

## Risk Management Policy

### 1.0 Policy Statement

OnSite Support Ltd manages risk (risk should be read as major disruption or threat) effectively and in a consistent manner in all aspects of its business including planning, delivering, operating and overseeing programmes and performance. The management of the company encourages a culture of well-informed risk-based decision making, which not only mitigates the internal risk, but also helps to minimise the risk exposure of its business partners at large extent.

OnSite Support Ltd believes that as a supplier of PPE, Consumables, Site Welfare and Tools to UK construction industry, large part of its business activities are related to product sourcing, selling and service offering. Hence, major part of its risk mitigation activities are focused on operational activities related to its product and service offerings. However, it is impossible for any business to avoid exposure to unwanted and unknown risks generated from external environment that may cause an emergency situation. In case of an emergency<sup>1</sup>, the company follows a 'contingency planning' approach in line with its 'Business Continuity Plan'.

This policy focuses on the principles behind risk management, risk mitigation activities related to product & service offerings, and the business continuity plan to deal with emergency situations. This policy is reviewed yearly with the company's shareholders and functional leaders, updated, and communicated to all staff and external stakeholders as it requires.

**Communication and Records.** The policy, associated risk/impact assessments, and any resulting instructions are communicated to employees and relevant external stakeholders as required. Records of induction, product knowledge training sessions and risk-related briefings are retained in line with our management systems and contractual obligations.

### 2.0 Principles Behind Risk Management

We are a company that—

- Makes risk management a part of strategic and tactical decision making such that whenever there are risks that could significantly affect company operations, projects and programmes, resources are deployed proportional to these risks.
- Provides clearly defined and documented accountabilities for risk management, with risks being managed at the lowest level at which the manager has the authority, responsibility and resources to take effective action.
- Values an 'open door' policy that allows its staff at all levels to consult with functional leaders promptly in case of risks that are 'business critical' or in the event of an 'emergency'.
- Establishes and maintains procedures, practices and processes so as to ensure compliance with applicable standards and contractual provisions, and remain consistent with other entities with similar risks.

- Incorporates credible risks in the Corporate Plan and all significant planning efforts and reviews annually, such as PEST analysis, credit assessment of suppliers and customers, market intelligence on industry and key stakeholders, and sourcing assessment.

### **2.1 How OnSite Support Identifies Risks**

Risk identification is embedded in the activities described throughout this Policy and includes, as applicable to our scope of services:

- Strategic and commercial reviews (e.g., annual PEST analysis, supplier/customer credit assessment, and market intelligence) to identify external and financial risks.
- Product compliance checks for PPE/consumables at sourcing stage (certificate collection/validation and authenticity confirmation) to identify product-related risks before market introduction.
- Ethical sourcing confirmations (factory certifications and supplier acknowledgements) to identify labour and reputational risks within the supply chain.
- Complaint handling and product recall triggers that capture product performance and safety risks in use.
- Service performance monitoring (e.g., OTIF) to identify delivery and logistics risks.
- Business Continuity planning that identifies and prepares for major external disruption scenarios.

### **2.2 Responsibility for Compiling and Authorising Risk/Impact Assessments**

Consistent with our principle of managing risks at the lowest appropriate level of authority, functional leaders ensure that risk and impact assessments within their area of responsibility are compiled by competent personnel and authorised by the appropriate manager. For product matters this includes the relevant Category Manager and Purchasing Manager with Sales input; for high-risk or emergency situations, matters are escalated to the Emergency Response Team for direction and approval in line with the Business Continuity Plan. The Managing Director endorses this Policy on behalf of the Company.

### **2.3 Managing, Reviewing and Checking Effectiveness**

- Processes described in Sections 3–6 are operated under our management systems and contractual arrangements. Performance indicators (e.g., OTIF and complaint data) and certification/approval checks are used to verify that controls remain effective.
- The Company reviews significant planning efforts and this Policy annually with shareholders and functional leaders. Findings, changes in external requirements, or lessons learned from incidents/complaints are used to update risk/impact assessments and related controls.
- Following significant change, incident, or product non-conformity, affected assessments are reviewed and, where needed, corrective actions are implemented and communicated.

## **3.0 Risk Management Activities Related to Product Sourcing and Selling**

### **3.1 Product Compliance**

OnSite Support follows a 3-Step Process to mitigate risk related to Product Compliance for PPE and consumables when sourcing a new product from an existing or a new Supplier:

**Step 01 – Evidence Collection:** Collect sample, user instruction, product and safety data sheet, relevant certification, module examination report and manufacturer’s declaration of conformity (where applicable).

**Step 02 – Certificate Validation:** Validate that certificates (e.g., CE/UKCA, FSC) are duly issued by authorised bodies approved by the appropriate authorities (e.g., for PPE, verification via NANDO of the notified body’s scope).

**Step 03 – Authenticity Confirmation:** Confirm with the issuing body that the certificate is genuine and issued to the manufacturer holding the product rights.

**Trials and Knowledge.** Where appropriate, trial activities are offered to minimise customer exposure prior to bulk purchase. Staff are encouraged to enhance product knowledge and advise customers on product attributes, regulation and testing changes to mitigate quality and compliance risk. Product knowledge training sessions are conducted on a regular basis.

**Compilation/Authorisation & Communication.** Product risk/impact assessments and controls derived from the above steps are compiled by the relevant functional leaders (e.g., Category and Purchasing Managers) with Sales input and authorised at the appropriate management level. The outcomes and control measures are communicated internally and, where required, to customers.

**Review.** Certificates and approvals are checked for validity; complaints, incident feedback and test data are used to review the continued effectiveness of controls.

### 3.2 Ethical Sourcing

OnSite Support believes products should be manufactured, sourced and sold without compromising business ethics. Our standard practice is to request factory certification from manufacturers (e.g., ISO 9001 and SEDEX). We also require suppliers to sign our Ethical Sourcing Supplier Condition. Evidence or confirmations are available to customers upon request.

### 3.3 Anti-Bribery

OnSite Support is against any unethical business practices such as bribery, corruption and fraud. Compliance with our anti-bribery policy forms part of employment contracts and is covered during induction. We communicate our stance to suppliers and manufacturers as required and comply with UK anti-bribery legislation.

### 3.4 Product Recall and Complaint Handling

Customer complaints are managed through a defined procedure. Where a complaint indicates product failure, Category Management, Purchasing and Sales assess the risk:

- **Low Risk** (e.g., damage in transit, minor performance issue): validate, replace/reimburse as agreed.
- **High Risk** (e.g., major failure causing injury or environmental hazard): escalate to the Emergency Response Team (ERT). The ERT deploys a Go-See-Think-Do (GSTD) programme to identify root cause and communicate remedy to the customer, typically within 72 hours of a

case being registered as high risk (subject to scale and data-gathering challenges). Where a full recall is required, a coordinated plan is executed with the manufacturer.

Records and Reviews. Complaint, investigation, recall and briefing records are retained. Lessons learned inform updates to risk/impact assessments and related controls.

## 4.0 Risk Management Activities Related to Service

Customer Centricity is at the heart of OnSite's core value. 'Next day delivery' is our standard service within SLAs with key customers, subject to stock availability and procurement lead times.

Performance Monitoring. We regularly monitor OTIF—our internal metric for order fulfilment—and communicate targets, achievements and improvement plans to relevant internal and external stakeholders (e.g., functional leaders, logistics providers, key suppliers and customers).

### 4.1 Logistical Failures

Logistics are critical to service delivery and present comparatively higher risks. In the event of logistical failure (e.g., vehicle breakdown, accidents, third-party service shortfalls), OnSite Support consults with the customer to rectify the failure, which may include upgrading future service or arranging dedicated delivery. We assume responsibility for additional contingency costs necessary to fulfil customer requirements. Timely and transparent communication mitigates delivery risk.

Applicable Site Issues. When planning or adjusting deliveries in consultation with customers, site access and delivery constraints are taken into account so that the service can be fulfilled safely and as agreed.

**Note:** Specific site parameters (e.g., size/gradient/climate/time/noise) and any associated site risk templates are not detailed in the original Policy and should be confirmed or cross-referenced where such controls already exist.

## 5.0 Operational Excellence

OnSite Support Ltd is ISO 9001, ISO 14001 and ISO 45001 certified. In addition, we operate internal Quality, Health & Safety, and Environmental policies which guide our operations. These policies are living documents that are updated, discussed and communicated regularly (as required) to reduce risks associated with quality management, health and safety and the environment.

### 5.1 Environmental Aspects & Impacts Register

Consistent with our ISO 14001 environmental management system and Environmental Policy, environmental aspects and impacts relevant to our supply of PPE, Consumables, Site Welfare and Tools—and associated logistics—are identified and controlled. An environmental aspects and impacts register appropriate to this scope is maintained and reviewed in line with policy and management system reviews. Where significant change occurs (e.g., new products, processes or logistics arrangements), affected entries are reviewed and updated.

### 5.2 Documentation, Communication and Records

- Policy updates, risk/impact assessment outcomes and control measures are communicated to relevant staff and external stakeholders as required.

- Records of induction, training, product knowledge sessions, risk-related briefings, complaints and recalls are retained in accordance with management system and contractual requirements.
- Where supplier or manufacturer confirmations are obtained (e.g., certificates, ethical sourcing acknowledgements), these are retained and available on request.

**Note:** Where separate Method Statements are produced, Constructionline requires explicit confirmation that risk assessments are incorporated. If Method Statements are produced within OnSite Support's scope, please confirm the applicable document link or wording for inclusion.

## 6.0 Business Continuity Plan in Case of an Emergency

As described in footnote <sup>1</sup>, OnSite Support follows the protocol in its Business Continuity Plan (BCP) to manage emergency situations or crises. The Company's command and control structure during a major incident is defined in the BCP, which also outlines immediate and secondary actions, critical resources to be deployed and key contacts. In case of an unknown external threat (e.g., a novel virus outbreak or chemical/biological threat), OnSite Support follows the latest Government advice in conjunction with its BCP.

**Reviews and Learning.** Emergency responses and exercises inform updates to relevant risk/impact assessments, controls and this Policy.

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<sup>1</sup> Major threats or disruptions generated from external environment that may cause an emergency include but are not limited to: terror attack or threat; major fire outbreak in our premises or in assets critical to business operations; natural calamity; fatal accident or life-threatening injury on duty, etc.



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