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**Work safely!
So, everyone can
go home safely
in the evening!**

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SAFETY FIRST #1

Management note

Dear employees, partners and suppliers,

Welcome to WTH!

We are happy to have you as part of our team.

At WTH, safety, health, well and the environment (SHE) are central to everything we do.

Our goal is to create a safe and healthy working environment where everyone can work with pleasure and confidence.

Let's work together towards a safe, healthy and sustainable future. Thank you for your commitment and dedication. Together we make WTH a great place to work!

Kind regards,

Niels van Rhenen
Managing Director WTH Vloerverwarming BV

March 2025



OUR PROMISE:

SAFETY FIRST

WORK SAFELY OR DON'T WORK AT ALL!

We want everyone to go home safe and sound every day. That's why we have clear guidelines and procedures in place to minimize risks.

This includes using personal protective equipment, following safety instructions, and reporting unsafe situations.

HEALTH & WELLFARE

YOUR HEALTH IS IMPORTANT

Every WTH employee has the opportunity to use a Periodic Medical Examination (PMO) and we encourage everyone to maintain a good work-life balance. Take time to move, take breaks and ensure a good working posture to prevent complaints such as RSI.

ENVIRONMENT

TOGETHER FOR A SUSTAINABLE FUTURE

We strive to minimize our impact on the environment by separating waste, saving energy and using eco-friendly materials. Your commitment and awareness make a big difference in this.

TRAINING & DEVELOPMENT

KEEP LEARNING & GROWING

We organize toolbox meetings, workplace inspections and offer trainings such as the Generic Gate Instruction (GPI) and VCA certification.

These help us to stay up-to-date with the latest safety standards and best practices.

WHY AN INSTRUCTION MANUAL?

SAFETY, HEALTH, WELFARE & ENVIRONMENT

This VGWM Instruction manual is for everyone who works for WTH, including employees, hirers, freelancers and subcontractors.

The booklet helps you to work safely and healthily by informing you about the safety measures and safety rules of the company.

CONFIDENT COUNSELOR

WTH has an external confidential counselor. You can contact this person for a confidential conversation or report.

Kimberley Wetsteijn,
Wetsteijn Consultancy
06-81 39 89 28
info@wetsteijnconsultancy.nl

STRONG TOGETHER

COOPERATION & COMMUNICATION

Open communication is key to success. We value your feedback and suggestions. Whether it is safety improvements, new ideas or just a good conversation, we are always here to listen and support.



WHY IS SAFETY IMPORTANT

Working safely is important at all times and in all places. We can all encounter unsafe situations. Be aware of the risks and possible consequences of an accident. At WTH the rule is: **You work safely or you don't work at all!**



WHY A SAFETY POLICY ?

The Working Conditions Act obliges us to provide a safe and healthy working environment. This is not only a legal requirement, but also our responsibility to prevent accidents.

SAFETY: CONCEPTS & GOALS

OUR GOALS

We want everyone who works for WTH to be able to work safely and healthily. We also want to protect the environment.

OUR APPROACH

Our plan is to prevent risks of personal injury, material damage and environmental damage by:

- Discussing VGWM in various consultations at all levels.
- Including safety risks per project in a V&G plan.
- Carrying out workplace inspections by managers and directors.
- Giving fitters the opportunity to report unsafe situations immediately.
- Using evaluations and toolboxes.
- Reporting via the TBI Safety App.

CERTIFICATIONS

WTH is tested annually on certificates for:

- Safety Checklist Contractors (VCA*)
- Safety Ladder (Safety Culture Ladder) SCL-step 3

These certifications help us to work safely and prevent unsafe situations.

GENERAL RULES OF CONDUCT

- ✓ Wear your work clothes on the construction sites and ensure that you go to your project or office neat and tidy.
- ✓ Address colleagues about unsafe behavior.
- ✓ Do not swear or curse and do not use foul language.
- ✓ Aggression, violence or bullying is not permitted.
- ✓ Discrimination, intimidation or insinuations of a sexual nature are not permitted.
- ✓ The use of alcohol and drugs is not permitted. In addition, you may not appear at work under the influence of alcohol and/or drugs.
- ✓ If you use medication, consult your doctor about whether they may affect your performance and coordinate this with your manager.
- ✓ Always report problems to your manager (we are there to help each other).



GENERAL RULES OF CONDUCT

ORDER AND CLEANLINESS

WTH attaches great importance to order and cleanliness at all work locations. This supports the safety policy and promotes the quality of the work.

WASTE PROCESSING

WTH complies with environmental legislation, especially regarding waste processing. Deposit waste in the designated containers on projects and in the office. If this is not possible, take the waste to WTH.

SAFE AND CLEAN WORKING ENVIRONMENT

In case of emergency, you must be able to leave the workplace quickly. Make sure that you are well informed about the escape routes on your first day on a new project. We are all responsible for keeping the following clear:

- Access routes
- Escape routes
- Emergency exits
- Stairs
- Entrances
- Access doors

Always park your company car or private car in such a way that the escape routes remain clear, so that emergency services have easy access.

IDENTIFICATION AT WORKPLACE

Every employee must be able to identify themselves at work with, for example, a passport, driver's license or identity card.

COMPANY EMERGENCY RESPONDERS (CER)

WTH has CER's (company emergency responders) at all locations. Their names are on the internal alarm card at the pantries.

There are always certified CER's present at construction sites.

Report to the chief contractor on your first day at work and enter the CER's details in your telephone. Always follow the advice of the CER's.

TASKS OF CER'S

- Report
- Warn
- Raise the alarm
- Evacuate
- Provide first aid
- Limit the consequences of accidents/fire
- Fight fire (if possible)
- Guide emergency services



EMERGENCIES

Always know the escape routes at your workplace.
In case of fire, go to the assembly point indicated on the building map.



FIRE

WHAT TO DO IN CASE OF FIRE?

- Stay calm and bring yourself to safety (do not use the elevator).
- At the office: call the internal emergency number:
078-6525555
- At the construction site: **call 112** and warn the executor.
- Warn people in the area.
- Close windows and doors.
- Report to the assembly point.

FIRST AID



First aid kits and fire extinguishers are present in the office (near the pantries) and in all company vehicles. These are checked annually.

A first aid kit must be present in every construction site hut on projects. Find out about this on your first day at work. You must have a fire extinguisher within reach for work that poses a fire hazard.

IMPORTANT!

- CER alarmnumber Capelle a/d IJssel:
078-6525555
- CER emergency number on site: to be requested on the first day from the contractor.
- General alarmnumber : call **112**

WHAT TO DO IN THE EVENT OF ACCIDENTS?

- Bring the affected person(s) to safety as quickly as possible. If unconscious: call 112 immediately and then the CER emergency number.
- If conscious: call the CER emergency number for first aid assistance.
- Reassure the victim and loosen tight clothing or jewellery.
- In the event of broken bones: do not move the victim and carefully support the broken body parts.
- Cool burns as quickly as possible with gently running cool tap water.
- In the event of electrical contact, first switch off the electricity. Think of your own safety.
- Report any accident (major or minor) immediately to your supervisor.
-

MINOR INJURIES

- At the office: call the local CER emergency number.
- On project: call the CER emergency number.
- Have the wound treated by a first aid worker or CER worker.

SERIOUS INJURIES

- At the office: call 112 and have someone else call the CER emergency number immediately
078-6525555
- On project: call 112 and have someone else call the executor immediately.
- When an alarm is raised, provide the following:
 - Your name
 - Location of the accident



PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment (PPE) protects you during your work for WTH. These are provided free of charge by WTH. You are obliged to use and maintain the PPE correctly. Are you unsure whether sufficient safety measures have been taken? Please contact your supervisor.

WEAR SAFETY SHOES

- Mandatory in warehouses, halls and on construction sites.
- Always wear safety shoes with safety class S3.

WEAR A SAFETY HELMET

- Mandatory on construction sites, when using construction cranes, lifts, scaffolding, demolition work and when there is a risk of falling or flying objects.
- Replace your helmet 5 years after production date.
- Request a new one via your supervisor.

PROTECT YOUR EYES

Mandatory for drilling and grinding work, welding work and all work that may release particles.



PROTECT YOUR HEAR

Mandatory when working with a nail gun, drilling and grinding, using pneumatic tools and at a noise level higher than 80 decibels.

PROTECT YOUR BREATHING

Wearing a face mask is mandatory when there is a risk of flying dust particles and when using harmful and toxic chemicals.

PROTECT YOUR KNEES

Wear knee pads or knee warmers if you work on your knees a lot.

PROTECT YOU HANDS

Wear safety gloves when working with sharp parts.

WEAR THE REQUIRED WORK CLOTHING

- This protects you from bumps and abrasions.
- Working with a bare torso is not permitted.
- Working in shorts is only permitted if this does not pose an additional risk.
- Replace your work clothing via the Lyreco/Intersafe order portal: <https://esm.intersafe.eu/>

TOOLS & EQUIPMENT

HAND AND POWER TOOLS

- Always follow the safety precautions in the supplier's user manual.
- Only use NEN3140-approved tools (check the date). If in doubt, have them inspected by the tool manager.
- Do not wear loose clothing or long hair near machines.
- Return worn or damaged tools for replacement.
- Clean, maintain and store borrowed tools at the end of the working day.
- Maintain hand tools well and only use them for their intended purpose.

ANNUAL INSPECTION

- All borrowed electrical tools must be NEN3140-approved annually.
- Tools are name-bound; make sure that borrowed tools are returned to you.
- Borrowed material (such as steps) must also be inspected annually.

FORKLIFT TRUCKS

- A valid certificate is required.
- Use the seat belt.
- Annual maintenance of the forklift.
- Charge the batteries in the designated place in the warehouse.
- Smoking and open flames are prohibited during charging.
- Wear protective clothing and gloves when filling the batteries.

DUST EXTRACTION

Use dust extraction for sandy and stony materials to reduce quartz dust.



WORKING AT HEIGHTS

SAFETY AT HEIGHTS

- Visually inspect ladders and scaffolding before use.
- Report any shortcomings to your supervisor.
- Only qualified persons may erect scaffolding.
- Scaffolding must be inspected annually and inspected every 3 months for long-term placement.
- Be aware of the danger to third parties when working at height.

ROLLING SCAFFOLDING

- Make sure the floor is level.
- Use the blocking device.
- Never move a mobile scaffolding when it is loaded.
- Check railings and supports and fill floors.
- Climb onto and leave the mobile scaffolding on the inside.
- Do not exceed the maximum load.
- Secure the scaffolding properly on slopes or in strong winds.
- Ensure a full shock floor under working floors higher than 3.50 metres.
- Ensure that the edge protection of the planks is intact.

LADDERS

- Only use a ladder for its intended purpose.
- Check the ladder for defects before use.
- Use a rubber ladder mat.
- Wooden ladders may not be painted, but must be protected against drying out and rotting.
- Do not use metal ladders with open electrical connections.
- Place the ladder at an angle of 70-75 degrees.
- Place the ladder on a flat surface and let it extend 1 meter above the work area.
- Use both hands when climbing and descending the ladder.
- Do not reach further than an arm's length.
- Do not use kitchen steps.
- Be alert for slippery surfaces.



ROAD SAFETY

TRAFFIC REGULATIONS

- Do not exceed the maximum speeds, not even on a client's premises.
- Wear a seat belt in the car.
- Park only in the designated places.
- Ensure that the vehicle is loaded correctly.
- Transport flammable or harmful substances in the correct packaging.
- Report damage immediately to your supervisor.
- Behave correctly towards other road users.
- Take a break in time for long distances or when changing drivers.

REPORT ASBESTOS

- Always report (suspected) asbestos to your manager.

SAFETY IN CONFINED SPACES

WORKING IN CONFINED SPACES

- Neem extra voorzorgsmaatregelen, zoals een werkvergunning en een start-werkinstructie.
- Gebruik veilige spanning bij elektrisch gereedschap (50V wisselspanning, 120V gelijkspanning).
- Een manwacht moet altijd aanwezig zijn bij werken in besloten ruimten.

WORKING WITH HAZARDOUS SUBSTANCES

- Always take precautions when working with hazardous substances.
- Deposit residues of environmentally hazardous substances in the correct facilities.
- Always read the instructions for use on the packaging, labelling or product information sheets.

PHYSICAL STRAIN



PREVENT PHYSICAL COMPLAINTS

- **Lifting:** Never lift more than 25 kilos and use your knees, keep the load close to your body.
- **Bending:** Change your position when working while bent and take sufficient rest.
- **Knees:** Use knee pads.
- **Cold:** Wear the right thermal clothing.
- **Rain:** Ensure sufficient protection and do not walk around in wet clothing.
- **Heat:** Do not remove too much clothing, rest regularly and drink sufficiently.
- **Sunshine:** Protect yourself from the sun with clothing and/or sunscreen.

WORKING ERGONOMICALLY

- Make sure you have a good workstation that can be adjusted to your body size.
- Keep a viewing distance of at least 50 cm (70 cm for large screens).
- Alternate screen work with other tasks.

PREVENT RSI

RSI (Repetitive Strain Injury), also known as 'mouse arm', is a common complaint when using a computer. It is caused by making the same movements with your hand, wrist, arm and/or shoulder for a long time. This can lead to constant muscle tension, especially with little physical exercise.

Tips to prevent RSI:

- Vary your posture and move regularly.
- Take a critical look at your posture and workplace.
- Use aids such as a wrist rest, foot rest and document holder.
- Ensure good physical condition.
- Take regular breaks from repetitive work.

GENERIC PORT INSTRUCTIONS (GPI)

The GPI is one access instruction for all affiliated construction sites in the Netherlands. You must obtain a certificate to gain access to the construction site. WTH employees receive an invitation via the TBI learning portal. Self-employed persons and subcontractors must arrange this themselves via the GPI Explainsafe.



VCA

Every fitter on WTH projects must have a valid VCA diploma. Without this certificate you will not have access to the construction site. The diploma is valid for 10 years and there are 2 types:

VCA Basic | Mandatory for every fitter
Basic knowledge of safety, health and the environment.

VCA Full | Mandatory for every supervisory fitter, self-employed person or manager of a BV or VOF
Application of basic knowledge and point of contact for safety.

More information can be found at <http://www.vca.nl>



LMRA (LAST MINUTE RISK ANALYSE)

An LMRA is a short risk analysis that you perform just before you start working.

Follow these steps:

- ✓ First, assess whether there are risks.
- ✓ Think about what you need to do to eliminate the risks and implement these measures.
- ✓ Only start working when it is safe.

ASK YOURSELF THESE QUESTIONS BEFORE AN LMRA

Have I had a start-up instruction about the risks of my work?

- Assess the risks of my work.
- Can I perform this work safely?
- If not, do not start.
- What measures can I take to reduce the risks.
- Implement the measures to control the risks.
- Start your work when everything is safe.



SAFETY, HEALTH, WELFARE & ENVIRONMENT (VWGM)

Our goal is to prevent risks of personal injury, material damage and environmental damage by:

- Training and obtaining GPI and VCA certificates.
- Organizing Toolbox meetings.
- Performing workplace inspections.
- Securing WTH activities in V&G project plans.
- Conducting initial discussions for new projects.
- Behavioral observations.
- Proactively acting on reports via the TBI Safety App



TOOLBOXMEETINGS

Meetings where employees are educated about safety, health and environment. Employees are encouraged to participate actively and give their opinion.

WORKPLACE INSPECTIONS

Regular inspections by managers and other employees, with special attention to safety, health, welfare and the environment. Unsafe situations must be addressed immediately.

SAFETY PLAN

Clients can set special conditions in the area of safety, working conditions and environment. These are recorded in a V&G plan and discussed with the employees.

PROJECT VISIT MANAGEMENT & WORKPLACE INSPECTION

The management visits a construction project every quarter to check whether the safety regulations are being complied with and to talk to employees.

PROJECT START-UP TALK

Before the start of a project, there is a kick-off meeting between the manager and the assembly teams. The project manager discusses the activities, risks and measures.













BEHAVIORAL OBSERVATIONS

Managers observe employee behavior and the work environment to ensure safe working practices and to gain new insights.

ACCIDENTS, INCIDENTS AND UNSAFE SITUATIONS

Dangerous activities must be reported immediately to the highest manager. All accidents, near-accidents, unsafe situations and incidents must be reported and registered via the TBI Safety App or the Accident Registration Form. Problems of a personal nature as a result of an accident must also be reported. These forms help to prevent and improve unsafe situations.

SAFETY RULES

	USE PERSONAL PROTECTIVE EQUIPMENT (PPE) Always wear the prescribed PPE such as safety shoes, eye protection, safety helmet, hearing protection, work clothes, respiratory protection, knee pads and gloves.
	SAFE USE OF TOOLS Always follow the safety precautions in the supplier's instructions and only use NEN3140-approved tools
	LADDER AND SCAFFOLDING SAFETY Use ladders and scaffolding only for their intended purpose. Check them for defects before use and follow the correct procedures for safe use.
	IDENTIFICATION REQUIREMENT Make sure you can always identify yourself at the workplace with a passport, driver's license and identity card.
	SAFETY WITH HAZARDOUS SUBSTANCES Always take precautions when working with hazardous substances and dispose of residual materials in the appropriate facilities.
	PHYSICAL STRAIN Never lift more than 25 kilos. Change your position when working in a bent position and use knee protectors.
	REPORT UNSAFE SITUATIONS Always report unsafe situations, accidents and near-accidents immediately to your supervisor and use the TBI safety app or the accident registration form.
	FIRST AID AND FIRE SAFETY Know the location of first aid kits and fire extinguishers and how to use them. Keep a fire extinguisher within reach when working at fire hazards.
	KNOW THE ESCAPE ROUTES Always know where the escape routes are in your workplace and follow the procedure in case of emergency situations such as fire.
	TRAFFIC REGULATIONS Do not exceed the speed limits. Wear a seat belt in the car and park only in the designated places.