

# SHEQ ANNUAL REPORT 2020



AT SARENS, WE HAVE THE NOBLE MISSION TO BE THE GLOBAL REFERENCE IN CRANE RENTAL SERVICES, HEAVY LIFTING, AND ENGINEERED TRANSPORT FOR OUR CLIENTS.

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**PC - 9600**

**BRAZIL**

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## MESSAGE FROM CEO

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Sarens Global SHEQ Improvement and Safety Drive during 2020 following our Zero Harm campaign saw challenges that no one could have predicted. During these challenging times, Sarens recognizes that an engaged workforce is critical to our success.

Integral to the combatting of Risk is co-operation, consultation and communication at all levels.

We, therefore, promote these initiatives to generate the added benefits that arise from active participation by all (i.e. the “pooling” of knowledge and experience).

In 2020, Sarens continued with its downward trend on both the severity rate and the frequency rate. Beating both of the global targets set.

As a Company predominantly associated with working on the premises of our clients as opposed to our locations, we integrate our consultation processes into a range of Safety Forums, Safety Committees and/or other agreed alternatives.

Sarens creates, encourages and maintains an awareness of the importance of Health and Safety issues using written, verbal, and visual communications.

This includes the behaviour and approach of our Managers to all health & safety-related matters.

Sarens requires its Directors, Managers and Supervisors to “lead by example” and emphasize the importance of Health and Safety through their visible leadership behaviour.



**WIM SARENS**  
CEO





KALININGRAD - RUSSIA

## INTRODUCTION

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SHEQ continues to be one of the corner stones and business drivers within Sarens.

Each year as our global footprint continues to grow together with our client base, SHEQ standards continue to develop and improve.

Sarens as the number one service provider for heavy lift and transportation, offers an extensive range of complex solutions developed to better serve our clients.

Key to these solutions is SHEQ; SHEQ is involved from the early sales concept with client interaction all the way through the whole process of the activity, cumulating in managing day-to-day risks on the job site together with our teams and client representatives.

2020 was a unique year during which the whole world endured a pandemic. This affected everyone in their professional and personal life. It has been the most challenging year we have ever experienced. The COVID-19 pandemic has dramatically altered our working practises in ways we could not have foreseen or imagined.

Following a successful management of the global SHEQ department for four years, Mr. Joris Mareels decided in December 2020 to take on a new challenge outside of Sarens. Replacement was found within the company, with me stepping in.

The year also concluded with the successful recertification to the 3 international standards:

- ISO9001:2015
- ISO14001:2015
- ISO45001:2018

We are looking forward to many new challenges in 2021.



**ANDREW LEES**  
GROUP SHEQ DIRECTOR





## SHEQ MISSION

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### OUR MISSION

to become the global leader in crane rental services and heavy lifting & special transport projects

### WHAT SHEQ MEANS TO SARENS

Guiding the Organization and our People to excellence, for this:

- SHEQ needs to be an integrated and visual player in all departments.
- We ensure that all employees understand their own responsibility to safety.
- SHEQ to support all our employees with the necessary tools and training so they develop a pro-active attitude towards Safety, Health, Environmental and Quality management.
- To continue to build a SHEQ culture so that it becomes a second nature to all levels.

Goal is zero LTA!

## SAFETY, HEALTH, ENVIRONMENT AND QUALITY (SHEQ) POLICY

THE SARENS GROUP WILL AVOID HARM TO PEOPLE AND THE ENVIRONMENT  
WHILE PROVIDING QUALITY SERVICES TO OUR CUSTOMERS.

The SHEQ Policy aims to ensure alignment to the Sarens mission and values, where 'Dedication to Safety' means ensuring that harm is not inflicted upon its employees, contractors, service providers, or the environment, Sarens assets, as well as members of the public affected by its operations, infrastructure and all operational activities within the scope of heavy lifting, special transport, assembly, disassembly and maintenance in industry and infrastructure.

Sarens management and all employees are committed to well-being and protection of human life, environmental duty of care, protection of assets and customer satisfaction by applying our **Plan-Do-Check-Act (PDCA)** cycle and our **Code of Conduct** in all Sarens activities.

Sarens has integrated safety, health, environment and quality requirements into all activities; more specifically in the **Sarens Project Management Procedure (SPM)** and care for preventive maintenance so that decisions made ensure the consideration of economic development, environmental quality and social equity to continually improve performance and achieve stakeholder requirements.

Sarens commitment to Safety, Health, Environment and Quality management is achieved through:

1. implementation of an integrated management system in accordance with ISO9001:2015, ISO14001:2015, OHSAS18001:2007 (in transition into ISO 45001:2018) and SCC\*P 2017/6.0 (Benelux).
2. achieving compliance with applicable legislation and other requirements to which Sarens subscribes and in the absence of these, setting internal standards to meet the intent of this policy.
3. addressing the needs and expectations of Sarens customers and stakeholders.
4. setting SHEQ objectives goals and measuring our performance (KPI's) against these with the objective of continual improvement.
5. periodical risk-based medical surveillance for all Sarens employees, to monitor and manage occupational health risks inherently present in the nature of our business.
6. SHEQ training and safety based behaviour training for all employees.
7. ensuring that our suppliers and service suppliers meet and adhere to Sarens SHEQ requirements.
8. promoting open communication with all stakeholders and sharing of our SHEQ knowledge.
9. real accountability for all our managers and employees in performing and tracking our SHEQ goals and targets.
10. design, construction and operation of our services in a safe, secure, efficient and environmentally responsible manner.

### **Policy into practice:**

In order to put this policy into practice and avoid incidents and accidents, the **Sarens 10 Life Saving Rules (LSR)** are developed and implemented. All employees are expected to perform their job in accordance with this company philosophy and follow all applicable procedures and instructions including the **Stop & Consult Procedure** as a final **Last-Minute Risk Assessment (LMRA)** before commencement of work. Where necessary, the management will take measures by using our **Consequence Management Procedure**.

In addition to first using **collective protection equipment**, all employees have appropriate **work wear** and **Personal Protection Equipment** that meets the highest standards in accordance with local legislation. The Management team shows clear responsibility and commitment to verify the effectiveness of our integrated SHEQ Management system by completing workplace inspections on a regular basis.

The Sarens Management system is constantly improved by means of **internal audits: local, cross and Group SHEQ**, and **external audits**. A unique Sarens Year Action Plan for each Business Unit is followed up in the **monthly management meetings** and an **annual management review** so that any necessary remedial and prevention measures can promptly be taken to improve performance and efficiency.

**Our 2020 strategy is based on a #zeroharm campaign, including special posters and a weekly counter. Our digital reporting and registration system called ISA is being rolled out in all BUs and this process will be completed by the end of this year.**

**In addition to this our "Crane operators minimum daily / weekly maintenance checks"- manual is published and distributed amongst the blue collars worldwide.**

**Now that we have provided the tools and procedures and have an ongoing review and improvement policy, our operators must use the tools and procedures made available to them and our Operations and General Management Teams must ensure that procedures are followed, tools used and actions taken.**

**Sarens is fully prepared and takes all COVID-19 measures in accordance with local legislation worldwide. Our staff took the opportunity to follow an in-depth e-learning on different SHEQ subjects. And last but not least following an extensive study, the wind counter disc is added as a new asset to our operations to avoid incidents with regard to specific wind projects.**

This policy statement is available on [www.sarens.com](http://www.sarens.com) and published in all our offices worldwide. It will be regularly reviewed (at least every year) by the Sarens Group Management to ensure that it remains line with Sarens objectives and strategic priorities.

Wim Sarens  
Chief Executive Officer  
01/05/2020

SGR.D.SHEQ.0037.v9.0 E – Group SHEQ Policy.

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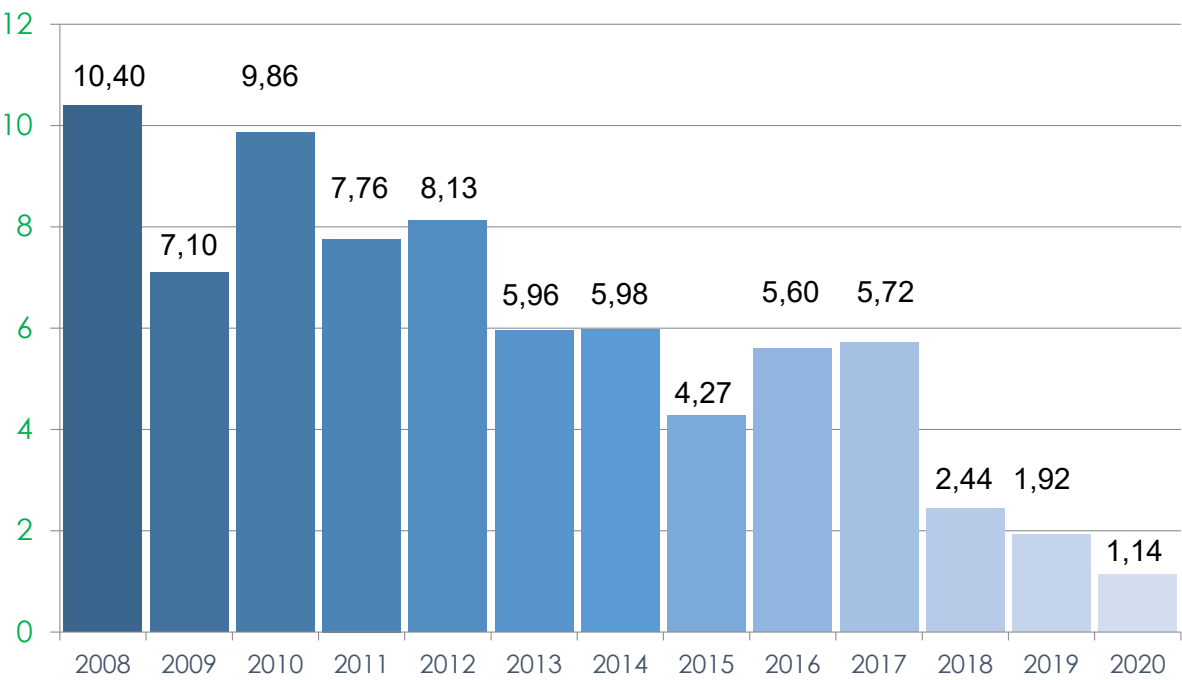


# PERFORMANCE

## FREQUENCY AND SEVERITY RATE (EU)

The frequency rate (Fr) is the number of labour accidents (work stopped more than one day) arisen during a period of 12 months by one million divided by the total working hours.

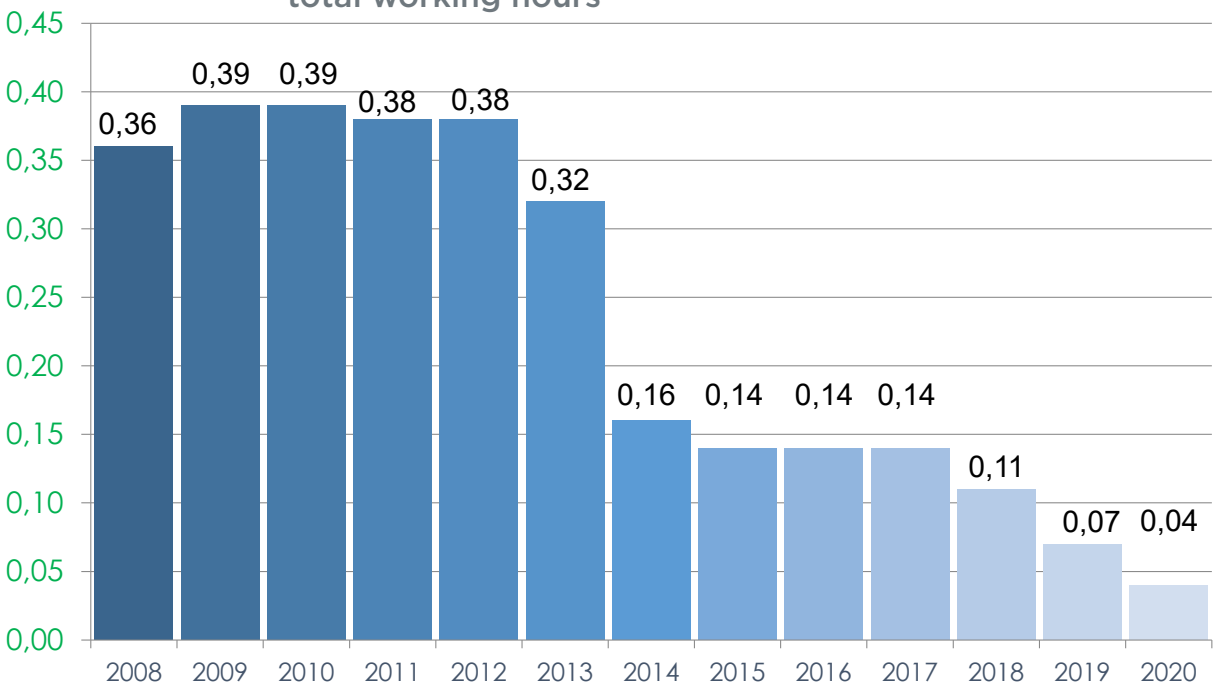
$$\text{Frequency rate} = \frac{\text{number of work accidents with Lost workdays} \times 1 \text{ Mio}}{\text{total working hours}}$$



## Severity rate - EU

The EU Severity rate (Sr) is the total number of lost days (due to labour accidents) arisen during a period of 12 months by one thousand divided by the total working hours.

$$\text{Severity rate} = \frac{\text{number of total Lost workdays} \times 1.000}{\text{total working hours}}$$



## PERFORMANCE

The BUs who reached already 0 figures for Fr and Sr have to keep their result. They showed already a high safety standard.

The target for the Group in 2020 for Fr was set on 1,73, where we reached at the end of the year 1.14. The absolute number of accidents went down to 12 (26 - 2019) in 2020 or a reduction of 54 %.

For the Sr the target was set on 0.06 in 2020, where we reached at the end 0,04.  
The total days lost went down to 413 in 2020 (960 - 2019) with a decreasing of 57 %.  
There was no fatality in 2020.

### Absolute figures accidents - Sarens Group 2020

Country Wise			Region Wise		
Country	# of Total Lost Work Day Cases	# of Total Lost Work Days	Region	# of Total Lost Work Day Cases	# of Total Lost Work Days
Poland	6	359	Eastern Europe	6	359
Sarens Projects	3	27	Western Europe	3	27
France	2	12	Sarens Projects	3	27
Belgium	1	15	Asia	0	0
			Australia	0	0
			GFS HQ	0	0
			Mexico	0	0
			Middle east	0	0
			North Africa	0	0
			North America	0	0
			South Africa	0	0

A strategic plan was made up in 2016 to bring our Lost Time Accidents (LTA) to “Zero” harm in 2020. Targets were set for the frequency and severity rates.

Sarens global did not reach the target 0 however, the majority of regions within Sarens showed a marked decrease in overall incidents and injuries.

To make it realistic and a smart improvement for each Business Unit (BU), the decision was made to continue to decrease the targets each year with 10% against the actual figures.

# MANAGEMENT TOOLBOX (KPI)

Throughout 2020, a bi-monthly toolbox talk was sent out to all senior management with the intention of raising safety leadership awareness.

## Management Toolbox: 2020/01 : Safety Leadership Is Not Safety Management.

**Safety performance** is driven by the leadership of our organization. Leaders establish values, develop procedures, and enforce accountability for our Sarens' safety programs. Put it in another way, safety leaders set the standards of safe behavior within our company. We would obviously expect a safety leader to be someone who exhibits high 'Safety DNA', but leadership is more than just managing one's own safety behaviors. A true safety leader also motivates his coworkers to strive for minimal risk exposure.

**Safety leadership** is defined as the process of interaction between leaders and followers, through which leaders can exert their influence on followers to achieve organizational safety goals. Specifically, managers exist as part of the organization's structural hierarchy and exert formal influence over their subordinates. Leadership is a voluntary activity by which an individual exerts social influence over coworkers by setting an example of appropriate behavior to elicit shared goals and effect positive change in our organization. Certainly, one individual needs to be both, a manager and a leader, but this only occurs through conscious effort to effectively perform both roles.



(Ludo Sarens, visiting a project in India. Not ashamed to dress himself in the correct working clothes and PPE)

A perfect example of 'knowing and following the rules' as a leader.

As a manager, you need to see yourself as a STAR:

- Supervision: overseeing work activities to make sure employees are safe,
- Training: conducting safety education and training,
- Accountability: insisting that everyone complies with company safety policies and rules,
- Resources: providing physical resources – tools, equipment, materials – so employees can work safely,

Several Business Units were selected this year to undergo this transition. In a crisis, the decision was made to put a hold on the physically audits outside the company. Nevertheless, a one day remote audit will take place for those who are outside the company. Next year, complementary physical external audit.

**What is expected now for this recertification?**

There are a few things that will need to be completed before the external auditors come. The first step in the transition towards the new standard was already successful done during the Phase 1 external audit on Group Level in May 2020, where they have reviewed our documentation to ensure that it meets the requirements of the standard.

Now, in Phase 2, you will need also to take care that the following is ensured:

1. All processes implemented.

As all processes are documented, you will need to ensure that all the processes you need within the IMS are in place. It is expected that you have established each process (set the process rules), implemented each process (ensured the rules are known and are monitored) and are maintaining each process (making sure that when rules change people know, and new people are informed of the rules). It is not acceptable to have incomplete processes.

## Health Alert : "Mental and social health during COVID-19 virus"

The epidemic can cause loneliness, anxiety, stress, or insomnia to some people. This is a normal response to an abnormal situation. We are not used to the measures and the way in which the communication is done.

### Loneliness



It is important to keep your physical distance from others to control your loneliness. Everyone should be aware of the signs of loneliness. Or you have less contact with others. The signals that can be negative behavioral signals, such as someone is getting angry, or someone is getting sad.

## Management Toolbox: 2020/05 : How to verify the Effectiveness of our Corrective Actions?

(ISO 45001:2018 – 10. Improvement.)  
Reviewing the effectiveness of corrective actions refers to the extent to which the implemented corrective actions adequately control the root cause(s).  
When we go into quality, at the start it is frequently difficult to verify the effectiveness of our actions taken to correct a problem. Often assumptions were made as follows:

- If they said they did something, then they certainly did it.
  - Whatever they did was directly related to the problem causes, or they would not have done it.
  - The action must have been effective; they would have told me otherwise.
- As we all very well know, all these assumptions need to be corrected.

Isn't it that we just want to get the paperwork off our desks or out of our in-boxes as quickly as possible? Taking actions on problems is one of many responsibilities that people have and, unfortunately, it's not always top priority. That is why it is crucial that actions are carefully verified. Verification is not an act of suspicion or disrespect; it is simply a necessary part of problem solving.

What exactly is being verified? You are seeking evidence that the causes of the problem have been removed or reduced. In a perfect world, each problem cause would be removed. This is not always possible, though. Sometimes itself less frequently or less severely. So, the best option is to remove the cause, but the next best option is to at least reduce the cause.

**Evidence**  
The key to verification is evidence. You are seeking objective, factual evidence that your problem causes have been reduced or removed. This evidence usually takes the form of data or records. Another powerful form of evidence is your own first-hand observations. That is not to say that you cannot accept verbal evidence, but records, data, and first-hand observations are certainly better.

The exact amount of evidence depends on the magnitude of the problem. Broader and more severe problems lead to more profound solutions, which in turn require more evidence to verify effectiveness. It is a simple matter of scale. The scale of verification must match the scale of the actions taken.

It is important to note that you are sampling evidence. You are taking a representative subgroup of all the available evidence. A 100-percent investigation of evidence is not necessary or particularly effective. Take what you believe to be a balanced and representative sample of the evidence.

**Methods for Verifying Effectiveness**  
There are many highly effective tools and principles you can use to make your effectiveness checks successful. Here are a few common approaches:

- Trend analysis — In cases of human error, training, inspection errors etc., trend analysis can help you determine if the corrective action has remediated the issue. Review data over a predetermined timeframe and determine if the problem or deviation has occurred again (or as frequently) after the



# SHEQ INSIDE => OUTSIDE (KPI)

The intention was to create more visibility from SHEQ on the work floor.

A target of 40 deep dive crane inspections per SHEQ person/per year was set for all SHEQ staff. However due to the global pandemic these targets proved to be untenable.

The ISA app was continued to be improved with more inspection types being added.

SGR - SHEQ Inspection Checklist - Telescopic Crane  
#33071: 5197 (5197)

**Koen Bordeaudhuy**  
SAMOCO | koen.bordeaudhuy@samoco.be

**Fleet Number:**  
5197 (5197)

**Location**  
Tasibel, Vooruitgangstraat, 9220 Hamme, Belgium

**Started**  
11/05/2020, 12:41:17 PM

**Completed**  
11/05/2020, 12:49:23 PM

**Equipment Details**

<b>Fleet Number:</b>	5197 (5197)
<b>Model</b>	LIEBHERR LTM 1090-4.1
<b>Depot</b>	BE NV-BASF
<b>Classification</b>	Cranes
<b>Project</b>	
<b>Location:</b>	BASF C400 - 13 10 2020
<b>Project Number:</b>	COM.200005
<b>Supervisors Name:</b>	M. Kriekaard

SGR - SHEQ Inspection Checklist - Crawler Crane  
#23061: K2595

**Chanki Chand**  
IND - Support Functions | chanki.chand@sarens.com

**Fleet Number:**  
K2595

**Location**  
Unnamed Road, Punjab 191301, India

**Started**  
07/08/2020, 12:24:38 PM

**Completed**  
07/08/2020, 06:20:06 PM

**Equipment Details**

<b>1. Fleet Number:</b>	K2595
<b>2. Manufacturer:</b>	Zoomlion
<b>3. Year of Manufacturing:</b>	2007
<b>4. Model/Type:</b>	QUY770
<b>5. Fleet Number:</b>	K2595
<b>6. Serial Number:</b>	91
<b>7. Type of Equipment</b>	Lattice boom
<b>Project</b>	
<b>Location:</b>	GOSPAP, HMEL-BATHINDA, PUNJAB, INDIA
<b>Project Number:</b>	S-18-12930
<b>Supervisors Name:</b>	Manikandan S.

SGR - SHEQ Inspection Checklist - Telescopic Crane  
#27953: 1129

**Pete Moss**  
HQ - Operations | pete.moss@sarens.com

**Fleet Number:**  
1129

**Location**  
Av Hidalgo, Hidalgo, Mexico

**Started**  
09/11/2020, 04:30:16 PM

**Completed**  
09/14/2020, 08:14:42 PM

**Equipment Details**

<b>1. Fleet Number:</b>	1129
<b>2. Manufacturer:</b>	Demag
<b>3. Year of Manufacturing:</b>	

SGR - SHEQ Inspection Checklist - Telescopic Crane  
#35906: 2145 (2145)

**Ho Quoc Nghi Nguyen**  
VIET - Maintenance & Fleet | hoquocnghi.nguyen@sarens.com

**Fleet Number:**  
2145 (2145)

**Location**  
Rach Gia, Vung Tau City, Ba Ria-Vung Tau Province, Vietnam

**Started**  
12/10/2020, 03:06:26 PM

**Completed**  
12/11/2020, 03:18:42 PM

**Equipment Details**

<b>Fleet Number:</b>	2145 (2145)
<b>Model</b>	LIEBHERR LTM 1100-5.1
<b>Depot</b>	NV-Proj/rent OPS
<b>Classification</b>	Cranes
<b>Project</b>	
<b>Location:</b>	Long Son project - Ba Ria - South of Vietnam
<b>Project Number:</b>	Long Son Project
<b>Supervisors Name:</b>	Nguyen Ho Quoc Nghi
<b>Operators Name:</b>	Pham Van Tuan

## ISA APP (KPI)

All our employees strictly follow our SHEQ objectives in their day-to-day operations. To further encourage compliance, we launched our safety Application - IMPROVEMENT SARENS APPLICATION or ISA.

ISA is an easy consulting & reporting management system available for all employees. KPI evaluation for 2020 was rolled out to all Business Units (BUs). This was achieved.

The ISA application allows real time reporting and response. It allows employees in the field to proactively follow the designated safety system of work and creates real live reporting of situations that are or becoming hazardous. This is just one of many aspects that the application covers.

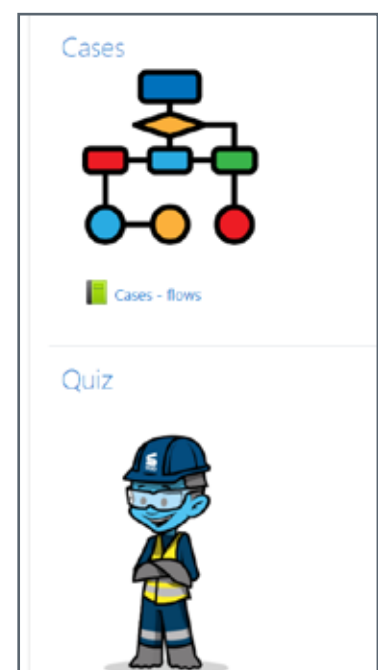
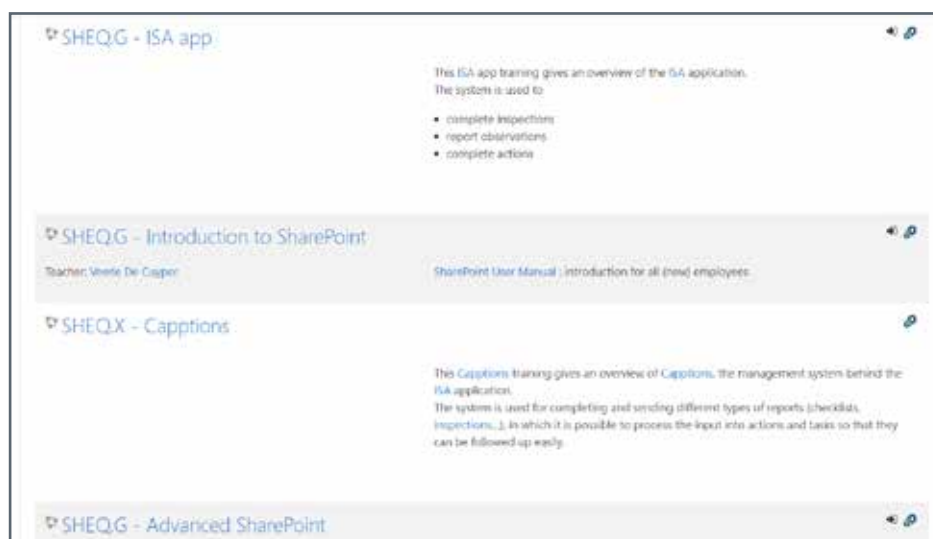
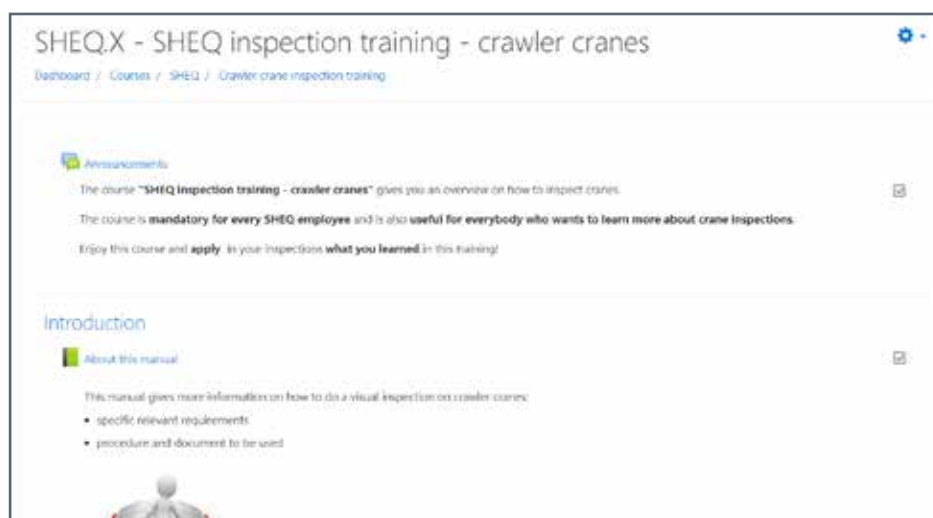
A percentage of Sarens workforce are allocated to client locations, sometimes working remotely from the direct support of Sarens. The app allows communication of toolbox talks along with inspections of work equipment. If defects are recorded, the application allows direct interface with the supporting functions at the head office to implement direct corrective action to be taken.



# E-LEARNING (KPI)

## Further development of e-learning:

- crane inspections telescopic cranes
- crane inspections crawler cranes
- Use of ISA app
- Use of Capptions
- Advanced SharePoint





# ZERO HARM PROGRAM (KPI)

## Posters

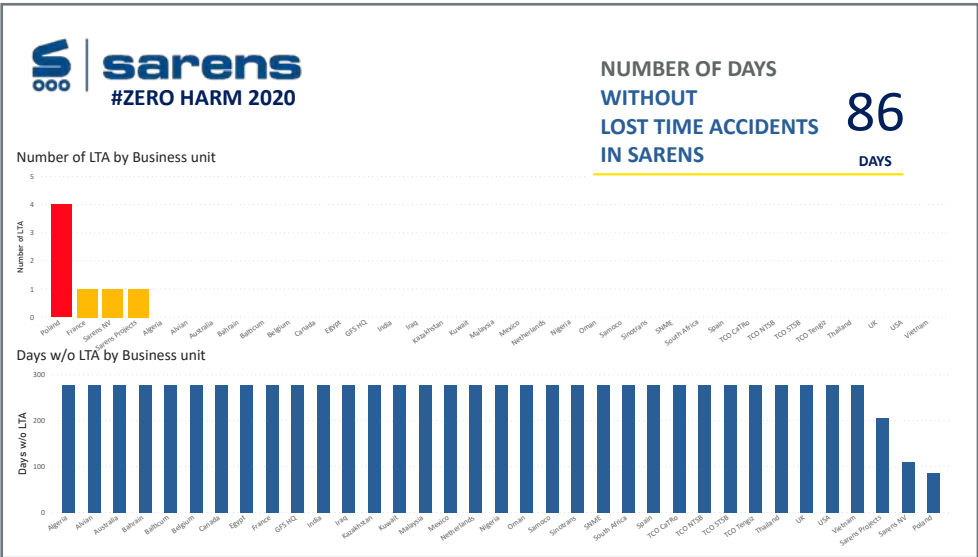
SHEQ initiated a poster campaign with people in different functions explaining one of the 10 Life Saving Rules. Our goal was to create accountability. For every month, one poster was produced and sent out to all the BUs.

To further improve this information campaign, the posters were produced in an additional 5 languages.



## Global SHEQ counter

Each week our “global lost time accident counter” was shared with all management and SHEQ staff to create responsible and open communication of Sarens performance.



# ZERO HARM PROGRAM (KPI)

## Mascots

Sam & Sarah, our Sarens mascots had a busy year assisting SHEQ with an information campaign on how best to protect against COVID.

They were also busy learning new languages to assist SHEQ in the campaign for hand signals.

PROTECT YOURSELF AND OTHERS!

Follow these to avoid infection



Practice frequent hand washing. Wash hands for at least 20 seconds with soap and water or use alcohol based hand rub. Wash hands even if they are visibly clean.



Cover your cough and sneeze with your flexed elbow and not your hand.



Throw used tissues into closed bins immediately after use.



See a doctor if you feel unwell (fever, difficulty in breathing, and cough). While visiting doctor wear a mask/cloth to cover your mouth and nose.



Keep at least 1.5m distance.



If you have Corona virus related signs/symptoms, please contact your supervisors or SHEQ immediately.

Together we can fight Coronavirus!

sarens.com





HAND AND ARM SIGNALS

The dedicated lifting supervisor (certified ISO06 or equivalent) is responsible to give instructions regarding all lifting operations. A smooth communication facilitates the operation on-site and prevents potential incidents & accidents. **Please instruct your staff accordingly.**



**Direction**  
Slow, directional movements are made with a roughly horizontal stretched arm and a lowered right palm.



**Lifting**  
Slow circular movements are made with a raised right arm and the palm of the hand pointed forward.



**Lowering down**  
The right arm pointing downwards makes a slow circular movement.



**Danger**  
Both hands raised with palms pointed forwards.



**Stop**  
The right hand is raised and right palm is kept to the front.



**Derricking out**  
Right arm is pointed downwards. Fist with the thumb pointed downwards.



**Derricking in**  
Bended right arm and fist with the thumb pointed upwards.



**Horizontal distance**  
The distance is shown with both hands in horizontal position.



**Vertical distance**  
Distance is shown with both hands in vertical position.

SGR.D.SHEQ.0047v2.0 E - Hand and Arm Signals

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19 |

## COVID 19

Sarens response to the pandemic started early February with Sarens being part of global group. Guidance was issued internally for other countries that already had been hit with the pandemic. This allowed us to be more prepared and organised.

An appointed COVID-19 team was established with Sarens in February to allow management control and command for the coordination of the measures to be implemented. This is documented within the Sarens Group COVID Plan. The development of the coronavirus action tracker was implemented immediately thereafter.

Within the action tracker communications and guidance were the first action points. Employee Memos, and customer Memos, posters, advice guides were issued. We are a diverse and far-reaching company with employees working around the world. This in itself set a challenge not only getting information to the employees but also ensuring work locations were safe and ensuring suitable accommodation for operatives working away from home. These challenges were overcome by teamwork and dedication to ensuring that employees were safe.

Sarens developed a number of protocols to follow during this time. Office locations were closed, and staff revert to working from home in accordance with the government advice and guidance,

Along with the guidance and supporting information via poster format a designated COVID -19 Risk assessment Site Operations Site Guidance pack, COVID-19 Risk Assessment Office and Guidance pack was developed along with supporting guidance.

To assure that also our people working on jobsites were in the possibility to follow basic hygienic instruction, a personal COVID-19 kit was provided.



covid kits  
Belgium



Middle East



Measuring temperature  
Mexico



## COVID 19

Sarens focused and worked as much as possible coactive and precise to the social distancing and sanitary measures. In case coactivity is inevitable, the following may be applicable.

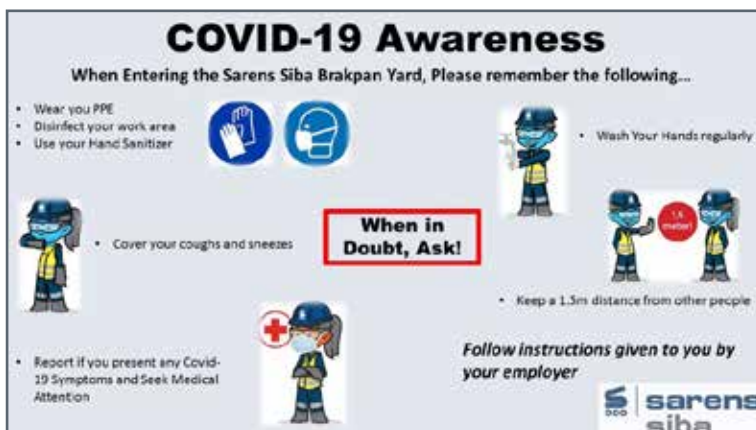
Risk management played a significant aspect of the controls not only to Sarens employee but also people we interacted within site locations, the senior leadership team were fundamental in the implementation of the risk controls and allowed any and all resources to ensure this was achievable. This is evidence within the COVID-19 response team and the tracking of actions via the Coronavirus PCDA register and the guidance packs issued to all employees, a member of the crisis team was available 24 / 7.

### Summary of Controls implemented

- Site Access
- Meals/breaks
- Cab Cleanliness
- Toilet Facilities
- PPE
- Wash Hands
- Greeting or being greeted
- Traveling
- Driving at Work
- The use of face coverings and/or PPE
- Construction Leadership Council (CLC) Position
- The use of NHS Track and Trace App

All the action points above are covered within the Site and Office COVID-19 Risk Assessment in detail allowing the operators suitable information and guidance to follow.

In HQ a fever detection system was also installed.





## GROUP CERTIFICATION TRANSITION TO ISO45001:2018

Sarens completed the transition to ISO45001:2018, as replacement of the OHSAS18001:2007 in 2020. The integrated SHEQ manual is fully aligned with the ISO 45001:2018 standard.

We finished the year with the successful recertification audit to the new standard.

  
**BUREAU  
VERITAS**

**Bureau Veritas Certification**

**Certification**  
awarded to  
**SARENS GROUP**  
Autoweg 10, 1861 WOLVERTEM, Belgium

This is a multi-site certificate. Additional site details are listed in the appendix to this certificate.

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

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**STANDARD**

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**ISO 45001:2018**

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**Scope of certification**

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Heavy Lifting, special transport, assembly, disassembly and maintenance in industry and infrastructure.  
Training center.  
Sales activities related to heavy Lifting, special transport, assembly, disassembly and maintenance in industry and infrastructure.

Original cycle start date: **26/06/2017**

Expiry date of previous cycle: **31/12/2020**

Certification audit date: **16/12/2020**

Certification cycle start date: **31/12/2020**

Subject to the continued satisfactory operation of the organization's management system, this certificate expires on: **31/12/2023**

Certificate no: **BE012142** Version: **1** Revision date: **31/12/2020**

Signed in name of BVCH SAS - UK Branch  
Certification body address: 66 Prescott Street, London, E1 8HG, United Kingdom  
Local office: Mechelsesteenweg 128-136, 2018 Antwerp, Belgium

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization.  
To check this certificate validity please call: +32 (0)3 247 94 00.

  
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## WIND CONVERTOR DISKS

During 2020, Sarens has seen a slight increase in near miss occurrences with regard to wind speeds. As a preventative safety measure, Sarens designed and rolled out an easy-to-use handheld “TOOL” designed to use by crane operators on the ground and working on project/work sites.

The Wind Speed disc has been developed by Sarens to enable crane operators and field personnel to easily and quickly be able to calculate the wind speed at a given boom height from forecasted wind speed using data from mobile weather apps, internet forecasts and contracted weather forecasting services. Calculations are in accordance with EN 13000.

The weather forecasts will give two figures for wind speed, mean wind speed and maximum forecasted gust. We use the mean wind speed for calculating wind speed at elevation. We also recommend using 2 forecasts and to take the worst mean wind speed value of the 2 forecasts.

The operator puts the wind speed from the forecast into the disc by turning the internal white disc so that the forecasted wind speed is showing in the lower window on the disc.

Then he / she reads off the wind speed shown against the height of the crane boom tip.

Forecasted wind speeds provided by weather forecasting services, apps, will give the forecasted wind speed at 10m elevation, which will be lower than the wind speed at boom tip height.

This tool was in-house designed to give Sarens crane operators the ability to determine the wind speed at elevation, using available wind speeds from 3rd party providers, mobile apps.

This is an innovative tool to give accurate results on wind speed at height. It was a void in our business operations.

It allows us to make more accurate calculations which results in safer work.



## HIGHLIGHTS 2020 - SAFETY

### Safety Training

- Many BUs carried out their own fire extinguisher training and fire drill.
- ISA training was carried out both online and in a classroom throughout the Sarens Group.
- Banksman slinging & lifting training accredited by LEEA conducted to Sarens Egypt site Engineers & Supervisors to increase supervisors' qualifications and help to approve our supervisors as lifting supervisor in the Medor project.
- Health and safety trainings are continuing in Sarens Iraq by third party training companies approved by the government. We send our employees to different safety trainings in order to have enough information about the field that they are working in and to understand the hazards.
- A Sarens lifting expert in Iraq gives weekly operation and mechanical training to all operators.
- Emergency Response Preparedness training was conducted in Malaysia.
- NEBOSH or National Examination Board in Occupational Safety and Health, is a formally recognised qualification in the UK. The level 2 training is conducted over 3 days and delivered to all the UK leadership team. Currently we have trained 18 people.
- With this adverse COVID time, it is difficult to continue with face-to-face training of employees, that is why Sarens used IT tools to give refresh courses to our employees.



## HIGHLIGHTS 2020 - SAFETY

### Safety awards

Encouraging employees to perform safety requirements, we monthly distributed an award for the best employee in safety performance in Iraq.

Another example is the appreciation of employees for complying with safety requirement (10 Life Saving Rules), regular use of PPE, participating in housekeeping, and application of Stop & Consult in the Middle East.

Sarens UK produced a reward and recognition procedure.

Employees at Sarens Projects, reporting dangerous situations or having done something extra to improve safety on site, get nominated and receive movie tickets to encourage our reporting process.



Agoria (a Belgian sectoral employers' organisation) elected Koen Bordeaud'huy, SHEQ manager at Samoco, as Prevention Advisor of the Year 2020 in the contractor category. As such, Agoria wants to reward companies that are committed to safety for their employees and contractors.

# Engineeringnet.be

Donderdag 18 Februari 10:18:39

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## Koen Bordeaud'huy is preventieadviseur 2020

ECONOMIE30/11/2020 11:01:00

**Koen Bordeaud'huy (40), SHEQ-manager bij Samoco is een industrieel montagebedrijf in Zwijndrecht, is door Agoria verkozen tot Preventieadviseur van het Jaar in de categorie contractor.**

Lees hieronder verder ▼



## HIGHLIGHTS 2020 - SAFETY

### Awareness mirror

Surprise awaits for an employee when he/she opens a safety surprise box installed in Oman. The employee is greeted with the best person responsible for his safety.



### Finger saver

The Finger saver is a unique solution and the perfect tool to prevent accidents.

Developed based on the experience at an Esso refinery, the Finger saver is designed in such a way that it is impossible for fingers to get caught when tightening bolts. They are not even close to any flanged joints when a hammer is being used.

The Finger saver is in fact designed to take over the job of the worker's hands during flange mounting or unmounting, which effectively protects the fingers when a torque key or an impact wrench is used.



### New Climbing helmets

New climbing helmets were purchased for all employees within Sarens Projects working at height.



## HIGHLIGHTS 2020 - SAFETY

### Access platform for fuelling

In order to provide safe access to fuel tank when filling up the crane, a removable access platform was purchased in Belgium.



### Safety ritual Taiwan

As per local Asian tradition, it is good practice to pray for good luck during the operation before every major operation. Sarens organized an official moment before the major operation to conduct the local tradition. The client's representatives were also invited to pray together for everyone's safety during the load out and SPMT transport operations.



### New buildings and signage improvement in several BUs:

- Thanks to the professional support of our facility department all safety provisions were installed before the new offices of Antwerp Left Bank were taken into service. Hygienic Covid-19 measures were immediately integrated.
- Improve safety when entering and leaving yard.
- Several BUs carried out improvement on their walkways and foot traffic route.



## HIGHLIGHTS 2020 - SAFETY

- In Sarens India, our new facility has a purpose built dedicated first aid room. This room is equipped with a washbasin, AC, patient bed, doctor's examination table, stool and chairs along with diagnostic tools, e.g. BP machine, Blood Sugar Machine, First Aid box, Pulse oximeter.

Doctors will be available on call basis.



- Each year, we celebrate the National Safety Day on the 4<sup>th</sup> of March at major project locations and in Sarens India in New Delhi. In 2020, notably we focused on observing this special day at HMEL, Bathinda project where we were operating with 40 cranes with manpower.



### UK: Target 3Cs - campaign

- Culture:  
Establish a culture of care and concern through our SHEQ programme. Develop leadership skills of entire workforce and create a culture that enables people to stand in their commitment to SHEQ.
- Competence & Training:  
Develop health, safety, environmental education that inspires and empowers people to work safely or not at all. Develop an emphasis on occupational health.
- Communication:  
Create an environment to enable collaboration and open discussion. Ensure clear, consistent communications utilising a range of channels to reach all Sarens UK Employees.

STRATEGY 2020

# ZERO HARM 2020 #

FOR YOUR SAFETY AND OURS

Our People. Our Family

- Zero Incidents
- Zero Harm
- Zero Downtime



## HIGHLIGHTS 2020 - SAFETY

### Healthy vision in the workplace:

Eye safety in the workplace is proven to prevent loss of vision, therefore personnel were educated about causes and symptoms of eye injuries/ illnesses, and how to protect one's vision with protective eyewear such as:

- Safety Glasses
- Goggles
- Face Shields and Helmets



### Safety stand for fire extinguishers:

In the Middle East, a dedicated stand was fabricated to hold 2 fire extinguishers in a safe manner that also will enhance the visibility.



### Internally produced safety videos

To provide a more realistic feel to the weekly toolbox talks we developed our own short videos highlighting both hazards that are present on the site and the risks associated with them at TCO in Kazakhstan.



### Visual information monitors

To ensure that all employees were updated with the latest site and camp information, monitors were installed in welfare canteens and offices in Kazakhstan.

These monitors played on a loop throughout the day, so employees could see the information. They proved popular and supplemented the traditional notice boards.



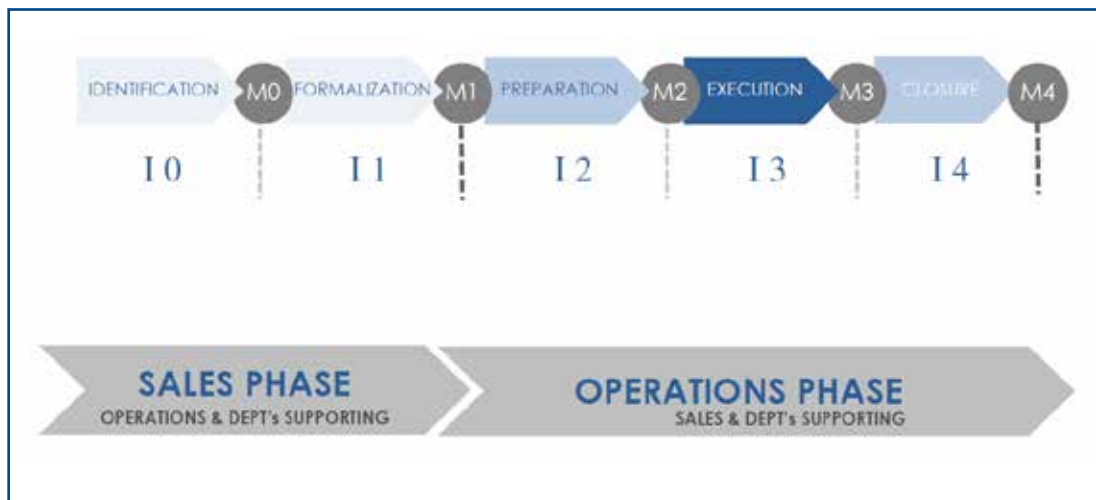


## HIGHLIGHTS 2020 - QUALITY

### Sarens Project Management (SPM)

SPM process Support, initiate SPM Processes and readiness review communications for projects to ensure SHEQ accuracy, support requirements and pre-qualification assignments.

- Internal and throughout SPM audit on a selection of Sarens Projects projects.
- Close cooperation with Sales and Operations and finally on-site project audit.
- All SPM procedures from Sales phase to closing (M4) are audited.



### SarPlan

All equipment, from crane parts over special trailers and hydraulic jacks to hard wooden mats, is registered in our Central Fleet Database. Each resource gets a unique ID and QR code, which is then used by other systems for identification, documentation and tracking and tracing of our equipment.

The SarPlan platform allows our staff to access all relevant equipment information in 1 location, from any device!



## HIGHLIGHTS 2020 - QUALITY

### Magnetic particle test

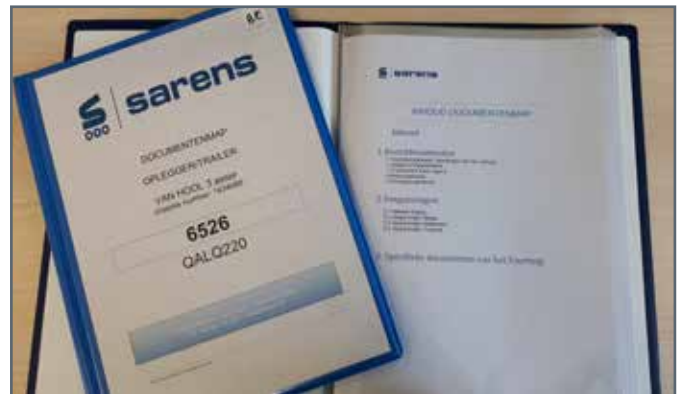
Sarens Malaysia performed a magnetic particle test for crane hook blocks for safe and quality operation.



### Document holders and information update

During workplace inspections in Belgium, it was stated that most of the document holders in use were in bad condition and often incomplete.

New holders were purchased, and missing documents were provided.



### Internal audits

To ensure a high standard of quality and that the safety was consistent throughout the project, each Sarens department was audited by the SHEQ team in Kazakhstan (TCO project).

An internal audit schedule for all operations was developed, with an audit being conducted every month.

SARENS CaTRO INTERNAL AUDIT SCHEDULE											
	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER
ENGINEERING	100%					100%					100%
HR & IT		80%					90%				
LOGISTICS		100%					100%				
RANGES			10%					80%			
PLANT			100%					100%			
LIFTING & RIGGING				90%					100%		
DOC & ADMIN				100%					100%		
TRANSPORT					70%					80%	
PROCUREMENT & WAREHOUSE					100%					100%	
SECURITY	100%					100%					100%

Amongst others, the following departments were audited:

- Engineering
- Document Control
- Administration
- Human Resources

## HIGHLIGHTS 2020 - HEALTH & WELL BEING

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### Sports & recreation

Several tournaments were arranged in January 2020 to improve team spirit and lift morale at the TCO Tengiz and CaTro project (Kazakhstan).

These tournaments included pool and chess.



### Yard exercises

After an emergency fire drill, staff at the Houston office and yard performed stretching exercises. It is one way to deter musculoskeletal diseases.



As exercises play an integral role in promotion of human health, we decided to keep emphasizing on its importance during this covid-19 pandemic and started a brief practical session on daily and weekly basis at the work yard in the Middle East.



## HIGHLIGHTS 2020 - HEALTH & WELL BEING

### Health check ups

At Sarens, we are committed with the health of our employees. That is why we regularly check the health of the employees according to the risk identified.

Several BUs have a mobile bus come to the facility to carry out health checks.



### Computer glasses

In HQ computer glasses were introduced. The glasses allow sharp vision at a distance of about 40...80 cm. In terms of strength, screen glasses will be in between reading glasses and vision glasses.

### Communication

A health newsletter or email was sent to all colleagues to charge their self-confidence & make them feel better during challenging time of the 2<sup>nd</sup> wave of COVID in several BUs.

### Manual handling

Sarens Mexico started a new project to evaluate manual handling activities to ensure they are being carried out correctly according to the standards and capabilities of each individual.



### Gym

Provision of Gym for the employee at the workers accommodation in the Middle East.





## HIGHLIGHTS 2020 - ENVIRONMENTAL

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### New lights in HQ: warehouse and garage

Commitment with reducing Electricity Consumption and use the benefit of nature.

Using LED-light instead of conventional lighting in our BUs. LED-lights use up to 90% less power than traditional bulbs.

In other BUs, we took advantages of natural sunlight by replacing some parts of the upper walls of the workshop by glass to make the sunlight enter the workshop. As such, there is no need for artificial light.



### Sarens took another step towards green office spaces and installed in 2020 solar panels at Headquarters (HQ) in Belgium.

Can the worldwide leader and reference in heavy lifting and transport, having one of the largest fleets worldwide, stay strongly committed towards sustainability? The answer is “yes”. As part of the ongoing green initiatives, Sarens recently installed 2 886 solar panels on the headquarters roofs and warehouses. With a total investment of around €1 million, the solar panels can produce up to 575kWh electricity in an hour. Technically, in 6 hours the panels produce electricity for the yearly consumption of a family (695 000 kWh) and electricity for 200 household annually. This installation will cover around 60 percent of the electricity needs of Sarens.

In the 65 countries the company operates, Sarens activities not only comply with the needs and requirements of the market but are also implemented with respect for the environment. We take measures to use energy and natural raw materials sparingly and investigate alternatives to the use of non-renewable sources of energy. All Sarens employees worldwide work towards minimising the effect on the environment and management is constantly working on new green solutions to minimize the Sarens carbon footprint in an era that most needs actions and void promises.



## HIGHLIGHTS 2020 - ENVIRONMENTAL

### Spill kits

On the new depot Antwerp Left Bank, a mobile fuel station was installed.

In order to be able to act quickly in case of spills a state-of-the-art environmental kit was made available.

Spill prevention and response campaign organized to enhance Sarens Tengiz Team know-how.



### Reducing waste

The three Rs (Reduce / Recycle - Reuse) are part of the culture of the Sarens employees. We continually look for ways to apply the 3 Rs in our day-to-day activities. In many BUs the 3 Rs were reminded.

In order to be in compliance to high ELC requirements new boxes for paper waste were installed in our office in Kazakhstan.

We also arranged a deal with a recycling factory to take the old-used oil to recycle it in Iraq.

In South Africa bins were placed again throughout the yard and a toolbox was conducted on the correct waste segregation techniques.



## HIGHLIGHTS 2020 - ENVIRONMENTAL

### Bio Oil

As part of this important environmental initiative, all Sarens ballasting systems converted to using Biohydran TMP hydraulic fluid in 2020.

This move represents Sarens' commitment to protecting the environments in which it operates. Oil is necessary for heavy lifting work where hydraulic systems are used to move heavy loads in an efficient way. The zinc added to commercial hydraulic oils, however, can cause environmental damage in the case of a malfunction or oil spill. This has serious implications for aquatic environments where barges operate.

Biodegradable oil replaces zinc with a natural additive to help maintain hydraulic components like motors and cylinders. This is important because Sarens uses submersible ballasting pumps with up to 1.000l/h pumping capacity to load out heavy modules. Because this system operates within water environments, using more environmentally responsible oil creates an added layer of protection for fragile ecosystems and marine life.

For Sarens, switching to biodegradable oil is three times more expensive than continuing to use regular hydraulic oil. This includes investing in an oil-cleaning installation to filter used oil so it can be reused in other hydraulic jacking systems, eliminating the need for oil disposal.

The Biohydran TMP oil comes with the European Ecolabel, which promotes products with a lower environmental impact throughout their life cycle. The European Ecolabel requires that products meet seven key environmental criteria, including biodegradability according to OECD Standard 301.

Sarens has invested €500K in this important environmental project, which includes implementing the new hydraulic oil, regenerating it for reuse, and modifying older ballast pumps to avoid oil spills in the case of malfunction. As part of this initiative, Sarens brought back all ballasting equipment, which is spread across Europe, to its base in Wolvertem, Belgium to make the switch.





## HIGHLIGHTS 2020 - ENVIRONMENTAL

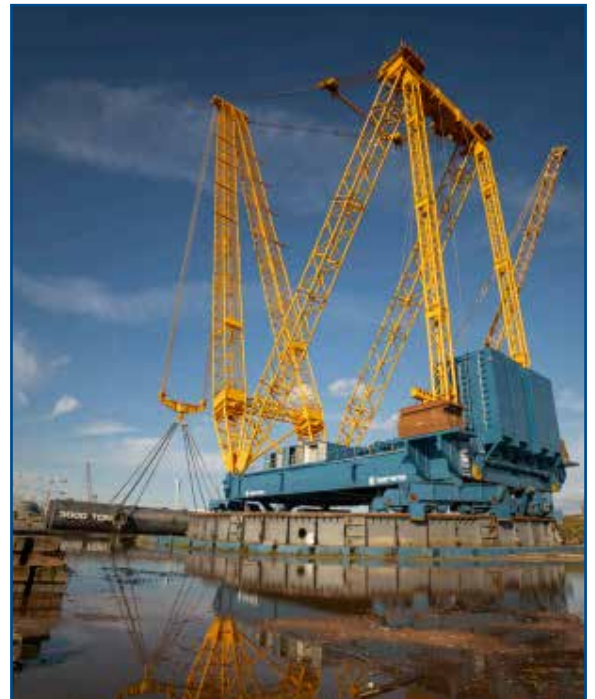
### Electric crane / CO2 emission reduction

The new SGC 90 crane is driven electrically.  
This offers several advantages:

- the operation is very silent
- the crane is maintenance-friendly and reliable: no hydraulic pumps, filters, engines, ...
- environmentally friendly: no exhaust and no oil contamination hazards
- very energy efficient

#### GREEN CRANE

- No exhaust, no oil contamination hazards
- Re-uses energy when lowering hook/boom
- Can recover all energy when connected to grid



### Safety Data Sheets (SDS)

The safety data sheets of products on cranes were made available on Sharepoint.

Advantages:

- Improve access to information for employees.
- Avoid unnecessary printing safety data sheets to have them available on the cranes/vehicles.

### Plants

In the Middle East, it was decided to add flowers to our newly constructed yard office, as it contributes to the stability of environment and the presence of flowers add to the natural beauty.





# LESSONS LEARNED - ACTION TAKING SYSTEM

As part of our new safety management system, we collect and share information from incidents and accidents that have occurred in other organisations with all our employees.

Group Technology SHE Learning									
Learning Number	SPRC 189								
Operating Entity	Group Technology								
Date of Incident	19 June 2020								
Incident Type	Occupational Safety	Process Safety	Environment	Product Transportation	Health	Security	Equipment Damage	Other	
Relevant Life Saving Rules	X								
Key Undesirable Event	Lifting Operations and Working at Heights								
Description of the Incident	Whilst in the process of moving an access steel cover plate (1.2m x 1.72m) on the first level of a building with a material lift (lifting blocks with pendant remote and sling), the cover plate (approximately 140kg) fell to the ground level through the lifting well opening (approximately 10 m) and struck (fatally injured) a Service Provider employee who was in the immediate vicinity below.								
Underlying and root causes	<ol style="list-style-type: none"> <li>1. The Potential Deviation Analysis (PDA) and the rigging lift plan did not expressly specify / define the lifting of the cover plates as part of the formal activities to be conducted despite the PDA expressly referring to rigging and lifting.</li> <li>2. Service Provider A's Role / Behaviour / Improper Safety Culture had been demonstrated by the Service Provider host operator and the assistant rigger, who connected up a sling and operated a hoist without instruction and without the authorised rigger present.</li> <li>3. Prior to operating the hoist, the Service Provider host operator did not confirm the hand signal received from his fellow assistant rigger and did not verify that the sling was correctly positioned into the hook.</li> <li>4. As a result of the unauthorised task execution by the Service Provider the lifting commenced before the stop zone barricading was installed.</li> <li>5. Service Provider duty of care, safety culture and communication failure - The Service Provider activity of removing the cover plates without a rigger present was observed by a legally appointed Assistant Construction Manager of another Service Provider, however the Assistant Construction Manager did not intervene and stop the work.</li> <li>6. The injured Service Provider employee, also a qualified rigger, was aware of the overhead work and placed himself directly in the line of the hoist working on the ground floor.</li> <li>7. The approved task rigger of the Service Provider company was involved in multiple tasks at the same time, did not control the activities sufficiently, and was in process of signing the Daily Safety Task Instruction (DSTI - a pre-task risk assessment process) when the incident occurred.</li> </ol>								

SHE Incident Flash Notification and Preliminary Incident Report									
A: Flash Notification R001 - 2021									
Incident type	Injury	FER	Environment	Product Transport	Product Movement	Health/Hygiene	Security	Equipment Damage	Near Miss
Relevant Life Saving Rules									
Relevant Process Safety Fundamentals									
Actual severity classification	Level 2 - Lost Work Day Case				Potential severity level				
Operating entity and division	RDMS, Regional Maintenance, Engineering Workshops, Heavy Mobile Workshop								
Reported by	B Naudé								
Date of incident	4 November 2020				Time 12:45				
Description of incident	Employee removed his tools beneath a mobile crane when he was indirectly struck by lightning								
Number of injured (no names disclosed)	One								
Equipment / product involved	Mobile crane								
Consequences (describe all e.g. nature of injuries, damage and/or loss)	Indirect lightning strike - first degree burn to left shoulder								
Key undesirable event	Extreme weather event and natural disaster								
Related KLE scenario	Exposure to extreme weather events								

Reference document number: SSC-SAF-GPR-00011 & SSC-SAF-FRM-00003 rev 01 CAS-221 (03) Page 1 of 2

REGISTO DE OCORRÊNCIA / OCCURRENCE RECORD INVESTIGAÇÃO DE INCIDENTES / INVESTIGATION REPORT	
<b>P606 - CONSTRUCTION OF BERTHS 6, 7 AND 8 AT MAPUTO PORT</b>	
Empreiteira: Mota-Engil, Engenharia e Construção, SA	Data: 28-03-2020
<b>Ocorrência: Acidente Material</b>	
Nº Contrato: P1001 / 0102	Cód: P00-ME/CA-SC-106-22 / 1P-28
Elaborado Por: Guilherme Loureiro	Data: 28-03-2020
Validado Por: Susana Alves	Data: 28-03-2020
Aprovado Por: Joao Santos	Data: 28-03-2020
Project Manager: Ricardo Gomes	Resident Engineer: Helena Penabaz

Toolbox talks are an integral part to the start of a working shift, with the main focus being the planned activities with the associated risks defined and mitigating actions to reduce the associated risks.

In all BUs, employees are continually given toolbox talks of the importance of safety in the workplace and placing emphasis on the fact that going home uninjured is more important in order to provide for their families.

Brothers Keepers was one of our general toolbox topics, as we all need to look out for one another.



## ENDING NOTE

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Looking forward to 2021 there will be again many challenges ahead:

1. Focus on incidents
  - Transport (own and third party).
  - Lashing
  - Fire prevention
2. Training BU management
  - SHEQ role: responsibilities
  - Image building SHEQ Sarens
3. Further digitalization of the monthly reporting system and follow-up
  - PowerBI
  - ISA
4. Start with Carbon Footprint per BU
  - Based on measurable input from equipment (cranes/ TS equipment/ cars/ real estate/ flights)





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