

Safety, Health, Environmental and Community

Annual Report of 2006



BALLYMUN REGENERATION LIMITED

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FOREWORD

Over the past 12 months, the new strategies and revised Health & Safety policies have paid dividends with an overall reduction in injuries and enforcement action exceeding targets set for the construction sites and associated public safety impacts associated with the very important aspect of BRL responsibilities and operations.

Major achievements include exceeding performance improvement targets, the update and development of a package of Best Practice Model documents to raise the standards of specific high risks activities including environmental, and the development of a framework for the delivery of safety awareness for people carrying out construction work.

This report continues in leading the way in reporting both SHEC performance and transparency. One of the key components of our success has been a public commitment to reporting SHEC performance indicators. We believe these indicators provide our stakeholders with the most accurate gauge of our success

I would like to thank the health & safety team members and the BRL site personnel for their valuable contributions in making Ballymun one of the safest places to work. My thanks also go to staff for their continued support and commitment.

This report is presented based on the corporate best practice reporting system using the framework of the worldwide accepted standard of the Global Reporting Initiative organisation guidelines.

Dated: _____

Ciaran Murray
Managing Director

INTRODUCTION AND SUMMARY

This report prepared by the Health, Safety & Environmental Manager, Mr John Rizzolo and is the second annual report in this format.

The year has brought many new construction starts and many housing handovers. The main challenges continue to be the public nuisance issues such as mud on roads, out of hours works (mainly from non BRL projects), excessive noise, dust and disruption to footpaths and roads. Thankfully there were no serious injuries sustained to members of the public.

In November 2006, the ***Safety Health and Welfare at Work(Construction) Regulations 2006*** was proclaimed, heralding the introduction of significant changes in construction safety and health laws.

Other regulations enacted for the construction industry:

Safety, Health and Welfare at Work(Control of Noise at Work) Regulations 2006

Safety, Health and Welfare at Work (Control of Vibrations at Work) Regulations 2006

Safety, Health and Welfare at Work (Exposure to Asbestos) Regulations 2006

Safety, Health and Welfare at Work (Work at Height) Regulations 2006

There was a significant review of the H & S Management System during the year and consequently many new and revised documents were introduced as part of the strengthening of contractor control procedures.

The H & S Team continue to meet each quarter with the Health & Safety Authority to discuss the three month horizon of construction activities.

At BRL, we are committed to sustainable development, Health, safety, environment and community responsibilities are integral to the way we do business.

I am pleased to inform you of the advances being made, arising out of our commitment to continuous improvement and anticipate further progress in the year to come

OUR VISION

“Creating a safer and healthier working environment for our people, our community and strive to achieve leading industry best practice”

OUR GUIDING PRINCIPLES

In all aspects of our work, and in all interactions with our stakeholders, We commit to a strategy that is implemented in line with the following guiding Principles:

1. Partnership and commitment to improved workplace health and safety outcomes by all stakeholders,
2. Effective communication and consultation between stakeholder groups,

3. Deal with the community complaints, enquiries in a polite, helpful and professional manner,
4. Priority be given to the goals and actions contained within the strategy,
5. Develop and use industry best practice and procedures to maintain standards of excellence,
6. The strategy to be monitored and evaluated on a regular basis to ensure currency and effectiveness.

HEALTH AND SAFETY POLICY AND COMMITMENT STATEMENT

The BRL Health and Safety Policy has been established to ensure that in so far as is reasonably practicable, that everyone who works for and on behalf of BRL , does so in the safest and healthiest conditions possible.

Management and Supervisory staff have the responsibility of implementing this strategy on behalf of the Company and will ensure that health and safety considerations are always given priority in the planning of and the day-to-day supervision of work. We believe that all accidents and all injuries are preventable and that good safety is good business.

Our approach to safety is based upon consultation, learning and continual improvement.

Specifically, BRL Management makes a commitment to:

- ❖ *Establish and maintain effective systems and procedures for the management of safety, health and welfare to ensure compliance with the provisions of the Safety, Health and Welfare at Work Act 2005 and other relevant statutory instruments.*
- ❖ *Prepare, implement and monitor health and safety policies to ensure BRL is operating to best standards, taking account of any relevant codes of practices.*
- ❖ *Take all reasonable care to prevent personal injury, ill health and damage to property and to protect all employees and third parties affected by the Company's activities from foreseeable work hazards.*
- ❖ *Provide and maintain a safe and healthy working environment, with safe systems and methods of work.*
- ❖ *Ensuring that all work activities are carried out by competent, suitably trained people.*
- ❖ *Ensuring that all employees, subcontractors and third parties understand that they have a personal responsibility to conduct their work in a safe manner.*
- ❖ *Provide all employees with the information, training and supervision needed to work safely.*
- ❖ *Encourage full and effective consultation with all employees on health and safety matters.*
- ❖ *Facilitate the rights of employees to select a Safety Representative.*
- ❖ *Provide training for elected Safety Representative.*

- ❖ *Provide the resources necessary to implement the Policy.*
- ❖ *Provide a framework for continual improvement by setting, auditing and reviewing health and safety objectives and targets and ensuring their effective implementation.*

The Ballymun Regeneration Ltd. Health and Safety Statement will be communicated to all employees. It will be reviewed regularly and amended as circumstances require.

The implementation of the Company Health and Safety Statement will be audited at least annually.

As Managing Director of the Company with ultimate responsibility for employee Health & Safety, I endorse the Health and Safety Policy as being applicable to all operations within this Company.

IMPLEMENTATION OF THE HEALTH AND SAFETY POLICY

There were approximately 76 staff including consultants working for BRL during the year. Their health and safety is the ultimate responsibility of the Managing Director. The Managing Director has delegated the overall management of the provisions of the *Safety, Health & Welfare at Work Act 2005* and associated Statutory Regulations in relation to the activities and operations of Ballymun Regeneration Ltd. to the Health & Safety Manager. In addition, the Health &

Safety Manager will co-ordinate common areas of Health and Safety policy with Dublin City Council.

Health and safety organisational arrangements, specific responsibilities of managers and employees, work practices and procedures which must be adhered to, are set out in the Corporate Safety Statement document and in the BRL Safety Statement.

The day-to-day responsibility for implementation of health and safety policies, procedures, instructions and practices rests with the Health & Safety Manager. It is the duty of the Managing Director and Section Head/Line Managers to ensure that the employees for whom they are responsible for are informed about safe work practices and procedures. Furthermore, the Managing Director and Senior Management are responsible for monitoring the effectiveness of the Health and Safety arrangements.

The Health & Safety Manager is to co-ordinate the efforts of management in the implementation of the Safety Statement, provide competent advice as necessary and to undertake periodic inspections of the Office.

All employees have responsibilities under the *Safety, Health and Welfare at Work Act 2005*. These responsibilities are detailed in BRL Safety Statement. The success of the programme depends upon employee co-operation. A copy of the DCC Corporate Safety Statement and the BRL Safety Statement is issued to all employees.

KEY OBJECTIVES AND GOALS

- To promote a safe, healthy and environmentally friendly workplace;
- To encourage a "nil - lost time injury workplace";
- To promote Occupational Health & Safety & as an integral part of every managerial and supervisory position;
- To be aware and sensitive to the needs of all people who live and work in close proximity to the works areas;
- To promote and influence Occupational Health & Safety considerations in all planning and management of work activities;
- Communicate openly about our activities and report from time to time on safety, health and environmental issues to the Ballymun local community.

Indicators of Success

- Contractors recognise and incorporate OSHE as an integral part of their normal business operations and actively involve employees in OSHE issues;
- There is an increased OSHE knowledge and skills in workplaces and the community; and

- There is a continual and sustained reduction in the incidence and frequency of lost time injury and disease.
- There is a reducing trend and minimal community complaint incidences

SUMMARY OF ACHIEVEMENTS IN 2006

1. There was a **36%** reduction in reportable injuries on the BRL project sites
2. There was a **12.5%** reduction in first aid treatment injuries.
3. **Nil** reported lost times injuries sustained to BRL staff.
4. There was a reduction of **67%** in Prohibition Notices issued by the HSA.
5. Community complaints disappointingly up from 2005, this may be due to a more rigorous recording procedure, publication of the community complaints reporting procedures, nature of the works and location etc.
6. Claims data show the 2006 results remain static in comparison to the previous year.
7. Incorporation of the BRL **Considerate Contractors Code of Good Practice** for all new tender documentation.
8. Principal documents uploaded to BRL web site.

9. Evidence of a cultural change of attitude towards H & S by some contractors.
10. Rollout of major review of and introduction of new documentation reflecting industry leading policies and procedures.

NEW DOCUMENTS

****Doc 2. Po-CSM: Protection of the General Public - Safety at Construction Sites Guidelines***

****Doc 3. Po-CSM: Environmental Management - Code of Practice for the Building and Construction Industry***

Doc 4. Po-CSM: The Considerate Contractors Code of Good Practice

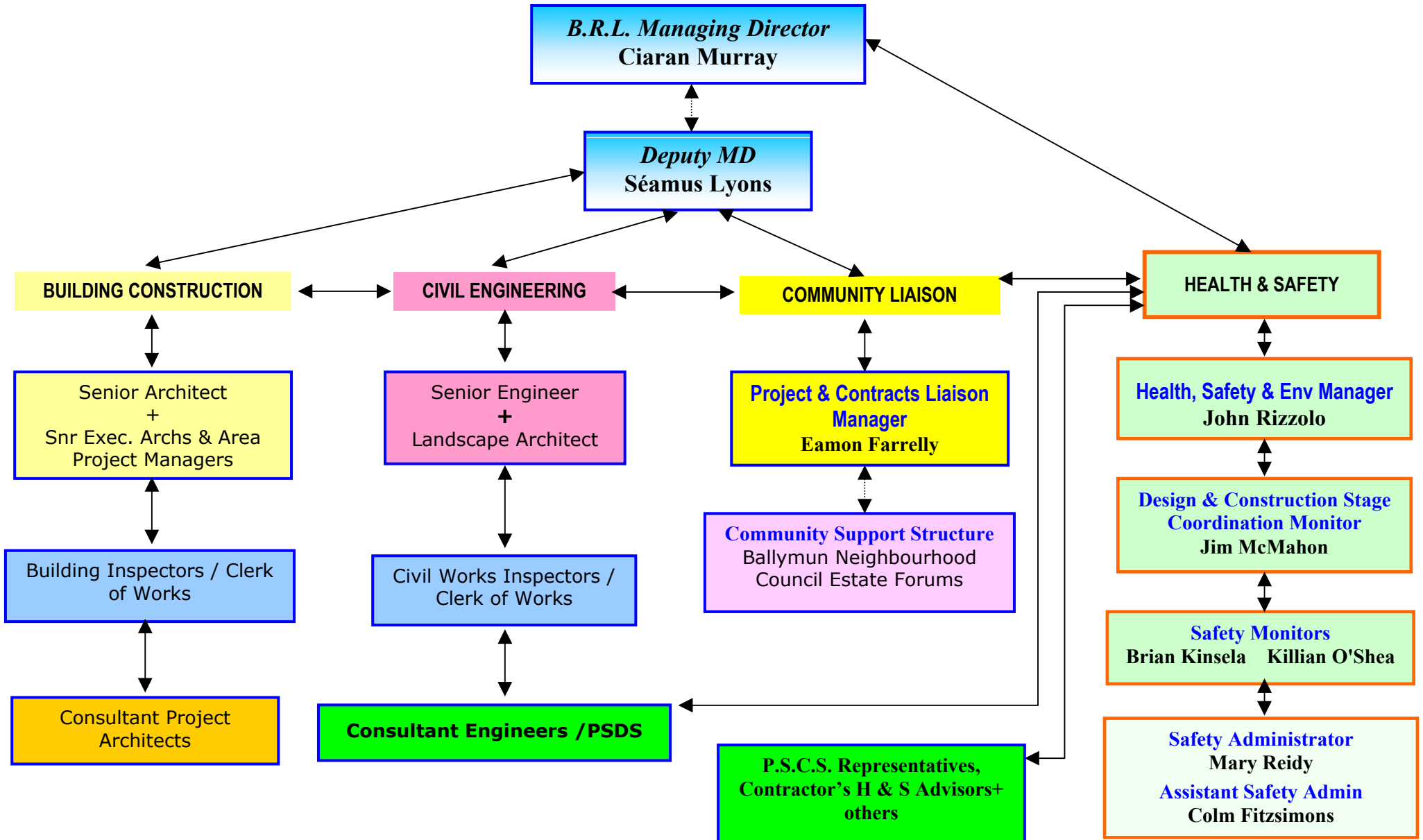
Doc.5. PRC-PSDPAP-CSM: Design Hazard Reduction Checklist

** Separate document developed from content of older version of the Strategy document.*

REVISED DOCUMENTS

A new document numbering system was implemented and most documents were reviewed and updated in accordance with new legislation and improvements in line with the continual improvement approach.

HEALTH & SAFETY MANAGEMENT TEAM STRUCTURE



2007 HEALTH SAFETY AND ENVIRONMENTAL TARGETS

Health and Safety Training Plan

The following training needs have been identified;

	Course/Control Measures	Who is to be trained?	No.
1	Induction Safety Training	All new Staff	
2	Safety, Health & Welfare at Work Act, relevant Regs. and Safety Statement	All Staff	
3	Manual Handling & Refresher Courses	Selected High Medium-High Risk Staff	2
4	Office Safety including Emergency Procedures / Fire Escape	All Staff	
5	First Aid & Refresher Course	Volunteers, existing trained staff	36
6	FÁS Safe Pass & Refresher Course	Building Inspectors, Clerk of Works, Planning, Contracts Management and others as required	17
7	Fire Wardens & Refresher Course	Volunteers, existing trained staff	4
8	Accident Reporting and Investigation	Safety Representative	1
9	Working with VDUs	All Staff	
10	Training in Personal Protective Equipment	All Relevant Staff	
11	Violence and Aggression	All Health & Safety staff, all Architects/Managers, Reception	28

	(conflict resolution)	Staff, Building Inspectors, Clerk of Works, Planning, Contracts Management and others as required	
12	Stress Management	All Staff	
13	Basic Fire Safety	All Staff	
14	Confined Space		2

When a new member of staff joins the company, the Health and Safety Representative/Manager will introduce and explain the BRL Safety Statements and local safety arrangements.

Safety, Health, Environmental and Community Targets

For the coming year, the H S & E Manager has set the following targets for the **2007 reporting period**;

- 1. 25% reduction of lost time injuries from 2006 results**
- 2. 3% reduction in HSA Prohibition Notices from 2006 results**
- 3. 20% reduction in community complaints from 2006 results**
- 4. 40% reduction in Dangerous occurrences reportable to the enforcing authority**
- 5. 100% compliance with the recycling of Construction & Demolition Waste for all new projects commencing in 2006**

NEW OSH PROGRAMS AND ONGOING INITIATIVES

1. All BRL Contractor's Managing Directors are to be copied in on all H & S Inspections and Audits for more effective and prompt senior management response to issues.
2. Continue contractor health and safety performance at world-class levels.
3. Focused effort on raising the awareness of the detrimental environmental impact of the building industry with contractors.
4. Provide a twice yearly health screen check for all construction operatives and BRL staff.
5. Continue in raising the awareness and providing documentation of general h & s issues for public information purposes.
6. Provide a School Safety competition by 3rd Quarter.
7. Update the BRL web site to include additional BRL H & S documentation for both public access and contractor information by mid year 2007.
8. In addition, we will be redesigning the BRL S H & E Web site content to work as a public information communication tool.
9. Increased focus on Office H & S issues and training.

HOW WE MANAGE OCCUPATIONAL SAFETY & HEALTH

“Creating a safer and healthier working environment”

Intent

We will develop, implement and maintain management systems for sustainable development that drive continual improvement and ensure we:

- *do not compromise our safety values, and seek ways to promote and improve the health of the workforce and the community*
- *identify, assess and manage risks to employees, contractors, the environment and that of the community we work in*

BRL operates an integrated and comprehensive health and safety management system, as defined in the Safety Statement Policy document.

The system aims to achieve best practice and provide a systematic approach to risk control, and for ensuring legal compliance throughout the organisation and of the construction activity.

Proactive Objectives

Our proactive inspection and monitoring programme will focus on achieving improvements in health and safety management in the high-risk sectors of construction and public safety.

Proactive Risk Management Strategies

The purpose of our internal OSH management system is to ensure health and safety for staff and others who interact with our business by incorporating a proactive 'risk management' approach. OSH risks in our business are diverse yet our high-risk issues are effectively managed by our proactive and partnership approach with our appointed contractors. The risk profile for office staff sees our predominant focus on stress risk management, ergonomics in the office environment.

Reactive Objectives

To investigate complaints brought to our attention and promptly instigate a satisfactory resolution to the complainant.

Reactive Risk Management Strategies

Serious accidents and complaints will be prioritised, investigated and any necessary actions taken to achieve required improvements.

BRL H & S Unit uses a range of enforcement strategies such as monthly on site inspections & audits and

compliance campaigns to encourage greater workplace health and safety compliance with legislative requirements the BRL Safety Health & Environmental Strategy and own company policies.

Evidence-Based Methodology

During 2006, continuation of the use of data and other evidence to target prevention efforts and assist in highlighting major sources of workplace injury and public safety hazards. To achieve this, a data-driven methodology using the **Monthly Project Statistical Accident/Incident Data Report Return Form** was further developed as well as using claims data sources to identify projects or issues with high incidences of claims, injuries or damage. This data is then used to identify the risk reduction strategies.

CONSTRUCTION

Standards have been set in the context of three important stages in the contracting process:

- (i) Contract specification: ensuring that appropriate Occupational Health and Safety requirements are incorporated into specification documents.
- (ii) Tender evaluation: establishing a systematic approach to evaluating the Tender's health and safety capabilities and resources.
- (iii) Contract management: ensuring that contractor health and safety performance is monitored and

supervised by the Project Supervisor *Construction Stage* for the duration of the contract.

In relation to the overall programme of building works in Ballymun, in connection with it's role as the Client, the BRL Health and Safety Unit, have developed a very rigorous vetting process of assessing the competencies of each Project Supervisor Construction Stage (PSCS)/Contractor. The BRL Health and Safety Unit have been given the task to continually monitor the safety performance of the activities of the project works.

A comprehensive, industry leading Project Safety, Health and Environmental Strategy document continues to be the principle document, detailing minimum standards that is required by all PSCS's/Contractors to work to, on the Ballymun Regeneration Scheme along with several accompanying Best Practice Model documents. In these documents, BRL have set minimum standards that it requires all PSCS's/Contractors to work to, on the Ballymun Regeneration Scheme. They outline the health and safety rules and procedures with which the PSCS/Contractor is required to comply with when undertaking work on BRL projects. It is given to all contractors as a means of raising the standards and promoting industry best practice and set uniform standards.

As well as dealing with the technical aspects, newsletters and other literature on health and safety are published from time-to-time and circulated to all the households and schools in the area to update the residents on health

and safety matters.

Regular reviews are conducted on the level of construction traffic volumes resulting in the improvement of traffic management at development sites and additionally an enhanced level of co-ordination of the phasing of works on the various sites, with particular emphasis on the interface with the public.

Community Wardens continue in their role of patrolling on foot in all of the Ballymun neighbourhoods, to deter children from entering or playing near building site entrances and to liaise with parents, community representatives, BRL, Dublin City Council and the Gardai.

**“ensure weaknesses
are
identified/addressed
and continual
improvement
achieved”**

OVERALL HEALTH & SAFETY TEAM

HEALTH, SAFETY & ENVIRONMENTAL MANAGER

The Health, Safety & Environmental Manager is responsible for managing the team of safety professionals/specialists as outlined in the Health & Safety Management Team structure and will delegate tasks as appropriate to the various members of the team.

The Health & Safety Manager is an integral part of the Project Management Team and will, accordingly, influence the timing and phasing of the various works to be undertaken on an ongoing basis with particular close consultation with the Design Safety Co-ordinator together with the Construction Safety Co-ordinator.

The OSHMT are responsible for the safety monitoring of all construction projects undertaken on behalf of BRL, the co-ordination of the activities of all PSDSs and PSCSs and the proactive overall safety management from procurement through to completion of projects.

DESIGN STAGE CO-ORDINATOR (DSC)

As the Ballymun Regeneration Scheme is a multi-faceted scheme with many different aspects controlled by individual parties in the roles of 'Project Supervisor Design Stage' (PSDS), a level of co-ordination on behalf of the client, Ballymun Regeneration Ltd. will take place in order to provide additional safeguards against breach of

the PSD duties. The co-ordination meetings will discuss major issues affecting either individual work sites or issues resulting from the interaction between individual sites and interface with construction workers, residents, visitors and the general public and the cumulative impact of all other developments taking place throughout the scheme including construction traffic management issues.

CONSTRUCTION STAGE CO-ORDINATOR (CSC)

As the Ballymun Regeneration Scheme is a multi-faceted project with many different aspects controlled by individual parties in the roles of 'Project Supervisor Construction Stage' (PSCS) a level of co-ordinating on behalf of the client, Ballymun Regeneration Ltd. will take place in order to provide additional safeguards against breach of the PSCS duties. The co-ordination meetings will discuss major issues affecting either individual work sites or issues resulting from the interaction between individual sites and interface with construction workers, residents, visitors and the general public and the cumulative impact of all other developments taking place throughout the scheme including construction traffic management issues.

SAFETY MONITOR

The Safety Monitors monitor and report on each of the appointed PSCS and report to the DSC/CSC any perceived discrepancies regarding the fulfilling of the duties undertaken by the PSCS.

Conduct ongoing site works monitoring in an effort to help ascertain if the 'Principals of prevention' are in constant use during execution of site works.

SAFETY ADMINISTRATORS

The role is essentially an administration role responsible for the efficient running of the day-to-day needs of the Safety, Inspection, Community Wardens & Engineering team members and functions.

EMPLOYEES

All employees are expected to co-operate fully with the provisions made for ensuring the health, safety and welfare of themselves and fellow employees and non-company personnel. All employees are expected to discharge their work in a safe manner so as to avoid injury to themselves/other employees and avoid damage to equipment and property.

TRAINING AND STAFF INDUCTION

The significant risks faced by employees and the strategies in place to control the risks are based on risk assessments and consultation with staff conducted as required and appropriate training and information provided. For details of the type of training and programme see H & S Training Programme 2007.

The significant risks are faced by the Clerk of Works, Engineering and Architectural teams and the H & S personnel who work or visit the construction sites. Listed below are;

- Falls from height, use of faulty or incorrectly installed ladders and scaffolds,
- Contact with moving plant and machinery,
- Falling Objects

SIGNIFICANT OSHE INCIDENTS

There were no significant injuries sustained by site personnel during the year.

STATISTICAL KEY PERFORMANCE INDICATORS

The following are the details of statistical indicators used to measure OSHE performance;

BRL STAFF DATA

STATISTIC	NUMBER
The number of employee days lost (lost time injuries)	0
The number of workers' compensation claims	0
The number of reported workplace incidents; illnesses and dangerous occurrences	0

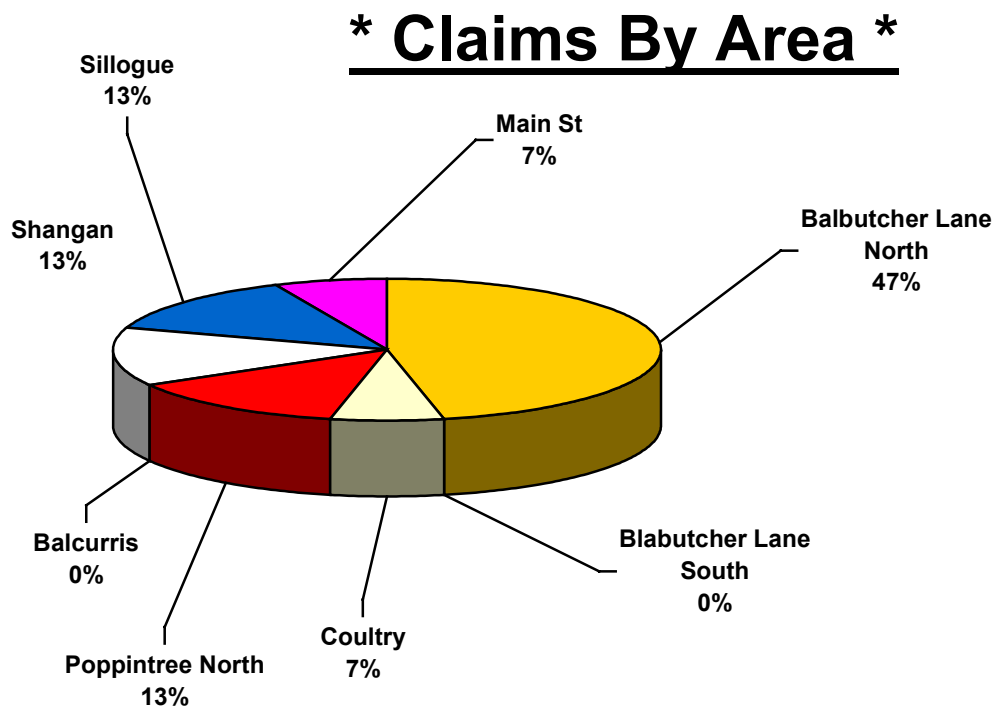
CONSTRUCTION SITES DATA

STATISTIC	Quantity (2006)	Quantity (2005)
Major Injury accidents (including Fatalities Notified directly to the enforcing authority by telephone and on Form of Notice of Accident IR 1 .)	0	1
Reportable Accidents involving absence from work for more than three days and reported to enforcing authority on Form of Notice of Accident IR 1 (Excluding those above)	9	14
Other Accidents requiring first aid treatment only or where absence from work did not exceed three days.	28	32
Accidents & injuries, property damage to third parties ie: members of the public etc.	5	5
Dangerous occurrences reported to the enforcing authority on Form of Notice of Dangerous Occurrence IR 3.	1	0
HSA Advice Note	12	6
HSA Improvement Notice	0	0
HSA Prohibition Notice	1	3

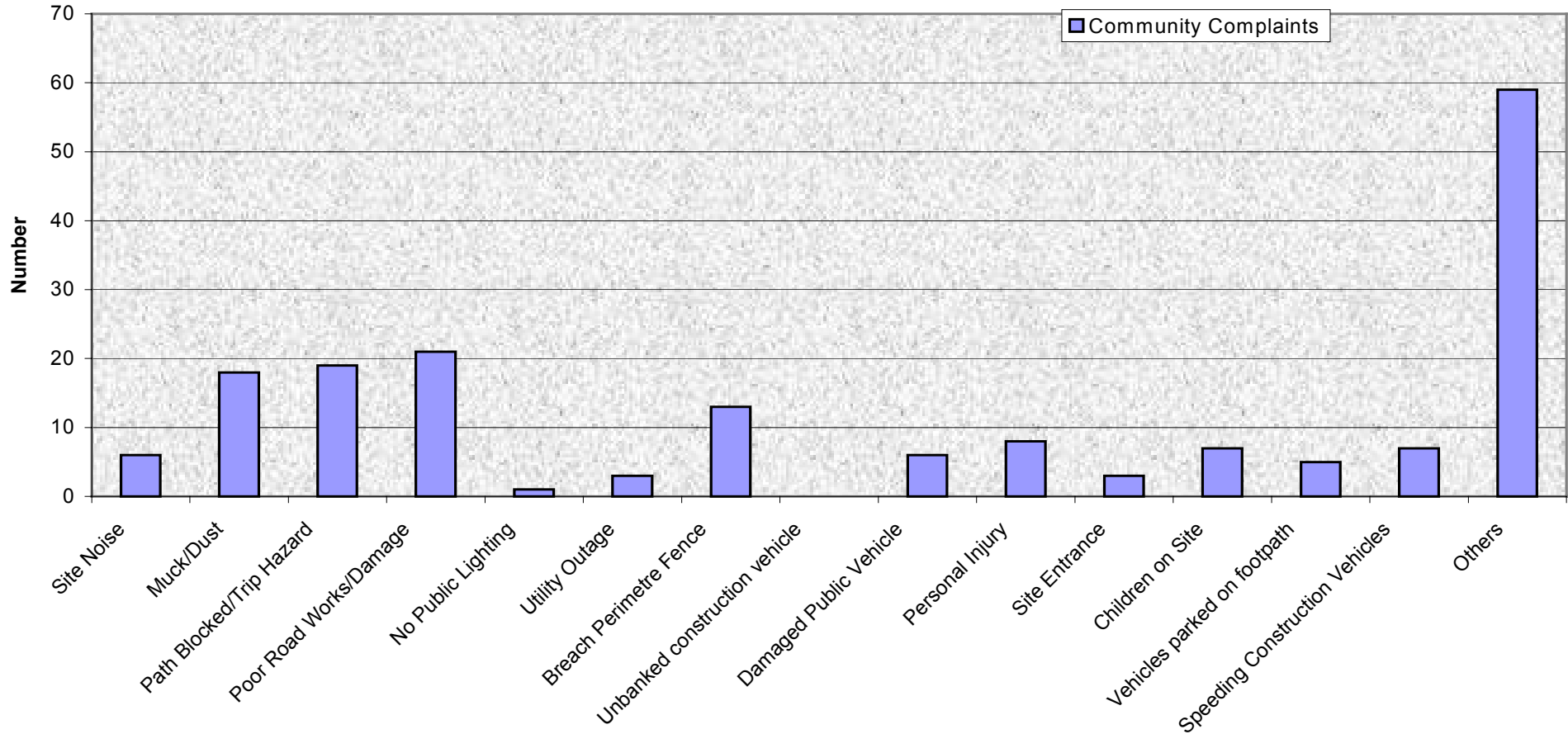
Please note that data supplied by PSCS/Contractor may be subject to under reporting or subject to error.

CLAIMS AGAINST DATA

STATISTIC	NUMBER
BRL Appointed Contractor	8
BRL	1
Utility	1
BRL Appointed Architect	1
DCC	3



BRL H & S Community Complaints 2006



Complaints Received

Site Noise	Muck/Dust	Path Blocked/Trip Hazard	Poor Road Works/Damage	No Public Lighting	Utility Outage	Breach Perimetre Fence	Unbanked construction vehicle	Damaged Public Vehicle	Personal Injury	Site Entrance	Children on Site	Vehicles parked on footpath	Speeding Construction Vehicles	Others	Total
6	18	19	21	1	3	13	0	6	8	3	7	5	7	59	176

PERFORMANCE TARGETS

2006 Targets	Actual achievement
20% reduction of lost time injuries from 2005 results	36 % reduction
30% reduction in HSA Prohibition Notices from 2005 results	67 % reduction
20% reduction in community complaints from 2005 results	36% increase
100% compliance with the recycling of Construction & Demolition Waste for all new projects commencing in 2006	

2007 Targets
20% reduction of lost time injuries from 2006 results
30% reduction in HSA Prohibition Notices from 2006 results
35% reduction in HSA Improvement Notices from 2006 results
20% reduction in community complaints from 2006 results

ENVIRONMENTAL POLICY

Managing and Minimising Environmental Impact

The house building sector is known to be ranked as having high environmental impact. BRL fully accepts its social and ethical responsibility to eliminate wherever possible and thereafter manage, minimise and control environmental risks and effects.

Ballymun Regeneration Limited is committed to the protection and enhancement of the environment. It takes a close and responsible interest in, and considers and respects, the physical, economic and social environments on all projects in which it is involved.

It aims to contribute towards environmental improvement and sustainable development by using best practice and innovation to minimise environmental impacts. Environmental impacts are to be assessed at every stage of the business process in consultation with organisations working on behalf of BRL including, designers, contractors, local authorities and local stakeholders to develop agreed solutions that are sympathetic to the environment and community. BRL plays an active role in supporting and encouraging contractors in reducing their environmental impacts.

Environmental objectives of BRL are to minimise any adverse effect of the Scheme works on the work site and

the surrounding areas. Contractors must pay particular attention during construction activities to the emission of pollutants, noise, dirt and dust and emissions from site of substances dangerous to the environment and waste management taking the most stringent precautions to ensure that the overall environmental impact is minimised and particularly to the surrounding residents.

For more information on BRL'S Environmental Policy, please see **Document NO.: 3-Po-CSM Environmental Management**

Environmental Pollution

It is understood there is risk of environmental pollution arising from our operational activities:

For example;

To Air – dust, smoke, noise, carbon dioxide

To Watercourses - diesel fuel, mud, silt, concrete washout

To Land - diesel fuel, existing contamination

BRL has developed and continues to improve robust control measures to remove or mitigate these risks.

The aim of this section is to illustrate our strategy with regards to waste management and recycling of material and our commitment to achieving these targets.

Key to this strategy are the three principles underlying the strategy for sustainable waste management:

- Best Practicable Environmental Option (BPEO)
- the waste hierarchy
- the proximity principle

Best Practicable Environmental Option

BPEO ensures that decisions are made through a systematic and consultative process, emphasising the protection and conservation of the environment. The process ensures the least damage to the environment as a whole, at acceptable cost, both in the long and short term.

Waste Hierarchy

Under the waste hierarchy, the most effective environmental solution is to reduce the generation of waste in the first place. Where further reduction is not practicable, re-use of products and materials should be attempted. Failing that, value should be recovered from the waste through recycling, composting or energy recovery. Only when these alternatives have been explored should the disposal option be pursued.

Proximity Principle

The proximity principle suggests that waste should generally be disposed of as near to its place of production as possible; recognising the impacts associated with transportation, and promoting self sufficiency in the

location of waste management facilities during the planning process.

Consulting arrangements: information on how employees are consulted, the frequency of consultation etc was accepted. Any reference to safety representatives and trade unions in a H&S context was also awarded a point.

COMMUNITY INVOLVEMENT

Stakeholder Engagement and Community Involvement

BRL Health & Safety Manager and in collaboration with the demolition contractor, Controlled Demolition Group's Health & Safety Manager, provided safety awareness training to several schools showing the dangers of children entering playing on building sites by the use of video demonstrations of demolition implosions as part of the preparation of the McDermot Tower implosion were seen as a successful event by the school teachers and enjoyed by the pupils.

COMMUNITY WARDENS

Community wardens continue in their role of patrolling on foot in all of the Ballymun neighbourhoods, to deter children from entering or playing near building site entrances and to liaise with parents, community representatives, BRL, Dublin City Council and the Gardai.

CONSTRUCTION HEALTH AND SAFETY COMMUNITY COMPLAINTS PROCEDURE

The procedure for dealing with community complaints of the construction activities is as follows;

Upon receiving their H & S complaint, BRL Health & Safety Unit take the following actions:

1. Record details and the nature of the complaint on the *Community/Public Complaint Report Form*.
2. Investigate promptly to determine the risk and identify who is responsible.
3. Agree a solution to the problem with the appropriate parties.
4. Monitor the issue to ensure it is followed through.
5. Inform the complainant of what is being done to resolve the issue.
6. Finally, call back to confirm that the issue has been dealt with to their satisfaction.

The staff member taking the complaint will try to resolve the problem as soon as possible. The matter may be referred to another more appropriate person/party to attempt a resolution.

If they remain dissatisfied with the action taken they can contact the BRL Health & Safety Manager for further consideration in resolving the issue.

OFFICE SAFETY

During the year there were 14 Fás Safe Pass and 4 manual Handling training. As well as a new Staff Induction training package was developed for all new staff joining BRL.

OFFICE EMERGENCY DRILLS

During the year there were two fire drills performed and three evacuations during the year organised in conjunction with the Facilities Management Company, who have overall charge of emergency planning for all tenants. As a result of these drills, the emergency evacuation procedures have been developed further and implemented.

CONSTRUCTION SAFETY

The BRL Health & Safety Management team seeks to facilitate a co-operative approach between the PSCS/contractor and BRL on the construction health & safety issues. This approach requires a commitment by the contractor to address issues of safety performance in a positive manner and to co-operate with the BRL Health & Safety Management Team.

The BRL Health and Safety Management Team had two changes to the Health & Safety Monitor role and an additional administration assistant was employed in providing support to the Safety Administrator. There are two full time Health and Safety Monitors who patrol all of the Ballymun neighbourhoods primarily focusing on public

safety issues with onsite inspections carried out monthly for each BRL project site.

The BRL Health & Safety team continues to meet with the HSA Inspectors each quarter. Once again, there were no significant issues reported by the HSA Inspectors relating to the BRL construction sites during the year.

Overall, there was little serious incidents or injuries with the BRL contractors of which only, a relatively small number resulted in lost time injuries.

The strategy will focus our efforts in working together to implement interventions to dramatically improve workplace health and safety performance and to prevent work-related death, injury and disease.

BRL are committed to an "all accidents are preventable" philosophy and ask for the co-operation of all in creating a lasting culture of safety.

The strategy of dealing with the non BRL developments in the resolution process in having public safety issues dealt with in a timely and satisfactory manner has continued with few incidents of the need to pass onto the HSA. The strategy involves using the weekly monitoring reports to raise issues of concern with these private development sites if site management do not respond in an appropriate way or in a timely manner the report is issued to the HSA to deal with.

The production of BRL best practice Health & Safety documentation and the inspection and the enforcement of the compliance of the BRL policies are a key tool in achieving our vision of creating a safer and healthier working environment for our people and our community.

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