

Infrastructure and Operations Division (IOPS)**Title: General Requirements for External Contractors Attending site at NIBSC**

Purpose: To set out the requirements for all contractors attending site at NIBSC, to ensure there is a clear and unambiguous expectation of standards and behaviour.

General Requirements:

- The service provider will provide a dedicated pool of service engineers, who are fully conversant with site protocols and procedures.
- Much of the work undertaken by Contractors is during scheduled shutdowns (SLAs), this is pre-planned work and as much notice for attending site will be given to the service provider, however this may be as little as a month and very rarely possibly less, it is vital that contractors are able to meet attendance dates and timescales to ensure completion of work.
- Contractors must undergo and pass any security checks deemed necessary by NIBSC. Failure to do so could result in access to NIBSC being denied. It is the service provider's responsibility to ensure service engineers progress the security clearance in a timely manner when required, and are mindful of new engineers who may attend site, and try and pre-empt the process, with a request for security clearance prior to them attending site.
- Engineers must be booked onto the site security system before arrival on site
- All service engineers will be inducted onto site on their first working visit, before commencing work. Refresher Inductions must be conducted every year.
- If the service engineer is on site for one off, or rare visits, the induction process can be waived, but the contractor must be escorted and supervised at all times.
- All service engineers must be appropriately trained for the work they will be carrying out, and a statement of competency for the service personnel should be provided by the service provider. Specific requirements are listed in Appendix 1
- All service engineers must wear the appropriate safety equipment.
- The service Contractor will supply all appropriate PPE. NIBSC will provide free issue of required PPE, in areas with additional controls where required.
- Work should commence at a date and time agreed by NIBSC (Normal Opening Hours 9am-5pm), and should agree visits prior to arriving on site.
- Before leaving site, Contractors must report to their site contact, the current running status of any equipment they have serviced, especially where there are issues or faults, but also to confirm correct running. Confirmation from the end user on the status of the equipment may be required.
- Risk Assessments must be provided.
- COSSH Assessments (where applicable) must be provided.
- Written procedures and/or method statements must be provided.
- Work must not be subcontracted without the written permission from NIBSC.
- The supplier will provide all servicing equipment, and materials required for any agreed service, repair and calibration.

- NIBSC expect reports to be issued electronically, and the report must include the NIBSC Asset number, location, any other equipment identification deemed necessary, and the Planet CAFM Work Order Number, any other methods of reporting must be with the agreement of NIBSC. A summary of work carried out must be recorded, and documented on the service report, and applicable calibration certificates must be supplied. Any replacement parts used must be recorded. Any replacement parts needed, or recommended, must be recorded.
- Where worksheets have generic tick boxes or phrases, they must not be left un-ticked or un-deleted. They must be marked as Not Applicable, or unable to check, with an explanation.
- Any faults or recommendations must be highlighted clearly on any report.
- All additional repairs over and above the requirements of planned preventative maintenance must be authorised by the Maintenance Manager or the Deputy. The Contractor will organise for quotes to be raised for all proposed work, and emailed to the Maintenance Administrator in a **timely** manner.
- The service provider will guarantee repairs for an agreed warranty period, and any return visits for the same problem to the equipment, within this time will be free of charge.
- Any test equipment used for calibration must be covered by an in-date calibration certificate, issued by an accredited UKAS testing laboratory, and tested to UKAS standards, a copy of which must be included in the report. Any readings recorded or required on service sheets, must clearly reference the instrument used, with make, model, and serial number.
- Where it is agreed for Service providers to adjust parameters, the as found value must be documented, as well as the final setting.
- NIBSC require one point of contact to communicate, and resolve issues. It is up to the service provider to keep NIBSC fully informed of the progress of any outstanding issues.
- Any areas where contractors will be working alone, and the area is covered by the Lone Worker System, then the Lone Worker unit must be carried, and used by the contractor. Contractors may also be issued with a radio, as an additional measure, to allow contact with the Maintenance team for the time they are on site.
- Any spillages or accidental damage in any of the rooms/grounds or to any of the equipment must be reported to the NIBSC staff member responsible immediately.
- The area must be left in a safe, clean, and tidy state after work has completed.
- All packages sent to site must be labelled appropriately, as well as the contractor site contact and company name, they must also include the name of the responsible person at NIBSC, to enable deliveries to be processed effectively. Delivered goods must not be left in Stores for long periods, they must be collected, and moved to an appropriate storage location till required.

There may be additional requirements and controls depending on the area in which the contractor is working.

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Appendix 1

Type of Work	Certificate requirement	Guidance
Gas	Gas Safe ID card	<p>Check the front of the card for:</p> <ul style="list-style-type: none">•The photo•The start date and expiry date•The licence number•The security hologram•The engineer is from the business you employed <p>Check the back of the card to make sure:</p> <ul style="list-style-type: none">•The engineer is qualified to do the gas work you want done e.g. cooker, boiler, gas fire•Their qualifications are up to date

END.