





Appendix A Standard Clauses

RAMS056-CEN

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Note Any deviation from these RAMS or any linked documents mentioned below, must be agreed with the QHSE Manager.

1 NHSS 12A/B/D & 2A/2C/10B Compliance Statement

- 1.1 All works involving TTM, fencing, barriers, or civils activities shall comply with the relevant National Highways Sector Schemes (NHSS 12A/B, 12D, 2A, 2C, and 10B) including competency, supervision, equipment standards, and audit requirements.

2 CDM-Regulated Roles & Responsibilities

- 2.1 Under the CDM Regulations 2015, all operatives and supervisors must comply with their duties as workers and contractors, including cooperation with the Principal Contractor, following the Construction Phase Plan, and reporting hazards or design issues immediately.

3 Product familiarisation

- 3.1 Where operations involve users operating equipment for the first time a Product Familiarisation induction must be completed and signed by the supervisor and operator before use. Form **HS016-CEN-H&S Product Familiarisation Authorisation Form** can be located on the Shared Drive in the HS forms folder.

4 Plant & Equipment Controls

- 4.1 Plant must only be operated by authorised, trained personnel with in-date CPCS/NPORS or client-approved equivalent certification. Pre-use checks, exclusion zones, and plant–people interface controls must be enforced.

5 Lone Working

- 5.1 Lone working refers to situations where a person is required to work by themselves without direct or close supervision, and without immediate support from colleagues. This can occur during site setup or breakdown, inspection tasks, depot activities, or emergency call-outs.

- 5.2 Lone working is only permitted where the risks have been assessed, and appropriate controls are in place.

5.3 Before starting work:

- Check if the task is authorised for lone working.
- Notify the Supervisor of:
 - o Exact location and task details.
 - o Expected duration and check-in times.

Ensure you have:

- Appropriate PPE and equipment
- A charged mobile phone/radio
- Any required permits or RAM

During lone work:

- Maintain agreed check-in contact (e.g., phone call or message every 1–2 hours or as required).

- Immediately report any:
 - o Delays
 - o Hazards encountered
 - o Near misses or incidents

At completion:

- Confirm task completion and departure from site with your supervisor or nominated contact.

5.4 Emergency Situations

- If injured or threatened:
 - o Call 999 immediately if safe to do so.
 - o If unable to speak, use the silent 999 protocol (press 55 when prompted).
- If you are unable to contact your Supervisor, escalate to the next available manager or QHSE contact.

6 Engagement with the General Public and Road Users

6.1 All operatives and staff working on or near the public highway must maintain a professional and respectful attitude when approached by members of the public or road users.

- Be courteous, calm and respectful at all times, even if the person is frustrated or aggressive.
- Do not ignore or walk away from someone who is asking a reasonable question.
- Always listen actively and respond politely, within the limits of your knowledge and role.
- Do not engage in arguments or make promises about timings, traffic restrictions, or project changes unless authorised to do so.
- If unsure or unable to answer, refer the person to a Supervisor, Foreman, or the Site Contact detailed on public signage.

6.2 If approached by the public or road user:

- Politely introduce yourself (first name and role is sufficient).
- Listen to their question or concern without interruption.
- Provide factual information only (e.g. “We are carrying out traffic management for resurfacing which is due to be completed by Friday”).
- Avoid technical jargon – use clear language.
- If necessary, refer to a Supervisor or provide the contact number displayed on site boards.
- If a complaint is made:
 - o Acknowledge their concern respectfully.
 - o Record the complaint and report it to the Supervisor or QHSE representative.
 - o Do not make commitments or apologies that imply liability.

7 Dynamic Risk Assessment Throughout the Works

7.1 To ensure that all site operatives maintain a high level of situational awareness and activity identify and control risks associated with the changing site conditions, particularly in relation to ground hazards, equipment placement, and manual handling during the installation or removal of temporary traffic management (TTM) equipment, the steps below are to be used throughout the works, and if the works become unsafe **STOP** and speak to your line manager.

Key Elements

7.2 Pre-Ground Condition Check

- Inspect ground surface at and around the intended work zone/areas prior to any activity (e.g., loading, unloading, placing signage).
- Identify and clearly mark any hazards such as ruts, potholes, uneven surfaces, or soft ground.
- Relocate materials and equipment placement areas (e.g., signs, cones, Quick Fit Frames) to stable and level ground whenever possible.

7.3 Signage and Equipment Placement

- Avoid placing signage in or adjacent to unstable or compromised ground (e.g., near ruts or slopes).
- Ensure signage bases are level, secure, and positioned in low-risk zones for both workers and road users.
- Continually reassess placement suitability as site conditions evolve, especially after rainfall or heavy vehicle movements.

7.4 Loading & Unloading Practices

- Conduct a brief DRA prior to manual handling activities such as lifting or loading equipment onto vehicles.
- Confirm the immediate area is free of slip/trip hazards and that stable footing is available.
- Reposition loading zones as needed to avoid hazards or unstable ground conditions.

7.5 Ongoing Ground Surveying

- All operatives must adopt a "look and reassess" mindset throughout the work period.
- Periodically check walking and working surfaces for new or worsening hazards (e.g., rutting from vehicle movements, water pooling).
- Use hand tools or marker cones to highlight hazards as they are identified, and report findings to the team supervisor immediately.

7.6 Best Practice

- Wear suitable PPE for the terrain and task — footwear should be company approved S3 Standard, appropriate for uneven ground, checked for condition and fully laced up.
- Document any significant changes to site conditions or risks using task sheets, daily logs, or digital reporting tools if available.
- Engage with the client during site handover or initial briefing to gather information on known ground conditions or previous incidents.
- Wherever practicable, the loading and unloading equipment shall not be undertaken from the live traffic side of the vehicle.
- All temporary traffic management equipment shall be clean and fit for the purpose and be regularly maintained in such condition until completion of the work.
- Measures must be taken to stabilise traffic signs/frames, with ballast in the form of sacks containing fine granular material, or to otherwise secure them to permanent fixtures.
- Placement of vehicles in the verge should avoid restricting the sightlines of passing vehicles.

Note At night or in poor weather conditions you MUST wear a hard hat with a head torch attached and switched on.

8 Actions In the Event Of

8.1 To ensure that incidents occurring within the Hatton Traffic Management Ltd work sites that have a potential risk to Operatives, site personnel, general public other vulnerable road users (VRU), and the environment including spillages, wildlife and pollution to the environment are dealt with in a safe manner to ensure minimal impact to life and the environment.

8.2 Incident

- Move to an area of safety.
- Inform, in person or by telephone, the Works Supervisor or nearest located Area Manager as soon as is safe to do so.
- Do not disturb or remedy the scene, (Unless there has been a spillage then this needs to be contained) as further evidence may need to be gathered.
- Note down as much information as possible regarding how the incident has occurred, describe the injuries, damage or other information regarding the incident i.e., COSHH, wildlife involved.
- Record details of any other people present who may have witnessed the incident.
- Record details of any vehicles involved (registration plates, no. of passengers in each vehicle etc)
- If appropriate, note the weather conditions / road conditions (dry, slippery etc)
- Take as many photos as possible of location / equipment involved etc.
- Make any sketches if appropriate.
- Note down any police incident number, if appropriate.
- Complete the incident report system on the IM APP which goes to the QHSE Manager or the QHSE Coordinator.
- Provide a statement and assist with any investigation that is required from the QHSE Manager or the QHSE Coordinator into the root cause of any unplanned event.

8.3 Near Miss

- Report from the Field Service System using the Notify IM App, include all information and photographs, if possible, include as much information of the near miss and your name.
- Make a note of the detail of the near miss such as location of the near miss, if and how the risk was removed, details of any other people / vehicles involved to provide the management with further information on request.
- Take photos of the near miss if appropriate, to assist in any later investigation / correction procedures.
- Or make notes, take photographs, and report the incident to a supervisor as soon as possible, to allow corrective action to be taken.

8.4 Initial Reporting

- All accidents must be reported by the injured party, or a person acting on their behalf immediately to the Line Manager or most senior person on the site of the accident.

- The Manager must firstly establish if the injured party is still at the scene of the accident and if the scene of the accident is safe to approach.
- If it is not safe to approach the injured party or the area, the manager must take steps to make the area safe and ensure appropriate First Aid is made available as required.
- If the accident is very serious e.g., multiple injured persons or life changing injuries, the line manager must ensure that the scene of the accident/incident is untouched.
- The manager must contact the QHSE Manager who will determine if the incident requires notification of the Health & Safety Executive which may, in turn, require an HSE investigation of the site of the accident. In such circumstances the scene may require to be cordoned off pending more detailed investigations by the QHSE Manager, the HSE or the Police.
- The incident/Accident **MUST** be reported through the Notify IM App so that all information is collected and recorded.
- Unrecorded incidents may inhibit any claims for social security payments at a later date.

8.5 Unplanned Events (Near Misses)

- All unplanned events including High Potential Near Misses must be reported and soon as practically possible. Via the Notify IM App.

8.6 Third Parties

- Accidents/Incidents to non-employees that occur in our premises, on our sites or as a direct result of our activities should be subject to the full reporting/investigation procedures.
- The Notify IM App allows for recording of the names etc. of non-employees.
- The most senior employee at the scene of the accident/ incident must ensure that this is reported to the relevant management team for further investigation.
- A copy of all documentation in relation to the incident, **MUST** be sent to the QHSE Manager within 24 hours of the incident.

8.7 Spillages

- Take measures to protect life, including your own and wildlife. If possible, remove injured persons from danger and if you have first aid skills then render them if qualified and safe to do so.
- Take all reasonable measures to prevent access to the area. For any significant* spill, inform your line Manager and request assistance.
- Inform your line Manager & QHSE Manager if the spill is on the roadway or walkway or presents a significant risk to health and safety.
- Call the fire brigade of any significant* spill involving petrol or other flammable liquids.
- If safe to do so, try to control the spill to prevent escape to the drainage system by any practical means i.e., by using a spill kit or sand and sandbags.
- Do not attempt to deal with the spill without appropriate safety glasses and gloves **AT A MINIMUM** for Oil/Diesel.

- Stop the flow of oil if possible.
- If possible, isolate the area - cordon off the contaminated area, keep people at least 5 metres from the spill.
- Do not leave the spill site - someone should be present continuously until the oil is cleaned up and the danger removed.

Note Significant and large spill* - where a significant (greater than 5 litres or greater than 1 metre in diameter) or a large (Greater than 25 litres) spill occurs contact the QHSE Manager immediately stating the exact location of the spill, substance spilt (if known), approximate quantity spilled and if the substance has entered the drainage system.

9 Overhead Structures

- 9.1 Before carrying out any works that involves using any of the following vehicles/plant below look for any overhead hazards such as power lines, steel beams, pipe bridges, arches or trees and take account of any risks they present, and any control measures needed when carrying out your risk assessment.
- Vertical 'scissor' lift.
 - Self-propelled boom.
 - Vehicle-mounted boom and/or trailer-mounted boom.
 - Impact Protection Vehicle
- 9.2 Any works near too or adjacent to existing overhead hazards will require a specific permit to work, before works commence on site. If you do not have a permit or understand it, then **STOP** immediately and contact your supervisor.
- 9.3 Read Guidance Note GS6 (Fourth edition) Avoiding danger from overhead power lines.

Note All overhead cables are to be marked at ground level with the relevant sized blue cones with reflective cone sleeves and the wording "Danger Overhead Cables" on it



10 Level Crossings

- 10.1 The whole of Network Rail's rail network infrastructure is a continuous site for the purposes of CDM. When work is being planned to take place on or in the immediate vicinity of a level crossing, and in order for permission to be given for any street works to commence, Network Rail and other light or heavy rail operators will require details of the street works and the competence of those employed to carry out the street works and will advise contact details.
- 10.2 Please refer to.
- RAMS025-CEN Works at or Near a Level Crossing
 - Safety at Street Works and Road Works (A Code of Practice) 2013 Second Impression, June 2014, Pages 77 to 80.

11 Position Of Operative

- 11.1 Operatives **MUST NOT** stand in the carriageway to operate the Stop/Go Boards if the portable traffic lights were to fail, nor is it permitted to stand in the Longitudinal or Lateral Safety Zones around the works. Operatives must be clearly visible to oncoming traffic from the verge. The same applies to the use of Automatic Stop/Go Boards.

12 Pedestrian Walkways

- 12.1 Pedestrian walkways and safety zones should be checked for safety, and ideally, the walkway should be a minimum of 1.5 meters wide for temporary situations but if this cannot be achieved, the existing footway can be reduced to an absolute minimum of 1-meter unobstructed width.
- 12.2 Where the existing footway is narrower than 1 meter, you are not required to provide an alternative footway wider than the existing footway, but you should consider whether this is possible. Where pedestrians are required to use a diversion on to the carriageway, pedestrian kerb hopper ramps should be in position.
- 12.3 Where the minimum footway width of 1 meter on the footway cannot be maintained, you must consult your supervisor. Where road closure or pedestrian lights are required, the highway authority must be informed, and appropriate orders or permissions are obtained.
- 12.4 A pedestrian barrier should be in a position which should have a continuous top and bottom tapping rail through the site. The top rail should be 1.1 meters above ground, and the lower rail should be no higher than 200mm above ground level.
- 12.5 All issues should be recorded and rectified during the visit. If additional items are required to make the site safe, you should contact your supervisor who will arrange a resolution to the issue.
- 12.6 Unresolved issues are **NOT** to be left incomplete on site.



Typical pedestrian barrier with tapping rail

13 Signage and Traffic Lights

- 13.1 All signage & traffic lights are to have the relevant area's contact number displayed on it in the event of an issue.
- 13.2 All signage and equipment to be ballasted, extra ballasting put in place in inclement weather conditions, i.e. windy conditions

14 Traffic Management Vehicle Operations (TTM Vehicles, IPVs, Reversing, Mobile Works)

- 14.1 Traffic Management Vehicles (TMVs) and Impact Protection Vehicles (IPVs) must only be operated by competent and authorised personnel. Operators must follow all site rules, Chapter 8, Safety at Street Works (Red Book), and NHSS 12A/B/D requirements.

14.2 General Controls

- All TMVs must undergo pre-use checks (lights, beacon, conspicuity markings, reverse alarms, load security).
- TMVs must park facing the direction of escape where possible.
- Loads (cones, frames, signs) must be secured before movement.
- Seatbelts must be worn at all times during vehicle movement.

14.3 Reversing Controls

- Vehicles must not reverse without a banksman, unless:
 - o Operating in a designated reversing zone, OR
 - o Equipped with 360° camera system AND the risk assessment permits it.
- All operatives must maintain visibility of the banksman during reversing.
- Reversing near live traffic requires additional controls (e.g., radio communication, pre-planned manoeuvre).

14.4 IPV Deployment

- When used, IPV spacing must follow NHSS 12A/B high-speed guidance.
- Operators must maintain appropriate roll-ahead distance.
- TMOs must never work in the shadow of an IPV without communication with the driver.

14.5 Mobile Works (Rolling Sites)

- All operatives must be briefed on convoy procedure.
- Maintain consistent spacing between TMVs.
- Operatives must remain within the safe working zone and not enter the live carriageway.
- TMOs must not exit TMVs until safe and instructed.

15 Entering and Exiting Vehicles

15.1 Understanding your points of contact when entering and exiting vehicles is crucial to protecting yourself from strains, sprains, and even fractures. Many of us have accepted the three points of contact system into their daily routines. Utilizing your limbs correctly can prevent injuries.

15.2 The three points of contact system can reduce the potential for injury within the company.

15.3 When utilizing three points of contact, your body creates a triangle of anchor points. You are most stable when the triangle is nearest to your center of gravity. It is important to remember to only utilize stable Objects when using them as an anchor point (Note - a steering wheel or door frame is not a stable object).

15.4 Ensure three limbs are anchored at all times, for example:

- Two feet and one hand
- One foot and two hands

15.5 When mounting or dismounting a vehicle, carefully transition between your three points of contact until you have entered or completely exited your vehicle. The three points of contact should only be broken when you have reached your destination and are stable with both feet planted.



15.6 Three points of contact sounds simple, and it is. You do this most of the time already. However, falls from vehicles can lead to significant injuries. Focusing on maintaining three points of contact will decrease your chances of getting hurt.

Three Points of Contact Rule

15.7 The **three points of contact** rule is a safety principle used to prevent falls when entering or exiting vehicles. The key points are:

Maintain Three Points of Contact

- Always have three points of contact with the vehicle: either two hands and one foot, or two feet and one hand.
- This creates a stable triangle of anchor points, reducing the risk of slipping or falling.

Face the Vehicle

- Always face the vehicle when entering or exiting.
- This helps maintain balance and control.

Face the Vehicle

- Use designated steps, handholds, and grab rails provided by the vehicle manufacturer.
- Avoid using unstable objects like the steering wheel or door frame as anchor points.

Additional Tips

- Ensure your hands and footwear are dry and free from mud or snow before entering.
- Never jump from the vehicle; always step down carefully.
- Be mindful of the ground area to ensure there is no mud, snow, ice, uneven surface or verges.
- Do not jump off or skip steps when exiting the vehicle.
- Load any items into the vehicle first to keep your hands free when entering.
- Always use a flat surface to step on — tyres are not considered a flat surface.
- Only enter and exit the vehicle once it has come to a complete stop.
- Before entering a vehicle, dry your hands and wipe excess mud or snow from your boots



16 Changes to Site (CAD Plans)

16.1 All Temporary Traffic Management (TTM) sites must be installed, maintained, and removed in accordance with the latest approved CAD traffic management plan, as issued by the client or in-house CAD design team. These plans are developed to meet Chapter 8, Safety at Street Works and Road Works (Red Book), and National Highways Sector Scheme requirements, as well as site-specific constraints and safety factors.

16.2 Deviation from an approved CAD plan without authorisation can lead to non-compliance, increased safety risks, and potential legal or contractual implications.

16.3 Where a TMO identifies that a change to the approved CAD plan is required due to on-site conditions (e.g., unforeseen obstructions, access limitations, revised road layouts, emergency works), the following procedure must be followed:

Step 1 – Pause and Assess

- Do not proceed with changes to the layout without authorisation.

- Assess the reason for the required change and any associated risks.

Step 2 – Contact Line Manager/Supervisor

- Inform your Supervisor or Line Manager immediately.
- Clearly explain:
 - o The issue encountered
 - o The proposed change or adjustment
 - o Any impact on traffic flow, pedestrians, or site safety

Step 3 – Supervisor Assessment

- The Supervisor will assess the situation and determine whether:
 - o The change is minor and safe to proceed (e.g., slight cone line adjustment due to parked vehicle)
 - o The change requires a formal design amendment and/or client approval

Step 4 – CAD Update Request

- Where design changes are required:
 - o The Supervisor must contact the CAD team or client to request an updated plan.
 - o All changes must be documented and recorded (e.g. via daily site diary, email confirmation, or updated permit)
 - o The updated CAD plan must be issued to site operatives before implementation where possible (TMO can make on exiting CAD plan the changes made)
 - o All changes to the CAD plans need to be documented and saved.

16.4 Key Reminders

- Never amend layouts without approval — safety and legal compliance depend on accuracy.
- Site photography before and after layout changes is encouraged as part of the record.
- If an emergency change is required (e.g. to prevent an accident), ensure the Supervisor is informed as soon as it is safe to do so and that a retrospective CAD update is requested.

17 Tools & Equipment Controls (Power Tools, Stihl Saws, CAT & Genny, Battery Tools)

17.1 General Requirements.

- Only trained, competent operatives may use power tools.
- Pre-use checks must be recorded for all electrical and petrol-powered tools.
- Damaged equipment must be quarantined immediately.

17.2 Stihl / Cut-Off Saws

- Must only be used by trained operatives.
- Wet cutting required to reduce dust unless conditions prevent it.
- Full PPE required: eye protection, gloves, hearing protection, high-vis, cut-resistant trousers, respiratory protection.
- Only operate on stable ground with clear exclusion zone around the operator.

17.3 CAT & Genny

- Must be used before all excavations, trial holes, signpost installations, or ground breakout works.
- Only trained operatives may use the equipment.
- The scan must be recorded on the permit to dig.
- Any unexpected service must be escalated immediately to the Supervisor.

17.4 Battery Tools (Lithium-Ion)

- Must be stored and charged in designated safe areas.
- Never charge in confined spaces, inside vehicles, or on flammable surfaces.
- Damaged batteries must be removed from service immediately due to fire risk.

18 Occupational Health Controls (HAVS, Noise, Fatigue, Weather Exposure)

18.1 Hand–Arm Vibration (HAVS).

- HAVS-trigger tools must be monitored using exposure points.
- Operatives must not exceed daily exposure limits.
- Tools must be maintained and vibration levels checked routinely.

18.2 Noise Exposure

- Hearing protection must be worn where noise exceeds 80 dB(A).
- Noisy tasks should be scheduled away from public areas where possible.

18.3 Fatigue Management

- No operative may work without adequate rest breaks.
- Night shift rotas must comply with working time regulations.
- Supervisors must monitor for signs of fatigue.

18.4 Thermal Stress (Heat/Cold)

- Extra hydration and shaded rest breaks in hot weather.
- Thermal clothing and weather-appropriate PPE in cold weather.
- STOP work if weather compromises safety (visibility, ice, wind, or flooding) and speak to your line manager.

19 Flooding

- 19.1 At no point are TMO's to attempt to enter areas that are flooded due to inclement weather conditions, they are to consult with their line Manager/Supervisor if there is flooding within the works area.

20 Adverse Conditions

- 20.1 It will be necessary to make regular assessment of the weather as works progress, and should the weather worsen to the point that visibility or safety is becoming a danger to the travelling public through (driving rain/snowstorms or spray etc.) it may be necessary to suspend the works if possible or cancel the works altogether. The TMO or Civils Foreman would need to speak with the onsite Client or HTML Supervisor and agree the best course of action to either, delay, suspend or cancel the works.

Note Extra ballasting of signs and other equipment is required in extreme windy weather conditions.

21 Environmental

- 21.1 COSHH assessments and relevant PPE shall be issued where task appropriate.
- 21.2 Notifiable waste products shall be placed into skips and recycling containers located in site compounds or operating yards where appropriate.
- 21.3 Hazardous waste shall be segregated from Notifiable Waste, returned to the Hatton Traffic Management Ltd depot identified and disposed of as Hazardous Waste.
- 21.4 Spillages of substances will be dealt with in accordance with information contained within the relevant COSHH assessments. All spillages are to be reported to the Depot Manager and recorded.
- 21.5 Vehicles are to be fuelled up at a licensed filling station only.
- 21.6 Vehicles are not to be left idling unnecessarily.
- 21.7 Any damaged equipment and consumables (including batteries) will be removed from site to a skip, prior to removal to a licensed disposal site or collected by a licensed supplier of equipment (off site) or retailer.
- 21.8 A drip tray and spill kit should be provided for the use with all tower lights / generators/power tools on site, so, as to protect any spillage and run off into water courses at the side of the carriageway. In the event of any spillages, Hatton will follow the client's emergency procedure on site, a record will be kept of any and all such instances.

22 Clothing Requirement - Hoodies

- 22.1 The wearing of hooded sweatshirts ("hoodies") is strictly prohibited during the undertaking of Temporary Traffic Management (TTM) and civils works. Hoodies present multiple health and safety risks including, reduced peripheral vision caused by hoods, increased likelihood of snagging on plant, vehicles, or fencing, and the risk of loose drawstrings becoming entangled in equipment. In addition, hoods and bulky clothing can obstruct the clear display of required high-visibility PPE, reducing conspicuity to the workforce and road users. To ensure maximum safety, comfort, and compliance with PPE standards, operatives are required to wear approved high-visibility garments only, without hoods.