

# SHEQ ANNUAL REPORT 2019



sarens



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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## MESSAGE FROM CEO

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We stand by our high SHEQ standards because we see the real impact they have year after year. This year, both our Frequency rate and our Severity rate have declined dramatically, an achievement we are particularly proud of.

We know that at the heart of this achievement is a systematic focus, led by our Operations Department, to further train our operators.

Although we had a serious decrease from 2017 to 2018, by the end of 2019 we further reduced our Frequency rate and our Severity rate against our 2018 results.

Sarens was the first company within the global crane and heavy transport sector to obtain a Group Certificate for our Integrated Management System (IMS) which is in compliance with the ISO and OHSAS standards, ISO9001:2015 for Quality, ISO14001:2015 for Environment and OHSAS18001:2007 for Occupational Health and Safety Assessment Series. This practically means that all our business units worldwide are included in one certificate.

This achievement was a result of a three-year project with one goal: to use the same Group Standards for Safety, Health, Environment and Quality (SHEQ) around the world. For our clients, this is a clear message that Sarens is committed to these standards around the world.

2019 was also the year that we started with the implementation of the ISA system: a digital platform for registration and follow-up of all observations, unsafe situations/conditions, near misses, and incidents. The system is in the meantime also used for toolboxes, weekly crane inspection reports, and workplace inspections; another step forward to improve and solidify our SHEQ management system.

On an environmental level, we reviewed all dangerous products used for our equipment and in the workshops, and replaced them by environment friendly products.

We also took a giant step towards green energy as we installed solar panels on all roofs of our buildings in headquarters in November 2019.

This significant investment supplied our headquarters and workshops with green energy, thus making us self-sufficient.

Last but not least, our intranet web system SharePoint, which was developed in 2017, is now completely implemented and used in all our business units.

The standardisation of all our procedures, instructions, and working documents is now a reality. We are proud that our Quality system is uniform around the world, benefiting our processes and our clients.



WIM SARENS  
CEO



ANTWERP - BELGIUM

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## INTRODUCTION

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If you talk to a man in a language he understands, that goes to his head. If you talk to him in his own language that goes to his heart.

As we announced last year in our annual report 2018, we still have the ambition to achieve zero harm by the end of 2020.

In any case the results of 2019 are again very positive. The Frequency (EU) rate ended up at 1.92 which is far below our set target for 2019 (2.20) and more spectacular, our Severity (EU) rate decreased from 0.11 to 0.07, far below our target set for 2019 (0.10).

In absolute figures these rates result in 26 accidents and a total of lost days (TLD) due to labour accidents of 960 (-27,2%) compared to 2018 where we had 1 319 TLD. So we jump, for the first time in the history of Sarens, below 1 000 TLD.

Furthermore, we are proud as the Sarens organization to be the first company in the crane world to have an integrated management system, resulting in one group certificate for the 3 standards (ISO9001:2015 – ISO14001:2015 – OHSAS18001:2007), which includes all our business units worldwide.

A complete safety instruction and a minimum maintenance task manual were launched and implemented in cooperation with rental operations and fleet. These actions resulted in an improved maintenance and a higher overall standard of the quality of our equipment.

2019 was also the year that we started to digitalize our workplace, weekly crane inspections, tool boxes and reporting of observations. Using less paper helps our environment. The result of this type of communication and reporting shows already its effectiveness and satisfaction in solving issues.

Further in this annual report we gave again a summary of the more specific SHEQ events that happened in the different BUs during 2019.

We are looking forward to our new challenges in 2020, which will result in an even higher level of Safety Health Environment & Quality.

And by the way :“Grass doesn’t grow by pulling it, only by watering its roots.”



**JORIS MAREELS**  
GROUP SHEQ DIRECTOR



THUIN  
BELGIUM



# SHEQ MISSION

## OUR MISSION

We have the noble mission to be the reference in crane rental services, heavy lifting, and engineered transport for our clients.

## WHAT IT MEANS TO SHEQ

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

- We ensure that all employees understand our SHEQ policy and that it is continuously updated and improved.
- We support our employees with the necessary tools and training so they develop a pro-active attitude towards Safety, Health, Environmental and Quality management.
- We created the Sarens' 10 Life Saving Rules, to make it clear and help our people to go for zero accidents and incidents,

Goal is zero LTA by 2020!



## SAFETE, HEALTH, ENVIRONMENT AND QUALITE (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 and SCC\*P 2008/5.1(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 work place 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.

**To meet our long term SHEQ objectives, the full integration of all Business Units into the Group Certification is planned by the end of 2019. To achieve 'Zero harm' in 2020, the Sarens Group Management will invest this year in a digital registration system called "Improvement Sarens Application" (ISA), which will be rolled out through the complete organization and accessible by all employees and additionally the new "Safety Instruction Manual" will be distributed.**

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  
01/04/2019

SGR.D.SHEQ.0037.v8.0 E – Group SHEQ Policy.

# PERFORMANCE

## FREQUENCY AND SEVERITY RATE (EU)

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

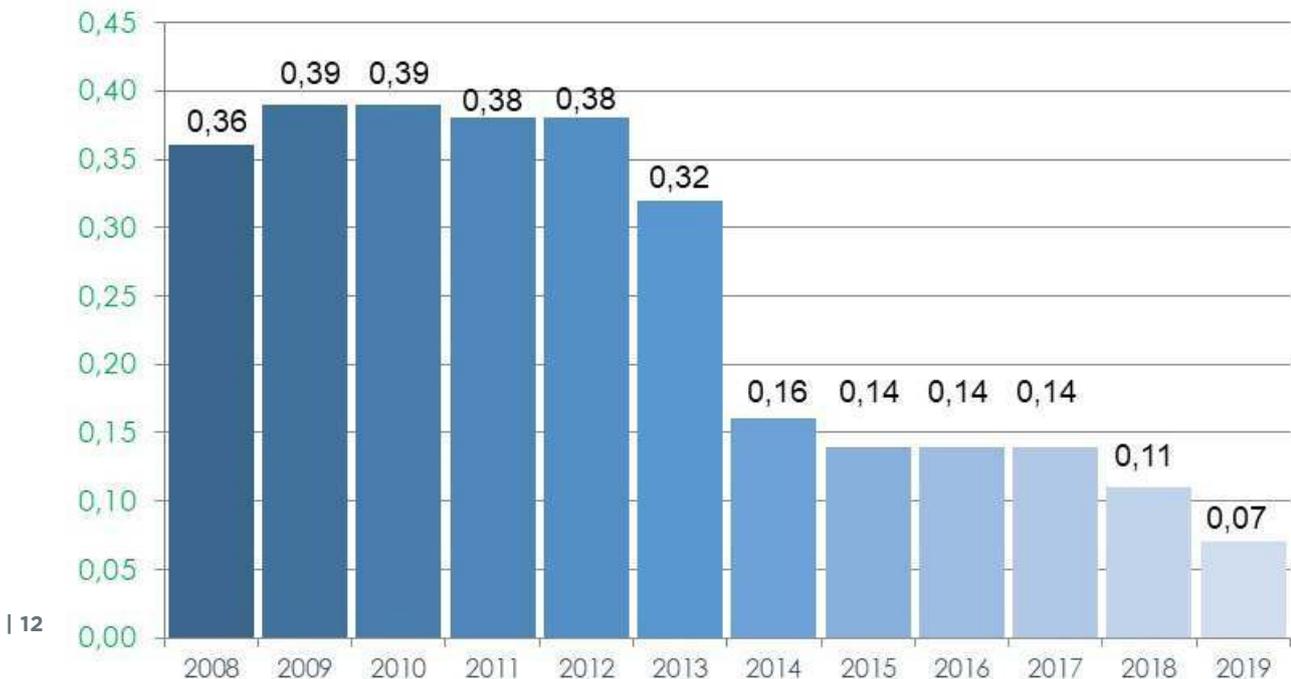
$$\text{Frequency rate} = \frac{\text{number of work accidents with Lost work days} \times 1 \text{ Mio}}{\text{total working hours}}$$



## Severity rate - EU

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

$$\text{Severity rate} = \frac{\text{number of total lost work days} \times 1.000}{\text{total working hours}}$$



## PERFORMANCE

The BUs that reached already 0 figures for Fr and Sr have to keep their result. They showed already a high safety standard. The policy of Sarens is to reach by 2020 in all BUs the same safety standard.

The target for the Group in 2019 for the Frequency rate was set on 2.20, where we reached at the end of the year 1.92. The absolute number of accidents went down to 26 (29 - 2018) in 2019 or a reduction of 11%.

For the Severity rate the target was set on 0.10 in 2019, where we reached at the end 0.07. The total days lost went down to 960 (1319 - 2018) with a decreasing of 28%. There was no fatality in 2019.

### Absolute figures accidents - Sarens Group 2019

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
France	7	374	Western Europe	11	538
Poland	6	216	Eastern Europe	6	216
Belgium	3	147	Sarens Projects	3	19
Sarens Projects	3	19	Asia	2	35
Thailand	2	35	Mexico	2	29
Mexico	2	29	Australia	1	106
Australia	1	106	South Africa	1	17
UK	1	17	North Africa	0	0
South Africa	1	17	North America	0	0
			GFS HQ	0	0
			Sarens Nass (JV)	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.

To make it realistic and smart for each Business Unit (BU), once again for 2019 the decision was made to decrease the targets with 10% against the actual figures.

To speed up in reaching our goal, the BUs that had an actual figure below their target, also got a reduction of 10% against the actual figure as a new target for the next year.

As a conclusion we can see that most of our Lost time accidents (LTA) happened in Europe. All of them lead to minor injuries. Due to the extensive social security system in different European countries, a long term absence was created. As Sarens we have no influence on the prescribing behaviour of their doctors although we stimulate our employees, if there is any possibility, to come back to work in a restricted work activity situation.

## REPORTING UNSAFE SITUATIONS AND NEAR MISSES (KPI)

We still believe that employee observations are extremely important in preventing accidents and/ or incidents.

Many times, an accident may result from a condition that employees were aware of but did not report. If an employee notices an unsafe condition / situation in his or her work area, that employee is required to report the information immediately to their supervisor. Once the unsafe condition/ situation is reported, the supervisor must take the necessary corrective action.

For the Sarens Group in 2019, again 4 461 unsafe situations and / or near misses were reported and corrective action(s) were taken. Does this mean that the working environment within Sarens is so unsafe? Absolutely not! It shows only that our employees are convinced and are aware that reporting unsafe conditions / situations throughout our organisation can help to bring our SHEQ level to a higher standard.

Sarens India & Sarens Thailand organized special safety promotion activities to build more safety awareness, a better safety mind-set and to encourage behaviour-based safety (BBS) amongst our employees. Together with these actions, they also introduced the “Safety Award of the Month/ Year”.



Safety recognition for employees in reporting unsafe situations at Sarens in Thailand



# YEAR ACTION PLAN (KPI)

Based on the input of observations, work place inspections, internal and external audits, each BU creates its own year action plan (YAP). This YAP is a dynamic document that will be followed up and updated regularly during the monthly management meetings.

The target is to complete at least 80% of the defined actions which were set up in the beginning of the year. In 2019 most of the BUs reached a target above 80%.

Document number:		Document name:		Date:	
SGR.D.SHEQ.0055.v2.0 E		Year Action Plan		21.11.2018	
Function owner:		Function verifiator:		Function approver:	
Group SHEQ Auditor		Group SHEQ Manager		CEO	
					
<b>Management System:</b> SHEQ YEAR ACTION PLAN DETAIL 2019 <b>SAMOCO NV</b>					
OVERVIEW OF ACTIONS, RESPONSIBILITIES, PLANNING AND BUDGET					
SAFETY & HEALTH		WHO	WHEN	STATUS	BUDGET
1.	<b>Verdere integratie en optimalisatie van het Contractmanagement</b> - implementatie van Onyx One als online kwalificatieplatform - attestenbeheer	CM/SHEQ/HR	Q2	OK	
2.	<b>Risicoanalyse</b> - introductie van de LMRA ' voor uitvoering van werken door derden' op Samoco (100%) - handige LMRA toepassing voor op shutdowns - actieplan lawaai en trillingen	SHEQ/OPS	Q2	OK	
3.	<b>Onthaal en coaching</b> - actieplan bijzondere werknemerscategorieën - optimalisatie werfonthaal - coaching leidinggevenden	HR/SHEQ	Q3	OK	
4.	<b>Safety awareness</b> - branddossier Zwijndrecht; opleiden evacuatiestewards - taken en verantwoordelijkheden leidinggevenden - thematoolboxen in kader van trendanalyse Samoco - instructies en evacuatieplannen updaten - noodnummers	SHEQ/MGMT	Q4	OK	
5.	<b>Risicopreventie en -beheer bij aankoop en huur</b> - opleiding voor projectleiders (aankoop & huur, machineveiligheid,...) - lijst met goedgekeurde arbeidsmiddelen - veiligheidsinstructies via SharePoint verder uitwerken (100%)	EQUIP/SHEQ	Q4	OK	
6.	<b>Welzijn op het werk</b> - actieplan Samoco verder uitwerken	MGMT	Q4	OK	
ENVIRONMENT					
7.	<b>Milieukeuringen</b> - legal compliance Samoco - overzichtslijst keuringen m.b.t. activiteiten Samoco - per project een meldings- en activiteitenplan	SHEQ	Q3	OK	
8.	<b>Milieuaspecten</b> - opslagoptimalisatie en -reductie - actieplan lucht/bodem/water/lawaai/energie verder uitwerken	EQUIP/SHEQ/OPS	Q4	OK	
QUALITY					
9.	<b>SPM-procedure Samoco v.3.0</b> - integratie en optimalisatie - werken in het buitenland; digitale database	MGMT/OPS/HR	Q2	OK	
10.	<b>Optimalisatie fleet &amp; equipment</b> - infrastructuroptimalisatie Zwijndrecht - management van vlootstukken - keuringsproces	EQUIP	Q4	OK	
GROUP SHEQ ACTIONS					
11.	<b>SHEQ awareness training session of Sarens Equipment (Cranes, SPMTs &amp; TS equipment)</b>	SHEQ Manager	Q4	OK	
12.	<b>Behavior Based Safety programma Samoco</b> - digitale interne riggetest Samoco en andere trainingsmogelijkheden - actieve workshops en coaching on the job - trainingsstand Samoco te Zwijndrecht uitbouwen	SHEQ/HR/OPS	Q4	OK	
Name and signature Responsible Country Manager			Name and signature responsible SHEQ Manager		
					
SGR.D.SHEQ.0055.v2.0 E - Year Action Plan.					
*The controlled version of this document is only available on SharePoint. The validity of a printed version is not guaranteed.*					

Completed YAP of Samoco

# TOOLBOX (KPI)

Within Sarens we use 3 types of toolbox meetings.

- The **typical toolbox talk** is an informal SHEQ meeting that focuses on safety topics related to the specific job, such as workplace hazards and safe work practices. Meetings are short in duration and are generally conducted at the job site prior to the commencement of a job or work shift.



Toolbox talk on the RFCL project Ramagundam India

- The **monthly toolbox** is created in each BU by the SHEQ department. It is a communication tool to highlight a certain SHEQ issue. This kind of toolbox has the purpose / goal to bring global awareness of SHEQ to all employees within one BU. It is monitored and part of KPI program. More and more this type of toolbox is communicated by our new Improvement Sarens Application (ISA) system.

**BE - Toolbox 2019-11 Uit de vuurlinie** [view all Captions](#)

**Introduction title** BE - Toolbox 2019-11 Uit de vuurlinie

**Introduction text** "Blijf uit de vuurlinie!". "Ga op een veilige plaats staan!" Het zijn woorden we vaak gebruiken, maar is het ook duidelijk wat er precies mee wordt bedoeld? In deze toolbox gaan we er wat dieper op in.

De "vuurlinie" is het traject dat een voorwerp, gevaarlijke energie of een gevaarlijk product aflegt als er iets mis gaat. Een vuurlinie-ongeval doet zich voor, wanneer in dat traject mensen of middelen geraakt worden. Hieronder een aantal situaties waar het risico op werken in de vuurlinie van toepassing is. Neem het risico werken i... [read more](#)

**Introduction Files**

**Assignments**

- BE-CM & SHEQ & sub teams & Users having organization wide 'Start a caption' permissions
- 26 Nov 2019, 07:05
- 7 weeks

Toolbox from Sarens Belgium

## TOOLBOX (KPI)

- The **Management toolbox** has the intention to create a high involvement of management in SHEQ. This tool gives top management certain typical tips and tricks how to explain what management responsibility and accountability exactly means for them. This kind of toolbox is created by Group SHEQ and sent out in a digital form. Management toolboxes are mandatory for all management members and are strictly monitored.

### Toolbox 2019/1: Explain to your Line managers that they also have a big responsibility to Safety!

Being a regional or country manager of Sarens (senior management) is a tough job. Not only do you have to think about actually running the business and steering it through difficult conditions like economic recessions, increased competition and so on, but as a senior manager you also have a duty of care towards your employees.

You as a senior manager of Sarens play a vital role in shaping the health and safety of our company. From the implementation of our SHEQ policy, organizing health and safety training for all staff members, to making sure that policies and procedures are being followed.

Senior managers have the responsibility to ensure that the workplace is as safe as reasonably practical for their employees and everyone nearby. In addition to this, they need to ensure that the business complies with all applicable legislation, meaning that they need to keep up to date with those amendments that require them to make alterations within our company.

When discussing managerial responsibilities for SHEQ, we primarily think of senior management directors, as they set the direction for Safety, Health, Environment and Quality. A clear need to be taken.

We have noticed that the attitude of senior management and the attitude of workers in the workplace is not always the same. If senior management...

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position and consequence management will be

# WORKPLACE INSPECTION (KPI)

Our Workplace inspections (WPI) help the organisation in preventing incidents and accidents through a critical examination of the workplace. These inspections help us to identify and record hazards for corrective actions. Each job function has to complete a certain amount of WPIs during the year. But we look more at the quality of the WPI and even more important at the effectiveness of the actions which came out of the observations during the WPI, rather than at the quantity. Thanks to our new ISA app, the WPIs are made more visual and user friendly.

SGR HQ - WorkPlace Inspection - Operations  
#9983

NOK
High-priority

**Marc De Boom**  
SARENS NV | marc.deboom@sarens.com

**Location**  
Patatestraat 87, 1861 Meise, Belgium

**Started**  
18-10-2019 11:04:25

**Completed**  
18-10-2019 12:49:46

**Identification**

1. Customer	None
2. Site location	Hq
3. Leading Business Unit	Sarens NV
4. Project n°	na
5. Project name	na
6. Date	18-10-2019

**1. Usage PPE**

1. 1.1. Safety shoes + hard hat	OK
2. 1.2. Eye/face protection	OK
3. 1.3. (High visibility) Work clothing	OK
4. 1.4. Hand protection	OK
5. 1.5. Safety harness or life vest	NA
6. 1.6. Hearing protection	NA
7. 1.7. Fall or trolley protection	NA
8. 1.8. Condition of PPE	OK

SGR HQ - WorkPlace Inspection - Operations  
#9983

9. 1.9. Proper use OK

10. 1.10. Observations

**2. Procedures+order/neatness**

1. 2.1. Site induction, registration point	OK
2. 2.2. EHS-plan/risk assessment (RA)	NOK

3. 2.3. Emergency procedure	OK
4. 2.4. Toolboxes	OK
5. 2.5. Pre-job meeting(s)	NA
6. 2.6. Escape routes	OK
7. 2.7. Order & neatness on site	NOK

8. 2.8. Accident/incident dangerous sit. reporting docs.	OK
9. 2.9. Safety passport	NA
10. 2.10. Observations	

**3. Managing risks**

1. 3.1. Ingot crushing	OK
2. 3.2. Work at height	OK

WPI done by our COO in October 2019 in Wolvertem - Belgium (HQ)

# INTERNAL AUDITS (KPI)

We continued the process of our 3 internal audit level system:

## Level 1: Internal audits

Organized by the local SHEQ Manager.

Objective is to audit, once a year specific processes within the main departments (Sales, HR, Fleet and Operations).

## Level 2: Cross audits

Organized by the regional SHEQ Manager in cooperation with the local SHEQ Managers of the region.

Objective is based on a questionnaire to audit the 4 main departments (HR, Sales, Fleet and Operations) in a cross way within the different BUs of the region, once a year.

During the cross audit the SHEQ department will be audited by a colleague of another BU, so we avoid self-auditing and are in compliance with the ISO and OHSAS standards.

## Level 3: Group SHEQ Audits

Organized by the Group SHEQ Director.

Objective is to audit the BU against the two ISO standards: 9001 (Quality) 14001 (Environment) and the OHSAS 18001 (Health & Safety). Our target was to integrate all our BUs into our 1 integrated Group certification by the end of 2019, which we completed (see further).



Group SHEQ audit in Thailand - 07/08/2019



audit in the US - 13/02/2019



audit in TCO Tengiz project (KZ) - 27/03/2019



audit in TCO CaTRo project (KZ) 27/03/2019



audit on Sarens barge in TCO CaTRo project (KZ) - 05/05/2019

## MANAGEMENT REVIEW (KPI)

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Our Management Reviews are formal, structured meetings that involve top management and take place once a year.

The purpose of these Management Review meetings is to review and evaluate the effectiveness of our Management System, helping us to determine its continued suitability and adequacy.

At Sarens each BU has to comply with this requirement with regard to the ISO standards.



Management review meeting in Mexico



Management review meeting in the US



# REDUCTION OF ELECTRICITY CONSUMPTION

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## SOLAR PANELS IN HEAD OFFICE

Sarens management decided to invest about 1 million euro in solar panels in our head offices. On the roof of the offices and warehouse 2 886 solar panels were installed at the end of 2019.

This installation can produce up to 575kWh in one hour. This means that this installation will cover 60% of the electricity needs for Sarens HQ.

We will continue to do more investments in green energy in the coming years.

- On the short term (in 2020) we will invest another 1/4 Million in solar panels on other locations in Belgium.
- On the long term (2019- 2024) we aim to invest further in both solar panels and wind turbines.



Main building Wolvertem (HQ)

Warehouse Wolvertem (HQ)





# SAFETY INSTRUCTION MANUAL

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Working without mistakes, accidents, incidents, damage or unwanted events seems to be impossible, but it is possible if every employee of Sarens carries out his or her work in accordance with all regulations, instructions and legal requirements.

The Safety Instruction Manual is a tool to make this possible and to provide clarity.

The instructions included in this manual must not only be complied with, but they must also encourage a safe and environmentally conscious safety attitude.

This instruction manual is written for Sarens worldwide, for all Sarens BUs and translated in different languages. This means that some parts of the manual can be transcended by local legislation. As usual, the strictest rule always applies.

The manual contains the minimum Sarens regulations, starting with the Policy Statement and the 10 Sarens Life Saving Rules, up to the applicable regulations in the workplace.



## E-LEARNING

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Our new e-learning system SARLEARN offers multiple advantages to our employees worldwide.

It is based on a learning platform designed to provide educators, administrators and learners with a single robust, secure and integrated system to create personalised learning environments.

A simple interface, drag-and-drop features, and well-documented resources along with ongoing usability improvements make Sarlearn easy to learn and use.

The system is web-based and can be accessed from anywhere in the world. With a default mobile-compatible interface and cross-browser compatibility, content on the platform is easily accessible and consistent across different web browsers and devices.

We offer as such an effective and enjoyable training so that our employees can easily develop their skills and knowledge.

In 2019 we started to roll out the following SHEQ courses:

- **Introduction to SHEQ** gives an insight in SHEQ.
- **Introduction to SharePoint** gives an insight in our intranet system and how it can be used to our advantage.



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[Forgotten your username or password?](#)

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[Log in](#)

# CRANE OPERATOR MINIMUM MAINTENANCE HANDBOOK

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The crane operators' minimum maintenance checks handbook is applicable to all cranes.

The purpose of maintaining the crane is:

- improved safety
- maintain efficiency
- safeguard operational reliability
- reduce downtime
- reduce repair costs

This handbook is used in conjunction with the Safety Instruction Manual for specific instructions on how to complete these tasks.



# IMPROVEMENT SARENS APPLICATION (ISA)

The Improvement Sarens App (ISA) is the new reporting and data collection app within the Sarens group used for both operational and SHEQ related forms and processes.

We can report safety observations, but also fill out toolboxes and fleet inspection reports.

ISA is easy to use on a daily basis and it makes the processes at the same time more efficient.

Attachments e.g. pictures and documents can easily be uploaded and a full report is sent instantly to the supervisor and escalated higher up in case of urgency.

Employees use the app on their mobile phone or tablet and managers can follow up through the management system behind the ISA app.

Another step in reducing paper usage and in our way of digitalisation.



# SAFETY AWARENESS STICKERS

The SHEQ awareness stickers were rebranded from an earlier blue safety program.

You can find them on all our equipment to remind our operators on a daily basis that following the SHEQ rules is elementary to go home safely to their family by the end of the day.

Creating continuously SHEQ awareness and respect for our equipment is as you know “not a one-shot-task” but a process of repeating and reminding the same message till it becomes “a way of life”.

Translations were provided for our local BUs.



TCP project - Kazakhstan



Sarens SNME - Qatar

# WELL-BEING AT SARENS IN 2019



Weekly yoga sessions in Australia



Football in Kazakhstan



Fight against Cancer bicycle ride in the Netherlands



Participation in Marathon Relay in the Middle East

**Wat houdt de gezondheidsscan precies in ?**  
**Gewicht en lichaamsmeting**

- Body Mass Index
- Balansmeten
- Waist-hip ratio
- Vet- en visceraal vetpercentage

© 2019 HANJIA

Voluntary health scan in Sarens NV

**Wat houdt de gezondheidsscan precies in ?**  
**Risico op hart-en vaatziekten**

- Risico op hart-en vaatziekten hangt af van verschillende factoren
- Leeftijd
- Geslacht
- Roken
- Cholesterol
- Bloeddruk
- Diabetes
- Overgewicht
- Bloedsuiker
- Medicatie



Plants in the offices at Samoco in Belgium



## SAFETY AT SARENS IN 2019

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### Improvement of facility in Mexico:

In 2019 the senior management decided to increase the budget to improve the condition of the facilities in Mexico.

Pictures of the workshop before and after the improvements.



### Sarens in Belgium subcontractors' day



Relevant safety information was shared with subcontractors e.g. required information to be approved as a subcontractor and discussion on common work points.

### Safety day with the client in Egypt



## SAFETY AT SARENS IN 2019

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### Implementation of a new Committee in Canada

In Canada a new committee was established called Joint Occupational Health and Safety Committee (JOHSC). It is an advisory group consisting of employers and employees working together to improve occupational health and safety in their workplace. The JOHSC can provide in-depth, practical knowledge of the workplace and is often the best solution to safety problems.

The committee meets on a monthly basis and both worker and management discuss safety issues.



### Tire damage prevention in the Netherlands:

All vehicles are equipped with a tire pressure tester. Pressure can be tested more frequently everywhere as such avoiding damages like blown tyres or flat tyres alongside roads.



# SAFETY AT SARENS IN 2019

## International Safety Day @ HQ



## Safe-Smart access in the UK

Custom made platforms to safely egress and regress the platform of our trailers.



## SAFETY AT SARENS IN 2019

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### Behaviour training – work at height at Samoco (BE)

Working at heights is a daily task at Samoco and new 3M harnesses were provided to our staff.

SHEQ Samoco organised an in-depth training session with regard to working safely at height, rescue at height and the pitfalls of working at height.



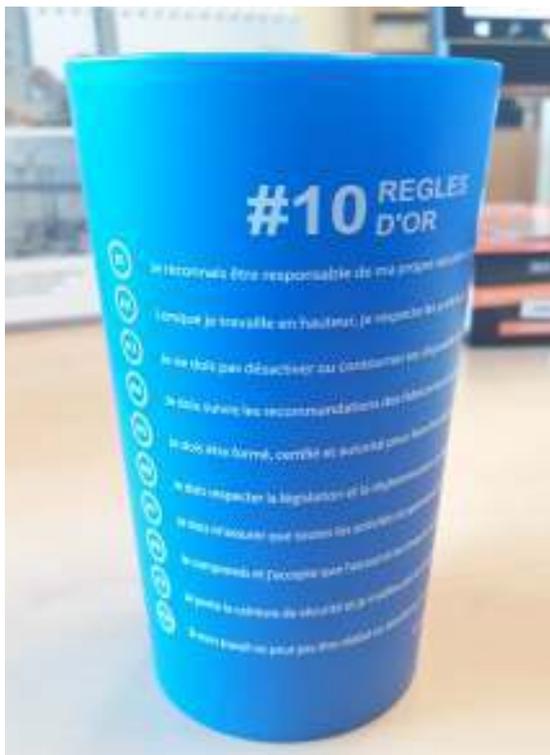
# ENVIRONMENT AT SARENS IN 2019

## Chemical spill kit & secondary containment in Thailand

At the maintenance and service shop, the oil storage container was completely refurbished and aligned with the local and Sarens standard rules. In addition, spill kits are installed in case of a chemical spill or leak.



Re-useable and dishwasher safe cups in France with our 10 Life Saving Rules



Changed to LED lights in new office in Egypt



## ENVIRONMENT AT SARENS IN 2019

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### Improvement Sarens in the US offices



To rebuild the Houston office, the decision was taken to use the existing structure as a result less raw material was required.

Energy efficient lighting with auto-shut off (movement sensors) in non-common space (offices, server room, ...) was installed as well as efficient A/C unit and appliances.

Better/modern/efficient insulation, and new double-paned windows were installed to reduce the amount of energy used for heating/cooling.

Waste bins were strategically placed to reduce quantity of waste in the facility as suggested in "The Bid Idea" communication.

In the new kitchen a 5 gal. water dispenser was installed resulting in a reduction of single-use plastic water bottles and more space to keep mugs, glasses and silverware. The change resulted in a reduction of purchase and use of non-recyclable Styrofoam cups and plastic utensils.

Also compostable cups and utensils (lined with/made of plant based material) were purchased.

### World environment celebration day in the Chennai Yard (India)



## QUALITY AT SARENS IN 2019

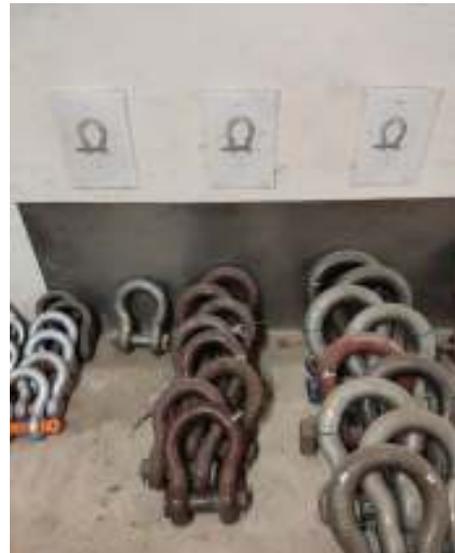
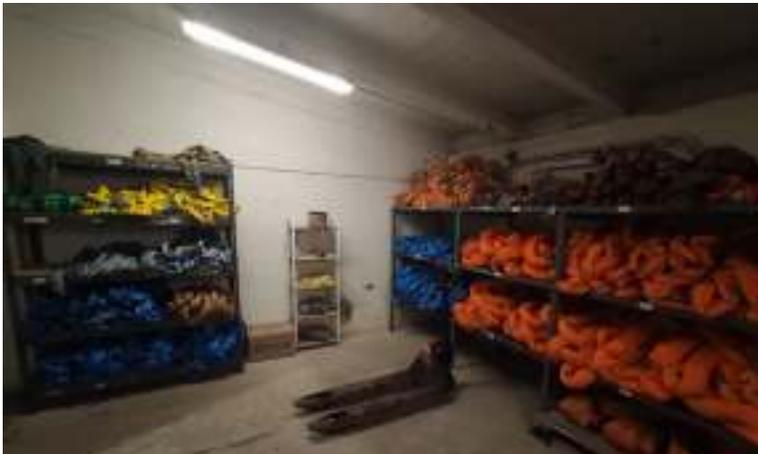
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Supplier audit on our main oil & grease supplement factory (TOTAL) by SHEQ & Fleet team in Egypt

- Conducting Audit on the factory which supplement all our hydraulic oil & coolant & transmission fluid.
- Ensure safety & quality process done.
- Tracking the QC process for detecting any NCR in the product during manufacturing.
- How to recall defects /products & handling complaint.



Hoisting materials warehouse in Sarens Alvian (CZ)



New warehouse for tower crane parts in Poland





# QUALITY AT SARENS IN 2019

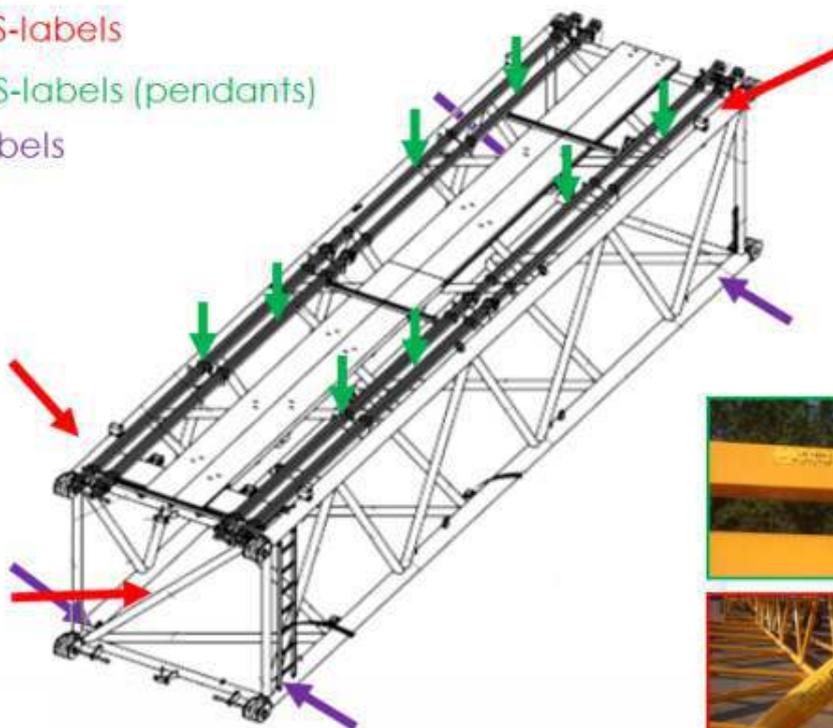
Sarens Projects developed Sarplan mobile

Created by Sarens people for Sarens people.

Digital system to check most recent properties, equipment documentation, maintenance status and tracing.



- 3 large S-labels
- 8 small S-labels (pendants)
- 4 QR-Labels



## LESSONS LEARNED - ACTION-TAKING

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On Sunday 18 August 2019 at around 18:55 PM crane 9484, SL 3800 (owned by Sarens) tipped over at the wind park in Gundersheim, Germany.

The crane tipped over forward to the front (away from the windmill, standing behind it).

At the moment of tipping over there was an extreme wind gust.

### Cause of the incident

At the moment of the tipping of the crane a violent storm was passing the area of Gundersheim, where the crane was erected. The centre of the thunderstorm has hit the crane directly. For a brief moment of a few minutes the wind speed measured by the client's weather station was 42,66 m/s. This was confirmed to Sarens by Meteo Group weather provider.

The passing thunderstorm and the collapse of the crane was captured by the security cameras on the site itself.

Under no condition the crane could withstand this violent storm wind speed.

Sarens has procedures on how their operators on site must deal with the impact of wind on cranes in operation or standby mode and the precautions to take and how to monitor the wind procedure "Preventive measures to cope with wind influence on cranes".

The site manager and crane operator acted according to these procedures.

This procedure does not take into account the possibility of sudden extreme strong winds that are not predicted or of which the exact location cannot be predicted by the weather apps used by the operators on site.

### Actions

- 1) Review the existing procedure: "Preventive measures to cope with wind influence on cranes"
- 2) Since windfarms are by nature likely to be more affected by high winds, investigate:
  - the possibility to equip the cranes used on wind farms with more ballast than is operationally needed for the lifts, in order to obtain more stability in higher wind conditions.
  - the possibility to always connect the SL when cranes have to be left unattended for one day or more.
- 3) Create an extra tool for operators to calculate wind speed on different heights.



Gundersheim - Germany

# SAFETY AWARDS

## Sarens Canada

The Occupational Health and Safety (OHS) COR is awarded to employers that implement and maintain an OHSMS that exceeds regulatory requirements.

This OHSMS should be comprehensive and based on a “Plan, Do, Check, Act” cycle focused on continual improvement.

Beyond the safety aspect the COR certification rewards the employee with a 10 percent discount on their WCB insurance. This will be an average saving between 8000-1200 dollars per province. Both Alberta and BC are now COR certified.

One of the 2020 initiatives is to have Ontario COR certified.



## Samoco wins safety award

Samoco/Sarens won the Safety Performance award at BASF Antwerp for excelling in the field, after receiving the Contractor Safety Award at Covestro Antwerp earlier 2019.

With this prestigious recognition, Samoco/Sarens surpassed all other contracting firms on the second largest BASF site in the world. The Belgian giant was the main crane and rigging service supplier of the petrochemical plant.

Samoco/Sarens is continuously investing in establishing top-tier Safety and Quality across the board. Arne Depuydt, general manager Samoco, and Steven Crispeels, Country Manager Sarens in Belgium, see this award as a confirmation that the company is moving forward: “It is up to us as managers to communicate a clear vision, share the right tools and resources with our teams and people on a SHEQ level. We must keep sharp, point out the shortcomings, and inspire the right attitude.”



## SAFETY AWARDS



Heavy Lift and Project Forwarding International (HLPFI), the leading media company, launched the Heavy Lift Awards to recognise and reward excellence in complex logistics, transport, and engineering projects around the world.

The main reason, however, of us receiving an award was the launching of our now famous 10 Life Saving Rules.

To quote the awards jury, “The winner of this award displayed a visible commitment to upholding the highest safety standards. The judges were particularly impressed by this company’s use of innovative technology in order to improve its safety records.”

#10

LIFE SAVING RULES

**#1** TO MANAGEMENT AND HIERARCHICAL LINE

As a member of the Sarens Hierarchical Line, I accept that I am responsible for the continual improvement, leadership, welfare, and safety of all employees within the corporate scope of services, products, and activities.

TO ALL EMPLOYEES:

As an employee of the Sarens organisation, I accept that I am responsible for my own safety and that of my work colleagues and must abide by the safe system of work and safe management systems as directed by my employer.

**#5** I must be trained, certified, and authorised to operate plant, equipment, and machinery and must abide by the manufacturers rules.

**#2** When working at height I must always follow the safe system of work in line with current legislation and Sarens regulations.

**#6** I must adhere at all times to current legislation and regulations regarding the structure and stability of all lifting equipment and special transport equipment.

**#3** I must not tamper with or by-pass any Safety devices that are installed to ensure my safety or that of other operatives whilst equipment is in operation.

**#7** I must ensure that all work activities and operations that require additional control measures must be completed under a safe system of work and a Permit to Work authorized for use as specified.

**#4** I must follow the manufacturer's recommendations for the assembly and disassembly of all plant and equipment and must adhere to the permit to work at all times.

**#8** I understand and accept that Drugs and Alcohol are prohibited and not permitted in the workplace. Smoking is only allowed in designated smoking areas.

**#9** I understand and accept that whilst I am driving vehicles, seat belts must be worn at all times and that it is prohibited to operate a mobile phone or any other device that may distract me as the driver.

**#10** I understand that if, after my LMRA, the operations or work activities cannot be completed in a safe manner or if the circumstances have changed, a Stop and Consult procedure is required.

VERBODEN TOEGANG TO DEZE DOCUMENTEN VOOR ALLE ANDEREN. Het gebruik van deze documenten is uitsluitend toegestaan op voorwaarde dat de afbeelding van de afbeelding wordt gebruikt.



THUIN  
BELGIUM



## CLOSING NOTE

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Looking forward to 2020 there will be many challenges ahead:

- The zero harm campaign will send a clear message to all of our employees.
- Sam & Sarah, our new Sarens mascots, will help to create more awareness.
- Transition to ISO45001:2018 (as replacement of the OHSAS18001:2007).
- Further development of e-learning.
- Wind convertor disks creating a handy tool for our operators.



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