

# Contractors Health, Safety, Environment and Sustainability Code of Practice

RBG Kew, Kew Enterprises and Kew Foundation

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Date: October 2014

Version: 2.0

## Documentation and Approvals

### Revision History

This document is subject to revision control. The master softcopy of this document can be found at: [<Insert Intranet Location>](#)

Please ensure that you are using the most update to version of this document.

Version	Revision Date	Summary of Changes	Author
1	01/04/13		T Meese
2	24/10/14	Policy reviewed/updated to ensure suitability with RBG Kew.	B Shearer
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### Approvals

This document requires the following approvals.

Name	Signature	Title	Date Approved	Version

### Distribution

This document has been distributed to:

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### Intended Audience

This document is intended for:

- RBG Kew Management
- All RBG Kew employees
- Other Interested Stakeholders Upon Request

**Important Note** – The Contractors Health, Safety, Environment and Sustainability Code of Practice covers various different types of contractors, currently used at RBG Kew, and is therefore divided in different Sections covering the different types of contractors. The Code of Practice (CoP) does not need to be read in full by each type of contractor, only the necessary sections which cover the work carried out by each type of contractor, the following details what parts of the CoP should be read by each type of contractor: -

**Service Contractors** should read: -

- Section 1 – General requirements;
- Section 2 – Service Contractors – Specific Requirements; and
- Appendices 1 through to 9.

**Construction Contractors** should read: -

- Section 1 – General requirements;
- Section 3 – Construction Contractors – Specific Requirements; and
- Appendices 1 through to 9.

**Event Contractors** should read: -

- Section 1 – General requirements;
- Section 4 – Events Contractors – Specific Requirements; and
- Appendices 1 through to 9.

**Consultants** should read: -

- Section 1 – General requirements;
- Section 5 – Consultants – Specific Requirements; and
- Appendices 1, 2 3 and 9

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## Introduction

This Code has been specifically written for the use of contractors and consultants who work on behalf of RBG Kew.

RBG Kew consists of two [UNESCO World Heritage](#) sites, Kew Gardens and Wakehurst Place; both sites have many listed buildings, unique collections of art, artefacts and plants/living collections. Additionally, both heritage sites are major visitor attractions open 7 days a week attracting around 1.5 million visitors a year. Therefore, working at RBG Kew presents specific challenges and requires careful and considerate planning.

The purpose of this Code is to bring to your attention some specific aspects of safe working that RBG Kew considers to be a necessary part of your operations whilst on RBG Kew premises or sites.

The Code forms part of the main contract documentation and Contractors are contractually bound to comply with the guidelines set out in this Code. RBG Kew reserves the right to consider breaches of statutory law and this Code by contractors, and their sub-contractors, as breach of contract.

RBG Kew expects all contractors to work safely in accordance with all relevant and current health, safety, fire and environmental legislative requirements as a minimum.

Your primary point of contact within RBG Kew will be an appointed [RBG Kew Representative](#) (e.g. Contract Administrator, Project or Event Manager). All day to day instructions will normally be given by the designated RBG Kew Representative. You may nevertheless need to take account of advice given at a more local level from, for example, DHSC (Departmental Health and Safety Co-ordinators) or the RBG Kew Corporate Health and Safety Team where such advice is for your own health and safety or that of people directly affected by your activities.

The information contained in this Code should be available to you and your workforce at all times and you must make all staff working on the project aware of its content.

The nature of your work for RBG Kew will determine which category of contractor you are and ultimately which parts of this code specifically apply to you. **ALL** contractors **must** read [Section 1 - General Requirements](#). Other sections may apply to you also and therefore should be read dependent upon the definitions contained on the following page(s).

Please observe the guidance, instructions and procedures set out in this Code, which forms part of RBG Kew's Health and Safety Policy and standard Contract Documentation for Construction Contractors, Service Contractors, Events Contractors and Consultants. To assist with this a [Contractor Management Process Flowchart](#) has been included in [Appendix 7](#).

## Definitions

In the interests of clarity and for the purposes of this Code the following terms and definitions apply:

Term	Definition
<b>Contract Administrator</b>	RBG Kew representative (internal or external) who oversees the placement and management of the contract between the employer and the contractor.
<b>Project Manager</b>	RBG Kew representative (internal or external) responsible for the planning, execution and closing of any project of work (or part thereof) within a contract.
<b>Event Manager</b>	RBG Kew representative (internal or external) responsible for the planning, execution and closing of any Event or Festival (or part thereof) within a contract.
<b>RBG Kew</b>	Refers to the Royal Botanic Gardens at Kew and Wakehurst Place, Kew Enterprises and Kew Foundation.
<b>RBG Kew Representative</b>	Refers to the appointed Contract Administrator, Project Manager, or Event Manager/Organiser.
<b>Contractor</b>	Includes Construction Contractors, Service Contractors, Event Contractors and Consultants. Contractors may be an individual or an organisation.
<b>Construction Contractor</b>	Means "principal contractors, contractors, sub-contractors and their employees, and the self employed engaged in construction activities".
<b>Service Contractor</b>	Means "contract staff who work on RBG Kew premises as a regular place of work, these include, but is not be limited to, cleaning, catering, and term maintenance contractors etc".
<b>Event Contractor</b>	"A person or company carrying out work as part of an event including activity for the entertainment of the public or private guests, e.g. concerts, recitals, weddings, festivals and other activities; whether people are seated or standing; or if the event is free or ticketed".
<b>Consultant</b>	"Any person employed by RBG Kew to undertake specialist duties of a finite and measured duration e.g. IT, Training, Surveying, Professional Management advice" etc.
<b>CDM or CDM 2015</b>	<a href="#">"The Construction (Design and Management) Regulations 2015"</a>
<b>Competence</b>	To be competent an organisation or individual must have: <ul style="list-style-type: none"> <li>• Sufficient knowledge of the tasks to be undertaken and the risks involved</li> <li>• The experience and ability to carry out their duties in relation to the project, to recognise their limitations and take appropriate action to prevent harm to those carrying out construction work, or those affected by the work</li> </ul>
<b>Competent Person</b>	"Someone who has sufficient training and experience or knowledge and other qualities that allow them to assist you properly. The level of competence required will depend on the complexity of the situation and the particular help you need".
<b>Method Statement</b>	A method statement fundamentally, describes in a logical sequence exactly how a job is to be carried out in a safe manner and without risks to health. It includes all the risks identified in the risk assessment and the measures needed to control those risks. This allows the job to be properly planned and resourced. It is sometimes referred to as a "Safe System of Work".
<b>Principal Designer</b>	"As defined by CDM 2015"
<b>RAMS</b>	Refers to "suitable and sufficient" Risk Assessments and Method Statements
<b>Suitable and Sufficient</b>	A suitable and sufficient risk assessment should: <ul style="list-style-type: none"> <li>• Identify the significant risks;</li> <li>• Identify and prioritises measures that need to be taken to comply with the duties under H&amp;S law;</li> <li>• Is appropriate to the nature of the work; and</li> <li>• Remains valid for a reasonable period.</li> </ul> In particular, it should: <ul style="list-style-type: none"> <li>• Ensure that all relevant hazards and risks are considered</li> <li>• Address what actually happens in the workplace or during the work activity</li> <li>• Ensure all groups of workers and others who may be affected are considered</li> <li>• Identify groups of workers who may be at particular risk</li> <li>• Take account of existing preventive or precautionary measures</li> </ul>

The above definitions may differ from the terminology used in certain procurement or contract documents used at RBG Kew, for example DEFRA, NEC3 or JCT documents.

## Sections of the Code

This Code is arranged into five main sections:–

### [Section 1 – General Requirements](#)

All contractors and consultants are expected to be familiar with the requirements of this section.

### [Section 2 – Service Contractors](#)

This section applies to all service contractors who work at RBG Kew premises and sites and include those involved with cleaning, catering, maintenance etc. Where relevant to the works e.g. building maintenance then [Section 3](#) will also apply.

### [Section 3 – Construction Contractors](#)

This section applies to all contractors working on Construction and Engineering Construction projects.

### [Section 4 – Events Contractors](#)

This section applies to all contractors who work as part of an event that includes any activity for the entertainment of the public or private guests.

### [Section 5 – Consultants](#)

Persons employed by RBG Kew to undertake duties of a finite and measured duration for example Information Technology, Training, and Surveying etc.

## Exceptions to the Contractor Management Process

Where it has been determined that suppliers to RBG Kew who undertake work on site are not covered by this Code of Practice (e.g. suppliers, delivery persons, entertainers, peripatetic trade persons etc. see “Exemptions” below for further clarification) requirements still exist to ensure that the works are carried out safely.

The RBG Kew Representative must ensure that adequate arrangements are in place for the following as appropriate (not exhaustive):

- Receiving the person(s) on site;
- Signing in/out;
- Organising passes;
- Making them aware of local controls and prohibitions for the work area;
- Briefing them on emergency procedures and arrangements;
- Establishing points of contact.

Dependent upon the nature of the work involved, requirements may still exist for the:

- Checking of insurances; and
- Risk assessments and method statements RAMS etc.

**Advice should be sought from the RBG Kew Corporate Health and Safety team where this is unclear.**

## Exemptions

- Suppliers, solely making deliveries to RBG Kew are not covered by the Contractor Management Policy, Procedures and Guidelines, or this Code of Practice e.g. re-stocking sanitation supplies, vending machines, florists etc.
- Additionally, certain groups visiting RBG Kew for entertainment purposes are not covered by the Contractor Management Policy, Procedures and Guidelines, or this Code of Practice e.g. carol singers, face painters, children’s entertainers etc.
- Occasional visitors (e.g. sales persons, lecturers, demonstrators, broadcasters etc) and/or peripatetic trades persons and professionals who visit site infrequently (e.g. equipment service engineers, tyre fitters, specialist repair people, photographers etc) are not covered by the Contractor Management Policy, Procedures and Guidelines, or this Code of Practice.

- Consultants undertaking "Low Risk" work on site e.g. predominately office based/managerial support e.g. HR, Finance, Management, IT Support etc. are not covered by the Contractor Management Policy, Procedures and Guidelines, or this Code of Practice

**Such contractors are still required to work safely in accordance with statutory health and safety requirements and RBG Kew policies and procedures.**

**The RBG Kew Representative organising visits for any of the above must ensure that adequate and reasonable arrangements are in place for Health & Safety.**

**Parts of this policy and procedure may be used as necessary to help facilitate safe working as required e.g. RAMS, Works Authorisation Process etc.**

# Section 1 – General Requirements

## All Contractors & Consultants

### 1.1 RBG Kew Health and Safety Policy

RBG Kew are committed to providing and maintaining healthy and safe working practices and environments for all employees, students, volunteers, temporary workers, contractors and visitors.

In order to help RBG Kew implement their policy, contractors will be expected to co-operate at all times and to work safely in accordance with all relevant and current health & safety legislative requirements as a minimum.

A full copy of the RBG Kew Health and Safety Policy Statement of Intent can be found in [Appendix 1](#).

Contractors are responsible for making themselves aware of RBG Kew's current policy.

### 1.2 RBG Kew Environmental Policy

RBG Kew's policy is to establish and maintain an effective environmental management based on the requirements of [ISO 14001](#).

RBG Kew has made commitments to:

- Annually assess its operation to see how it impacts on and interacts with the environment;
- Set annual objectives and targets to ensure continual improvement of our environmental performance;
- Comply with all relevant environmental legislation.

In order to help RBG Kew implement their policy, contractors will be expected to co-operate at all times and to work in accordance with all relevant and current environmental legislative requirements as a minimum.

A full copy of the RBG Kew Environmental Policy Statement can be found in [Appendix 2](#).

Contractors are responsible for making themselves aware of RBG Kew's current policy.

### 1.3 Planning and Setting up the Works

The following must be discussed and agreed with your appointed [RBG Kew Representative](#) before work starts. The RBG Kew Representative has the authority to stop the works at anytime during the contract.

- The defined area of work, working areas, site activities and location of skips, accommodation, contractor's storage etc;
- Parking arrangements and driving within the Gardens and grounds. Parking permits can be issued to contractors via your RBG Kew Representative. Motor vehicles may only be used within the Gardens during public opening hours with prior arrangement;
- Safe routes and methods of delivering and removing equipment and materials should be agreed in advance;
- Emergency procedures including fire safety arrangements and first aid arrangements;
- Accident/Incident reporting procedures;
- Any specific hazards present within the defined work area (e.g. presence of asbestos, laboratory work, chemical store, water features, electrical equipment and services etc);
- Access outside normal working hours;
- Liaison with the Corporate Health & Safety Team, DHSC, Security and other departments (all liaison to be via the appointed RBG Kew Representative);
- Contractors Health and Safety documents e.g. Risk Assessments and Method Statement (RAMS);
- Requirements for Permit to Works (PTW);
- Contractor's emergency contact numbers;
- Whether work will affect normal and emergency exits, entry/exit routes or any Fire Assembly Point. If it does, then alternative arrangements will have to be made with the DHSC or Fire Precautions Officer of the affected building prior to the work commencing;
- Procedures and authority for work stoppages that is intrusive to the business of RBG Kew;
- All health & safety signage and general interpretational signage must be agreed with your RBG Kew Representative. Signage to comply with current standards i.e. [The Health and Safety \(Safety Signs & Signals\) Regulations 1996](#);
- All work affecting public areas to be agreed with your RBG Kew Representative and with Kew's operational personnel re works to be undertaken, timescales and notification to the public ([See Appendix 6](#));

- All protection barriers, hoardings and signs must comply with the RBG Kew Barrier Standards document (See [Appendix 5](#)). All signage displaying company logos or wording must be agreed with your RBG Kew Representative. If 'front of house' this must also be agreed with Visitor Services or Estates Customer Services;
- To assist your RBG Kew Representative, a Contractor Management Process Flowchart has been included in [Appendix 7](#) of this document.

#### 1.4 Grounds and Building Access and Security

RBG Kew's Constabulary & Contract Security (Kew Gardens) and Rangers & Contract Security (Wakehurst Place) are responsible for securing grounds and buildings, crime prevention and police liaison. Some areas have separate intruder alarm systems as well as Access Control systems; therefore clearance should be sought from Departments concerned, via your RBG Kew Representative, before commencing work. Also security CCTV surveillance operates on site.

If you require access to a particular building or secure area outside agreed or normal hours, you must arrange it with your RBG Kew Representative at least 3 working days in advance who will then agree arrangements.

**When working at Kew Gardens** - Kew's Constabulary (or night security) will arrange access to premises as required outside of agreed/normal working hours. When works are completed Kew's Control Room (Ext.5121) must be informed when leaving so that the building can be secured and alarmed.

Any areas where new keys/padlocks have been introduced, Kew Gardens and Wakehurst Place Control must be provided with a copy of the code/key immediately, so that in the event of an emergency the area can be accessed.

Security patrols operate within the Gardens, therefore you must be able to properly identify yourself, the nature of your work and who your RBG Kew Representative is. Always report to the Reception area or building contact, ensuring you sign in/out prior to and after work.

RBG Kew will not accept responsibility for any contractor's vehicles, equipment, plant or materials left on site. Contractors must make their own security arrangements which should be agreed with the RBG Kew Representative.

If you see anything suspicious or require any crime prevention advice, please contact your RBG Kew Representative in the first instance.

Contractor's are responsible for the safe return of access passes/keys they have signed out, to the RBG Kew Representative, these must be returned daily before going off site – passes/keys should not be handed on to others, the person taking them out will be held responsible for them.

**Kew Gardens** - Control Room (Ext 5121 Non-emergency) is manned 24 hours a day, 7 days a week and is located on the Ground Floor of the Admin Building.

**Wakehurst Place** - The Reception (Ext 4100) in the Wellcome Trust Millennium Building (WTMB) is manned 24 hours a day, 7 days a week.

#### 1.5 Emergencies, Fire and First Aid

##### Emergency Contacts and Telephones Numbers

<b>Kew Gardens</b>		
Constabulary (24/7)	Ext 333 (Internal line)	All Emergencies/Security
	020 8332 3333 (External line)	All Emergencies/Security
Estates – "Help Desk"	Ext 7777 (Internal line)	Building & Services Maintenance
	0208 332 3109 (External line)	
<b>Wakehurst Place</b>		
Emergency Services	9-999 (Internal line)	All Emergencies
Estates – 'Help Desk'	Ext 3109 (Internal line)	Building & Services Maintenance
	020 8332 3109 (External line)	
Rangers (24/7)	Ext 4100 (Internal line)	All Emergencies/Security

## **Emergency Vehicles**

Security and/or RBG Kew staff will always escort all emergency service vehicles onto the site and to the location of the incident.

## **Fire Arrangements**

Most of RBG Kew's buildings are equipped with fire-alarm call points, automatic smoke detectors, fire extinguishers at strategic positions in corridors and adequate signposting to fire exits. Premises Fire Risk Assessments have been carried out for all buildings.

Fire-alarm systems are connected directly to the Constabulary Control Room (Kew Gardens) or the WTMB (Wakehurst Place) who will respond to every alarm activation.

When working within a permanent building, the contractor must ensure their employees are made familiar with the location of the:

- Fire Assembly Point for the building;
- Fire safety features;
- Emergency evacuation routes.

All Fire Safety details will normally be covered by the Site Induction or a Local Induction.

In cases of evacuation, the contractors named supervisor must report to local Fire Precautions Officer (FPO) at the designated assembly area and confirm that all persons under their control have safely evacuated the building.

When working within a building or structure during building works or construction, including temporary structures for events, an emergency plan must be developed and agreed with the RBG Kew Representative. The plan should identify and record the arrangements for detecting and warning of fire, and the means for raising the alarm, fighting the fire, preventing the spread of fire and means of escape. The contractor must ensure their employees are made familiar with the location of the fire Assembly Point for that building, fire safety features and emergency evacuation routes. All contractors must follow the local evacuation procedures in the event of an alarm being raised.

The use of fire extinguishers should be reported to the RBG Kew Representative so they can be replaced (there is no penalty for valid use of fire extinguishers). All fire incidents must be reported on RBG Kew's Accident/Incident Form by the RBG Kew Representative.

## **First-Aid**

Contractors must make their own provision for First-Aid in accordance with [The Health and Safety \(First-Aid\) Regulations 1981](#). However, in an emergency situation, they may call on assistance from local RBG Kew first aiders, Constabulary (Kew Gardens), or Rangers (Wakehurst Place).

Note: Kew Constabulary are on site between 07:00 and 20:00 daily. Outside of these times emergency services should be called via Kew Control Room.

A list of contractors emergency contact persons, including names/numbers for emergency 24 hour contact, should be displayed prominently on or near the contractor's office and a copy supplied to the RBG Kew Representative.

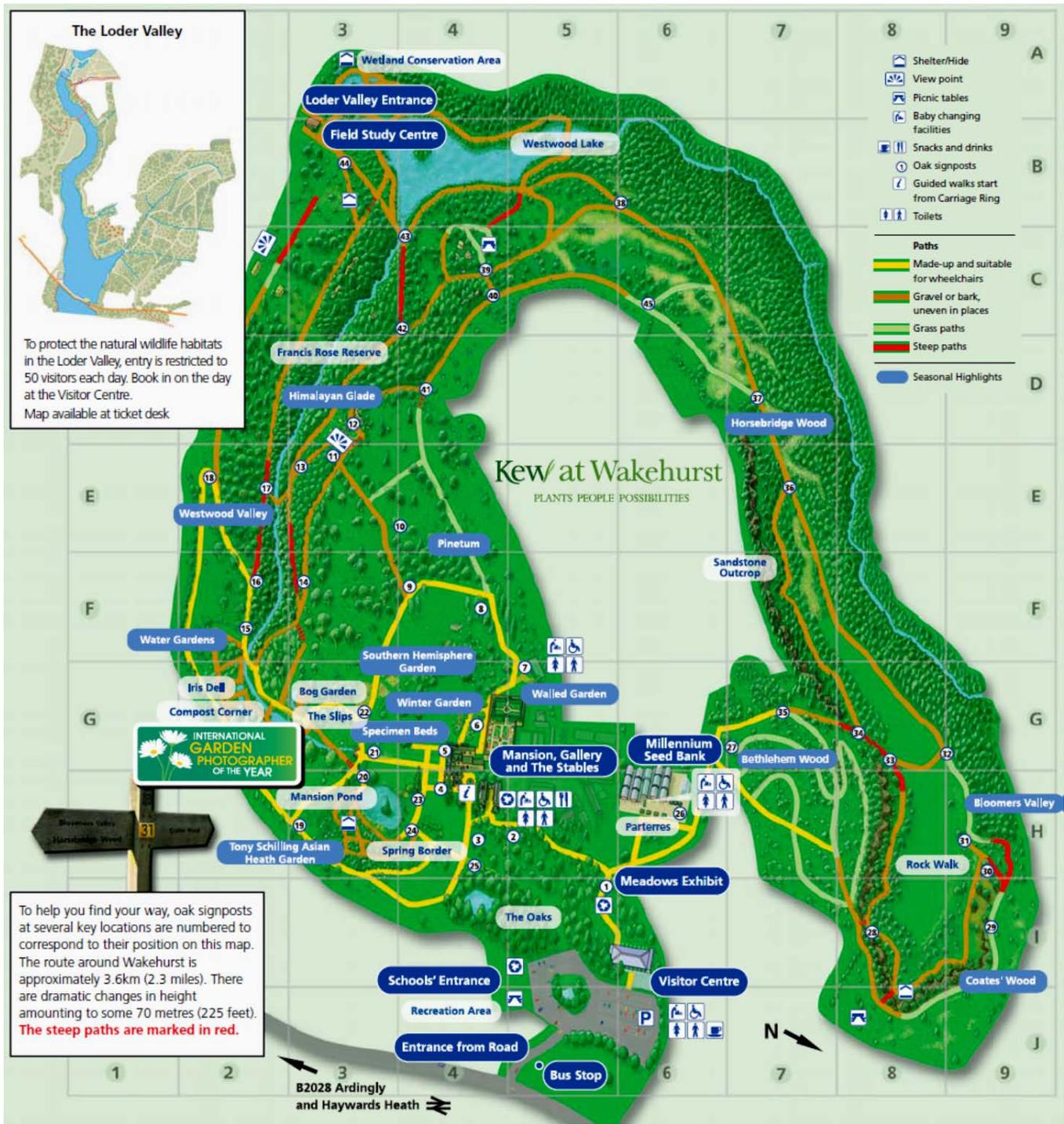
## **Site Plans**

Site plans are included for both Kew Gardens and Wakehurst Place indicating main access points for emergency vehicles, location of site security office, main First-Aid stations, disabled toilets etc.

# Kew Gardens Site Plan



# Wakehurst Place Site Plan



## 1.6 Welfare Facilities

### General

Public amenities (restaurants and toilets) are available throughout the gardens and visitor attraction areas. In general, these will be available to contractors unless notified otherwise by the RBG Kew Representative.

Where public welfare facilities are used (including toilets), contractors should at all times be aware of their dress and conduct in front of RBG Kew staff and visitors. Poor behaviour will reflect poorly on your company and on RBG Kew. It may also result in immediate exclusion from the Gardens of individuals or even the organisation.

Dirty and/or contaminated work clothing should not be worn in public restaurants or toilets. High Vis clothing and PPE should be removed before entering restaurants and toilets used by the public.

### Fixed Facilities

Where advised by the RBG Kew Representative, contractors will be provided with access to the maintained mess and wash facilities in the Estates Yard (Kew Gardens) and the Orchards (Wakehurst Place).

Where it is agreed that contractors can use existing RBG Kew (back of house) welfare facilities, these must be kept clean and tidy at all times in the condition in which they were initially provided. Failure to do so will result in the facility being withdrawn and any costs incurred to clean and remedy breakages will be recovered from the contractor.

### Temporary Facilities

Dependent upon the nature of the work and the contract, provision of adequate welfare facilities will be the responsibility of the contractor. Welfare facilities are those that are necessary for the well-being of your employees, such as washing, toilet, rest and changing facilities, and somewhere clean to eat and drink during breaks.

Welfare facilities provided must be in accordance with the requirements of the [Workplace \(Health, Safety and Welfare\) Regulations 1992](#) and be adequately maintained throughout their use on site.

Contractors must advise the RBG Kew Representative on planned welfare facilities in order that adequate consideration and planning can be given to the location and supply of running water etc.

## 1.7 Accident and Incident Reporting

All accidents, incidents, near misses and dangerous occurrences, must be reported to the RBG Kew Corporate Health & Safety Team, by the RBG Kew Representative as soon as possible after the accident/incident occurs. Incidents etc. may be subject to investigation by the Corporate Health & Safety Team.

### Accidents (personal injury)

It is the responsibility of the contractor to report all accidents as soon as possible to the RBG Kew Representative. This should be done both orally, and a copy of the contractors Accident/Incident Report Form provided.

Any death, major injury, over-7 day injury or notifiable disease of a contractor must also be reported to the enforcing authority by their own employer. Any death, major injury, over-7-day injury or notifiable disease of a self-employed person working at RBG Kew will be reported by RBG Kew on their behalf.

### Incidents (Including Near Miss)

Incidents where no personal injury has occurred, but where one could have occurred, must still be reported to the RBG Kew Representative. Additionally, damage to property (buildings, equipment, vehicles, plants, turf etc.) must be reported to the RBG Kew Representative. This should be done both orally, and a copy of the contractors Accident/Incident Report Form provided.

Damage to services (data cables, electrical cables, gas pipes, water pipes etc.) must be reported immediately to the RBG Kew Representative, by the quickest possible method, This should be done both orally, and a copy of the contractors Accident/Incident Report Form provided. The contractor responsible must take action to keep the area safe and identify how to rectify the problem.

### Dangerous Occurrences

Dangerous Occurrences are certain, specified 'near-miss' events (incidents with the potential to cause harm.) some of which are reportable under the [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 \(RIDDOR\)](#). The contractor must report anything which might constitute such an occurrence to the enforcing authority and the RBG Kew Representative.

Dangerous Occurrence must be reported to the enforcing authority by the person in control of the premises where the incident happened, (except where the incident happened on a building site fully under control of a Principal Contractor), it is therefore normally RBG Kew's responsibility to report such incidents under RIDDOR. If the site where the incident occurred is fully in the control of the Principal Contractor, it is the contractor's responsibility to report the incident to the Health and Safety Executive (the enforcing authority for all building sites).

### **Environmental Incidents (Including Near Miss)**

If an environmental incident occurs then this must be reported immediately to the RBG Kew Representative. Such incidents should also be reported to the RBG Kew Corporate Health & Safety Team, and Chair of Sustainability for either the Kew or Wakehurst site.

## **1.8 Risk Assessments and Method Statements (RAMS)**

Part of the contractors' submission should include the provision of suitable and sufficient RAMS; these will cover either the initial works within the scope of the contract, or the complete works, dependent upon the duration of the project, RAMS will be required for each different element of the project.

Where elements of work are carried out at different stages of the project, separate RAMS will normally be required for each element of work. However, where the element is repetitive throughout the term of the contract (e.g. catering, equipment servicing, maintenance, cleaning etc) then an initial set of RAMS will suffice, these will be regarded as Standard Operating Procedures (SOP) to which the contractor will work throughout the term of the contract.

Specifically, where **interface** risks are involved with the contractors' works and RBG Kew then RAMS will need to be provided and reviewed by the RBG Kew Representative or designated competent person.

**Where RAMS are submitted for review, they must be submitted at least 10 working days before commencement of the works.**

The RBG Kew Representative has the responsibility to ensure RAMS are adequately reviewed and are [suitable and sufficient](#) for the works to be carried out safely. The Corporate Health & Safety Team may be requested to provide advice and assistance on regulatory and technical Health & Safety points contained within the RAMS. Likewise, technical expertise from other departments may be utilised in order to complete a suitable and sufficient review. Only when an agreed safe method of work has been provided can works be authorised for commencement.

Contractors are responsible for ensuring that their staff are fully briefed on the RAMS, and that all work is carried out in compliance with agreed safe working procedures. Contractors are also responsible for ensuring that the RBG Kew Representative is kept informed of any changes to safe working procedures, so that appropriate communication, where necessary, can be provided to affected parts of RBG Kew.

Should an Enforcing Authority visit site or conduct an accident and/or incident investigation they may request to see copies of RAMS, therefore, it is imperative they are suitable and sufficient for the work being undertaken.

### **Risk Assessments**

It is the responsibility of the contractor to assess the significant risks associated with undertaking work on RBG Kew premises before it is carried out and to provide bespoke site specific RAMS to RBG Kew. Only once [suitable and sufficient](#) RAMS have been provided will the project receive a [Works Authorisation](#).

### **Method Statements**

Contractor's method statements should address all identified hazards and significant risks from the risk assessment and describe the control measures for each. They should ideally provide sufficient detail for the following:

- Description of the work;
- Area that the work is to be carried out;
- Supervisory arrangements;
- Controls for each hazard/risk;
- Site rules;
- First-aid and Emergency arrangements;
- Arrangements for access;
- Arrangements for protecting the safety of members of the public and others;
- Plant and equipment to be used;
- Material delivery and storage arrangements;
- Training and competency requirements for operatives;

- Personal Protective Equipment (PPE) to be worn;
- Health protection arrangements;
- Procedures to prevent local pollution;
- Segregation and security of specific areas.

Method Statements will be required for each different element of the project (see above), and should specify the activities being undertaken in a step-by-step basis, and precautions necessary to protect site operators, RBG Kew staff, general public, and others who could be affected by the work.

RAMS must be available at the point of work. All contractors are required to brief their workforce on the contents of the RAMS and maintain records e.g. names and date.

**RAMS must be provided at least 10 working days before commencement of the work, unless specifically agreed with the RBG Kew Representative. Works will not proceed unless a Works Authorisation is granted.**

### 1.9 Permit to Works (PTW)

For specific hazardous or high risk operations Contractors' will be required to work under a Permit to Work (PTW) situation. This will be identified by the RBG Kew Representative. Where the RBG Kew Representative identifies a PTW requirement then a request must be made by the contractor to the RBG Kew Term Maintenance Contractor who will issue and authorise the PTW on behalf of RBG Kew. The contractor will be required to submit specific RAMS for review by the Permit to Work team.

PTW's are an essential part of RBG Kew safe systems of work for many maintenance activities on RBG Kew sites. Permits are normally used for high hazards and unusual jobs, they are required if there is a risk of serious injury which cannot be adequately controlled by normal physical safeguards. Permits specify the work to be done and precautions to be taken and provide a clear record that all foreseeable hazards have been considered.

**RAMS must be provided to the PTW team at least 10 working days before work commences. Works will not proceed without a PTW and Works Authorisation being granted.**

The following situations normally require the PTW system to be implemented;

#### Confined Spaces Permit

This permit should be used in circumstances where one or more persons are required to do work:

- Where there may be a lack of oxygen i.e. in any chamber, tank, vat, pit, flue or similar confined space;
- Involving disconnection, or opening of any closed pipeline or vessel containing flammable materials or liquids, toxic materials, explosive dusts.

#### Hot Work Permit (Ref: [Fire Safety Policy](#)):

This permit should be used for temporary operations involving open flames or producing heat and/or sparks, this includes, but is not limited to:

- Circumstances where flammable liquids, vapours, or combustible solids may be ignited;
- Where heat is used or generated e.g. welding, flame cutting, brazing, soldering, grinding, hot air guns etc;
- The use of tools or equipment which may generate sparks in flammable atmospheres;
- The use of electrical equipment which is not intrinsically safe, or of a suitably protected type, in the presence of a flammable atmosphere.

#### Electrical (High Voltage) permit

This permit should be used where there could be hazards associated with electrical work:

- High voltage distribution systems – **High voltage** is defined in national and international standards as being in excess of 1000 V ac or 1500 V dc. However, certain precautions have been applied in the UK to systems energised at more than 650 V ac. To maintain the same degree of safety this guidance uses the term "high voltage" where the voltage exceeds 650 V ac. (ref: HSG85 - [Electricity at Work – Safe Working Practices](#))

#### Electrical (Low Voltage) Permits

This permit should be used where there could be a hazard associated with:

- Low Voltage distribution systems e.g. ≤ 650 V ac.

#### Fire System Isolations

This permit should be used where work on the fire system is required:

- Detection;
- Fire alarm; and
- Fire fighting system.

### **Isolations Permit**

This permit should be used where there could be a hazard associated with isolations of services:

- Mechanical;
- Electrical;
- Water;
- Gas.

### **Roof Access Permit**

This permit should be used where employees are exposed to an appreciable risk of falling, as a result of working on a roof or similar place i.e.:

- Working at heights on roofs where there are insufficient permanent safeguards in place.

### **Pressure Systems Permit**

This permit should be used when any work is undertaken on:

- Pressure systems, containing steam, gas and any fluid or mixture of fluids, at a pressure greater than 0.5 bar above atmospheric pressure.

## **1.10 Works Authorisation**

Following the satisfactory review of the contractors RAMS, insurance cover, issuing of PTW (where required), and [Site Induction](#) attendance, then an authorisation permitting the commencement of works within the contract must be issued before the commencement of the work. This is the responsibility of the RBG Kew Representative.

**Works will not be allowed to commence without the receipt of a Works Authorisation form.**

## **1.11 Site Induction**

All contractors (including their staff) attending RBG Kew premises for the first time must receive a [site induction](#). This is the responsibility of the RBG Kew Representative.

The standard RBG Kew [Site Induction](#) should be used to ensure a consistent message is provided to all contractors. This induction can be developed as required by the RBG Kew Representative so long as the "core" material is retained and delivered. If contractors are working within individual buildings or specific areas, then specific local instructions regarding emergency evacuation in case of fire etc will be provided by the RBG Kew Representative or RBG Kew Departmental Health and Safety Co-ordinator (DHSC).

Contractors (and onsite staff) will be required to sign the Site Induction Record Sheet to state they have received and understood the induction copies of the Record Sheet will be kept for future reference. Each department is responsible for maintaining records of contractor inductions.

Where contractors have attended either Kew or Wakehurst Place and undergone a Site Induction within the previous twelve months, there would be no need for them to undertake another Site Induction unless information on the standard induction changes or circumstances on site change.

Where the contractors' workforce subsequently changes it is the responsibility of the contractors' site supervisor to provide the RBG Kew Site Induction to their workforce before commencing work on site. Records of those persons attending site induction (e.g. names/date) must be maintained for record purposes.

Where it has been determined that contractors are exempt (See [Exceptions](#) above) then the RBG Kew Representative responsible for the work must ensure adequate arrangements are in place for the following as appropriate (not exhaustive):

- Receiving the person(s) on site;
- Signing in/out;
- Organising passes;
- Making them aware of local controls and prohibitions for the work area;
- Briefing them on emergency procedures and arrangements;

- Establishing points of contact.

The contractor must be made aware of local building/area requirements, controls and prohibitions, emergency arrangements etc will suffice as an induction in these instances. Critical information should be included on the reverse of passes issued or provided to the contractor on a form at reception.

Contractors should then be issued with a site pass; this will either be a long-term photo pass or a day pass. This will be determined by the RBG Kew Representative.

Contractors must have attended a site induction before a Works Authorisation is requested/issued.

### 1.12 Site Passes

All contractors working on site will need to be issued with a site pass. The issuing of either long-term photo pass or day pass will be dependent upon the nature and duration of the contractors works. This will be determined by the RBG Kew Representative.

Site passes must be worn/carried at all times. Contractors found without a site pass in their possession may be asked to leave site. Site passes will only be issued following attendance at site induction.

### 1.13 Vehicle Management

RBG Kew's policy is that generally contractors' vehicles will not be allowed in the public areas of Gardens whilst open to the public i.e.:

- 9:30 am to closing time (seasonal) – Kew Gardens;
- 10:00 am to closing time (seasonal) – Wakehurst Place.

Contractors' vehicles may be permitted access to back of house (e.g. non public areas) during these times.

Parking is generally not allowed in the Gardens – special arrangements must be made with the RBG Kew Representative. For contractors' requiring vehicle parking then the following applies:

- Usually back of house or as directed by the RBG Kew Representative;
- Car Park, RBG Kew may provide parking permits where projects are long term;
- Vehicles should **not** be left in the car park overnight and preferably removed within 30 minutes of the Gardens closing.

### Vehicle Movement within the Gardens

In exceptional circumstances, contractors' vehicles may be allowed into public areas during normal opening times, such arrangements must be agreed with and authorised by the RBG Kew Representative.

Vehicles should enter and exit via the nearest service gate to the location where they are loading/unloading etc. The following general conditions apply in these instances;

- Pedestrians have right of way at all times;
- All vehicles entering the gardens must be escorted in and out by a competent RBG Kew person;
- All vehicles must have hazard lights flashing and beepers sounding (where fitted);
- Unloading/loading, reversing and other manoeuvring must be supervised;
- The maximum speed limit in the gardens is 10mph, this must be adhered to at all times, unless otherwise specified by signage e.g. 5mph (24/7);
- Stationary and/or unattended vehicles must never have the keys left in them;
- Vehicles are generally not allowed to park in the gardens during public opening times; vehicles should be escorted back of house, unless it is a necessity, in such instances appropriate barriers must be used to prevent access to children or visitor;
- **Never** drive on the grass, except with the express permission of the RBG Kew Representative;
- In some instances, temporary roadways may be required to protect the grass, particularly where heavy vehicles or equipment is transported across and positioned on lawn areas. Corners and junctions of pathways may require protection to ensure damage does not occur from trailing axles cutting corners;
- Should you meet with another vehicle on the path, reverse to the first available junction under the guidance of the competent RBG Kew person;
- Observe one-way systems within the Gardens, maps are available from the RBG Kew Representative;
- Use nearest entry/exit point in Gardens;
- You must park or move car as directed by Constabulary/Rangers and/or other Gardens' staff.

## Size of Vehicles

- Generally, a Luton van/Ford Transit standard height/width is the size of vehicle permitted into the gardens;
- Without exception, larger vehicles (over 7.5 Tonne) require special agreement in advance with the RBG Kew Representative; otherwise vehicle will be refused entry. Consideration must be given to:
  - Turning circle of vehicle;
  - Height of vehicle (through gates and under trees);
  - Width of vehicle;
  - If an escort vehicle needed to meet at gates;
  - Protection of borders corners and grass.
- Generally, items on larger vehicles will be required to be off-loaded onto smaller vehicles outside of the site – as larger vehicles will not normally be allowed into the Gardens.

### 1.14 Loading and Unloading

The Contractor must discuss and agree with the RBG Kew Representative arrangements for loading and unloading of materials and equipment, specifically in public areas of the Gardens.

Issues related to the loading and unloading must be risk assessed and where appropriate a method statement/lifting plan produced identifying how the risks are to be managed.

However the following measures must be regarded as the minimum provisions to be taken:

- When relying on RBG Kew for unloading/loading support, loads must not exceed 2.5 tonnes, where use of RBG Kew forklifts are required, a request should be made to the Helpdesk at least 3 days in advance;
- Where a contractor uses their own equipment, all equipment must have been 'Inspected, Thoroughly Examined and Tested', in order to comply with the [Lifting Operations and Lifting Equipment Regulations 1998 \(LOLER\)](#). Paperwork proving compliance should be available for inspection;
- Whenever possible all loading/unloading should take place in non-public areas, if not practicable, this should take place out of public visiting hours. If this is not possible, a suitable 'working area' should be identified which should be segregated by a suitable barrier system. Such operations should be carried out with the assistance of a suitable number of contractors;
- Where lifting/lowering by crane is required, contractors must provide competent banksmen and slingers;
- Wherever possible delivery vehicles should be rigid bodied (see size of vehicles above). Large articulated vehicles are NOT suitable for deliveries to the RBG Kew sites, other than outside the Main Gates, unless specifically instructed;
- Where loading/unloading vehicles is necessary in areas accessible to the public e.g. outside of main gates, car parks etc. suitable precautionary measures must be used e.g. barriers, banksmen, signage etc;
- Instructions given by Kew staff or their representatives must be adhered to at all times;
- Vehicles must leave site as soon as possible once activities are complete unless agreed with the RBG Kew Representative. Dimensions/weights of loads to be delivered (loaded/unloaded) should be accurately submitted and discussed with the RBG Kew Representative to ensure the provision of suitable resources e.g. space, ground conditions, overhead obstructions etc.

### 1.15 Waste Management (See [Environment & Sustainability](#))

Unless otherwise stated in your contract or on the explicit instruction of the RBG Kew Representative, the contractor must remove any arisings from work undertaken from RBG Kew's premises. All arisings that are not removed and have to be disposed of by RBG Kew will be counter-charged to the contractor.

All waste is to be disposed of in compliance with current relevant legislation and/or current best practice and to avoid any risk of pollution.

Burning of materials on site is not permitted.

All reasonable measures must be taken to ensure:

- All waste is stored and disposed of responsibly;
- Work areas are maintained in a clean and tidy state at all times;
- Waste is only handled or dealt with by individuals or businesses that are authorised to deal with such material; Copies of Waste Carrier's Licenses and the recipient waste disposal site Environmental Permit shall be provided. Records are kept for all waste received or transferred, through a system of signed waste transfer notes (WTN).

Disposal facilities belonging to RBG Kew may not be used without prior agreement of the RBG Kew Representative.

### **Waste skips**

If you wish to locate a skip on site you must liaise with the RBG Kew Representative who will agree a suitable location and duration for the skip to be there.

Skips must be marked so as to be clearly visible at night and in conditions of poor visibility.

Open skips should be covered with tarpaulin and/or nets to prevent unauthorised removal or addition of items and to prevent flying debris in windy conditions.

Skips must be changed regularly and not over filled. Arrangements for changing skips must be agreed with the RBG Kew Representative/Security.

## **1.16 Electrical Systems and Equipment**

### **Fixed Electrical Installations**

RBG Kew is serviced by an electrical distribution system operated by the electrical distribution company. This supplies a low voltage distribution network (backup by stand-by generators on the main incoming supplies only) of underground cables to building electrical intakes/plant rooms etc.

All fixed electrical installations shall be inspected and tested by RBG Kew at pre-determined frequencies in accordance with the current edition of the IEE Regulations. Evidence of such inspection & test is available to the contractor upon request.

Contractors must:

- Obtain consent from the RBG Kew Representative prior to connecting to RBG Kew's electrical supplies;
- No work will be carried out on the electrical installation unless authorised by the RBG Kew Representative and Estates Operations. An approved Permit to Work will be required before working on the existing electrical network and distribution board, or before working live;
- Live working will not be permitted UNLESS the competent person can demonstrate that there is no other practicable way to complete the works;
- Only connect to outlets that have been identified as suitable by the RBG Kew Representative/Electrical Engineer;
- Ensure all equipment meets all relevant standards and is adequately maintained and in good repair;
- Ensure that cables, plugs and sockets are free from defects and that the fuse rating is suitable;
- Only PAT tested equipment is allowed on site – proof of these tests must be made available to the RBG Kew Representative upon request;
- Ensure that all portable equipment or extension leads that have a plug-top have a current PAT's test certificate and that the equipment is labelled accordingly;
- The frequency of PAT testing required for different class of equipment, dependent upon its use and location at RBG Kew can be found in [Appendix 4](#);
- Avoid trailing leads whenever possible and provide adequate protection and signage if it is necessary to route the leads across corridors, footpaths or roadways.

### **Temporary Electrical Installations**

All temporary electrical installations shall be inspected and tested by the Contractor/System Installer at pre-determined frequencies in accordance with BS7909:2011 Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes. The contractor/system installer will provide evidence of such inspections & tests to the RBG Kew Representative and Corporate Health & Safety Team upon request.

Contractors must:

- Obtain consent from the RBG Kew Representative prior to connecting to RBG Kew's electrical supplies;
- No work will be carried out on the electrical installation unless authorised by the RBG Kew Representative and Estates Operations. An approved PTW will be required before working on the existing electrical network and distribution board, or before working live;
- Live working will not be permitted UNLESS the competent person can demonstrate that there is no other practicable way to complete the works;
- Only connect to outlets identified as suitable by the RBG Kew Representative/Electrical Engineer;
- Ensure all equipment meets all relevant standards and is adequately maintained and in good repair;
- Ensure that cables, plugs and sockets are free from defects and that the fuse rating is suitable;

- Only PAT tested work equipment is allowed on site – proof of these tests must be made available to the RBG Kew Representative upon request;
- Ensure all portable equipment or extension leads that have a plug-top have a current PAT test certificate and the equipment is labelled accordingly;
- The frequency of PAT testing required for different class of equipment, dependent upon its use and location at RBG Kew can be found in [Appendix 4](#);
- Avoid trailing leads whenever possible and provide adequate protection and signage if it is necessary to route the leads across corridors, footpaths or roadways;
- Provide evidence of compliance with relevant standards, by way of a BS7909 Electrical Completion Certificate to the RBG Kew Representative and Corporate Health & Safety Team.

### 1.17 Lighting

Where temporary lighting, or new permanent lighting is to be installed, where it is likely to be within touching distance by anyone e.g. member of staff, visitors, or persons attending events etc. such lighting must be of a type that produces low heat e.g. cannot burn anyone touching it.

It is therefore imperative that when a contractor/production team etc. is engaged to install lights for any projects/events at Kew or Wakehurst Place, the RBG Kew Representative must specify “Low Heat” fittings and lighting is to be used.

The contractor MUST state in their site specific Risk Assessment:

- The type of light to be used;
- The maximum temperature it may reach.

Where it is not possible, to fit such lighting, the contractor must state in their site specific Risk Assessment:

- The control measures being implemented to ensure the risk to staff, public/children etc. is reduced to as low as reasonably practicable.

Additionally, the RBG Kew Representative and where necessary Estates Events, must be notified of such measures, including copies of RAMS etc. at least 10 working days prior to the installation date, to enable a review to be carried out and where necessary, any required changes made, and an inspection carried out during the install, to ensure the installation is completed as per agreed Standards/RAMS.

### 1.18 Hazardous and Dangerous Substances

Hazardous substances are covered by a number of different regulations. The main one is the [Control of Substances Hazardous to Health Regulations \(COSHH\)](#), but among other relevant regulations are [Control of Lead at Work](#), [Control of Asbestos at Work](#), and [Dangerous Substances and Explosive Atmospheres \(DSEAR\)](#). The requirements of these regulations must be observed by any contractor using hazardous substances on RBG Kew’s premises.

Whilst the contractor is responsible for the protection of his own employees, the contractor must also consider the effects of hazardous substances on RBG Kew’s personnel, visitors and plant collections etc.

The contractor must maintain on site, a copy of the current Material Safety Data Sheet (MSDS) for the substance and any COSHH Risk Assessment which has been prepared under the COSHH regulations. Where the use of hazardous substances has the potential to impact upon RBG Kew’s personnel, visitors and plant collections etc. then a copy of the current MSDS and COSHH Risk Assessment must be provided to the RBG Kew Representative before using the substance.

The contractor is responsible for any necessary secure and safe storage, fire-fighting equipment and environmental protection measures (e.g. bunding) required for the substance.

RBG Kew uses many hazardous substances throughout its operations. The RBG Kew Representative will advise the contractor about any hazardous substances which may be present in the contractors’ area of work and provide any necessary MSDS and COSHH Risk Assessments.

### 1.19 Asbestos

Asbestos Containing Materials (ACM) has been used in the original stock of buildings on the RBG Kew sites. Over the years a sizeable proportion has been removed but some remains. Therefore, it is essential that proper precautions are taken if there is a need to disturb ACM’s.

Before starting work, you must check with the RBG Kew Representative whether asbestos is known to be present in the area(s) of work.

RBG Kew maintains an Asbestos Register but cannot categorically guarantee that every location of asbestos has been identified and listed in the Asbestos Register. Works must not commence in any area where it is suspected that ACM's may be present unless a survey is undertaken by competent persons.

Contractors must report any suspect material before they disturb it so the necessary investigation can be made by RBG Kew.

Special care must be taken when working in areas known to contain ACM's. If any damage occurs accidentally (even if only a small area is involved) then work must stop immediately and the RBG Kew Representative informed without delay so that remedial measures can be promptly taken.

## **1.20 Special Hazards and Risks**

### **Water Features**

RBG Kew gardens' has a number of water features, both natural and man-made, inside and outside. These may be in the form of fountains, pools, ponds, streams and lakes.

The contractor must discuss with the RBG Kew Representative any work associated with working on, over or near to water, regardless of its depth or situation. The full extent of the work must be risk assessed and a method statement produced identifying how the risks are to be managed.

Works should be planned to be conducted out-of-hours wherever possible or kept to a minimum so as not to reduce the visitor experience.

### **Safe Working From Boats**

Boats used for horticultural and maintenance operations, or the installation of water based displays during events etc. must be used safely when working in or next to garden water features.

When in the boat staff and/or contractors must:

- Wear buoyancy aids at all times;
- Remain seated at all times and never stand up in the boat;
- Never use power tools in the boat, if such equipment is required, this should be battery operated;
- Never store flammable liquid, or other hazardous substances in the boat;
- Ensure the boat is anchored to the shore before work commences;
- Avoid lone working and allow only a maximum of two persons to work from the boat;
- Never carry unnecessary tools – keep the boat free of clutter;
- Always be aware of and take precautions against '[Weils Disease](#)' when working alongside water features.

At the end of the working day, staff must:

- Return the boat to the boathouse or other storage area after use;
- Keep the boathouse locked and secure.

### **Working in Science Laboratories**

RBG Kew's science laboratories contain equipment and containers of substances which may be hazardous. Much of the equipment is also highly valuable. For this reason, contractors are not permitted to work in any laboratory without a written Works Authorisation from the RBG Kew Representative and Laboratory Manager of the Department responsible for the laboratory.

Contractors should not interfere with laboratory equipment. If anything has to be moved, you should ask a technician or other laboratory staff to do it for you. Experiments and experimental equipment may be dependent on mechanical and/or electrical services. These services must NOT be switched off without prior consent by the Laboratory Manager.

You must not eat or drink in any laboratory and you should wash your hands on leaving.

Some laboratories have special risks. They are identified with 'Biohazard' or 'Radiation' signs and special precautions will be taken to ensure they are safe before you work in them. Do not enter such areas or start work until written confirmation has been provided for work to start from the RBG Kew Representative and Laboratory Manager.

In some circumstances it may be necessary to wear 'special' protective clothing which will be provided by RBG Kew based on risk assessment. You will be advised by the RBG Kew Representative.

### **Pesticides**

RBG Kew occasionally uses pesticides to control infestation and disease around the Gardens. This work is carried out by trained operatives or specialist contractors in compliance with the relevant regulations, and are equipped to do the work safely and effectively and in a way that safeguards human health, the trees and the local environment.

Information will be communicated before any planned use of pesticides and exclusion zones will be established to prevent anyone coming into accidental contact with concentrations of pesticide that may be harmful.

### **Oak Processionary Moth (OPM) (*Thaumetopoea processionea*)**

Oak Processionary Moth (OPM) is active on the Kew Gardens site during the spring/early summer months and is under careful management by Kew scientists and horticulturists. Kew monitors and implements control methods, such as spraying and manual nest removal, to maintain a safe environment for staff, contractors and our visitors.

Oak trees are the natural habitat for OPM, RBG Kew sprays the trees to contain and eradicate infestations as early in the life cycle as possible. Spraying is therefore the safest way of dealing with the caterpillars. RBG Kew uses a pesticide that is known to have high-efficacy against OPM with minimum effect on people, wildlife and other insects, such as bees.

The caterpillar's hairs contain a toxin (thaumetopoein) that can cause irritation to the skin, eyes and bronchial tracts of humans. We strongly advise people not to touch the caterpillars – or their nests, which can contain thousands of the toxic hairs. People should keep away from infested trees, as the hairs can be blown by the wind and enter the eyes and throat, and come into contact with the skin.

Medical advice is a matter for the Department of Health and health authorities, which are providing advice on symptoms and treatment to General Practitioners and other health workers. Anyone with a severe reaction, or who is uncertain what has caused their rash, should consult their GP.

RBG Kew has a risk assessment for OPM which is available upon request.

### **Members of Public and Visitors**

It is crucial that members of the public and unauthorised visitors are kept safe from any works or contractor movement at RBG Kew.

It is the responsibility of the Contractor to consult with the RBG Kew Representative to ensure suitable precautions are in place – including the provision of adequate fencing and/or signs as appropriate.

Any hazardous operation MUST be carried out in a secure area i.e. fencing and supervisors should be used to keep the public and non-essential personnel clear. It is not enough to rely on the public understanding the danger or using common sense to keep clear. Particular attention must be paid to children, who may find work areas attractive and exciting places to play and explore.

Sufficient resources and planning must be given to protecting the safety of the public and visitors attending the Garden, details of which should be recorded in the risk assessment and method statement (RAMS) for the works.

In many instances contractors will be in close proximity to RBG Kew's staff, students, volunteers and visitors. Not only will poor behaviour reflect badly on you but also on RBG Kew.

### **Children/Criminal Records Bureau (CRB) Checks**

Where contractors are working with or in the vicinity of children or vulnerable adults it should be noted that there may be a requirement for the contractor's staff to be CRB checked, prior to any access being given.

This is to be discussed and agreed in consultation with the RBG Kew Representative. Although RBG Kew has many instances of children visiting the Gardens, in the majority of instances there is no requirement for contractors to be CRB checked. However, where contractors work closely and regularly in the proximity of children then CRB checks may be appropriate. For example, contractors working in children's play areas, working at events e.g. face painting, cleaning public toilet facilities etc should have CRB checks carried out.

For reasons of health and safety, a child is anyone who is not over compulsory school age. He or she has not yet reached the official age at which they may leave school, also referred to as the minimum school leaving age (MSLA).

## 1.21 Personal Protective Equipment (PPE)

Contractors will be responsible for ensuring their employees are provided with, use and maintain appropriate protective equipment in accordance with current regulations. In addition contractors must ensure all sub-contractors employed by them use and maintain adequate PPE.

PPE should only be used as a last resort, and only where risks to health and safety cannot be adequately be controlled by other means. Contractors should identify the need for PPE through an appropriate risk assessment. Where a risk assessment identifies the need for PPE, in addition to other control measures, then the PPE identified must be utilised in the appropriate way.

## 1.22 Behaviour Standards

The following standards must be adhered to at all times. Failure to do so may result in the individual or company being asked to leave RBG Kew's premises: RBG Kew's Statutory Regulations are contained in [Appendix 3](#) of this document;

- All Health, Safety and Environmental legislation and RBG Kew standards must be adhered to at all times;
- All employees must be adequately and appropriately clothed for the work being undertaken, employees are not permitted to remove their shirts or work bare chested. Shorts should not be worn when carrying out work where there may be a significant risk of injury i.e. construction work of a medium to high risk nature, appropriate PPE, such as coveralls/work wear should be worn;
- When working in Public Areas of buildings, an appropriate dress code should be adhered to at all time i.e. shirts to be kept on, shorts should not be worn etc;
- CD players, MP3 players and radios are not permitted while working;
- Wolf whistling or any other such harassment of staff, students, volunteers or visitors is not acceptable;
- No spitting;
- No plant or equipment should be left unattended or plugged into RBG Kew services without permission;
- It is the responsibility of contractors to maintain orderly working conditions and to leave the working area in a safe and tidy condition at all times;
- Dirty site clothes to be removed before entering Kew's buildings;
- RBG Kew has a NO Smoking Policy in buildings and glasshouses which must be adhered to. Smoking is only permitted in designated areas;
- The consumption of alcoholic products on site is strictly prohibited. Anybody appearing to be under the influence of alcohol or prohibited drugs shall be removed from site;
- Photographs and videos shall not be taken without permission of the RBG Kew Representative;
- Roads and footpaths must not be blocked in whole or part without prior authorisation;
- Vehicles must adhere to Kew's Vehicle Management standards;
- All public areas e.g. toilets, restaurants and buildings are out of bounds unless authorised by the RBG Kew Representative;
- Where a contractor provides his own welfare facilities, these must be agreed with the RBG Kew Representative and commensurate with RBG Kew's standing as a World Heritage Site;
- Approximately 20% of Kew's visitors are children so extra care is expected, especially when driving within the Gardens;
- Where contractors are working with children it should be noted there may be a requirement for the contractor's staff to be CRB checked, prior to any access being given. This is to be arranged in consultation with the RBG Kew Representative.

**Please Note** – The RBG Kew Representative may require the immediate removal from site of any persons not adhering to Health, Safety, Environment and other rules and regulations laid out in this guide and/or in the main contract. Any such persons may be banned from the site on a permanent basis and RBG Kew shall have the right to terminate the contract with immediate effect. Any banned person may not gain access to the site again without the express permission of RBG Kew Representative.

## 1.23 Sub-contracting

All work sub-contracted out by contractors shall be with the approval of the RBG Kew Representative. Contractors must make clear at tender stage which parts of the works may be subcontracted.

It is the responsibility of the contractor to monitor and manage sub-contractor operations and to bring the contents of this booklet to the attention of ALL their sub-contractors.

The contractor is responsible for ensuring the competency of the sub-contractor before their appointment for work on RBG Kew premises and sites and may be required to demonstrate to RBG Kew their process for this. Documentary evidence of sub-contractors insurance cover, training certification, RAMS etc may be requested.

RBG Kew has the right to refuse access to or reject the use of any sub-contractors.

## 1.24 Environment and Sustainability

### Environment

RBG Kew is certified to the [ISO 14001 Environmental Management standard](#).

As part RBG Kew's commitment to the prevention of any negative environmental impact occurring on-site, please adhere to the following contractor requirements when working in the Gardens.

1. **Legal Requirements:** All contractors are required to fully comply with all current environmental legislation including the [Environmental Protection Act 1990](#);
2. **General Communication:** Whilst working on-site all contractors will be appointed an RBG Kew Representative as a point of contact. If you have any questions they should be contacted immediately;
3. **Environmental Incidents:** If an environmental incident occurs, Kew's emergency procedures should be followed. Any environmentally hazardous material spillage should be cleaned up and disposed of in compliance with Kew's procedures. All incidents must be reported;
4. **Waste Management:** Contractors working on site are responsible for disposing of their waste in compliance with relevant legislation. Under no circumstances are RBG, Kew's waste bins/skips to be used for contractors waste without prior agreement.

If you (the contractor) are removing Kew's waste from site the necessary "Duty of Care" documentation should be supplied to Kew. This should include:

- Waste Transfer/Consignment Notes;
  - A copy of your Waste Carriers Licence; and
  - A copy of the of the recipient waste disposal site Environmental Permit.
5. **Environmentally Hazardous Materials:** Under no circumstances should any environmentally hazardous materials be left within the Gardens without prior agreement;
  6. **Storage:** All environmentally hazardous material temporarily held on site should be stored in designated areas to prevent spillage or discharge. Where necessary, portable impermeable bunds should be used. All materials and substances must be correctly labelled and be accompanied by applicable COSHH and MSDS. ([See COSHH section](#));
  7. **Usage and Disposal:** All contractors are responsible for ensuring that all environmentally hazardous material is controlled during usage via the following mechanisms;
  8. Any decanting of environmentally hazardous materials should be done so over a drip tray away from any surface drainage or water body;
  9. Hazardous substances, which produce fumes and/or odour, should only be used in a controlled environment or where local exhaust ventilation (LEV) is available where necessary;
  10. If fugitive emissions, discharges or spillage occur the problem will be dealt with correctly in compliance with current legislation and RBG Kew's procedures;
  11. The disposal of all controlled and hazardous/special waste streams should be carried out in accordance with section 4 above and relevant legislation;
  12. **Transport:** Refer to the terms of entry for vehicles allowed in RBG Kew;
  13. **Flora and Fauna:** Under no circumstances should any flora and fauna be taken from site without prior agreement;
  14. **Environmental Policy:** Please read and adhere to RBG Kew's Environmental Policy at the start of this document and in [Appendix 2](#).

### Sustainability

RBG Kew is certified to the ISO 14001 Environmental Management standard.

As a part of this commitment to endorsing best practice standards in this area, RBG Kew expects contractors to identify the aspects of their activities which may impact on the environment and then minimise these impacts to the lowest reasonably practicable levels. Studies have indicated that 10% of materials purchased are wasted without ever being used at all.

### Energy

With regards to energy management, RBG Kew will be setting targets for the reduction of energy use over time but it expects contractors to utilise energy to the best efficiencies and find savings where possible in their operations. Switching off of equipment when not in use, sourcing alternative sources of power and more efficient equipment

from suppliers can all help and reduce energy use. Maintaining equipment to manufacturer's guidelines can also bring savings.

## **Materials**

With regards to materials management, the sourcing of alternative, low environmental impact materials (such as those which are reused, for example) should be encouraged.

Materials should be sourced, used and stored in a way that enables the most efficient use possible.

The simple hierarchy to be adopted in material sourcing and dealing with any resulting waste is:

- Elimination or substitution (finding alternatives and effectively designing-out materials and / or waste streams to minimise impact);
- Re-use/reclaiming;
- Recycling;
- Disposal.

To prevent materials wastage, consider the ways in which they are ordered, stored and then used.

### **1.25 Monitoring**

Where contractors are restricted to their own work areas (contractor controlled areas) and no interface exists with RBG Kew staff, other contractors, the public, or others, then direct monitoring arrangements will be the primary responsibility of the contractor. RBG Kew, as part of "due diligence" will discuss with the contractor their arrangements for monitoring their own works and agree reporting requirements.

Where contractors work within RBG Kew areas (RBG Kew controlled) and potential interface risks exist between the contractor and RBG Kew staff, other contractors, the public, and others, then RBG Kew will conduct periodic monitoring. The amount of contact/monitoring will be dependant on the hazards and risks associated with the project, this will be agreed at the start of the project.

This is the responsibility of the RBG Kew Representative.

Monitoring must be recorded, both by the contractor and RBG Kew. The purpose of monitoring is to assess that acceptable standards of Health & Safety are being implemented by the contractor, e.g. control measures stipulated and agreed in RAMS etc. are being met and agreed management arrangements at the planning stage are in fact working.

Contractors should receive timely "feedback" from RBG Kew following any monitoring. Where issues are identified that require immediate rectification, this will be communicated verbally in the first instance and followed up as soon as possible by email or a copy of the report. Where situations are identified that have the potential to cause serious harm, the contractor should be instructed to "stop work" until the issue is rectified. Records of such instances must be maintained as part of the Post Contract Review.

### **1.26 Acknowledgement and Receipt**

Before commencement of work the RBG Kew Representative will issue a Works Authorisation. The issue of the Works Authorisation is dependent on, amongst other things, the contractor signing and returning the Acknowledgement & Receipt form contained in [Appendix 8](#) of this document.

The Acknowledgement & Receipt declaration confirms you have received the document, read and understood the sections applicable to your works and agree to the requirements therein as part of your contract. If you have any questions these should be directed to the RBG Kew Representative in the first instance before you sign and return the form.

## Section 2 - Specific Requirements

### Service Contractors

#### 2.1 General Requirements

All service contractors must adhere to the general health, safety and environmental requirements contained within [Section 1](#) of this code of practice.

The following requirements will apply (where applicable) to the scope of the contracted works.

#### 2.2 Risk Assessments and Method Statements (RAMS)

Prior to the commencement of work for the first time, contractors will be required to submit specific risk assessments(s) and a method statement covering the works (refer to [para 1.8](#)).

However, where the contracted work then becomes repetitive (e.g. carrying out the same tasks each time) the RAMS will only be required to be submitted once only. This will then be regarded as a Standard Operating Procedure (SOP) and will suffice for the duration of the contract unless, circumstances change, then revised/new RAMS will be required.

#### 2.3 Emergency Procedures

Service contract staff will be expected to participate in RBG Kew practice exercises/drills and actual emergency evacuations, if working within buildings or areas of the estate under RBG Kew control.

#### 2.4 Health and Safety Inspections

Service contractors will be expected to carry out monitoring and formal periodic inspections of their own work areas and maintain records. The frequency of such formal inspections should be agreed with the RBG Kew Representative and records should be made available for inspection. Additionally, an RBG Kew Representative may from time to time carry out formal or informal inspections; such periodic formal inspections will be agreed in advance with the contractor.

#### 2.5 Working at Height and Working on Roofs

You must consult with the RBG Kew Representative on the proposed system of work for access including for surveying and inspection.

Where access onto existing roofs is required this will be subject to a PTW. This should be discussed with the RBG Kew Representative who will inform Estates Operations.

Any faults noted with permanent access systems must be reported to the RBG Kew Representative and not used, until such faults are rectified.

The contractor must ensure that suitable precautions are taken to protect persons from falling objects e.g. tools, or materials etc. This is especially important when work is to be carried out above footpaths, on fragile roofs or above entrances to buildings. In the latter case, it may sometimes be possible to arrange a temporary closure of the entrance, but this must be agreed in advance between the RBG Kew Representative and the building user.

These works will be subject to a specific RAMS.

Appropriate work equipment (e.g. working platforms, scaffolding, restraint and fall arrest systems, ladders etc.) will be selected for the task to be carried out and will comply with and be inspected in accordance with [legislative requirements](#).

All records of work equipment inspections must be recorded and retained on site for the duration of the contract.

#### 2.6 Electricity

Any electrical contractor working at RBG Kew should be an approved Contractor of either (or both) the [Electrical Contractors Association \(ECA\)](#) or [National Inspection Council for Electrical Installation Contracting \(NICEIC\)](#).

Where work on RBG Kew electrical systems is required, this will be subject to a PTW. This should be discussed with the RBG Kew Representative who will inform Estates Operations.

Dependent upon the type of equipment, its intended use and the environment where it is to be used the following applies:

- Provide suitable step-down isolating transformers (110V centre tapped earth) where necessary for outdoor work, or provide alternative means of protection (such as residual current devices) where appropriate;
- No 240V supply tools are permitted on construction sites except where prior permission of the RBG Kew Representative has been obtained. Where permitted, outlets shall be provided with residual current device not exceeding 30mA rating;
- The frequency of PAT testing required for different class of equipment, dependent upon its use and location can be found in [Appendix 4](#).

## 2.7 Hot Works

RBG Kew operates a Permit to Work (PTW) system for hot works. (See [para 1.9](#))

All hot works of a specific and temporary nature e.g. welding, soldering, using blow lamps etc will require a PTW. (Please note: this procedure is not intended to cover permanent situations with service contractors' equipment e.g. kitchens etc.)

All hot works should be planned in advance and at least 5 working days notice (2 working days minimum) is required for a PTW to be issued.

## 2.8 Tree Surgery

All trees on the Kew site are subject to controls of a conservation area (CA).

In most cases RBG Kew will undertake any necessary work of this nature.

If any works are to be carried out by the contractor, including tree surgery, protection of living collections and moving/disturbing the grass etc then this must have been agreed with the Head of the Arboretum (Kew) and Head of Horticultural and Estates Management (Wakehurst Place) before work commences. The RBG Kew Representative will be responsible for liaising with the appropriate person before works commence.

You must clear all arisings from the site at the end of each working day unless agreed with the Head of the Arboretum and site manager.

**No** cuttings to be burnt on site.

Areas are to be adequately fenced and signage erected. All work to conform to BS 3998: 1989 'Recommendations for Tree Work' and RBG Kew's Arboricultural standards.

## 2.9 Work on Gas Systems

Any contractor working on gas installations, systems and appliances at RBG Kew should be registered with [Gas Safe Register](#) and hold the appropriate [Gas Safe ID card](#).

Where work on gas systems is required this will be subject to a PTW. This should be discussed with the RBG Kew Representative who will inform Estates Operations.

## 2.10 Plant and Equipment

Any plant or equipment brought onto RBG Kew must be fit for purpose and properly maintained. Contractors will be expected to comply with the requirements of the [Provision and Use of Work Equipment Regulations 1998 \(PUWER\)](#) and the LOLER.

In effect this means all equipment brought onto site must be appropriate for the job and in a well maintained condition. Additionally any equipment used for lifting or suspension of loads must be strong enough for the job and marked with their safe working load (SWL).

RBG Kew representatives may demand to see evidence of periodic inspection for items of lifting equipment e.g. certificates of thorough examination for lift motors etc. Such information should be readily accessible.

Any person operating equipment on RBG Kew must be competent to do so, and where appropriate a certificate of training should be held.

When not in use any plant or equipment should be left in a safe condition, with the **keys removed and system powered down**.

## **2.11 Excavations**

Before starting work, obtain site plans (CAD drawings) from Estates Projects Department and consult the RBG Kew Representative on any underground services e.g. cables, gas and water mains etc.

Regardless of drawings, the onus is on the contractor to either undertake a CAT scan of the area to detect underground services or to liaise with the RBG Kew Representative to arrange for RBG Kew to carry-out the survey. Consult with the RBG Kew Representative if any plants or tree roots are anticipated to be disturbed by the excavations.

Constabulary at Kew, Rangers at Wakehurst and Horticulture at both, must be consulted, via the RBG Kew Representative, with regard to any excavations to roads and footpaths for reasons of traffic flow and safety.

## Section 3 – Specific Requirements

### Construction Contractors

#### 3.1 General Requirements

All construction contractors must adhere to the general health, safety and environmental requirements contained within [Section 1](#) of this code of practice.

The following requirements will apply (where applicable) to the scope of the contracted works.

#### 3.2 [Construction \(Design & Management\) Regulations 2015](#)

All construction activity, no matter how small, attracts the requirements of CDM 2015 to varying degrees.

Contractors must be provided with relevant information (Pre-construction Information (PCI) before commencing any construction work on RBG Kew premises or sites. In some cases, this Code may be sufficient.

Contractor's performing design work as part of the works will also attract the duties of a Designer under CDM 2015. All designs must take adequate regard to health and safety.

For larger, [notifiable projects](#), RBG Kew will appoint a Principal Designer (PD) and Principal Contractor (PC), in addition they may also appoint a Project Manager.

PCI, in accordance with the requirements of Appendix 2 of the CDM 2015 Approved Code of Practice (ACoP), will be provided to assist the PC to plan adequately for the work and produce a [Construction Phase H&S Plan \(CPHS Plan\)](#) in accordance with the requirement of the regulations, this plan will be retained on site at all times.

The PC must submit the CPHS Plan to RBG Kew, and the nominated Principal Designer before authorisation for work is granted, this is a statutory legal requirement and not solely contractual.

**CPH&S Plans must be provided at least 10 working days before the commencement of the work. For non-notifiable projects, works must not proceed without a Works Authorisation being granted.**

Contractor(s) are legally and contractually obligated to provide details e.g. As-Built drawings etc for inclusion within the [Health & Safety File](#). The documents required for inclusion within the health and safety file will be determined by RBG Kew and the Principal Designer and notified to the PC, normally as part of pre-construction information.

It is the PC's responsibility to display details of the most up to date information ([Form F10 - Notification of Construction Project](#)) notified to the Health and Safety Executive (HSE) by the Principal Designer. The information should be displayed clearly adjacent to the designated work area and at other suitable locations agreed with the RBG Kew Representative.

#### 3.3 Demolition Work

CDM 2015 Regulations apply to all demolition work. Demolition work must be carried out in accordance with current Construction Regulations and all other relevant Codes of Practice and Guidance Notes.

#### 3.4 Working at Height and Working on Roofs

You must consult with the RBG Kew Representative on the proposed system of work for access including for surveying and inspection.

Where access onto existing roofs is required this will be subject to a PTW. This should be discussed with the RBG Kew Representative who will inform Estates Operations.

Any faults noted with permanent access systems must be reported to the RBG Kew Representative and not used, until such faults are rectified.

The contractor must ensure that suitable precautions are taken to protect persons from falling objects e.g. tools, or materials etc. This is especially important when work is to be carried out above footpaths, on fragile roofs or above entrances to buildings. In the latter case, it may sometimes be possible to arrange a temporary closure of the entrance, but this must be agreed in advance between the RBG Kew Representative and the building user.

These works will be subject to a specific RAMS.

Appropriate work equipment (e.g. working platforms, scaffolding, restraint and fall arrest systems, ladders etc.) will be selected for the task to be carried out and will comply with and be inspected in accordance with [legislative requirements](#).

All records of work equipment inspections must be recorded and retained on site for the duration of the contract.

### 3.5 Excavations

Before starting to work, obtain site plans (CAD drawings) from Estates Project Department and consult the RBG Kew Representative on the location of underground services e.g. cables, gas and water mains etc.

Regardless of drawings, the onus is on the contractor to either undertake a CAT scan of the area to detect underground services, or to liaise with the RBG Kew Representative to arrange for RBG Kew to carry-out the survey. Consult with the RBG Kew Representative if any plants or tree roots are anticipated to be disturbed by the excavations.

Constabulary at Kew, Rangers at Wakehurst and Horticulture, must be consulted, via the RBG Kew Representative, with regard to any excavations to roads and footpaths for reasons of traffic flow and safety.

### 3.6 Electricity

Any electrical contractor working at RBG Kew should be an approved Contractor of either (or both) the [Electrical Contractors Association \(ECA\)](#) or [National Inspection Council for Electrical Installation Contracting \(NICEIC\)](#).

Where work on RBG Kew electrical systems is required, this will be subject to a PTW. This should be discussed with the RBG Kew Representative who will inform Estates Operations.

Dependent upon the type of equipment, its intended use and the environment where it is to be used the following applies:

- Provide suitable step-down isolating transformers (110V centre tapped earth) where necessary for outdoor work, or provide alternative means of protection (such as residual current devices) where appropriate;
- No 240V supply tools are permitted on construction sites except where prior permission of the RBG Kew Representative has been obtained. Where permitted, outlets shall be provided with residual current device not exceeding 30mA rating;
- The frequency of PAT testing required for different class of equipment, dependent upon its use and location can be found in [Appendix 4](#).

### 3.7 Hot Works

RBG Kew operates a Permit to Work (PTW) system for hot works. (See [para 1.9](#))

All hot works of a specific and temporary nature e.g. welding, soldering, using blow lamps etc will require a PTW. (Please note: this procedure is not intended to cover permanent situations with service contractors' equipment e.g. kitchens etc.)

All hot works should be planned in advance and at least 5 working days notice (2 working days minimum) is required for a PTW to be issued.

### 3.8 Tree Surgery

All trees on the Kew site are subject to controls of a conservation area (CA).

In most cases RBG Kew will undertake any necessary work of this nature.

If any works are to be carried out by the contractor, including tree surgery, protection of living collections and moving/disturbing the grass etc then this must have been agreed with the Head of the Arboretum (Kew) and Head of Horticultural and Estates Management (Wakehurst Place) before work commences. The RBG Kew Representative will be responsible for liaising with the appropriate person before works commence.

You must clear all arisings from the site at the end of each working day unless agreed with the Head of the Arboretum and site manager.

**No** cuttings to be burnt on site.

Areas are to be adequately fenced and signage erected. All work to conform to BS 3998: 1989 'Recommendations for Tree Work' and RBG Kew's Arboricultural standards.

### 3.9 Work on Gas Systems

Any contractor working on gas installations, systems and appliances at RBG Kew should be registered with [Gas Safe Register](#) and hold the appropriate [Gas Safe ID card](#).

Where work on gas systems is required this will be subject to a PTW. This should be discussed with the RBG Kew Representative who will inform Estates Operations.

### 3.10 Plant and Equipment

Any plant or equipment brought onto RBG Kew must be fit for purpose and properly maintained. Contractors will be expected to comply with the requirements of the [Provision and Use of Work Equipment Regulations 1998 \(PUWER\)](#) and the LOLER.

In effect this means all equipment brought onto site must be appropriate for the job and in a well maintained condition. Additionally any equipment used for lifting or suspension of loads must be strong enough for the job and marked with their safe working load (SWL).

RBG Kew representatives may demand to see evidence of periodic inspection for items of lifting equipment e.g. certificates of thorough examination for lift motors etc. Such information should be readily accessible.

Any person operating equipment on RBG Kew must be competent to do so, and where appropriate a certificate of training should be held.

When not in use any plant or equipment should be left in a safe condition, with the **keys removed and system powered down**.

### 3.11 Personal Protective Equipment (PPE)

Where the contractor has control of a fenced-off site, it will be expected that the contractor provides additional protective equipment for use by occasional visitors to the site.

Safety helmets must be made available to visitors in 'head protection' areas.

RBG Kew's minimum standard for construction is: -

- Hard hats;
- High visibility work wear; and
- Safety footwear.

Such PPE should be worn as a minimum, notwithstanding the requirements of any RAMS which may state additional measures.

Variations from this need must be supported by suitable and sufficient RAMS and agreed with the RBG Kew Representative.

### 3.12 Environment and Sustainability

#### Noise

Contractors are required to carry out the work with as little noise and nuisance to RBG as possible. Comply generally with BS 5228-1&2:2009, and also with the [Noise at Work Regulations 2005](#).

Fit compressors, percussion tools and vehicles with effective silencers of a type recommended by the manufacturer. Do not use pneumatic drills or other noisy appliances without RBG Kew consent.

Do not use or permit employees to use radios or other audio equipment.

Ascertain from the Authorities concerned whether its requirements and restrictions will dictate hours of permissible working, maximum noise levels not to be exceeded, and methods of working and/or type of plant to be employed.

#### Other Nuisance

Take all necessary precautions to prevent nuisance from smoke, dust, rubbish, vermin and other causes.

## Energy Saving

There is a requirement to minimise consumption of natural resources and energy throughout all aspects of design, construction and operation. Whether [Part L of the Building Regulations](#) applies or not, the contractor is expected to utilise all reasonably practicable measures to achieve this requirement, without compromising the project objectives. When in doubt, these should be put forward as alternative proposals. For example: -

- Use of low or zero carbon (LZC) technologies;
- Insulation;
- Double glazing;
- Solar shading;
- Utilising energy from renewable resources;
- Specifying recycled materials; and
- Solutions using existing controls rather than additional physical plant.

## Section 4 – Specific Requirements

### Events Contractors

#### 4.1 General Requirements

All events contractors must adhere to the general health, safety and environmental requirements contained within [Section 1](#) of this code of practice and where applicable, the additional requirements of this section.

Typically, events contractors will fall into three main categories;

- Small/Routine Events (Refer to Section 1)
- Large Events (Refer to Section 1 and this section)
- Festivals/Visitor Attractions (Refer to Section 1 and this section, as applicable)

Contractors engaged to work for **small/routine events** (Private venue hire, carol singers, face painters etc) should make reference to [Section 1](#) of this document which covers all the general requirements for their works.

Contractors engaged to work on **larger events** (e.g. Kew the Music, Kew the Movies etc.) should make reference to Section 1 and the remainder of this section of the document.

The chart below provides a guide to how we at RBG Kew categorise events.

Size of Event	Type of Event	Departments Involved
Small/Routine	Private Venue Hire, Carol Singers etc.	Commercial Events & Venue Hire (Kew & Wakehurst)
	Donor/Fundraising etc	Friends & Foundation
	Conferences, Education etc.	VIP/Directorate/Schools/Community
	External Parties	HRP/P&B
Large	Kew the Music, Kew the Movies (Kew & Wakehurst), Christmas at Kew etc.	Events & Commercial Activities
	Carol Concerts/Late Nights	Public Visitor Events (Kew & Wakehurst)
Festivals/Visitor Attraction	Summer Festival, Easter Festival etc. Creative Planting/Woodwork Art/Installations	Festivals/Visitor Services Face painting

**The remainder of this section applies to LARGE events.**

#### 4.2 Events Organiser

Each event will be coordinated with the contractor by a RBG Kew Representative or a person nominated by RBG Kew (e.g. Event/Project Manager). This person will normally act as the RBG Kew Representative and will ensure all contractors and service providers are aware of the relevant contents of this Code and that suitable plans are in place to promote and enforce safe working.

#### 4.3 Planning and Paperwork

All events require an element of health and safety planning, which is likely to require the contractor to produce specific RAMS applicable to their operations.

##### Large Events

For large events there are many more aspects to be considered and the following schedule provides an example of the types of things which need to be included in the planning process. The contractor will need to allow sufficient time for the planning and production of information in order that RBG Kew can review and feedback with any questions etc.

Date	Information to be provided
18 weeks before event	Event overview including a general description of the planned event, location, numbers attending, ticketing policy. Any requirements for access to Kew buildings. Any variation to Premises Licence requirements. Details of principal point of contact for the event.
12 weeks before event	Where applicable draft site plan (for events with outdoor content). Outline on any planned special effects and temporary structures. List of contractors and service providers.
6 weeks before event	Traffic plan, crowd management plan. Draft of production schedule, including load-in and load-out times. Job descriptions and management tree. Names of principal safety duty holders. First draft of Risk Assessments for principal hazards (including an event specific Fire Risk Assessment). Copy of Organisers' Public Liability Insurance certificate.
2 weeks before event	Final information on site plan, temporary structures, special effects, electrical systems. Full Event Safety Management Plan, final Production Schedule. Final versions of Risk Assessments and Method Statements, including Fire Risk Assessment and Emergency Plans. Full description of event management scheme and final list of contractors. Agreement of final internal venue layout.
1 week before arrival of first contractors on site	Final staff accreditation and vehicle list. Contact details for key event staff.

#### 4.4 Risk Assessments and Method Statements (RAMS)

Larger events and events using technical contractors will need to carry out suitable and sufficient Risk Assessments and provide safety method statements (RAMS) to cover the work to be undertaken at RBG Kew. Event specific RAMS should be drawn up to reflect the particular circumstances of working at RBG Kew.

RAMS should be drawn up to describe how significant risks will be tackled. The degree of risk may vary for each event, but in most instances contractors will have to consider:

- Traffic management (including avoiding vehicle/pedestrian mix);
- Electrics;
- Work at height (rigging and installation of décor);
- Safe installation of equipment (including lighting and sound systems);
- Use of temporary structures;
- Potential damage to the fabric of RBG Kew Gardens and buildings;
- Potential damage to lawns and plants in the collection;
- Fire and other emergency;
- Crowd management;
- Sanitary and welfare facilities;
- Facilities for people with disability or special needs;
- Minimising impact on other RBG Kew Garden visitors;
- Special effects.

Most of these issues are discussed in some detail below. You should note that proof of competence e.g. certification etc will be required to be seen to support any RAMS.

#### 4.5 Traffic Management

RBG Kew's policy on vehicles in the gardens is clearly stated at [para 1.13](#). This is the standard that should be worked to wherever possible. The RBG Kew Representative is responsible for ensuring only the minimum number of vehicles enter the gardens, these must always be escorted both in and out by an RBG Kew competent person or their nominated representative.

For vehicles larger than a transit van an individual vehicle plan is required. This must:

- Consider the weight, height and width of the vehicle;
- The RBG Kew Representative should produce a proposed vehicle route taking into consideration Kew's trees, buildings and other risks;
- The vehicle details and proposed route should be circulated to key stakeholders i.e. Constabulary, HOSS, Estates Event etc. for feedback/approval (at least 5 working days prior to the vehicle entering the gardens)

For all vehicles entering site Kew Control/Wakehurst Rangers must be given a list in advance and every vehicle must be met and escorted both on and off site.

Wherever possible, contractors should seek to maximise the use of public transport by crew and public attending the event and minimise the impact of any event on the local area.

#### **4.6 Temporary Structures (TDS)**

The failure of any TDS, no matter how small, could have devastating effects. As a result, their design, safe erection, use and deconstruction are an important part of event planning.

TDS are designed to be quickly erected and dismantled many times. Generally, TDS are in place for only a short time, and are widely used for a variety of functions at events. These structures may include (but are not limited to) tents and marquees, viewing facilities (including temporary seating and viewing platforms) and stages.

As an event organiser and/or a TDS Contractor, you should ensure the design of a structure meets the requirements of the structural concept. Ensure that the location of a structure onsite is appropriate and that there is a plan of how it will be built (and dismantled) safely.

You should ensure that:

- You use people who are competent in temporary demountable structures at an early stage in the planning process to help you
- The structure is built to the agreed design
- Safety critical checkpoints in the build are identified and that checks are made by a competent person before work progresses to the next checkpoint
- Undertake the work safely by having competent staff and a suitable onsite operational management system in place
- Ensure there is a suitable maintenance and inspection regime for the completed structure, which will also require monitoring for the effects of wind and weather
- Allocate adequate time and resources for each of the above stages

The erection of temporary structures at entertainment events falls within the definition of "construction work" in regulation 2(1) of the CDM 2015. There is one exception, which is – 'the putting up and taking down of marquees and similar tents designed to be re-erected at various locations', this is covered under different guidance, see below.

Companies installing a TDS must follow the guidance set out in the [Institution of Structural Engineers publication Temporary Demountable Structures; Guidance on procurement, design and use \(third edition\)](#) and industry best practice guidance produced by [MUTAmarg, Safe Use and Operation of Temporary Demountable Fabric Structures](#).

#### **TDS Design**

- TDS contractors should ensure that a competent person verifies the final design (and any future modifications) independently.
- TDS designers should ensure that the design process is formally signed off and traceable including any modifications.
- Event organisers/deputies should ensure that all significant modifications of the structure are referred to the TDS designer for verification and after their authorisation, signed off.

Representatives of RBG Kew may, at any time, demand to see documentary evidence of the design specifications, including weight loadings, fire certification, and maximum operating wind speeds of temporary structures. Event Organisers are strongly advised to ensure that any contractors supplying such equipment have the relevant information available.

#### **Safe erection and dismantling**

Whoever builds the structure (e.g. TDS contractor) must undertake an assessment of the likely hazards and risks inherent in the techniques required for construction and deconstruction of the TDS.

Key construction and deconstruction hazards may include:

- Working at height;
- Transport;
- Slips and trips;
- Electricity and fire;
- Loading and unloading operations;
- Lifting operations;
- Ground bearing capacity for heavy loads;
- Manual handling;
- Use of machinery and tools.

The TDS contractor should make erection/dismantling plans and drawings available to those managing the construction of the structure onsite and ensure those undertaking the work (supervisors and operatives) have an adequate understanding of the erection/dismantling plans and safe systems of work.

Ground support trussing for lighting, speaker towers, scaffolding structures and so on must also be fit for purpose and installed by competent persons. Any loads suspended over the heads of the public (lighting, speakers etc.) should have a secondary means of attachment (safety bond).

No pinning or staking of structures (or any other element of site infrastructure) shall be carried out without the express permission of the RBG Kew Representative. A CAT scan must be carried out of the proposed area prior to pinning. The Organiser must arrange for a suitably competent person to carry out the scan.

#### **Safety checks (sign off/handover of the structure)**

During erection and before use, both the event organisers and TDS contractor should be satisfied that the design specification has been followed. Complete all the necessary design and safety checks.

The TDS contractor should sign off/handover the temporary structure formally to the event organiser/RBG Kew Representative as safe to use.

#### **TDS documentation summary**

The event organiser/RBG Kew Representative should ensure the following key information and documents are available and passed on to all relevant parties:

- Design concept;
- Construction drawings (erection and dismantling plans);
- Calculations (summary);
- Risk assessments and safe work method statements (erection and dismantling plans);
- Site layout plans;
- Wind management plans;
- Fire resistance certificates;
- Contractor competency (association/accreditation certificates);
- Crew training/competency certificates;
- Structural completion certificates (sign off/handover certificates);
- Emergency contingency plans for structures;
- Lifting equipment and lifting accessory certificates of thorough examination and test.

#### **4.7 Generators**

No generator should be brought onto the RBG Kew sites without express permission.

Generator must be the super-silenced type and must run on diesel fuel (preferably bio-diesel), NOT petrol.

Fuel must be kept in a bunded tank (preferably integral to the generator itself).

Refuelling on an event site must be avoided so far as is possible, if this is not practicable, the Event Organiser/RBG Kew Representative must ensure RAMS for re-fuelling are provided. This should include information on: -

- Timing to avoid risk to public;
- Method of fuel transfer;
- Spill avoidance;
- Spill containment (drip trays, spill kits and so on); and

- PPE requirements.

Estates Events will be involved with this work, and should be done back of house whenever possible.

- All generators must be kept in a secure location to which the public has no access.
- Suitable warning notices should be posted by generators and distribution equipment.
- All generators must be equipped with over-current protection and RCD device.
- All generators must be properly earthed and will be checked by the estates onsite maintenance team
- A carbon dioxide or dry powder fire extinguisher should be kept near each generator set.

### Temporary Electrics

Electrical systems must be installed by a competent person. Before this can be connected to RBG Kew's infrastructure checks must be carried out by one of the RBG Kew Term Maintenance Contractors electricians, to ensure it meets the required standards.

The Code of Practice for Earthing BS 7430 must be adopted, including the bonding of metalwork on stages and seating rakes where electrical appliances are present. Additionally, BS7909:2011 Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes must also be adopted ([see para 1.16 above](#))

Any electrical system used outdoors must utilise connectors and appliances that are IP44 rated or higher. This means that domestic 13amp plugs and sockets should not be used outdoors.

All electrical circuits must be protected by 30mA RCD (Residual Current Device) and circuit protection device such as MCB or fuse.

Cables must be routed to avoid trip hazard or the risk of mechanical damage from vehicles, trolleys etc. Any cable across walkways or exit routes must be protected by a ramp or similar means.

[Suspended cables](#) must use a catenary suspension wire or cord for any span over 6 metres between fixed points. Attachment to Listed Buildings will not be permitted.

## 4.8 Lighting

Where temporary lighting, or new permanent lighting is to be installed, and it is likely to be within touching distance by anyone e.g. member of staff, visitors, or persons attending events etc. such lighting must be of a type that produces low heat e.g. cannot burn anyone touching it.

It is therefore imperative that when a contractor/production team etc. is engaged to install lights for any events at Kew or Wakehurst Place, the RBG Kew Representative must specify that "Low Heat" fittings and lighting is to be used.

The contractor MUST state in their site specific Risk Assessment:

- The type of light to be used;
- The maximum temperature it may reach.

Where it is not possible, to fit such lighting, the contractor must state in their site specific Risk Assessment:

- The control measures being implemented to ensure the risk to staff, public/children etc. is reduced to as low as reasonably practicable.

Additionally, the RBG Kew Representative and Estates Events must be notified of such measures, including copies of RAMS etc. at least 10 working days prior to the installation date, to enable a review to be carried out and where necessary, any required changes made, and an inspection carried out during the install, to ensure the installation is completed as per agreed Standards/RAMS.

## 4.9 Litter and Waste

Event contractors are responsible for ensuring that all litter and waste is removed from the RBG Kew sites, including commercial, trade and production waste generated by the event, including small items such as snapped-off cable ties and PVC tape removed from coiled cables etc.

No hazardous chemicals or other material shall be brought onto the event site without specific discussion with the RBG Kew Representative and full COSHH Risk Assessments provided. For clarity this includes any substance marked '[Toxic](#)', '[Very Toxic](#)', '[Corrosive](#)', '[Irritant](#)', '[Hazardous](#)' or '[Harmful to the Environment](#)'.

No substance, including grey water from hand or dishwashing shall be disposed of onto the ground or into any watercourse. Instead, arrangements must be made for the storage of dish and hand-washing waste water to be stored in temporary tanks and removed from site by a registered contractor.

No waste oil or cooking waste shall be disposed of on site. All catering waste must be removed from site on the day of the event.

If temporary toilets are used at the event, the Event Organiser/RBG Kew Representative and contractor shall arrange for a registered waste contractor to collect and dispose of the effluent.

Waste Liquids, should never be dumped into drains at RBG Kew as some are only soakaways/rain collection used for watering the collection

#### **4.10 Environment**

Please refer to [para 1.23](#) of the Code of Practice.

RBG Kew will expect Organisers to take account of the guidance set out in BS8901: 2007 (standard for Sustainable Event Management).

No event or event related activity should have a significant environmental impact on RBG Kew buildings, lawns, botanic collection or watercourse; or on any neighbouring property or premises.

#### **4.11 Special Effects**

If the contractor is requested to provide or install special effects, including pyrotechnics, fireworks, dry ice, smoke machines, lasers or strobes, this must be stated in writing at least 12 week before the event.

Applications to use such effects must be accompanied by a full technical description of the device or content (taking account of HSE guidance "[HSG95](#) The Radiation Safety of Lasers Used for Display Purposes" for all laser installations).

The use of any special effect must be accompanied by event specific RAMS conducted by a competent person and a full description of how the effect will be operated, exclusion areas, fallout zones and so on.

Under certain circumstances the use of smoke and vapour effects may be prohibited because of the potential impact on automatic fire detection systems.

Appropriate safety zones must be implemented for the setting up and clearing up of any firework display as well as for the display itself. All pyrotechnic material and debris shall be removed from RBG Kew sites by the contractor.

Any safety zone must be adequately fenced and stewarded and not simply rely on signs or public understanding of the hazards present.

#### **4.12 Working at Height and Working on Roofs**

You must consult with the RBG Kew Representative on the proposed system of work for access including for surveying and inspection.

Where access onto existing roofs is required this will be subject to a PTW. This should be discussed with the RBG Kew Representative who will inform Estates Operations.

Any faults noted with permanent access systems must be reported to the RBG Kew Representative and not used, until such faults are rectified.

The contractor must ensure that suitable precautions are taken to protect persons from falling objects e.g. tools, or materials etc. This is especially important when work is to be carried out above footpaths, on fragile roofs or above entrances to buildings. In the latter case, it may sometimes be possible to arrange a temporary closure of the entrance, but this must be agreed in advance between the RBG Kew Representative and the building user.

These works will be subject to a specific RAMS.

Appropriate work equipment (e.g. working platforms, scaffolding, restraint and fall arrest systems, ladders etc.) will be selected for the task to be carried out and will comply with and be inspected in accordance with [legislative requirements](#).

All records of work equipment inspections must be recorded and retained on site for the duration of the contract.

#### 4.13 Plant and Equipment

Any plant or equipment brought onto RBG Kew must be fit for purpose and properly maintained. Contractors will be expected to comply with the requirements of the [Provision and Use of Work Equipment Regulations 1998 \(PUWER\)](#) and the LOLER.

In effect this means all equipment brought onto site must be appropriate for the job and in a well maintained condition. Additionally any equipment used for lifting or suspension of loads must be strong enough for the job and marked with their safe working load (SWL).

RBG Kew representatives may demand to see evidence of periodic inspection for items of lifting equipment e.g. certificates of thorough examination for lift motors etc. Such information should be readily accessible.

Any person operating equipment on RBG Kew must be competent to do so, and where appropriate a certificate of training should be held.

When not in use any plant or equipment should be left in a safe condition, with the **keys removed and system powered down**.

#### 4.14 Fire Safety

It is the responsibility of the Event Organiser/RBG Kew Representative to carry out an appropriate Fire Risk Assessment for the event. (Please refer to [para 1.5](#) of this Code of Practice).

For most events held in existing buildings a number of these issues will already have been addressed by standing RBG Kew arrangements. In such instances, the Event Organiser/RBG Kew Representative will check that the work of the contractor does not require any amendment to existing arrangements.

Any materials such as drapes, set, dressings, soft furnishings and so on brought onto the event site by contractors must be either inherently flame retardant or durably treated with a flame retardant agent. Decor and other material such as dried flowers should be treated with a flame retardant preparation such as Flambar.

All set, furniture, drapes and decor must be mounted and kept in such a way as to avoid contact with heat sources such as lighting fixtures, heaters, cooking appliances and so on.

Naked flame effects are only permissible if specific RAMS have been approved by RBG Kew.

Any equipment using LPG gas must be properly maintained and accompanied by a record of inspection by a competent person. LPG bottles must not be stored in any building or temporary structure, long lengths of flexible LPG hoses should be avoided, if this is not possible, they should be protected from potential damage from vermin/wildlife, or passing traffic, including pedestrians:

- Estates Events have access to fire risk assessment for each venue/building. This identifies the maximum numbers in a venue;
- RBG Kew's buildings all have fire alarms and emergency equipment i.e. break glass call points, fire extinguishers etc. Fire equipment activated at Kew is linked back to the Control Room, fire equipment at Wakehurst Place it is linked to a Monitoring Service and WTMB Reception, so they are aware of the emergency and will automatically call out the Fire & Rescue Service;
- Kew's glasshouses only have fire systems in staff areas i.e. non public areas. If a fire breaks out in a public/event area the Event Organiser/RBG Kew Representative, or team leader will immediately contact the Kew Control Room, and notify them of the fact, Constabulary will organise the appropriate response;
- The Event Organiser/RBG Kew Representative and team leader will immediately evacuate the event area/building to the emergency assembly point;
- There is currently no emergency lighting in the glasshouses (including the Princess of Wales Tropics area – below ground level)
- Usually kitchens with gas are fitted with mechanical ventilation which is typically connected to the fire alarm system. If the fire alarm is activated both the gas and the ventilation cuts out and cannot be used until it is re-set by the onsite maintenance team.

#### 4.15 Liquid Petroleum Gas (LPG)

- Contractors must notify the Event Organiser/RBG Kew Representative and Estates Events of any on site event usage of LPG, they need to confirm the size and quantity of bottles being bought to site;
- Estates Events will store surplus LPG bottles and supply as required. Contractor can only keep a single bottle of LPG per piece of equipment, at any time. (BBQ, field kitchen etc.);
- The Event Organiser/RBG Kew Representative must ensure that all their gas connections and hoses are squirrel proofed (wired);
- Estates Events can supply event standards and will undertake an onsite briefing as part of the contractor's induction.

#### 4.16 Site Licences

Both Kew and Wakehurst Place have an events licence which sets out the arrangements under which events can take place. The Event Organiser/RBG Kew Representative is responsible for ensuring these conditions are met by the contractor, if broken it would potentially have serious consequences on the business and its income.

#### 4.17 Connecting to RBG Kew Infrastructure

Any connections into RBG Kew's infrastructure must be done by the on-site maintenance team to ensure the infrastructure is not compromised in any way. This includes water, drainage, power and IT/broadband connections.

#### 4.18 Heritage

- RBG Kew has World Heritage status, additionally it also has 47 listed buildings;
- Estates Events are tasked with ensuring that safe and successful events are delivered for the Kew event client as well as protecting the hard and soft landscape of RBG Kew;
- Due to the historical nature of Kew's buildings and it's collections, stringent processes are in place to ensure the protection of these buildings internally and externally (nothing should be attached to any structure either temporarily or permanently unless approved by Estates Events);
- Estates Events are required to work to minimise the impact of events on the paying day visitor;
- Wakehurst Place is owned by the National Trust and run by RBG Kew. It has both listed buildings and many special collections and specimens.

#### 4.19 Food Safety

At both sites RBG Kew has a list of preferred suppliers. This does not stop other contractors being used; however appropriate safety checks need to be put in place. If you provide catering services see the list below;

- A copy of your public liability insurance;
- A copy of your food safety policy and HACCP arrangements;
- A copy of your food business registration document;
- The menu/food you provide needs to be developed for the equipment/facilities available in the venue, unless you bring in additional equipment to meet the food risk need;
- Many venues do not have catering kitchens, therefore Estates Events should be consulted regarding what facilities, potable water etc can be used at a specific venue;
- Caterers contractors must provide their own cleaning equipment e.g. mop, bucket, wet floor signs, rubbish bags, hand soap and paper towels for their use in the kitchen area.

All rubbish created, including food waste, must be removed by suppliers/caterers at the end of each event, and not be left for others to remove as this has a cost to RBG Kew and can attract pests and vermin.

#### 4.20 Smoking Policy

Smoking is forbidden in all RBG Kew premises, in line with [The Smoke-free \(Premises and Enforcement\) Regulations 2006](#). Dedicated external smoking areas may be allocated for event guests and staff/contractors working at the event, appropriate ashtrays will be provided.

#### 4.21 Weather

Weather conditions can affect an event and the Event Organiser/RBG Kew Representative, in liaison with the RBG Kew "Bad Weather Team", will advise if impending bad weather is likely to affect/stop the event happening in any way.

## 4.22 Living Organisms

### Animals

- RBG Kew's regulations are the blue print for the day visitor and generally no animals are currently allowed in apart from Guide dogs and hearing dogs;
- Any animals required on site for an event may require a zoo licence and therefore specialist advice should be sought from the specialist department e.g. horticulture.

### Ecology

- RBG Kew's water features sustain an ecosystem which is managed by the horticulture teams.

### Wildlife

- Birds and wild fowl are managed by the respective horticulture department as part of RGB Kew's ecosystem;
- Any event requirements impacting on any aspect of RGB Kew's wildlife needs to be discussed with the relevant horticulture team representative.

## 4.23 Plants and Flowers

- There are specific rules and processes concerning bringing in and using flowers and plants at RGB Kew as part of an event;
- The rules are in place to minimize the risks of pest and disease being spread within the gardens and potentially damaging the collections;
- Any event within an RBG Kew venue (excludes Glasshouses, Shirley Sherwood and Marianne North Gallery and gardens) that is using flowers/plants **must** use one of RBG Kew's preferred suppliers;
- The flowers/plants bought onto site for use in a venue must be bought by vehicle directly to the venue and taken away immediately after the event;
- For any other event wishing to use flowers/plants, specific permission is required from the glasshouse horticultural team or the quarantine section.

## 4.24 Events with Children Present

RBG Kew's policy is that although the contractor is not responsible for the children at the activity they must have a current/valid CRB check to be able to provide this service (See [para 1.19](#)).

## 4.25 Electrical Equipment Brought To Site

In addition to the details in [para 1.16](#) all electrical items brought to site for an event need to have proof of current PAT test. (See [Appendix 4](#))

A list of all electrical items and proof of PAT test must be sent by the contractor to the Event Organiser/RBG Kew Representative, and Estates Events, ideally 10 days prior to the event; however where circumstances dictate 5 days would be the minimum acceptable. Details of the power loading should be included so that capacity in the venue can be checked. On the day of the event, Estates Events will carry out a basic visual inspection of individual equipment and PAT test labels before they can be used in the venue.

## 4.26 Cat Scanning

Where there is a requirement for items to be put into the ground e.g. earth spikes, tent pegs etc. at a depth of 10cm's or over, a request for appropriate CAD Drawings showing appropriate underground services should be made via Estates Events. Additionally a request should be made to Estates Events for the area to be CAT scanned, so that damage to underground services can be avoided.

## Section 5 – Specific Requirements

### Consultants

#### 5.1 General Requirements

All consultants must adhere to the general health, safety and environmental requirements contained within [Section 1](#) of this code of practice.

The following requirements will apply (where applicable) to the scope of the contracted works.

#### 5.2 Specific Requirements

Where consultants work involves construction work then the consultant should also adhere to the health, safety and environmental requirements contained within [Section 3](#) of this code of practice.

Where consultants work involves events management work then the consultant should also adhere to the health, safety and environmental requirements contained within [Section 4](#) of this code of practice.

#### 5.3 Insurances

The consultant must hold sufficient insurance cover for the service that they provide e.g. Professional Indemnity Insurance.

# Appendix 1

## Health and Safety Policy Statement



### H&S 101 STATEMENT OF INTENT

RBG Kew are committed to providing and maintaining healthy and safe working practices and environments for all our employees, students, volunteers, temporary workers, contractors and visitors, and any other people who may be affected by our work.

This statement, which will be reviewed regularly, applies to core RBG Kew's work activities across our organisation. It is intended to reflect RBG Kew's legal obligations consistent with Health and Safety legislation. As an organisation our goals are to:

- encourage **strong leadership** by management, to champion the importance of Health and Safety whilst maintaining a common sense approach proportionate to our risks;
- develop **staff competencies** in Health and Safety matters by ensuring availability of suitable information and training and promoting sensible risk management;
- promote **staff engagement and consultation** by working with our trade union colleagues, ensuring appropriate senior management representation on safety committees, and consulting with employees as necessary;
- create and maintain **healthy and safe workplaces** for our employees, students, volunteers, temporary workers, contractors, visitors and others;
- identify significant hazards arising from our working environments and work activities, and make sure the **risks are assessed, controlled and managed** appropriately;
- investigate all significant work-related incidents, near misses, injuries and ill health to ensure **lessons learned** are incorporated into procedures to **prevent future incidents**;
- to **monitor and review** our Health and Safety performance regularly to identify both areas of best practice and those which require development, to ensure continuous improvement;
- ensure that our operations are **environmentally safe and sustainable**.

Signed .....  .....

25 January 2013

Richard Deverell  
Director Royal Botanic Gardens, Kew

Issue 8

Issue no: 8 Ref no: H&S 101	Date: 01/13	Authorised by:	Pat Hatton
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## Appendix 2

### ENVIRONMENTAL POLICY

Operating as a Non-Departmental Public Body under Defra the Royal Botanic Gardens, Kew is a scientific, amenity and educational organisation devoted to plant and fungal conservation. Kew's mission statement is as follows:

"To inspire and deliver science-based plant conservation worldwide, enhancing the quality of Life"

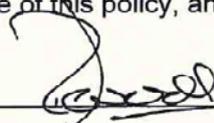
In seeking to achieve this mission, RBG Kew believes that its operation should be undertaken with minimal adverse impact on both the local and global environment. Environmental considerations are therefore at the centre of RBG, Kew's corporate strategy. It is the policy of RBG, Kew to establish and maintain an effective environmental management based on the requirements of BS EN ISO 14001:2004. As part of this process the following commitments have been made:

- (i) RBG, Kew annually assesses its operation to determine how it impacts on, and interacts with, the environment. Necessary procedures and control measures are implemented to promote the avoidance of and negative environmental impacts such as pollution.
- (ii) RBG, Kew sets annual objectives and targets. Priority areas identified to ensure continual improvement of its environmental performance are:
  - **Pollution Control:** RBG, Kew is committed to continually improve processes to reduce emissions and discharges to air, water and land.
  - **Waste Management:** RBG, Kew is committed to reduce the amount of waste produced and increase recycling initiatives.
  - **Water Management:** RBG, Kew is committed to increase the effective use of potable and 'grey' water.
  - **Procurement:** RBG, Kew is committed to work towards sustainable procurement.
  - **Energy Management:** RBG Kew is committed to meet or exceed Government targets for the reduction of energy used on site.

(iii) RBG, Kew complies with all relevant environmental legislation.

To ensure this policy is available to the general public, it will be displayed on the website and key locations in the Gardens. RBG, Kew will ensure that all staff and contractors are kept aware of this policy, and their individual responsibilities within it.

Signed \_\_\_\_\_

  
Richard Deverell, Director

Date: 14 January 2013

## Appendix 3

### Statutory Regulations

#### (To be observed by persons using the Gardens at Kew)

The expression 'The Royal Botanic Gardens, Kew' includes the precincts of both Kew Palace and Queen's Cottage

1. No child under the age of 10 years shall enter or remain in the Gardens, unless under the effective control of an adult.
2. A person for the time being in charge of a child under 10 years of age shall keep the child under effective control, and shall not permit the child to commit any breach of these regulations.
3. No person shall enter or remain in the Gardens during any time appointed for closing the same or while a notice is displayed or otherwise given stating that the same are closed.
4. No person shall bring into or use in the Gardens any cycle or any vehicle except an invalid chair or invalid carriage (whether or not mechanically propelled) or perambulator.
5. No person shall bring any animal into the Gardens except a guide dog, being a dog bearing a medallion with the Crest of the Dogs for the Blind Association accompanying a blind person, and any such dog shall be retained on a leash.
6. No person shall play and game or engage in any form of sport, drill, gymnastics, athletics or similar activity, or bring into, carry or use in, the Gardens any ball, equipment or apparatus for any such purpose.
7. No person shall bring into, carry or use in the Gardens any radio, musical instrument or apparatus of any kind for the transmission reception or reproduction of sound or images by electrical or mechanical means.
8. No intoxicated person shall enter into or remain in the Gardens.
9. No person shall bring into the Gardens any living plant, shrub or tree or any part thereof.
10. No person shall solicit or collect any alms, donations, contributions or subscriptions.
11. No persons shall carry on any trade or business or sell or distribute anything or offer anything for sale or hire.
12. No person shall enter or go on any part of the Gardens access to which is barred or is prohibited by a notice or after having been required by a park Constable not to do so.
13. No person shall handle, tamper with, destroy, cut, injure or take away any tree, shrub, bough, leaf, plant, flower, fruit, seed, label or exhibit.
14. Any person having in his possession a bag, basket, parcel or receptacle shall, if so required, show the contents thereof to a park Constable who reasonably suspects that such a person has plucked or taken away or has in his possession in breach of these regulations any bough, leaf, plant flower, fruit, seed, label or exhibit.
15. No person shall damage or deface by writing or otherwise any wall, building, structure, statue, erection, seat, railing or thing in or enclosing any part of the Gardens, or wilfully damage or deface any lawn, road or path.
16. No person shall exhibit, affix or distribute any notice, advertisement or other written or pictorial matter.
17. No person shall discard (otherwise than in a receptacle provided for the purpose) any bottle, tin, container, glass, crockery, paper, plastic, wrapper or other refuse.
18. No person shall use profane, indecent or obscene language.
19. No person shall behave or be clothed in a manner reasonably likely to offend against public decency.
20. No person shall wilfully and unreasonably interfere with the comfort or convenience of or cause annoyance to any other person.
21. No person shall throw or discharge any stone or missile.
22. No person shall light any fire or firework or do any act causing or capable of causing damage by fire to the Gardens or to any object or vegetation.
23. No person shall wilfully injure or worry any animal, bird or fish, or take or damage or attempt to take or damage any eggs.
24. No person shall deliver any public address or give or take part in any public performance, display or exhibition.
25. No persons shall congregate so as to cause annoyance to any other person or so as to interfere with the enjoyment of the Gardens by any other person.
26. No person shall enter, use or skate over the ornamental waters in the Gardens.
27. No person shall enter or leave the plant houses or buildings otherwise than by the doors for entering or leaving as shown on any notices or signs affixed thereto, or pass through the plant houses or buildings except in the direction indicated by any such notices or signs.
28. No person shall smoke or carry a lighted pipe, cigar or cigarette in the plant houses or buildings.
29. No person shall climb any tree or any railing, fence, wall or other structure within or bounding the Gardens.
30. No person shall, for the purpose of any advertisement, trade or business, take any photograph or make any painting or drawing.
31. No person shall use any camera or other photographic apparatus, or any equipment or apparatus for the making of paintings or drawings, in any plant house or building.
32. No person shall enter or leave the Gardens otherwise than by the entrances, gates or doors provided for those purposes and if so required by a park Constable, shall leave the Gardens only by the entrance, gate or door indicated by him.
33. Any person whom a park Constable reasonably suspects of having contravened any of these regulations shall, on demand by the park Constable, give him his name and address and if so requested by the park Constable, leave the Gardens.

## Appendix 4

### Portable Appliance Inspection and Testing at RBG Kew

#### Frequency of Portable Appliance Inspection & Testing at RBG Kew

Type Of Premises	Type Of Equipment (Note 1)	User Checks (Note 2)	Class I		Class II - (Note 4)	
			Formal Visual Inspection (Note 3)	Combined Inspection & Testing (Note 5)	Formal Visual Inspection (Note 3)	Combined Inspection & Testing (Note 5)
Construction Sites - 110V equipment	S	None	1 month	3 months	1 month	3 months
	IT	None	1 month	3 months	1 month	3 months
	M	Weekly	1 month	3 months	1 month	3 months
	P	Weekly	1 month	3 months	1 month	3 months
Industrial including commercial kitchens	H	Weekly	1 month	3 months	1 month	3 months
	S	Weekly	None	12 months	None	12 months
	IT	Weekly	None	12 months	None	12 months
	M	Before Use	1 month	12 months	3 months	12 months
Equipment used by the public	P	Before Use	1 month	6 months	3 months	6 months
	H	Before Use	1 month	6 months	3 months	6 months
	S	Note 6+	Monthly	12 months	3 months	12 months
	IT	Note 6+	Monthly	12 months	3 months	12 months
Offices and Shops	M	Note 6+	Weekly	6 months	1 month	12 months
	P	Note 6+	Weekly	6 months	1 month	12 months
	H	Note 6+	Weekly	6 months	1 month	12 months
	S	None	24 months	48 months	24 months	None
	IT	None	24 months	48 months	24 months	None
	M	Weekly	12 months	24 months	24 months	None
	P	Weekly	12 months	24 months	24 months	None
	H	Before Use	12 months	12 months	6 months	None

1)	S	Stationary Equipment - Equipment with a mass exceeding 18Kg and not provided with a handle
	IT	Information Technology Equipment - Which includes electrical business equipment
	M	Movable Equipment - Equipment with a mass of less than 18 Kg and not fixed in position
	P	Portable Equipment - Appliance with a mass of less than 18 Kg and intended to be moved during operation
	H	Hand-held Equipment - Equipment that is intended to be held during normal use
2)	User checks are not recorded unless a fault is found	
3)	Formal visual inspection are NOT being carried out at RBG, we will only be carrying out combined inspection & testing	
4)	The results of combined inspections & tests are to be recorded by Estates	
5)		Red Cells - RBG does not have any of these types
6)	All IEC leads that supply equipment are to be tested at the same frequency as the equipment it feeds	

## Appendix 5

### Barriers, Fencing and Signage Standards

#### Estates Policy on Barriers and Signage

As the Royal Botanic Gardens is not only;

- A UNESCO World Heritage site;
- Major visitor attraction;
- Working garden;
- Where works have to be done in and out of hours depending on the risk.

It is the RBG Kew Representatives decision what type of barriers should be used within the gardens and this will depend on the risk of the operation being carried out or issue behind it.

Depending on the risk the hierarchy is:

1. Green plastic netting with metal stakes (no other colours should ever be used);
2. Green plastic linked barriers (only available at Kew/limited numbers);
3. Metal crowd barriers;
4. Heras fencing;
5. Hoardings.

**Note:** Emergency tape should never be used unless in an emergency situation and should then be replaced by an alternative as promptly as possible.

The type of barrier to use and required checks:

1. **Green Plastic Netting (no other colours should ever be used)** – Ideally these should be used for no more than 7 days and checked daily to ensure it is tidy, and should have the Estates standard maintenance signage fixed at regular intervals.
2. **Green Plastic Barriers** – Ideally these should be up for no more than 1 to 3 weeks and checked daily, and have standard signage as above.
3. **Metal Crowd Barriers** – These would usually be used for project/event work, or if no green plastic barriers are available, again they should be checked daily and standard signage displayed.
4. **Heras Fencing** – This should only be used to enclose areas of high risk activity. Communication must be sent to the business before it is installed, ensuring relevant departments are aware of its installation, purpose and timescale. Consideration must be given as to whether there is a need to cover the Heras Panels with Monoflex to hide the works being undertaken. The colour of this must be discussed and agreed with the RBG Kew Representative and Estates Events. It must also include Estates standard maintenance signage. The panels must not be left in position any longer than is absolutely necessary. Ideally erected and removed out of hours.
5. **Hoardings** – Generally this type would be used if a project is over 4 weeks. Communication must be sent to the business before it is installed, ensuring relevant departments are aware of its installation, purpose and timescale. The colour of the hoardings must be discussed and agreed with the RBG Kew Representative and Estates Events, as this needs to be from the RBG Kew colour palette. It must also include Estates standard maintenance signage, and regular checks must be carried out to ensure it is safe, clean and tidy.

**Estates Events and RBG Kew's Term Maintenance Contractor** – Will each keep a log of what barriers and fencing they have at Kew and Wakehurst, this will detail when it went up, the frequency and who is responsible for checking and the target removal date.

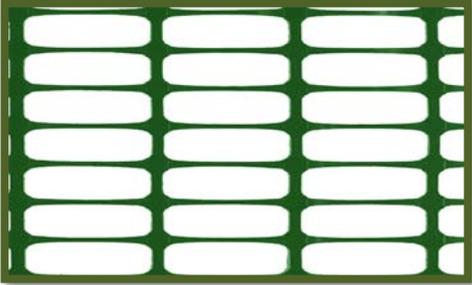
Where maintenance works takes place in the visitor attraction, it should be completed within the appropriate timescale, and barriers should not be in place for more than 3 weeks.

Estates Operations are responsible for ensuring this standard is met. Estates Events will highlight where issues related to maintenance have exceeded this deadline.

**Signage**

Estates Events will provide the Term Maintenance Contractor and any Estates Project Managers with appropriate signage which meets brand guidelines and agreed wording for the majority of works across both Kew and Wakehurst estates.

**Safety Fencing used at RBG Kew**

	<p><b>Green Plastic Mesh</b></p>
	<p><b>Green Plastic Crowd Barrier</b></p>
	<p><b>Green Metal Crowd Barrier</b></p>
	<p><b>Wooden Hoarding, painted Kew Green</b></p>
	<p><b>Heras Fencing</b></p>

## **Appendix 6**

### **Works in the Visitor Attraction**

#### **Estates Policy on Minimising the Impact to the Visitor Attraction from Works**

##### **Works in the Visitor Attraction**

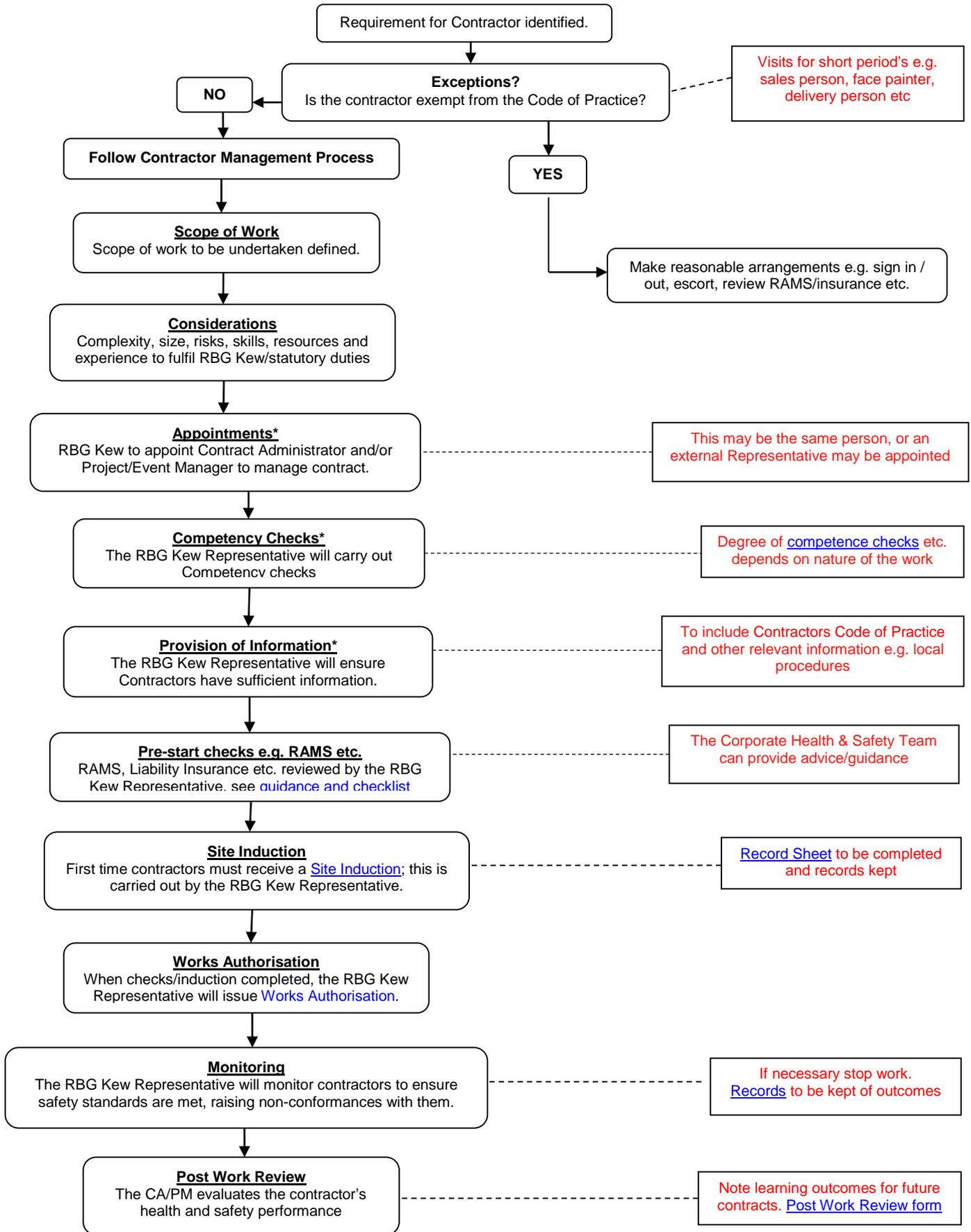
Estates recognise the importance of not doing works in the visitor attraction during the peak season (April to end of September). If works are necessary during this time due to unforeseen/emergency circumstances, they will try to minimise the impact on the business by working out of hours. If possible they will temporarily reduce or remove the works/barriers at weekends, Bank holidays or school holidays to further minimise the impact on the business.

Where urgent works have to take place a communication will be sent to the business, ideally before work commences, or at the latest in parallel to setting up.

Estates Project Managers are responsible as part of scoping the works, to identify all key stakeholders who may be affected by such works and who need to be consulted. This should be done at the planning stage to ensure all stakeholder requirements are understood and considered. Estates Events can assist in identifying who these stakeholders may be, to ensure all aspects of the business are considered.

# Appendix 7

## Contractor Management Process Flowchart



\*Where construction work is involved, this will attract duties and requirements under the Construction (Design and Management) Regulations 2015 (CDM 2015) and may require the appointment of a Principal Designer.

## Appendix 8

### Contract Administrator, Project and Event Manager Checklist – Key Tasks

<b>Planning</b>	
<b>1.</b>	Assess the planned works and determine the level of health and safety risk.
<b>2.</b>	Where necessary, ensure that contractors have been supplied with the prequalification health and safety questionnaire.
<b>3.</b>	Review the contractor's response/submission to the health and safety questionnaire and attendant records e.g. insurances. Maintain records on file.
<b>4.</b>	Ensure contractors have been provided with a copy of the RBG Kew Contractors Code of Practice as part of the invitation to tender/quote.
<b>5.</b>	Where deemed necessary, hold a contractor appraisal meeting to discuss more fully the work and RBG Kew requirements with the contractor before engagement.
<b>Pre-work</b>	
<b>6.</b>	Obtain risk assessments and method statements (RAMS) from the contractor before work commences. Review RAMS and feedback any requests for additional information.
<b>7.</b>	Ensure that all contractors attending site for the first time receive the RBG Kew site induction. Ensure records are maintained.
<b>8.</b>	Issue a "Work Authorisation" form to the contractor and maintain a copy.
<b>Commencement of Work</b>	
<b>9.</b>	Determine and establish with the contractor monitoring arrangements for health and safety. Obtain records from the contractor and/or keep evidence of workplace monitoring carried out by RBG Kew.
<b>10.</b>	Establish the requirements for project meetings and ensure that health and safety is an agenda item.
<b>11.</b>	Ensure that any identified poor health and safety performance issues are discussed with the contractor and documented and agreed outcomes achieved.
<b>Post Work</b>	
<b>12.</b>	Review the contractors' health and safety performance following completion of work. If required, circulate details whereby it is intended that the contractor should not be engaged again.

# Appendix 9

## Acknowledgement and Receipt of Contractors Code

### Contractors Acknowledgment & Receipt

Please complete the following Form and return it to your RBG Kew Representative

**Name (Print):**

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**Company:**

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**No. of copies of this document received:**

I have read and understood the site rules, general guidelines and emergency procedures in the Contractors Code of Practice and I agree to comply with them.

I also agree to undertake Site Induction training from the RBG Kew Representative prior to commencing work.

Please confirm which sections of the document you have read (*tick box*). Failure to confirm which sections you have read will prohibit any works starting on site.

- |   |                          |
|---|--------------------------|
| <b>Introduction</b>                         | <input type="checkbox"/> |
| <b>Section 1 - All Contractors</b>          | <input type="checkbox"/> |
| <b>Section 2 – Service Contractors</b>      | <input type="checkbox"/> |
| <b>Section 3 – Construction Contractors</b> | <input type="checkbox"/> |
| <b>Section 4 – Events Contractors</b>       | <input type="checkbox"/> |
| <b>Section 5 – Consultants</b>              | <input type="checkbox"/> |

**Signed:**

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**Date:**

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**For completion by RBG Kew**

**A photocopy of this receipt must be filed in the contractors file**

**Department:**

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**Name (Print):**

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**Signed:**

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**Date:**

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