will be used before you proceed. Drivers must recognise they are always responsible for all activity or actions they take when controlling their vehicle, whether the reversing observer is supporting or not.

When a Banksman is provided, do not reverse until told.

- ✓ **DO** - Remember that it is always the driver's responsibility to make sure that the delivery can be made safely.
- ✓ **DO** - Proceed to the signed designated 'Holding Area' and await instruction from Banksman.
- ✓ **DO** - Identify the Banksman.
- ✓ **DO** - Always keep the Banksman in view.
- ✓ **DO** - STOP if you lose sight of the Banksman.
- ✓ **DO** - Ensure clear two way communication is maintained at all times.

IF IN DOUBT, STOP!

- ✗ **DON'T** - Reverse unless supervised by a Banksman.
- ✗ **DON'T** - Take any orders from any other person other than the dedicated Banksman.

In the event of a designated Banksman NOT being present, drivers should minimise, where possible, the need for reverse manoeuvres and take the necessary precautions to minimise risk, including full use of on board camera systems and mirrors.



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2.14 Noise

Policy and procedural requirements

Noise on site will be controlled in accordance with Thompsons ISO certified business management systems and associated policies and safe working procedures. Thompsons will adhere to the applicable recommendations and requirements of IAQM Standard and BS5229-1:2009+A1:2014 Code of practice for noise and vibration on construction an open-sites. Adherence to Thompsons procedures and the required guidance will be monitored by the Site Manager and Project Manager. Visiting audit / inspection will be undertaken by Thompsons EHS Department and our Compliance Officer (in addition to Client and Principal Designer audit/inspection).

An integrated noise, dust and vibration monitoring system will be installed to allow real-time continuous monitoring. Background levels will be documented prior to start of works and compared to the real-time monitoring as works progress. Reports will be generated and provided as part of the contractor's report and the H&S File, as required. A monitoring station will be set-up at the immediate edge of the work site boundary adjacent to sensitive receptors. The provisions will be moved as works progress, in line with the working sequence.

Thompsons will adhere to noise limits as detailed in BS5229-1:2009+A1:2014, as noted below:

Table E.1 Example threshold of ΔL_{A1} potential significant ΔL_{A1} effect at dwellings

Assessment category and threshold value period	Threshold value, in decibels (dB) ΔL_{A1} ($L_{Aeq,T}$) ΔL_{A1}		
	Category A ^{A)}	Category B ^{B)}	Category C ^{C)}
Night-time (23.00–07.00)	45	50	55
Evenings and weekends ^{D)}	55	60	65
Daytime (07.00–19.00) and Saturdays (07.00–13.00)	65	70	75

NOTE 1 A potential significant effect is indicated if the $L_{Aeq,T}$ noise level arising from the site exceeds the threshold level for the category appropriate to the ambient noise level.

NOTE 2 If the ambient noise level exceeds the Category C threshold values given in the table (i.e. the ambient noise level is higher than the above values), then a potential significant effect is indicated if the total $L_{Aeq,T}$ noise level for the period increases by more than 3 dB due to site noise. ΔL_{A1}

NOTE 3 Applied to residential receptors only.

^{A)} Category A: threshold values to use when ambient noise levels (when rounded to the nearest 5 dB) are less than these values.

^{B)} Category B: threshold values to use when ambient noise levels (when rounded to the nearest 5 dB) are the same as category A values.

^{C)} Category C: threshold values to use when ambient noise levels (when rounded to the nearest 5 dB) are higher than category A values.

^{D)} 19.00–23.00 weekdays, 13.00–23.00 Saturdays and 07.00–23.00 Sundays.

If agreed levels are exceeded an alert will be issued by the monitoring system to the team without delay. Works will immediately halt for re-assessment. Review of the levels will be undertaken

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alongside the existing control measures. Works will then be re-planned with additional control measures etc and will commence again under continuous monitoring to ensure that improvement has been successful.

Mitigations

An exclusion zone will be in force around each work area to restrict access to all but essential persons. This will limit personal noise exposure.

Construction works are proposed to be undertaken during periods identified with an 'X' within the table below:

Task Description	Core Hours*	Evenings and Weekends**	Public Holidays**
Demolition with Excavator with Hydraulic Hammer Attachment	X		
Demolition without Excavator with Hydraulic Hammer Attachment	X	X	X

Notes:

* 07:00 – 19:00 Monday – Friday, 07:00 – 13.00 Saturday

**19:00 – 20:00 Monday – Friday, 13.00 – 20:00 Saturday, 07:00 – 20:00 Sundays and Public Holidays

The working pattern for contractors will be:

- Week 1: Monday – Sunday
- Week 2: Monday – Friday (early finish to enable travel from site)

No works outside the permitted hours will be undertaken without the permission of the local planning authority.

Temporary services will be powered by screened, silent run generators. The work equipment will be fitted with mufflers and silencers where possible.

Wagon and plant engines will be turned-off when not in use.

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All plant and equipment will be subject to daily inspection and robust maintenance to reduce noise emissions.

Thompsons intended working methods for this project will primarily use demolition excavators. Low impact methods of demolition will be applied where possible (e.g. use of shear and rotating grab attachment). Each work package area will be controlled as an exclusion zone, to prohibit access to all but essential persons.

Works generating levels in excess of 80dBA will be highlighted using warning signs. All works producing noise in excess of 85dBA and above will be conducted within a hearing protection / exclusion zone. Barriers and signage will be used to differentiate these areas and access will only be approved to persons essential for the work task. Hearing protection will be worn by the operator and all others within the work area (Verishield VS120 and VS130H Ear Defenders with SNR of 32 & 35dB). The specific noise levels are as follows:

Tool Type	Make / Model	Noise Levels (dB)
Recip Saw	Hiti WSR 22a Recip Saw	100
Recip Saw	Hilti SR30 Recip Saw	96
Recip Saw	Hilti SR4 A22 Recip Saw (cordless)	94.5
Hot cutting equipment	Oxy-propane hot cutting	105

2.15 Dust Control

Thompsons will minimise dust emissions during all stages of the project. Control mechanisms will be put into place to ensure that works minimise disruption and nuisance.

Thompsons will use water misting (applied by pressure washer bowser or hose with misting spray) to minimise dust release during demolition of concrete or brick structures and during the

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processing of concrete. The water mist will also be used to dampen-down all arisings during sorting and loading-away.

Care will be taken not to flood working areas and water use and water surface run-off will be strictly managed and controlled. Only water mist will be used, to ensure that it is both effective to control dust release and to ensure that the quantities used do not pose a surface water run-off issue. Required drains within the site boundary will be sealed / bunded using a Drain ProTector drain sock (or similar) placed to surround drains and used to trap silt, sand, debris, preventing it entering drains but ensuring that water from dust suppression systems and rainfall can enter the drains preventing flooding of the site.

Mechanical demolition will take place within an exclusion zone, with only the plant operator present. The plant operator will keep cab doors and windows closed.

Wagon / skip loads will be sheeted prior to transport.

The roads approaching the Burdening work area will be kept clean of mud, dust and debris at all times. The roads will be subject to ongoing inspection.

The Site Manager and visiting H&S and senior management team will undertake regular inspections around the site to see if there are unreasonable and excessive build ups of dust from specific tasks, and implementing control measures as necessary.

Thompsons will adhere to the site speed limits to minimise vehicles kicking-up dust.

Dust on site will be controlled in accordance with Thompsons ISO certified business management systems and associated policies and safe working procedures. Thompsons will adhere to the applicable recommendations and requirements of IAQM Standard and BS5229-1:2009+A1:2014 Code of practice for noise and vibration on construction an open-sites. Adherence to Thompsons procedures and the required guidance will be monitored by the Site Manager and Project Manager. Visiting audit / inspection will be undertaken by Thompsons EHS Department and our Compliance Officer (in addition to Client and Principal Designer audit/inspection).

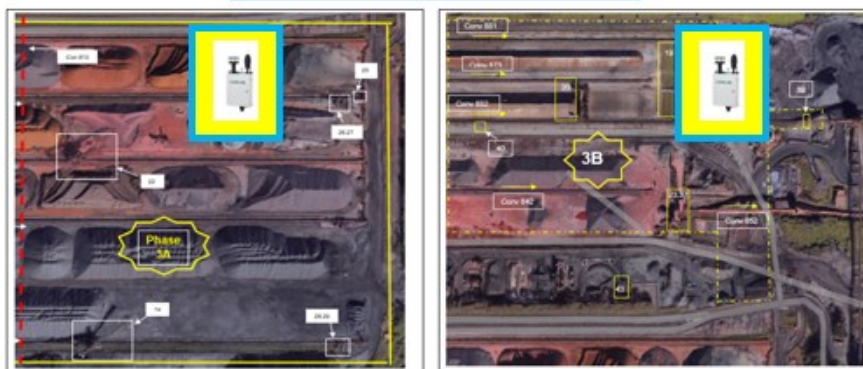
An integrated noise, dust and vibration monitoring system will be installed to allow real-time continuous monitoring. Background levels will be documented prior to start of works and compared to the real-time monitoring as works progress. Reports will be generated and provided as part of the contractor's report and the H&S File, as required. A monitoring station will be set-up at the immediate edge of the work site boundary adjacent to sensitive receptors. The provisions will be moved as works progress, in line with the working sequence.

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PHASE 2A & 2B



PHASE 3A & 3B



Suggested monitoring locations (at boundary of specific work area, adjacent to most sensitive receptors. The monitors' locations will be dynamic throughout the demolition process. As demolition works are completed the monitors will be moved to more suitable areas to ensure they gather relevant data.

BS5229-1:2009+A1:2014 does not provide guidance or set limits for dust levels, as it is not within its scope. Thompsons will therefore draw from industry guidance (specifically the IAQM guidance) to define the dust limits for this project, working closely with our Client and the project

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Principal Designer. A customary limit is 200mg/m²/day deposition will be applied. Although this limit is usually referenced when looking at a frisbee gauge (as per IAQM guidance), when using the monitoring system, we will receive a live / real-time reflection of levels of dust generation allowing us to monitor more closely and to apply additional mitigation methods far quicker.

If agreed levels are exceeded an alert will be issued by the monitoring system to the team without delay. Works will immediately halt for re-assessment. Review of the levels will be undertaken alongside the existing control measures. Works will then be re-planned with additional control measures etc and will commence again under continuous monitoring to ensure that improvement has been successful.

2.16 Vibration (Nuisance & Whole-Body Vibration)

Temporary services will be powered by screened, silent run generators to reduce nuisance vibration. Wagon and plant engines will be turned-off when not in use. All plant and equipment will be subject to daily inspection and robust maintenance to reduce nuisance vibration.

Whole body vibration will be strictly controlled through the provision of air seats and dampening mechanisms in the demolition plant. Annual health surveillance is in place to monitor the workforce. Plant and equipment will be maintained to a high standard throughout works in accordance with our integrated management system procedures, accredited to ISO 9001:2015.

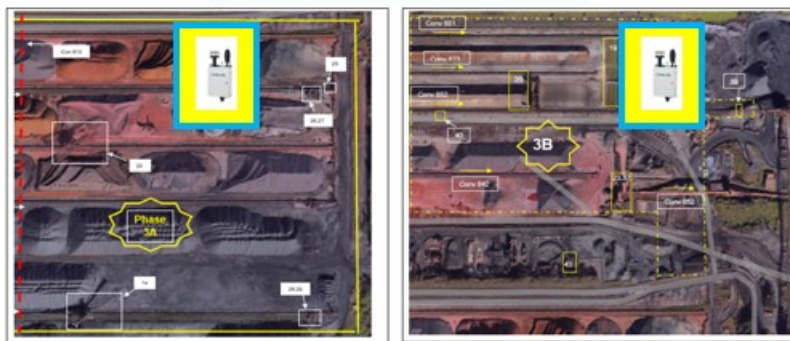
An integrated noise, dust and vibration monitoring system will be installed to allow real-time continuous monitoring. Reports will be generated and provided as part of the contractor's report and the H&S File, as required.

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PHASE 2A & 2B



PHASE 3A & 3B



Suggested monitoring locations (at boundary of specific work area, adjacent to most sensitive receptors. The monitors locations will be dynamic throughout the demolition process. As demolition works are completed the monitors will be moved to more suitable areas to ensure they gather relevant data.

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2.17 Vibration (Hand Arm Vibration)

Where vibratory hand tools are used then a system of monitoring and worker rotation will be put into place. Operatives will wear gloves to keep their hands warm.

 HAND-ARM VIBRATION EXPOSURE CALCULATOR Version 6.3 September 2023									
Company name/work area:									
Employee ID and/or task name:									
Tool Use drop-down list for HSE recommended initial tool magnitude value (range for tool shown in brackets) or manually add tool type and/or magnitude in this column and the Vibration magnitude in "User" column.	Vibration magnitude m/s ²		Task Points per hour	Time to reach EAV hh:mm	Time to reach ELV hh:mm	Exposure duration		Partial exposure m/s ² A(8)	Partial exposure Points
	HSE	User				hours	mins.		
Reciprocating Saws [7-27]	18		648	0:09	0:37				
Hilti WSR 22a Recip Saw		16	512	0:11	0:46				
Hilti SR30 Recip Saw		21.2	899	0:06	0:26				
INSTRUCTIONS: Enter vibration magnitudes and exposure durations (for an individual worker or a task carried out by several workers) in the white areas. Results are displayed in the yellow areas. Additional information such as company name, worker name may be added if printing or saving the calculation.								Daily exposure m/s ² A(8)	Daily exposure points
Exposure calculation by: _____ Job role: _____								Calculation date:	13/06/2024

Actions for Thompsons Operatives

- Report any signs of HAV – pins and needles, pain, numbness of the fingertips, pain in the wrists, reduced sensitivity in the touch
- Use the correct tools for the job
- Rotate the vibratory tools with fellow workers when notified by the Site Supervisor
- Wear warm gloves

Actions for Thompsons Site Supervisor

- Complete trigger time record sheet and rotate employees tasks
- Provide information to operatives on HAV
- Advise employees of the required safe working practices
- Eliminate or reduce vibration risks in line with the method statement and safe working procedures

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2.18 Environmental Precautions

At all times site operations will be undertaken with the protection of local stakeholders and the environment in mind. Works will be undertaken in a controlled manner to ensure the protection of and to minimise disruption to local stakeholders and all third parties. Thompsons will carry out our works to strictly minimise noise, vibration and airborne dust as much as possible.

All operatives will be advised (via Induction, RAMS Briefing, Daily Safety Briefing and POWRA) of the aspects of the site that require attention or protection.

Spillage of fuels and oils etc will be cleaned-up immediately if they occur. This will be done in line with Thompsons pollution prevention and emergency procedures. Spills will be notified to the Client immediately and investigated.

Thompsons will identify any hazardous materials and deal with the disposal of such materials in accordance with our statutory requirements. All substances brought to site will be used in accordance with COSHH Assessments and MSDS.

Thompsons will ensure that our works do not pollute the environment including nuisance noise, windblown dust, spillages etc and will prevent polluting materials from leaving the site in accordance with the contract specification.

Thompsons will establish a designated re-fueling point on site. Spill kits will be present on site to deal with any incident. Operatives are Environmental Awareness trained and this includes emergency drills for clean-up / control of spillage. In the event of leakage / spillage operatives will follow the emergency clean-up / control procedure.

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2.19 Hot Works

- The use of hot work (including welding, cutting, and grinding) will be strictly controlled and minimised.
- Thompsons will seek approval from the Client for any hot work activities.
- All hot work activities will be documented and controlled in accordance with Thompsons Safe Working Procedure TOP-H&S-SWP-006 - Hot Work.
- A fire point will be established in the working area, comprising fire extinguishers, charged fire hose and fire call point.
- All hot works will be carried out under Permit to Work.
- Gas monitoring will be undertaken where required to monitor for flammable atmospheres.
- Operatives will ensure that the area below and around the hot works area is clean and clear of all combustible materials before commencing work.
- Where required, specific sheeting etc will be used to contain the sparks from burning activities whenever possible.
- The work area will be dampened to help prevent sparks from causing any ignition.
- Fire watch will be in place around all hot works areas and will remain in place for a minimum of one hour on completion of works.
- Emergency fire provisions will be in place, including means to fight fire and means to alert the team and Client etc in the event of an emergency.

2.20 Work Control Documents

Thompsons operate a series of Safe Systems of Work (SSoW) 'Thompsons Safety Systems', which are formed from the following Key Safety Principles (all of which shall be deployed during the delivery of this project).



Induction

An induction will be given to all personnel prior to commencement of works. The induction will inform all persons of the site rules and requirements, the specific hazards and control measures unique site location. An induction will also be provided to all visitors to the CDM work area,

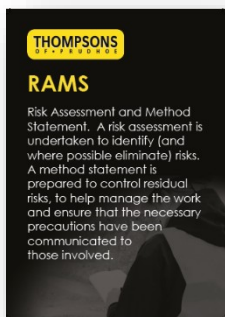
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Daily Safety Briefings (DSB)

Documented Daily Safety Briefings are used to discuss the previous day's work, both positive and negative and to document learning outcomes, allowing continuous improvement. The team then discuss the activities scheduled to be conducted that day along with the associated hazards and control measures.

This is an opportunity for the Manager or work area Supervisor to have two-way dialogue with their team and to ensure that the requirements of the RAMS are broken-down into daily briefing sessions.



Risk Assessments & Method Statements (RAMS)

Project and task specific Risk Assessments and Method Statements are developed for each project / specific work task.

All risks will be assessed and documented, with controls put in place to minimise/eliminate the risk as low as reasonably practicable.

The specific method statements identify the sequence, techniques and safe working controls to complete the work scope efficiently and safely.



Point of Work Risk Assessment (POWRA)

Thompsons will carry out a series of POWRA's at the workplace prior to the works being carried out. The POWRA's ensure that all persons are aware of the scope of works and the associated hazards and control measures for each task. Any changes to the Project circumstances are noted and recorded.

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2.21 Training & Competency

The project will be managed by an experienced project management team, comprising Project Manager, Site Manager and EHS Officer. Site Supervisors will assist the Site Manager with the control of Operatives within each work package area.

Demolition works will be undertaken by experienced and trained demolition operatives, who hold relevant CSCS and CCDO cards, at the appropriate level for their role (Demolition Operative to Experienced Worker Topman). Personnel are trained through CITB, National Demolition Training Group and other approved training providers on all specialist techniques and equipment in use on our sites.

Plant operators each hold CSCS / CPCS competency cards, NVQ and other specialist training for the plant and equipment which they operate.

2.22 Complaints

The objective of the TATA Steel Complaints Standard 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 Thompsons of Prudhoe and our site personnel will adhere to the requirements of the TATA Steel Complaints Standard as attached to this method statement in Schedule 1.

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 Thompsons staff member receives a complaint specific to this project, then details will be recorded and will be passed to TATA Steel management without delay. Thompsons will then assist in any required investigation to determine root cause and improvement opportunities.

Complaints and incident procedures

Where a breach of the SAT is experienced and/or a report of non-compliance with the AQDMP is received, the NSP should:

- As soon as possible, substantiate the complaint by considering the potential that construction site activities are contributing to the generation of dust;

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- Where the dust is attributed to being generated by construction site activities, the NSP should ensure mitigation measures appropriate to the source of the dust (as detailed in the Construction Environmental Management Plan, or CEMP) are applied;
- Where there is no obvious source, then no immediate action should be taken, as it can be assumed that monitoring is attributable to other activities and issues controlled in accordance with the industrial emissions control procedure;
- Report back to the complainant to explain what (if any) action was taken and why; and,
- Note the time, date, name, and contact details of complainant in a complaints log.

The monitoring should be undertaken in accordance with the CEMP, including using data to determine the potential outcome. Therefore, this document should be consulted.

The remainder of this report sets out how monitoring and reporting is undertaken as part of the industrial permitting activities. The extensive array of air quality monitoring activities should explain how any data outages at any one monitor in the vast network of monitoring equipment will be managed, i.e. checks against Defra monitoring equipment near sensitive receptors in Port Talbot itself.

Please refer to Port talbot Environment standard complaints procedure.

2.23 Ecology

General

Throughout works the Thompsons of Prudhoe team will adhere to all project ecological requirements, including adhering to ecological survey requirements and the instructions of the project ecologist(s). Thompsons working team will be supported by our Environmental Director and EHS Team.

Habitat manipulation to avoid harm to reptiles

Whilst there is no activity to be carried out on site regarding vegetation removal and all work will be carried out via the normal access roadway system, if vegetation is to be impacted, then the following criteria must be applied:

- Where these habitats are anticipated to be removed the phased removal of vegetation will be carried out under a watching brief from an Ecological Clerk of Works (ECow). These works will take place during the active season for reptiles (i.e. between mid-March and end of October, weather dependant) and during suitable weather conditions.

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- Impacted reptile habitat will be hand searched by an ecologist immediately before vegetation is removed. For removal, the vegetation will first be cut down to a height of 150 mm above ground to allow reptiles to vacate the site of their own accord. The hand searching will then be repeated before vegetation is finally removed down to ground level.
- Following the completion of the phased vegetation removal, the cleared areas will then be subject to a destructive search (i.e. mechanical topsoil strip) to ensure no reptiles remain. Any wood piles or tree roots and hedgerow banks/root systems will be cleared by hand, or else with a mechanical excavator under the guidance of an ecologist. The destructive search will also be undertaken between mid-March and the end of October (weather dependant).
- Any reptiles found during searches will be allowed to vacate the site of their own accord or - only if necessary - captured and translocated to retained habitat in the west of the site.

2.24 Known Hazards

▪ Access / Egress / lighting
▪ Vehicle to Person Interface
▪ Plant to Person Interface
▪ Work at height
▪ Potential for dropped objects
▪ COSHH
▪ Noise
▪ Vibration (Nuisance, Whole Body)
▪ Dust
▪ Services
▪ Manual Handling
▪ Hot works

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▪ Site security
▪ Client and other contractor disruption

3 OUTLINE METHODOLOGY

Conveyor demolition

- Prior to commencement of works all accessible conveyor belting, motors, gearboxes etc will be removed by the Client. Thompsons can assist the Client if these items are not readily accessible.
- An assessment of the conveyors (height, location and condition) has determined that the most suitable method of demolition is a combination of high-reach and conventional mechanical demolition, using 360° excavator machines (equipped with shear attachment).
- Prior to commencement of works an exclusion zone will be established around the conveyor 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.
- Each conveyor will be mechanically demolished using an excavator with shear attachment. The conveyors will be demolished working on a bay-by-bay basis, commencing at one end and working systematically through.
- The scrap generated by the works will be cut to size in accordance with the contract specification and removed to a pre-determined location by tipper bodied wagon.

Removal of rail track

- The rail track within the package area will be cut and removed in sections using the 360° excavator machine with shear attachment.
- The tanalised timber sleepers which supported the former rail tracks (located every 4m along the track) will be excavated using an excavator with bucket, tested if required and then removed to a pre-determined stockpile location.

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- The concrete footings will be excavated using the bucket attachment. The concrete will be loaded onto a dump truck for transfer to an agreed processing area.

Demolition of Conveyor Junction Houses

- An assessment of the Junction Houses (height, location and condition) has determined that the most suitable method of demolition is conventional mechanical demolition. A demolition spec 360° excavator machine (equipped with shear attachment) will be used to demolish each junction house, 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 excavator machine will be positioned to face the Junction House, ensuring safe standoff whilst maintaining sufficient reach for the demolition attachment.
- The shear attachment will be used to remove the roof and profile cladding from the steel frame structure. The excavator will take a firm hold and will remove each sheet on an individual basis to ground level. The sheeting will be stored within a stockpile at ground level.
- Following de-sheeting, the steel framed superstructure of the Junction House will be systematically reduced, on a top to bottom basis. The shear will be used to remove each section to ground level.
- At ground level the scrap generated by the works will be mechanically processed to size, in accordance with the contract specification and removed to a pre-determined location by tipper bodied wagon.

Demolition of Reclaimers and bucket wheel stackers

- An assessment of the reclaimers/ stackers (height, location and condition) has determined that the most suitable method of demolition is conventional mechanical demolition. A demolition spec 360° excavator machine (equipped with shear attachment) will be used to demolish each reclaimer/stacker, 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

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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.

- If possible lower the ballast weight and boom to ground prior to demolition to reduce the risk of stored energy within the structure.
- If this is not possible start exposing the ballast weights by shearing into the structure. Once exposed start to remove the rear ballast weight via excavator in manageable sections.
- To ensure the structure remains balanced reduce the size of the boom structure progressively working back into the centre of the structure.
- Once both sides have been reduced in weight and now lowered, the excavator will shear the remaining structure top down.
- At ground level the scrap generated by the works will be mechanically processed to size, in accordance with the contract specification and removed to a pre-determined location by tipper bodied wagon.

Demolition of Hoppers

- An assessment of the hoppers (height, location and condition) has determined that the most suitable method of demolition is conventional mechanical demolition. A demolition spec 360° excavator machine (equipped with shear attachment) will be used to demolish each Hopper 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 excavator machine will be positioned to face the each hopper, ensuring safe standoff whilst maintaining sufficient reach for the demolition attachment.
- Working top down the shear will begin to cut into the hopper structure shearing manageable sections off and lowering to ground level to reduce the weight.
- Care will be taken not to pull or twist the structure as it may become unstable.
- Continue to shear sections removing as much weight as possible until the supports area reached.
- Once supports are reached shear horizontal supports and then subsequent vertical supports.
- Vertical supports can be sheared and hinged over to ground level.
- At ground level the scrap generated by the works will be mechanically processed to size, in accordance with the contract specification and removed to a pre-determined location by tipper bodied wagon.

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Break-out / demolition of concrete bases, ramps, pedestals, footings and conveyor bases

- Concrete structures will be first pre-weakened to enable their removal, using a 360° excavator machine equipped with a breaker attachment. The noise, vibration and dust controls within the pre-amble will be adhered to throughout. The excavator will be used to progressively reduce the basis into oversized sections. The oversized sections will then be further reduced using a pulveriser attachment. The re-bar will be extracted, rolled / compacted and then loaded onto Thompsons transport for removal to a defined area of the site for Client credit. The concrete will be crushed to the defined grade. Stockpiled crushed concrete will be loaded onto Thompsons transport for removal to a defined stockpile area of the site.

Reclaimers & Bucket wheel Stacker demolition / dismantling

- An assessment of the Reclaimer and Stacker equipment (height, location and condition) has determined that the most suitable method of demolition is a combination of high-reach and conventional mechanical demolition (demolition spec 360° excavator machine equipped with shear attachment) assisted by controlled hand demolition / pre-weakening.
- Prior to commencement of works an exclusion zone will be established around the specific Reclaimer / Stacker, 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.
- Prior to commencement of works the hydraulic systems will be drained-down and isolated by the Client, allowing for safe working.
- Each reclaimer and stacker will be demolished following an agreed sequence, determined by Thompsons structural engineer and demolition engineers. A structural report will be in place and the requirements of the report will be included with the method statement and risk assessment and then explained to the working team.
- Works will commence to use the high reach excavator machine with shear attachment to cut-through the high tensile steel cabling which extends between boom and counterweight. This will lower the boom toward ground level. The use of the high reach will enable a safe standoff from the reclaimer and stacker.
- Works will progress to systematically demolish / dismantle the reclaimer / stacker using the high reach with shear attachment for higher sections and an excavator with heavy shear for lower sections. The structure will be demolished working top-down. Oversized sections will be removed to ground level for further mechanical processing.

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- If the steel is calculated as too thick for the heavy shear, then limited pre-weakening by hand (using hot cutting) will be undertaken prior to mechanical demolition. The location of the cuts will be determined by Thompsons structural engineer and demolition engineers and pre-marked to aid operatives. A strict QA check system will be in place to ensure cuts are made within the agreed areas and that operatives do not over-cut.
- The scrap generated by the works will be cut to size in accordance with the contract specification and removed to a pre-determined location by tipper bodied wagon.

Processing of concrete

- All concrete generated by the work scope will be crushed within an agreed area of the site and to a defined grade suitable for re-use.
- Any rubble excavated during the works will require a full suite of chemical testing to ensure that it is suitable for crushing and re-use.
- The concrete will be first primary processed using an excavator machine with pulveriser attachment. The re-bar will be extracted, rolled / compacted and then loaded onto Thompsons transport for removal to a defined area of the site for Client credit.
- The concrete will be crushed to the defined grade. Stockpiled crushed concrete will be loaded onto Thompsons transport for removal to a defined stockpile area of the site.

Concrete lego bricks

- Lego brick walls will be dismantled using a 360° excavator machine equipped with rotating grab attachment.
- Lego bricks from wall dismantling and those reclaimed from the wider work area are specified to be removed to a designated stockpile area. Lego blocks will be collated using a 360° excavator machine with rotating grab attachment and mechanically loaded onto a rear tipping articulated dump truck. The lego blocks will be removed to a pre-determined location and then tipped with due care into a stockpile.

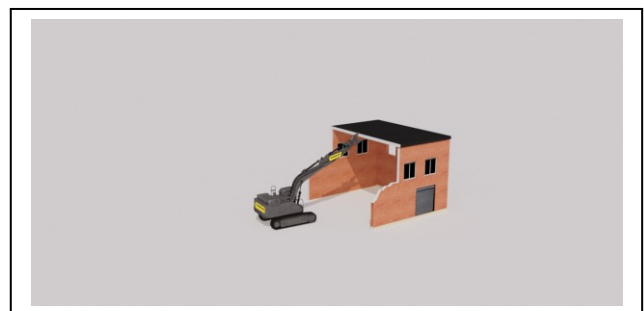
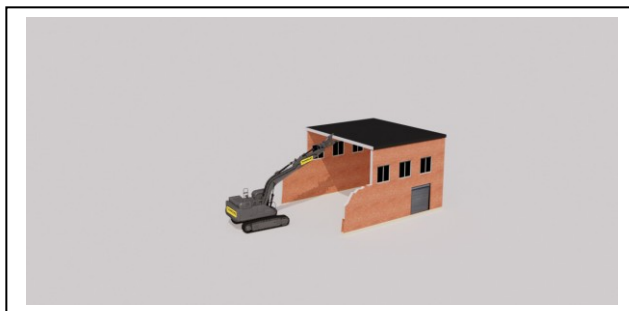
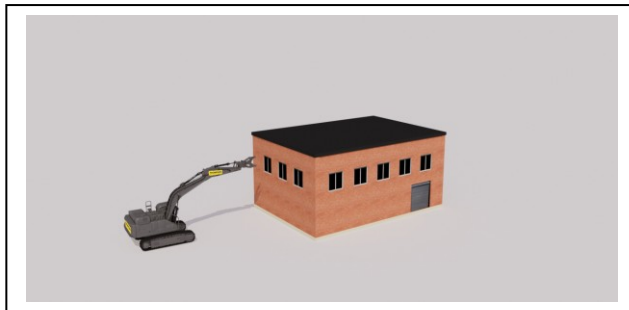
Demolition of brick-built buildings

- Prior to demolition, a Demolition Asbestos Survey will be undertaken by an independent and UKAS registered asbestos surveyor. 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.

Client:	Tata Steel UK Ltd		
Project:	Burdening Area, Port Talbot	Contract Ref:	Q21861
Document Title:	Outline Method Statement		
Document Ref:	WMT/CD/4583		
Revision:	09	Date:	09/06/2025

- The buildings will be soft stripped where required, to remove internal fittings, fixtures and non-load bearing surfaces. This will ensure maximum recycling and will allow for unrestricted demolition.
- An assessment of the brick-built buildings (height, location and condition) has determined that the most suitable method of demolition is conventional mechanical demolition, using a demolition spec 360° excavator machine (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 brick-built, flat roofed two-story buildings will be demolished using a 360° excavator machine 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.

Indicative demolition sequence



Lighting Towers

- An assessment of the lighting towers (height, location and condition) has determined that the most suitable method of demolition is a controlled pull-down, using pre-weakening followed by mechanical removal to ground level for processing.

Client:	Tata Steel UK Ltd		
Project:	Burdening Area, Port Talbot	Contract Ref:	Q21861
Document Title:	Outline Method Statement		
Document Ref:	WMT/CD/4583		
Revision:	09	Date:	09/06/2025

- Prior to commencement of works confirmation will be sought from the Client that all services to the lighting towers have been suitably isolated.
- Works will take place within a large, designed exclusion zone. Access to the exclusion zone will be prohibited to all persons other than the plant operator during the pull-down. The exclusion zone boundaries will be controlled / managed by Site Manager or work area Supervisor and banksmen.
- An excavator machine will be positioned to face the lighting tower, positioned at a pre-determined and designed standoff. Pulling ropes (x2) will be secured around the lighting tower and then to the approved lifting point, at the boom end of the excavator machine.
- With the excavator machine in place and the pulling lines secured, operatives will pre-weaken the lighting tower using controlled oxy-propane hot cutting. Operatives will follow a sequence and method of pre-weakening designed by our Project Management Team with Structural Engineers input.
- The wire ropes will be used to pull-over the lighting tower, as the excavator machine tracks backwards into clear ground.
- The wire ropes will be removed and the lighting tower will be mechanically processed at ground level, using a demolition spec excavator machine with shear attachment.
- The scrap generated by the works will be cut to size in accordance with the contract specification and removed to a pre-determined location by tipper bodied wagon.

Client:	Tata Steel UK Ltd		
Project:	Burdening Area, Port Talbot	Contract Ref:	Q21861
Document Title:	Outline Method Statement		
Document Ref:	WMT/CD/4583		
Revision:	09	Date:	09/06/2025

3 APPENDICES

3.1 RAMS Register (to be signed prior to works)

DATE	NAME	SIGNATURE

Question & Answer Session Conducted by:



Client:	Tata Steel UK Ltd		
Project:	Burdening Area, Port Talbot	Contract Ref:	Q21861
Document Title:	Outline Method Statement		
Document Ref:	WMT/CD/4583		
Revision:	09	Date:	09/06/2025

Name:	Signature:
Comments:	

Client:	Tata Steel UK Ltd		
Project:	Burdening Area, Port Talbot	Contract Ref:	Q21861
Document Title:	Outline Method Statement		
Document Ref:	WMT/CD/4583		
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4 SCHEDULE 1

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@tatasteeleurope.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.

6.2 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 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@tatasteleurope.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 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 Port Talbot, if an employee or contractor would like to report an incident they will need to do this by visiting DCP, any other sites 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

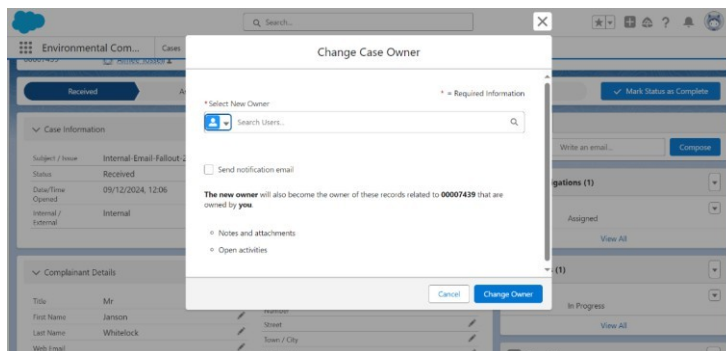
All internal complaints are managed at site-level.

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		

Email address are added and the owner is changed to the assigned person.



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.