



Environmental Policy

January 2026

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1. Environmental Philosophy Statement

- 1.1 PIC Construction Group Ltd undertake to meet all statutory requirements covering Health, Safety and the Environment which includes the following: -
- a) Identify and evaluate the environmental consequences of the company's activities.
 - b) Where possible, adopt options which are most beneficial to the environment.
 - c) Where there is a need to use sub-contractors only those that comply with our environmental policy and that of our clients will be engaged.
 - d) The company undertake to record any communications concerning environmental matters, the response and action taken.
 - e) Review and audit environmental performance at regular intervals and rectify any deficiencies.
 - f) Liaise with local and/or statutory authorities and the public where applicable.

Environmental Statement

PIC Construction Group Ltd recognises the need for sustainable development and continually aims to improve the environmental effect of its activities. To achieve this we will: -

Establish sound environmental management by: -

Meeting or improving upon relevant legislative, regulatory and environmental codes of practice.

Developing objectives that target environmental improvements and monitor performance by regular review.

Considering any environmental issues in the decision-making process.

Developing a relationship with suppliers and contractors so that we all recognise our environmental responsibilities.

Educating staff so that they carry out their activities in an environmentally responsible manner.

Provide for the effective use of resources by: -

Promoting waste minimisation by recycling or finding other uses of by-products whenever economically viable.

Promoting the efficient use of resources, energy and fuel throughout the company's operations.

Co-operate with: -

The communities in which we operate.

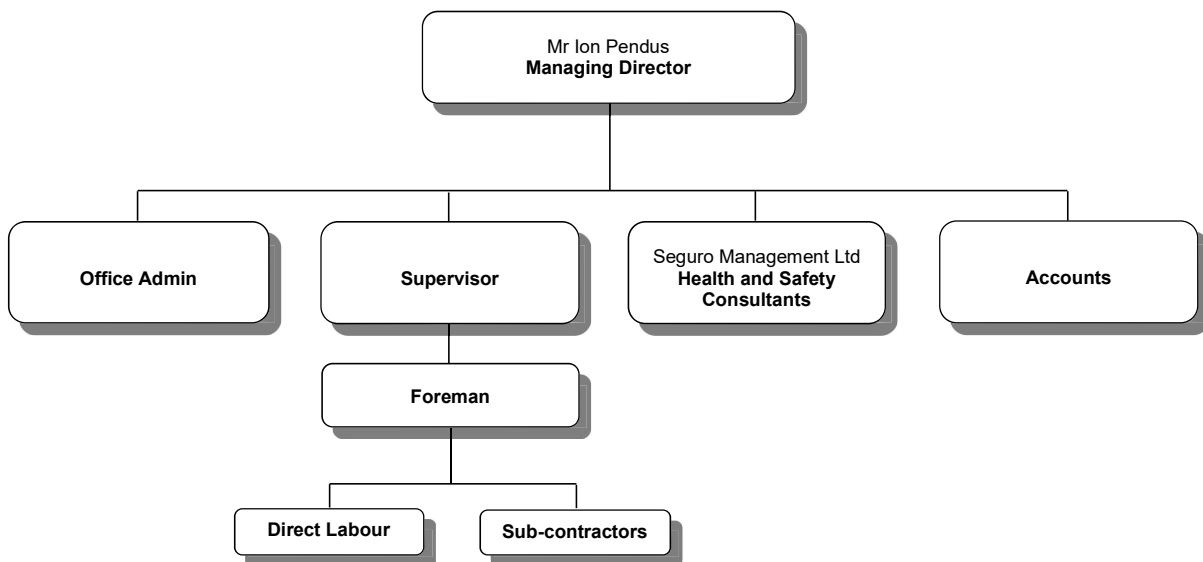
The government, regulatory bodies and other interested parties with the shared vision of being a good and trusted neighbour.

Date: 24th January 2026

Review date: 23rd January 2027

2. Environmental Organisation Chart

The inter-relationship of the various parties involved in the management of environmental issues is shown in the following diagram.



3. Environmental Management Organisation – Responsibilities & Duties

3.1 Director in charge of Environmental Issues

- 1. The Director in Charge of the Environmental Policy** – Mr. Ion Pendus is responsible for the overall effectiveness of the Company's Environmental Policy and the annual review and amendment of the Policy, or as may be necessary in the light of correct development. He will ensure that regular reports are made regarding the Company's environmental performance and of any significant events affecting or arising out of the Company's operations. He is also responsible for the assessment of requirements, non-conformance, loss or damage, risks and liabilities relating to the Company's operations and the adequacy of insurance cover.
- 2. Ensuring adequate resources including finances:** are made available for environmental measures.
- 3. Management of Environmental Issues:** Responsible for providing adequate provisions within the Company for the assessment and evaluation of the Company's environmental impact, preventive and reduction measures, protection, emergency procedures, adequate Environmental surveillance and provide employees with information and training regarding environmental issues.
- 4. Environmental Planning:** Consideration will be given to good, safe environmental principles throughout the Company's operations and projects to minimise the impact on the environment.
- 5. Competency of Personnel:** To ensure that Senior Management's competency is adequate for the duties required of them for environmental arrangements and controls.
- 6. Managers and Employees Environmental Awareness:** To ensure that Management and employees are competent in environmental issues and are aware of all environmental arrangements with regard to the Company's operations and projects.

3.2 Site Supervisor

- 1. General Requirements:** Responsible for the effectiveness of incorporating the PIC Construction Group Ltd Environmental Policy and procedures and any agreed environmental contract requirements. They are to apply the principles of the Policy and contract requirements to the operations under their control and ensure that any defects or faults brought to their notice are suitably corrected. They are to co-operate and liaise with the Local Environmental Health Officers and any other Authorities necessary with regards to environmental measures. They are required to report regularly or as often as necessary to the Director in charge of Environmental issues on the Company's performance and compliance.
- 2. Managers Awareness of Environmental Standards:** To be familiar with and to observe all Environmental Regulations, Codes of Practices and Standards applicable to their work and related industries.
- 3. Company Environmental Policy:** Responsible for ensuring that the Company's Environmental Policy is observed by the employees, sub-contractors and suppliers under their control and that all requirements necessary for effective compliance are provided.
- 4. Protecting the General Public:** Ensure the general public are not put at any unsafe risk from the Company's operations.
- 5. Environmental Inspections / Audits:** Institute an inspection procedure to ascertain that all activities under their jurisdiction are undertaken in a controlled manner with due regard for statutory obligations and approved Codes of Practices, utilising the Environmental Monitoring / Inspection Record Sheet (contained in the Appendices Section of this Policy).
- 6. The Reporting of Environmental non-compliance:** Ensure details of non-compliance incidents that may occur are recorded on Company records, utilising the Environmental Incident Report Form (contained in the Appendices Section of this Policy). They are to ensure that all non-compliance incidents are investigated thoroughly and that suitable remedial measures are taken to prevent re-occurrence. **For guidance on action to be taken in the event of an incident, contact the Company's Health, Safety & Environmental Advisor immediately.**

7. **Client's Environmental Requirements:** Ensure that the workforce under their control are Inducted into activities and contracts environmental requirements, utilising the Environmental Induction Register (contained in the Appendices Section of this Policy), to record names of attendees. This will include any issues raised in the Environmental Aspects / Impacts Register for a particular process or project, any Client's Environmental Policy and any Conditions of Contract.
8. **Discipline:** Reprimand and discipline any employees and Sub-Contractors who are careless with regard to environmental issues.
9. **Competency of Personnel:** Responsible for ensuring that Company personnel, including Sub-Contractors and Self-employed persons under their control, are adequately competent to carry out the work required of them.
10. **Environmental Induction & Training:** Responsible for ensuring that the Company workforce under their control, which includes sub-contractors and self-employed persons, etc., receive Environmental Induction before starting work utilising the Environmental Induction Register (contained in the Appendices Section of this Policy), to record names of attendees. Responsible for identifying environmental training needs where necessary for employees under their control. They are also responsible for recording and regularly reviewing environmental training records for personnel under their control, workforce competency and ensuring that such records are maintained on site and at head office.
11. **Assessments:** Responsible for ensuring Environmental Assessments are carried out for the operations under their control. Environmental risks must be reduced to a practical minimum. These Assessments shall be the basis to formulate Method of Work Statements.
12. **Method of Work Statements, Data Sheets, Engineering Designs and Drawings etc:** To instruct employees in precise terms as to work methods. This should outline environmental issues associated with the job and detail any provisions required.
13. **Environmental Monitoring:** Instigate their own monitoring procedure for works under their control in accordance with the Company Policy and any Contract arrangements. Ensure that Foremen and the Health, Safety & Environmental Advisor audit environmental standards, ensuring that reports are collectively reviewed and appropriately acted upon to ensure environmental standards are maintained sufficiently.

3.3 Site Foreman

1. **General Requirements:** They are to organise and control their works so that it is carried out in accordance with Legal and Local Authority requirements, the Company's Environmental Policy and the Client's requirements.
2. **Co-operation and Liaison:** They are to co-operate and liaise with Senior Management, the Company's Health, Safety & Environmental Advisor and the Local Environmental Health Authority with regards to environmental measures ensuring that any defects or faults brought to their notice are suitably corrected.
3. **Environmental Awareness Training:** Site Foremen are to be familiar with the Environmental Regulations, Approved Codes of Practice and local Authority arrangements which are applicable to the work on which their operatives are engaged and insist those Regulations and Codes of Practices are observed. To ensure that all Site operatives under their control have received appropriate Awareness Training, including refresher training at the appropriate intervals.
4. **Site Environmental Induction:** To ensure that all personnel under their control receive sufficient job Inductions before they start work and that Environmental Tool Box Talks are given to personnel as work progresses.
5. **Method of Work Statement:** Incorporate environmental instructions in routine orders and see that those instructions are carried out. To instruct Operatives under their control in precise terms as to work methods in accordance with environmental requirements, Method of Work Statements and COSHH Assessments etc., for the site / works, detailing the site-specific arrangements.
6. **Competency of Site Personnel:** To ensure that personnel under their control are adequately competent to carry out the work required of them and that personnel are fully appreciative of and understand environmental requirements.

7. **Discipline:** Restrain and reprimand those who fail to consider the environmental arrangements.
8. **Environmental Monitoring:** Instigate a monitoring procedure for works under their control in accordance with the Company Policy and any Contract arrangements.
9. **The Reporting of Environmental non-compliance:** Ensure details of non-compliance incidents that may occur are recorded, utilising the Environmental Incident Report Form (contained in the Appendices Section of this Policy). They are to ensure that all non-compliance incidents are investigated thoroughly and that suitable remedial measures are taken to prevent re-occurrence. To report any non-compliances to Line Management where required.

3.4 Employees / Self-Employed

1. **Environmental Regulations:** Employees are required to comply with Environmental Regulations and Local Authority requirements.
2. **Company Environmental Policy:** Ensure you read and understand the Company's Environmental Policy and carry out work in accordance with the Policy and any agreed Client requirements.
3. **Environmental Induction:** Ensure that you have received Induction before you start work for the Company. This should be given to you by your immediate superior who will include details of the Company's Environmental Policy and details regarding the environmental requirements of your job.
4. **Method of Work Statement:** Ensure you understand the Method of Work for the tasks you undertake. Whenever you are not sure of particular environmental requirements, ask your Superior for clarification.
5. **Control of Substances Hazardous to Health:** Before using substances that could be hazardous to your health or others, ensure you understand the requirements of the safety data sheets and COSHH Assessments that should be given to you by your Superior before you start.
7. **Reporting Environmental Issues:** Report any environmental issues to your Superior immediately.
8. **Breach of Environmental Policy, Rules, Procedures or Responsibilities** may constitute an offence within the Company's disciplinary rules and if of a serious nature, could lead to dismissal.

3.5 Sub-Contractors

1. **General Environmental Requirements:** To carry out their works efficiently and safely and strictly in accordance with Legal requirements, Approved Codes of Practices of the Company's Environmental Policy and agreed Contract requirements. Produce procedures for their operations incorporating their own Environmental Policy.
2. **Carry out Environmental Assessments:** For the works that they will be engaged to carry out.
3. **Environmental Controls and Method of Work Statements:** Are required to be produced and submitted to PIC Construction Group Ltd Management Team detailing appropriate environmental controls in their Method of Work Statements.
4. **COSHH:** Provide full COSHH Assessment information on any hazards associated with equipment or materials they use, or any processes they carry out, before starting work for the Company.
5. **To Appoint an Environmental Supervisor for the Contract:** Who will ensure that works are carried out in accordance with Legal requirements and agreed environmental standards for the contract, which includes any Local Authority requirements. The Environmental Supervisor is required to maintain agreed and suitable environmental practices when undertaking their works.
6. **Co-operation:** To co-operate with PIC Construction Group Ltd Management, the Company's Health, Safety & Environmental Advisor and the Client's personnel in the furtherance of their duties.

7. **Competency of Personnel:** To ensure that the activities under their control are carried out by suitable and competent operatives who understand the Contract environmental requirements.
8. **Site Environmental Induction:** PIC Construction Group Ltd requires all employees of Sub-Contractors to receive Induction before they start work.
9. **Discipline:** To reprimand and discipline any of their employees who do not comply with environmental arrangements and report the matter to PIC Construction Group Ltd who will not hesitate to instruct the removal of offenders from the works for any serious breach.
10. **Reporting Environmental Issues:** Report any environmental issues to PIC Construction Group Ltd Management immediately.
11. **Environmental Inspections / Audits:** Institute an inspection procedure to ascertain that all activities under their jurisdiction are undertaken in a controlled manner with due regard for statutory obligations and approved Codes of Practices.

3.6 Health, Safety & Environmental Advisor

1. **PIC Construction Group Ltd employs Health, Safety & Environmental Advisor** is to advise Management when requested on matters relating to environmental requirements, i.e., relevant Legislation, Codes of Practices and guidance material.
2. **Environmental Inspections:** To monitor by inspection of the workplaces and operations, workshops and accommodation, the environmental performance of the Company's operations and to provide regular feedback on such inspections to Senior Management when requested.
4. **Investigate and Report Environmental Incidents:** To investigate and report on incidents to PIC Construction Group Ltd Management Team when requested.
5. **Promoting Good Environmental Standards:** To promote good working relationship with the Environmental Health Authorities and to strive at all times to achieve with the co-operation of Management, compliance with current Legislation.

4. Noise

- 4.1 Baseline noise surveys will be initiated to establish formally acceptable noise levels for each specific site where necessary. These noise levels will be included in any formal agreements with the Local Environmental Health office for the project in compliance with The Control of Noise at Work Regulations 2005.
- 4.2 The noise criteria will be utilised in determining the method of work, type of plant / equipment to be used and noise mitigation measures for each project.
- 4.3 Where appropriate the Local Council will be informed of the works in accordance with current Legislation. The application will contain particulars of the works, work methods and details of the measures proposed to minimise noise nuisance resulting from the works in accordance with the current British Standard and relevant Environmental Legislation.
- 4.4 The Company will comply with the recommendations set out in the current Code of Practice for Noise Control on Construction, Demolition and Open Sites, The Control of Noise at Work Regulations 2005.
- 4.5 While it is recognised that the current British Standard (BS 4142), Method of Rating Industrial Noise Affecting Mixed Residential and Industrial Areas, is not applicable to construction works, the philosophy of this document may be referred to in assessing degrees of nuisance.
- 4.6 Noisy plant or equipment will be sited as far away as is practicable from sensitive buildings. Use of barriers, e.g. Soil mounds, site huts, acoustic sheds or partitions to deflect noise away from noise sensitive areas will be employed whenever practicable.

5. Hours of working

- 5.1 Hours of company operations will be restricted to comply with Local Authority restrictions. Generally, they are as follows: -
 - 0800 - 1800 Monday to Friday
 - 0800 - 1300 Saturday
 - No Sunday or Bank Holiday working.

Any works outside the permitted hours are to be by prior approval of the Client or The Local Authority and require 14 days notice.

The Company understands that Approval will not be granted other than in exceptional circumstances and where required will be conditional on the Company informing local residents of the proposed activity.

- 5.2 The Company recognises that certain works that do not cause a disturbance to local occupiers can be undertaken outside the Core Working Period. In such situations these will be a general standard that noise should not be perceived at sensitive facades because of these works.

6. Plant / Equipment

- 6.1 Fixed items of operational plant / equipment may have to be electrically powered and not diesel or petrol driven. Where this is not practicable, suitable attenuation (noise suppression) measures will be provided.
- 6.2 Plant and Equipment will be serviced regularly. Correctly maintained equipment will make less noise and will be less likely to break down and reduce emissions.

7. Asbestos

- 7.1 PIC Construction Group Ltd do not carry out any work associated with asbestos. There is no asbestos contained within the Company premises. Although very remote, there may be the possibility of asbestos being present in working environments, therefore all personnel involved in the Company operations have been made aware in the Company Health & Safety Policy of the different types of asbestos and where asbestos is likely to be found, as well as the main requirements of The Control of Asbestos at Work Regulations 2012. Any asbestos related work will be carried out by authorised Licensed Contractors.

8. Contaminated / Hazardous Materials

- 8.1 The Company will comply with the current Control of Substances Hazardous to Health (Amendment) Regulations and the current Guidance Note 'Occupational Exposure Limits' to ensure that contaminated materials are handled and disposed of safely and properly.
- 8.2 The Company will take measures to prevent the contamination of water courses and aquifers during works.
- 8.3 The Company will comply with the current Health and Safety Executive Guidance Note, Health; Preparation and Planning; Legislation; Techniques and Health Hazards, and ensure that contaminated and hazardous materials are handled and disposed of safely and properly in accordance with The Control of Substances Hazardous to Health (Amendment) Regulations.
- 8.4 The Company will ensure that materials and waste are not deposited in any surface water course. Any water that has come into contact with contaminated materials must be disposed of in accordance with the current Water Acts, any other relevant disposal regulations and to the satisfaction of the Environment Agency. For any discharge into a watercourse or river, approval will be required from the Environment Agency and for any discharge into a sewer, a trade effluent consent will be required from the local Water Company.

9. Waste Disposal

- 9.1 Prior to the removal of any waste from site, the Company will obtain all necessary Certification and Licences from the Waste Carrier.
- 9.2 All site waste will be segregated into various containers, e.g., fluorescent tubes, wood, scrap metal etc.
- 9.3 The Company, as Waste Producers, will obtain a receipt from the Waste Carrier identifying the disposal point for the waste. Upon disposal, the Waste Carrier will obtain a receipt from the Disposal Point to confirm the waste has been disposed of in accordance with current Legislation / Regulations.

10. General

- 10.1 Emergency telephone numbers for key personnel will be provided by the Company for use by officers of the Local Authority, should the need arise.
- 10.2 Fly-tipping will not be permitted. Loads will only be deposited at authorised tips or into designated barges. Deposition will be in accordance with the requirements of the Environment Agency, the current Environment Legislation, and Special Waste Regulations.
- 10.3 The Company will make provisions to ensure that all hazardous substances including oil drums or containers on the Company premises are controlled in accordance with current Control of Substances Hazardous to Health Regulations, are properly banded and that no oil or other contaminants are allowed to reach water courses or ground water, including aquifers.
- 10.4 Wherever possible, oils used by the Company will be recycled. Where this is not viable, materials will be disposed of in accordance with the Local Waste Authorities requirements.

11. Environmental Complaints

PIC Construction Group Ltd take complaints from clients, staff, regulatory bodies and the public seriously. We will endeavour to record and deal with all complaints within a reasonable time frame.

Complaints can be received by either of the following methods;

- Verbal
- Electronically
- Written General

The way in which PIC Construction Group Ltd will handle complaints are as follows;

- Log the complaint on the environmental complaints form (Appendix 7) within 24 hours of receiving the initial complaint
- Investigate the complaint within 72 hours
- Compile a report within 5 working days of the initial complaint
- Arrange for feedback to be given to the complainer within 10 working days of the initial complaint
- Raise any non-conformances with the directors
- Take actions to rectify or safeguard any re occurrence of the instance that raised the initial complaint

12. Legislation / Statutory Requirements

<u>Health, Safety and Environmental Statutory Requirements</u>	Date of Introduction
The Health and Safety at Work etc. Act.	1974
The Management of Health and Safety at Work Regulations.	1999
The Construction Design and Management Regulations.	2015
The Provision and Use of Work Equipment Regulations.	1998
The Manual Handling Operations Regulations.	1992
The Working at Height Regulations	2005
The Personal Protective Equipment Regulations.	1992
The Reporting of Injuries, Diseases and Dangerous Occurrences Legislation	2013
Lifting Operations and Lifting Equipment Regulations	1998
The Noise at Work Regulations Physical Agents (Noise) Regulations	2006
The Electricity at Work Regulations	1989
The First Aid at Work Regulations and Approved Codes of Practice	1981
The Control of Vibration at Work Regulations	2005
The Hazardous Waste Regulations	2005
The Control of Asbestos Regulations	2012
The Health and Safety (Display Screen Equipment) Regulations	1992
The Control of Substances Hazardous to Health Regulations	2002
Fire Safety Act 2021	2021
The Corporate Manslaughter and Corporate Homicide Act	2007
Safety Representatives and Safety Committees Regulations	1977
The Health and Safety (Consultation with Employees) Regulations	1996
The Health and Safety (Safety Signs and Signals) Regulations	1996
Integrated Pollution Prevention Control Regulations	2000
Environmental Protection Act 1990 (Duty of Care), Water Resources Act 2003 Water Industry Regs 1991	
The Waste Electric and Electronic Equipment (WEEE) Regulations 2013	2013
Control of Noise (Codes of Practice for Construction and Open Sites) (England)	2002
Control of Pollution Act (Amendment) Act	1974
Environmental Protection (Duty of Care) Regulations	1991
Waste Management Licensing Regulations	1994
Landfill (England and Wales) Regulations	2002
The Control of Pollution (Oil Storage) (England) Regulations	2001
The Hazardous Waste (England and Wales) Regulations	2005

Reference: Whilst the above list of Statutory Provisions is current, the above list is only reflective of some of the current statutory provisions that may be relevant to the companies Health, Safety and Environmental policy.

Appendix 2: Environmental Aspects / Impacts Register				Sheet No:
Site				Date
Ref.	Aspect	Impact / issue	Sig. Rating (High/Medium/Low)	Control Measures
1	Waste Packaging	Packing waste is a major contributor to Landfill. Types of packing used are: Cardboard boxes, bubble wrap, shrink wrap, brown paper, hard-board, plastic bags.	M	Waste on Construction Sites – Materials i.e. timber, bricks etc are delivered to site on wooden pallets; these are sometimes wrapped with plastic wrap or secured by plastic strapping. At the moment both the plastic wrap and strapping are disposed of within the main contractor waste streams. Pallets are sent back to supplier for re-use.
2	Disposal of copier and printer toner cartridges.	Landfill impacts plastics, release of toxic matter to land and groundwater	L	Toner cartridges to be sent back to manufacture for recycling.
3	General Waste to Landfill	Waste to landfill is a major contributor to land pollution. Any decrease in the amount sent will have a direct beneficial impact on the environment.	M	Management of waste segregation with a view to recycle will reduce the amount sent to landfill significantly. The site currently operates with limited segregation, at the moment site waste is disposed of within the main contractor waste streams. Systems for recycle paper, cardboard, aluminium cans, toner bottles, within office are underway. This will limit the amount of general waste sent to landfill.
4	Discharge to Sewer	If a major spillage occurred on site involving a discharge to the foul water drainage system this could cause an environmental incident	M	To prevent any discharge to the sewer, the company will allocate spillage kits around each of the sites where the client has not provided or implemented a system. Attached to the spillage procedure will be an Incident form and an Environmental contact list. Spill Kits - Training will be given to employees in the use of spillage kits and this will also form part of any tool box talks that may be required on an annual basis.

Ref.	Aspect	Impact / issue	Sig. Rating (High/Medium/Low)	Control Measures
5	Maintenance, Electrical, and Electronic Equipment waste containing hazardous components (e.g. TV's, monitors, and associated equipment.	Landfill Impacts, Release of toxic matter to land and groundwater releases. Legal issue- Waste Electrical & Electronic Equipment Regulations.	L	When equipment becomes redundant for its original use, the following options, listed in order of priority, should be considered: <ul style="list-style-type: none"> • Sale to outside bodies • Donation to a charitable or community organisation • Disposal in a secure and environmentally-friendly manner
6	Energy Consumption – All Services, gas, electricity, oil, water.	Electricity generation consumes natural resources (coal, oil, gas) and creates atmospheric emissions CO ² , SO ² , etc. CO ² leads to Global Warming and SO ² leads to Acid Rain	M	Energy efficient lighting. Adopt more energy saving ideas. E.g. Switching off lights & PC's. Monitor electricity usage.
7	Company Vehicles	Typical vehicle is 1.8 litres engine capacity. Typical emissions would be 0.36kg CO ₂ per mile. At 25,000 business miles per car per annum = 6 vehicles x 25,000 Miles= 150,000 tonnes x 0.36 = 54,000 = 5.4 tonnes CO ₂ The scale of emissions depends on how well the vehicles are maintained and how well they are driven, as is tyre usage.	M	Good car and vehicle maintenance should be instigated. ENVIRONMENTAL TARGETS - Carbon footprint reduction: <ul style="list-style-type: none"> • We will measure our carbon footprint by the end of 2026. • We will reduce our overall carbon footprint by the end of 2027.
8	Hazardous Waste Spillage	Hazardous Waste Spillage's must be cleaned up in accordance with the emergency procedure for spillage to reduce any pollution of land or water pathways.	L	The company will allocate spillage kits around each of the sites where the client has not provided or implemented a system. Attached to the spillage procedure will be an Incident form and an Environmental contact list. Spill Kits - Training will be given to employees in the use of spillage kits and this will also form part of any tool box talks that may be required on an annual basis.



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Ref.	Aspect	Impact / issue	Sig. Rating (High/Medium/Low)	Control Measures
9	Noise Exposure to neighbours	Noise Exposure to neighbours in the surrounding area - there are no Noise Limits set by the Local Authority.	M	No significant noise is produced through normal business activities. All site activities are assessed on project basis.

Appendix 5: Environmental Incident Report Form				Ref No. (Office use only)			
Client							
H.O. Address							
Tel No.		Fax No.					
GENERAL DETAILS							
Site Address							
Site Tel No.		Date of Incident		Time of Incident		am/pm	
Exact location of Incident							
Is your Company in overall control of the site / premises?				YES		NO	
If NO, give the name, address and telephone number of the following:							
Principal Contractor	Name					Tel No.	
	Address						
Full details of Environmental incident.							
Full account of Incident – state extent and type of contamination and breach of requirements.							
Names and addresses of any witnesses to the Incident							
1	Name					Tel No.	
	Address						
2	Name					Tel No.	
	Address						
Any other details							
Report completed by							
Name (print)				Signature			
Position				Date			

Note: Any Environmental incident should be reported to Senior Management immediately by telephone. A copy of this Incident Report should be forwarded to the Director in charge of Environmental issues at Head Office.

Appendix 7: Environmental Complaints Form

Project Details			
Site Location			
Complaint received by	Name:		Position:
	Time:		Date:

Plaintiff	Name:	Position:
Plaintiff Contact Details		

Nature of Complaint	Site Activity Response

Corrective Action			
Target Date		Responsibility	

Preventative Action			
Target Date		Responsibility	

Form completed by:			
Name (print)		Signature	
Position		Date	