

University of St Mark & St John

Estates Department

Contractor Handbook

Important: The systems and requirements identified in this booklet must be conveyed to all contractors, their subcontractors and supply chains.

Contractors Health and Safety Induction

1. Purpose

To raise contractor's awareness of the potential hazards and risks associated with working on University premises.

Note: CDM Notifiable Projects - the contents of this booklet must be incorporated into Principal Contractors Health and Safety Inductions.

Procedure

1. Where applicable, core contractors will undertake an annual induction process and be permitted to commence work once they have signed in at the Estates Department.
2. Contractors working on short term projects e.g. 7 days or more will undertake an induction presentation based on the contents of this Induction Booklet.
3. Contractors working on the site for less than 7 days will be given an appropriate safety brief and written information.
4. Contractors must always display their Contractor Identification badge when on site.

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2. Introduction and Induction Booklet Procedures

Introduction

The Marjon Estates Department is committed to ensuring the health, safety and welfare of all employees, students, contractors and others, is not adversely affected by the work it does.

This booklet has been produced to help make contractor's aware of hazards/risks and important safety arrangements rules and procedures.

The information contained within this booklet has been produced to provide contractors (and their subcontractors) with key information that will help them protect their own, and others, health and safety whilst working at the University.

Important: The information contained within this booklet is not exhaustive and additional precautions may be necessary for specific areas. Should you have any queries or concerns you must stop work immediately and seek further advice from your University contact.

3. Parking and Rules for Vehicles Accessing the Site

Contractors Parking Procedure

When work is awarded the procedure is to inform the Estates Department of the vehicles required on site. We have ANPR system so contractors will need to make sure we have their vehicle registration number on our approved list.

Driving on Campus - General Rules

- The maximum speed limit for the site is 10mph.
- Whenever possible reversing vehicles will have a banksman in attendance.
- The use of mobile phones when driving is strictly prohibited.
- Parking/driving must be in compliance with local signs and restrictions and the appropriate legislation.

4. Arrival at Site – Log In/Asbestos Register Procedures

For health, safety and security reasons it is essential that we (Estates Department Marjon University) know when contractors are going to commence work on site. We use this opportunity to provide you with essential information about hazards and the precautions which must be implemented whilst working on Campus.

We need to know:

- Where you are
- What type of work you are doing

- What time you expect to leave

You will be provided with access to the **University's Asbestos Register** (which includes asbestos information on all pre-2000 buildings) available at the Estates Department.

Important: It is a legal requirement that you read and fully understand this information before commencing work.

If you have any queries or concerns about the information provided you must not commence work until you have raised and resolved the issue with your University contact.

5. Arrival at Site – Log in procedure

On arrival at site contractors must present to:

Estates Office – Room S220, First floor, South Building (opening hours 08.00 – 04.00)

Procedure

- 1 On arrival at the Estates office you will be provided access to the Asbestos Register for the building(s) you are planning to work in.
- 2 You **must** read the information provided for the area(s) in which you are going to work (referencing floors and room numbers).
- 3 You must then complete the Contractors Log in/Log out book – we require this information to monitor your health and safety whilst working on site.
- 4 When work is complete, and you are about to leave site you **must** ring or visit the Estates office and inform them that you are safe and are leaving site.

Important Note: These procedures are required by Law and University Policy, they have been implemented to help protect your health and safety and the health and safety of others studying, visiting or working at the University.

Failure to comply with these procedures will result in disciplinary protocols being invoked against you and/or your company.

6. Security

The University and its buildings are extensively covered by CCTV and the Campus is patrolled 24 hours a day by Security. In the event of any security concerns eg damage, theft or fire etc you must contact security.

- Security – campus phones: 2222 or 01752 636700/Extn: 2222

To maintain the security of University buildings you should ensure that:

- Doors fitted with door entry controls are not propped open
- All tools and materials are secured at the end of each day
- At the end of every working day you must ensure that all doors and windows in the area you have been working are closed and secure.

7. Contractor Identification

All contractors must ensure they wear our contractor lanyard with a signed Contractors authorisation pass, or have a means of identification with them, always when working on Campus.

Important: Keys

When you are issued with keys for access to secure/controlled areas, you are personally responsible for ensuring that those areas are left secure following completion of the work and/or at the end of each day.

You are also responsible for ensuring that all keys and smart cards are returned to the department that issued them. Failure to return keys/smartcards will result in your organisation being charged for replacement keys/smartcards and possibly locks.

8. Noise and Disturbance

High noise work can be a huge distraction to those working or studying at the University. Prior to starting work contractors should check with their University contact to see if there are any time restrictions on noisy work being carried out. (Restrictions may be because of exams, lectures or presentations)

9. Code of Conduct

Offensive behaviour of any kind will not be tolerated on Campus. This includes swearing, gesturing, shouting or passing comments that are, or could be considered, threatening or of a demeaning nature.

10. Dress Standards

Contractors should ensure that all employees and subcontractors are dressed appropriately for the environment they are working in and the type of work being undertaken.

11. Risk Assessment

Important: Contractors **must always** have risk assessments (and any other assessments required by law eg COSHH) in their possession for the work they are planning to do on Campus.

The aim is to make sure that no one is hurt or becomes ill because of the work being carried out.

Remember to take account of your location and surroundings as well as the task being completed.

12. Monitoring Performance

Contractor's health and safety performance on site is monitored and recorded, and this information is made available to all University staff responsible for engaging contractors. Poor performance, and that which drops below acceptable standards, will result in disciplinary protocols being invoked and could result in contractors being suspended or banned from working at the University.

13. Incident/Accident Reporting

All accidents, incidents (including environmental incidents) and near misses (RIDDOR reportable incidents) must be reported to the Health and Safety Manager on extension 8624.

14. Housekeeping and Waste Disposal

Poor housekeeping increases the risk of accidents, environmental incidents, fire and occupational disease.

Always ensure your work and rest area(s) are kept clean and tidy, and that waste is controlled and disposed of frequently and appropriately.

15. Skips

Skips used on site must be enclosed with Heras fencing (or enclosed skips) and locked at night or when the site is not in occupied. Skips containing combustible waste present a fire hazard and must not be positioned close to buildings, wherever possible contractors should aim to position skips a minimum of 5m away from buildings.

16. When your work is complete remember to:

- Remove all waste and excess materials
- Sweep up (vacuum or wet sweep if there is a lot of dust)
- Make good any damage (or mess) caused directly or indirectly by your work

Failure to maintain housekeeping to a high standard whilst working for the University may result in disciplinary protocols being invoked which may in turn affect future contracts/work with the University.

If housekeeping falls below an acceptable standard, or you leave site without having first cleared up, the University will arrange for a clean-up for which your company will be charged.

17. Plant Rooms

Plant rooms are extremely hazardous places to work due to the equipment they house.

Access to plant rooms is strictly controlled. You must not enter a plant room unless you have been given permission to do so.

If you require access to a plant room, you must request this from your University contact. You will be informed of hazards and all necessary precautions you must take before access is provided.

18. Fire & Emergencies

Emergency Evacuation

On arrival at site, contractors must familiarise themselves with the location of:

- The nearest means of escape, these are indicated with green and white signs
- The 'fire' assembly point for that building, this will be identified on fire action notices (posted on entrances to all buildings)
- The location of fire fighting equipment
- The location of and means of raising the alarm (usually a break glass)

Evacuation Procedure

When evacuation of a building is required a continuous alarm will sound.

You must immediately make safe any equipment you are using, leave the building by the nearest safe exit and proceed to the appropriate assembly point.

Once at the assembly point telephone you are to obey the instructions given by the fire marshal.

You must not re-enter the building (even if the alarm stops sounding) until you are told it is safe to do so by a Fire Marshal, a Security Officer or a member of the Fire Service.

Raising the Alarm in the Event of an Emergency

Raise the alarm - shout for assistance (Fire! Fire! Fire!), operate the nearest fire alarm (break glass) and evacuate the building using the nearest exit.

Firefighting - only attempt to fight a fire if you have been trained in the use of fire fighting equipment and it is safe to do so.

If you see smoke or flames telephone the emergency services on 999

Inform Security Control - after leaving the building you must contact the university security (01752 636700/Extn: 2222) and provide them with the following information:

- Nature of the emergency
- Location
- Number of casualties (if any)
- Which emergency services are required

Fire Detection and False Alarms

Creating dust and fumes can cause automatic fire detection systems to activate resulting in significant disruption and **false alarms**.

If your **work is likely to produce dust, smoke and or fumes** you must liaise with your University contact and agree the most appropriate method for isolating fire alarm detection systems.

19. General Fire Safety Do's and Don'ts

Don't block fire escape routes or exits

Don't leave gas cylinders unattended; do not leave them on site overnight

Don't store flammable liquids near heat sources

Don't prop open fire doors (exceptions can be made when handling goods however doors must be closed at night)

Don't obstruct fire safety signs or equipment with materials or tools etc

Don't use portable heating devices (specific permission from your University contact is required for portable heaters)

Do store flammable liquids in flammable liquid lockers

Do seek permission when carrying out **hot work** and always use a **hot work permit**

Do keep the area tidy and dispose of waste frequently and at the end of each working day

20. First Aid

Contractors must assess the risks associated with the type of work they do and provide First Aid as appropriate.

Location of nearest Accident and Emergency Department

The nearest Accident and Emergency Department is located at Derriford Hospital, Derriford Rd, Plymouth PL6 8DH approximately 0.5 miles from the main Campus.

21. Smoking Policy

Marjon University smoking policy is you must be at least 5m away from a building before smoking is allowed and there is no smoking / vapouring within the quad area.

22. Working in Laboratories (biological, chemical, radiation)

The laboratories at Marjon University contain many potential hazards.

Contractors must never enter a lab unless they have first received permission from the Technician for that lab.

General Advice for Contractors Working in Laboratories

- Never enter a lab unless you have first received permission from the Technician for that lab
- Do not touch, or move, anything in a lab unless given specific permission to do so
- Always abide by the rules specific to working in a specific lab. The rules can differ from lab to lab depending on the nature of the work undertaken.
- Always ensure you wash your hands thoroughly after working in labs
- If in doubt about anything at all stop work and ask for advice

23. Asbestos

Asbestos was widely used in the construction of buildings built prior to 2000. It must, therefore, be presumed that asbestos is present in any building built before the year 2000.

Training

It is a legal requirement that all persons likely to encounter/disturb asbestos due to the work they do must have up to date asbestos awareness training.

All contractors working on University premises must ensure they have received asbestos awareness training (or asbestos awareness refresher training) within the last 12 months.

24. Construction Projects

Asbestos Pre-refurbishment/Pre-Demolition Surveys STAT

Contractors must always have a pre-refurbishment/demolition survey in their possession whilst working on University buildings built before the year 2000.

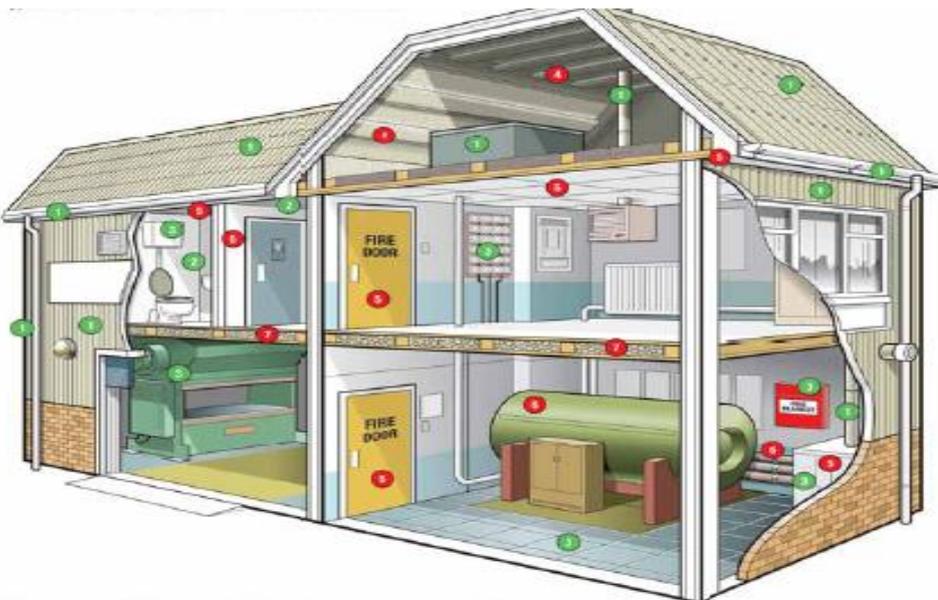
Contractors carrying out day to day repairs, maintenance or remedial works must, prior to starting work, attend the Estates Office to log and view the asbestos register for the building they are to be working in.

25. General Asbestos Awareness

During the last century asbestos was very widely used as a building material.

It is estimated that over 3000 building materials and products contained asbestos.

Red and green discs have been used on the building below to indicate where asbestos can be found, however asbestos is not limited to these areas, this clearly demonstrates the extent to which asbestos was used.



The photographs below are further examples of where asbestos can be found:



Sprayed coatings on ceiling walls, beams/columns



Sprayed coatings on wall



Asbestos insulating board ceiling tiles



Asbestos insulating board panels



Asbestos insulation on pipes



Asbestos lagging on pipes



Asbestos cement wall panel



Asbestos cement roof



Textured coating



Textured coating



Floor tiles



Asbestos fire blanket

26. Permits to Work and Other Controlled Activities/Areas

Some work activities or work locations on Campus are considered potentially dangerous therefore they are strictly controlled with the use of 'Permit to Work Systems' or other control systems.

Permit to Work procedures, and other control systems, require specific actions to be taken which will minimise the risks associated with the work you are about to undertake.

Where a Permit to Work, or other control system, is required you must use it. Your University contact will provide you with the necessary permits and/or control systems.

Marjon University requires Permits to Work/Isolation Procedures/Safe Systems of Work are used for the following activities

- Permit to Dig
- Confined Space Risk Assessment and Permit
- Hot Work Permit
- Fume Cabinet/Safety Cabinet/ Lab Drain Permit
- Electrical Isolation Procedure
- Electrical Live Working Procedure
- Mechanical Isolation Procedure Domestic Hot Water Systems
- Safe System of Work for Roof Access/Roof Access Permit
- Mechanical Isolation Procedure Heating and Ventilation
- Oxy/Acetylene checklist
- Walk in duct access log
- High Voltage areas Access permit and surveying risk assessment

Important: Contractors may use their own permit to work system (where they exist) however they must take account of the requirements and safety critical information contained within University permits eg site specific information relating to equipment positioned on roofs.

27. COSHH – Control of Substances Hazardous to Health

There are a large range of hazardous substances stored and used at the University. Contractors and staff should be aware of this and ensure the area in which they are going to work is safe.

Contractors must ensure that COSHH assessments and Safety Data Sheets are always available and followed for any substances hazardous to health which are being used, or produced, as a by-product of the work activity.

28. Gas Cylinders

Acetylene – Because Acetylene is particularly dangerous in a fire situation the Fire and Rescue Service will evacuate everyone within 200metres of any cylinders involved in a fire.

Contractors must specifically request permission from their University contact before bring Acetylene to site.

You must follow the requirements of the Oxy/Acetylene checklist, copies are available online or from your University contact.

All Gas Cylinders - Rules

- Only the minimum quantity of gas cylinders required for the work may be brought to site
- Cylinders must never be left unattended
- Cylinders must be removed from site every night
- Always follow the Oxy/Acetylene Checklist and use a Hot Work Permit

29. Alcohol and Drugs

Contractors are required to ensure persons affected by alcohol, or drugs (including prescribed drugs) are not permitted to carry out work on University premises.

30. Hot Work

Hot Work, such as welding, grinding, brazing, heating etc must not take place in any building without a permit; to obtain a permit contact the University employee responsible for the contract.

Hot Work must always cease at least two hours before the end of the working day (this is to ensure that hot materials do not smoulder and then ignite when the work area is vacated).

31. Work at Height

Contractors must ensure that all work at height is risk assessed and complies with the requirements of the Work at Height Regulations. Only access equipment appropriate for the task must be used, the choice of equipment must consider the activity, the tools/materials being used, the duration of the task and the environment in which it is being used.

32. PPE - Personal Protective Equipment

Contractors must observe Universities rules with regard to wearing PPE in specific areas eg plant rooms, labs etc.

Contractors must also wear all PPE specified in their own risk assessments and COSHH assessments etc.

33. Construction Site Health and Safety Inspections

All construction sites must be inspected at least once a month, inspections will be carried out by University employees responsible for the project, alternatively contractors may arrange to inspect the site themselves and forward copies of the inspection report to the University employee responsible for the project.

34. Protecting the Public – Works Segregation

Distribution: This document must be brought to the attention of all Marjon Heads of Departments, Managers, employees and contractors working on the University Campus.

Introduction

The purpose of works segregation is to protect people from encountering hazards that are present where work is or has been carried out.

It is essential therefore that all work areas are clearly defined and physically separated, and that appropriate signage is in place to warn of hazards and restrictions to access.

Risk assessment will be used to determine the control measures necessary for effective segregation of works.

Traffic Cones and Hazard Tape

Traffic cones and hazard warning tape do not provide an effective means of segregation from construction activities, they are easily defeated and can even contribute to the hazards present on site by increasing trip and fall hazards, particularly for those with visual impairments.

Important: In emergency situations the use of traffic cones and hazard tape to cordon off hazardous areas is acceptable as a temporary measure.

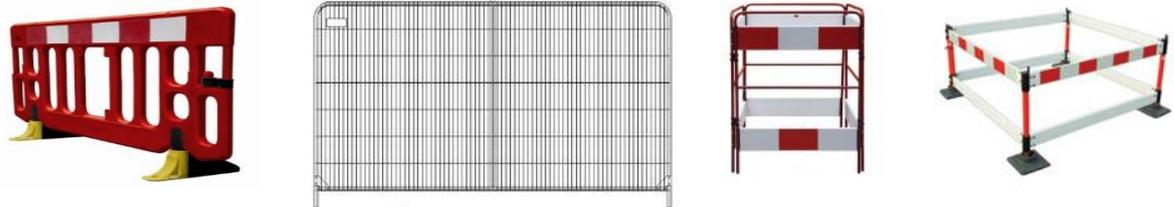
Fencing Systems

At all times it is essential that a fencing system is used for segregation that is proportionate to the nature of the construction activities, hazards and risks present eg **Sites and**

Compounds: 2m close mesh fencing (Heras fencing), 2m solid hoarding. **Roads Footpaths and Internal Works:** Pedestrian Barriers.

Regardless of the type of fencing used contractors must ensure that it is adequately secured and maintained, to do this, daily (or periodic) inspections and remedial actions to reinstate systems are required to ensure it remains effective.

Fencing Systems/Pedestrian Barriers



Note: There are alternatives to the images above, if in doubt as to the suitability of fencing for the work location you should speak to your line manager or Estates Development Manager.

2m Close Mesh Fencing (Heras Fencing)

Where close mesh fencing is selected several additional designs, features are required:

- Blue debris netting should be installed to help contain debris and to help screen unsightly skips, plant, materials etc from view (Note: Depending on the design of the installation additional bracing/weighting on the feet may be required)
- Feet supports should be designed, positioned and/or conspicuously coloured to minimise the potential for tripping
- All panels should be secured with a minimum of four couplers
- Gates or doors in the panels must be padlocked when the site is unsupervised
- Where fencing panels butt up to structures they must be secured to prevent the fence being easily opened/defeated, where it is not possible to fix fencing to the structure then fencing must be designed and installed so as to provide the maximum security. (Advice on options are available from the manufacturer/supplier).

Banksmen

Banksmen may be used as an alternative means of segregation for short duration works. Banksmen may also be used as an additional control measure to fence when required by site conditions eg where control of pedestrians is necessary.

Work to Roads and Footpaths

All work to Roads and Footpaths on Campus must be planned and designed as if they are on the public highway, the requirements of Road and Street Works Act, Chapter 8 must be applied.

Construction Dust

When carrying out work such as the breaking, cutting or dressing of stone or concrete you must ensure a suitable means of dust suppression is employed to keep dust to a minimum, this may include installation of suitable screens or enclosures or the use of water spraying systems or extraction systems.

Signage

Suitable and appropriate signage must always be displayed in prominent positions around the works, including, as necessary:

- Warning signs
- Prohibition signs
- Mandatory signs
- Information signs

Information Signs

Where works are scheduled to last more than 5 days an information sign must be installed in a prominent position.

The sign and its installation are the responsibility of the contractor for the job.

The sign should include contact details of persons responsible for the work details of the project and project duration.

The sign may also include any significant points of note, plans or photographs etc that may help inform interested parties.

Site Compounds/Set Up

Areas allocated to be used as site compounds must be agreed with the Estates Department prior to start on site.

Consideration should be given to safe vehicle movement, storage and welfare requirements and to the impact of the compound on the immediate surroundings.

Site compounds are not to be used for parking contractor vehicles.

Removal of Site Set Up/Segregation

Contractors will ensure that all equipment, materials and waste etc is removed from site and that site conditions are made good promptly and within agreed timescales following the completion of work.

35. Control of Legionella

Contractors Managing Refurbishment Works

“The risk from legionella growing in peripheral parts of the domestic water system such as deadlegs off the recirculating hot water system may be minimised by regular use of these outlets. When outlets are not in regular use, weekly flushing of these devices for several minutes can significantly reduce the number of legionella discharged from the outlet. Once started, this procedure has to be sustained and logged, as lapses can result in a critical increase in legionella at the outlet.” (*The Control of Legionella Bacteria in Water Systems L8*)

When contractors take control of a building (or part of a building) they must ensure that they adopt the **“Legionella Control – Flushing/Purging Regime Infrequently Used Outlets”**.