

Guidance

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CONTENTS

- 1 [Introduction](#)
 - 1.1 University Policy
 - 1.2 Purpose of this Guidance

2. [Main activities of Department Supervising Officers](#)
 - 2.1 Ensuring work remains within the Department's remit
 - 2.1.1 Possible impact on fabric or services
 - 2.1.2 Construction (Design and Management) Regulations 2015 (CDM) Projects
 - 2.1.3 Permit controlled work
 - 2.2 Appointing a suitable Service Provider
 - 2.3 Arranging a pre-start meeting
 - 2.4 Ensuring fire protection is maintained
 - 2.4.1 Fire detection systems
 - 2.4.2 Hot work
 - 2.5 Protecting the Service Provider
 - 2.6 Exchanging information with Service Provider
 - 2.6.1 Purpose of the S7 Form
 - 2.6.2 Completing an S7 Form
 - 2.6.2.1 *Routine Service Contracts*
 - 2.6.2.2 *Emergency Work*
 - 2.6.2.3 *Informing Safety, Health and Wellbeing*
 - 2.6.3 Checking information at Part 3 of S7 Form
 - 2.6.3.1 *Safe system of work*
 - 2.6.3.2 *Risk assessment*
 - 2.6.3.3 *Forms of documentation*
 - 2.7 Preparing for the contract work
 - 2.8 Informing those affected
 - 2.9 Informing about out-of-hours working
 - 2.10 At commencement of work
 - 2.10.1 Availability of Department Supervising Officer
 - 2.10.2 Induction into fire safety procedures
 - 2.10.3 Monitoring the health and safety standards of the work
 - 2.11 Completion or suspension of work
 - 2.12 Recording accidents or dangerous occurrences
 - 2.13 Recording details of the work

3. [Reviewing health and safety performance](#)

[Appendix 1](#) Checklist for Department Supervising Officers

GUIDANCE FOR DEPARTMENTS ON ENGAGING EXTERNAL SERVICE PROVIDERS

1. Introduction

1.1. University Policy

Individuals, sole traders, contractors, businesses or organisations, external to the University and which are engaged by University departments to provide services on the premises, fall into the category of members of the public and are therefore owed a duty by the University. Such services may include, for example, construction, refurbishment, installation, inspection, maintenance, cleaning, repair, supply of hired equipment/facilities or some other physical work, whether through a term or one-off contract. Those providing services (hereafter referred to as Service Providers) will also owe a reciprocal health and safety duty to the University.

In order that these respective duties can be effectively fulfilled, the University recognises its responsibility to ensure that co-operation and co-ordination procedures are in place to allow both the University and Service Providers to conduct their work in a safe manner and to adequately control any risks to the employees or property of the other.

1.2. Purpose of this Guidance

This guidance provides supporting information to allow Department Supervising Officers to fulfil the requirements of the Local Rule “Engaging External Service Providers”. A checklist to aide this process has been included. This guidance compliments the ‘Safety Standards Expected From Service Providers’ document, which should also be referred to by those engaging Service Providers.

It is acknowledged that the Department of Estates Services has its own systems and procedures in place for managing both minor and major works involving service providers who are works contractors. Estates Services will be required to ensure that those systems and procedures reflect the standards and achieve the objectives outlined by the Local Rule.

2. Main Activities of Department Supervising Officers

As the main point of contact between their department and a Service Provider, the following outlines, in logical sequence, the main activities of a Department Supervising Officer, in relation to using a Service Provider.

2.1. Ensuring Work Remains within the Department’s Remit

2.1.1. Possible Impact on Fabric or Services

The Department Supervising Officer must decide whether the work to be contracted is likely to remain within the authority of the department to manage, or could foreseeably have an impact on building fabric or services. For example, if during planning a repair to a piece of equipment, it emerged that the Service Provider required the fuses to be removed from an electrical control panel, then this aspect of the work would need to be referred to Estates Services, through a Service Request since it involves the services of the building, namely, the electrical system. Other examples would be the hanging of a picture on a wall or the water-proof sealing of a floor prior to re-covering as both these scenarios could involve the disturbance of asbestos containing materials. If work has already commenced and unforeseen circumstances arise, then it should be stopped immediately and referred to Estates Services.

2.1.2 CDM Projects

CDM projects are managed by Estates Services. CDM is associated with construction, demolition, installation and large fabrication work. It is not applicable to work such as small building work, decorating, equipment servicing and maintenance, consultancy, catering etc. and Department Supervising Officers and Service Providers must check with Estates Services if they are in any doubt as to whether the scope of their work falls under these regulations.

Service Providers working on University Projects must be aware of and comply with these Regulations. The assessment of the project in terms of resource, timescale, or particular operations will normally have been carried out prior to the issue of Tender documents.

A project that falls within the scope of the Regulations will automatically require certain documents to be in place. The Main Service Provider selected will also be deemed to be the Principal Contractor under the terms of the Regulations.

The Pre-Construction Information will have been issued with the Tender documents and the response to this by the Service Provider is one of the methods by which the University can assess the competence of the Service Provider in terms of management of health and safety.

Prior to the commencement of site work a Construction Phase Plan (Plan) that adequately addresses the arrangement for managing risks, must be in place. The Principal Contractor will publicly display the F10 Notification as required by the legislation. The provision of a suitable Plan is at all times the responsibility of the Contractor/ Principal Contractor. It is a requirement that a current copy of this Plan is provided to the Department Supervising Officer.

Any Plan that has been partially developed to allow staged implementation of the project requires that each section as it is prepared by the Contractor/ Principal Contractor has been assessed prior to implementation. The Principal Contractor must obtain formal written confirmation that it is suitably developed to allow the work to proceed.

On completion of the project the Principal Contractor will require to compile and provide a Building Health & Safety File prior to handover or Practical Completion. This will include, but not be limited to, Operation & Maintenance Manuals for plant and equipment.

2.1.3. Permit Controlled Work

As mentioned in the Local Rule on Engaging Service Providers a permit-to-work procedure is used by Estates Services to control work which is particularly hazardous. The procedure applies mostly to work on fabric or services, which departments are not authorised to manage. However, in some instances contract work arranged by departments, may involve an element of permit-controlled work, for example, *access to a roof* to allow service of a department's equipment, the use of a *hot work process* to repair equipment, or the *servicing of a gas* appliance. In these circumstances the Department Supervising Officer must ensure each element of permit-controlled work is referred to Estates Services for their management control, through the following procedures:

Roof Access

Where a member of staff or a Service Provider requires access to any roof, for whatever reason, a permit must be obtained from Estates Services prior to access. The following procedure should be adhered to:

- a) At least 7 working days prior to the anticipated date of access to a roof, the Department Supervising Officer should complete and return to Estates Services, a **Service Request** form with relevant details. Available at <http://www.strath.ac.uk/estates/admin/>) For example, the 'Nature of Request' section could read, '*Roof access permit required for Service Provider to service Department-owned equipment on roof of Thomas Graham Building*';
- b) A representative from Estates Services will then contact the Department Supervising Officer to discuss the proposed work and if necessary, may wish to speak with the Service Provider; and
- c) Once satisfied about the Service Provider's ability to take the necessary precautions, the Estates Services representative will liaise with the Department Supervising Officer and/or the Service Provider to make arrangements for the issue, monitoring and eventual signing off of a roof access permit, according to Estates Services procedures. These will include requiring the Service Provider to carry out post roof work checks (e.g. that no materials have been left lying on the roof) and the Estates Services representative ensuring that these have been satisfactorily undertaken.

Hot Working

Hot working includes welding, brazing, soldering with a flame (but not with an electrical soldering iron), mechanical grinding or cutting, oxy-acetylene welding, burning, or cutting; or the application of heat, say from a heat gun. Where a Service Provider indicates the need to use some form of hot work process, the Department Supervising Officer should clarify with the Service Provider that alternative processes have been considered, but ruled out. Liaison with Estates Services should then be as follows:

- a) At least 7 working days prior to the anticipated commencement date, the Department Supervising Officer should complete and return to Estates Services, a Service Request form with relevant details (available at <http://www.strath.ac.uk/estates/admin/>). For example, the 'Nature of Request' section could read, '*Hot working permit required for welding repair to storage rack*';
- b) A representative from Estates Services will then contact the Department Supervising Officer to discuss the proposed work and will probably wish to visit the location, prior to the work, in the company of the Department Supervising Officer and, if necessary, the Service Provider; and
- c) Once satisfied about the Service Provider's competence to take the necessary precautions and to carry out the hot working, the Estates Services representative will liaise with the Service Provider and make arrangements for the issue, monitoring and eventual signing off of a hot working permit, according to Estates Services procedures. These will include requiring the Service Provider to carry out post hot working checks and the Estates Services representative ensuring that these have been satisfactorily undertaken.

Work on Gas Services

It is the responsibility of Estates Services to ensure that all work on gas (including LPG) installations and appliances, throughout the University, is carried out according to statutory requirements and undertaken by GAS SAFE registered personnel and companies. Any work involving, but not limited to altering, connecting to or removal from gas services or the servicing of appliances will require to be authorised by Estates Services and be subject to a gas permit. In cases where Departments make arrangements for work on their own gas services or appliances, the following procedure should be adhered to:

- a) At least 7 working days prior to the anticipated commencement date, the Department Supervising Officer should complete and return to Estates Services, a Service Request form with relevant details (available at: <http://www.strath.ac.uk/estates/admin/>), for example, the 'Nature of Request' section could read, 'Gas permit required for servicing of natural gas cooker by A.N.Other Gas Services Ltd';
- b) A representative from Estates Services will then contact the Department Supervising Officer to discuss the proposed work;
- c) The Estates Services representative will make the necessary checks on the GAS SAFE registration of the individual operatives and on the company; and
- d) Once satisfied about the Service Provider's competence to undertake the work, the Estates Services representative will liaise with the Service Provider and make arrangements for the issue, monitoring and eventual signing off of a gas permit, according to Estates Services procedures.

Where there is any ambiguity over whether permit-controlled work is involved, Department Supervising Officers should consult with Estates Services to determine if only that part governed by a permit, or the whole of the work is to be transferred to Estates Services.

2.2. Appointing a Suitable Service Provider

Estates Services have a rigorous procedure for the selection and appointment of Service Providers, which takes into consideration their health and safety management system, including competence, training, examples of risk assessments/method statements and any prosecutions for breaches of health and safety legislation.

For non-Estates Departments, if the scope of the contracted work is within the authority of the department, then it must be ensured that an appropriate Service Provider is selected, according to Purchasing Services procedures. It is recommended that the department's own Departmental Purchasing Co-ordinator is consulted. The Department Supervising Officer should be reasonably satisfied as to the Service Provider's competence (i.e. they have sufficient skills, knowledge, training and experience) to do the job safely. Competence may often be gauged by asking prospective Service Providers about certain indicators of their health and safety management, for example:

- Their experience in the type of work or service the department requires;
- Their health and safety policy and practices;
- Their procedure for selecting sub-contractors, if applicable;
- For a sample method statement;
- The health and safety training and supervision provided to their employees; and
- Membership of relevant trade or professional bodies.

Where the work involves servicing of original manufacturers' equipment e.g. analytical equipment by the manufacturers own service staff, such staff will have completed specialist in-house training. In such circumstances the Department Supervising Officer can assume the manufacturers competency to work on this equipment. Where the equipment is being serviced by a third party, competency will need to be validated. Where the Service Provider is appointed through a University wide contract e.g. photocopier servicing, assessment of the Service Provider will have been undertaken by Purchasing Services procedures.

The Department Supervising Officer should ensure that the appointed Service Provider is in possession of a copy of the Safety Standards Expected from Service Providers Guidance prior to commencement of any contract work.

2.3 Arranging a Pre-Start Meeting

A pre-start meeting will enable the department to provide information to the Service Provider about the service required, the location and working environment and to discuss how each phase of the work (eg. preparation, implementation, completion) can be carried out in a safe manner. It will also enable the Service Provider to provide a risk assessment and safe system of work (as required under Part 3 of the S7 form, see para 2.6.2) that is task and site specific. It is recommended that a pre-start meeting is the norm, for every piece of contracted work, irrespective of how minor the work may seem, unless a routine service contract is involved where there is no change of risk (see para.2.6.2.1).

The Department Supervising Officer may wish to set up further meetings or briefings to ensure that adequate liaison takes place, especially with regard to variations in the proposed work.

Where regular routine low risk work is being controlled under an annual S7, (ref. 2.6.2.1) only one pre start meeting is required at the start of the contracted work.

A meeting is the preferred method for sharing information and agreeing responsibilities. In exceptional circumstances, if time constraints do not allow for scheduling a meeting, Department Supervising Officers should ensure the required information and responsibilities are shared and agreed by email prior to starting work.

2.4 Ensuring Fire Protection is Maintained

2.4.1 Fire Detection Systems

At the pre-start meeting, or early in the engagement process, the Department Supervising Officer should make the Service Provider aware of the particular fire detection system in the vicinity of the proposed work and determine whether the Service Provider's operations could inadvertently activate the fire alarm system. Such operations could involve the production of dust, steam, smoke, fumes, aerosols (including paint applications) and hot air.

Where it is anticipated that a building's fire detection system could be affected, the Department Supervising Officer should contact the University Fire Safety Adviser and provide details of the nature of the work, its exact location(s) and its duration. The Fire Safety Adviser will then advise on and confirm by email, the most acceptable course of action to prevent interference with the local system. In addition, the Fire Safety Adviser will make any necessary arrangements with Estates Services, on behalf of and in conjunction with the Department Supervising Officer. **It is strongly emphasised, that only the Fire Safety Adviser, or nominated staff in the Electrical Section of Estates Services can authorise the covering of smoke/heat detectors or the isolation of any part of a fire alarm system.** Once the Service Providers work is completed, the Department Supervising Officer should immediately notify the Fire Safety Adviser so that arrangements can be made to re-instate the fire detection system.

2.4.2 Hot Work

As mentioned in para. 2.1.3 above, where a Service Provider needs to use some form of hot work process, it will be necessary for Estates Services to control this element of the work through the issue a Hot Work Permit. Please refer to the procedure outlined in 2.1.3 for details.

2.5 Protecting the Service Provider

This is an important step in readiness for completing Part 2 of the S7 Form (see 2.6.2). The Department Supervising Officer should arrange for an assessment of the risks to the health and safety of the Service Provider, arising out of or in connection with the Department's activities, in accordance with the Management of Health and Safety at Work Regulations.

The assessment should be carried out by a senior person familiar with the particular location and activities, or by the Department Supervising Officer in close liaison with such a person. It may need to cover, for example:

- The state of the equipment to be repaired and its location;
- The general state of the accommodation/premises;
- The immediate working environment;
- Other equipment, materials, substances or personnel in the vicinity;
- The effect of other activities likely to be taking place at the time of the contract work etc.

The identified hazards and risk control measures taken should be inserted at Part 2 of the S7 Form, or documented separately, and a copy given to the Service Provider for their information as outlined below.

2.6 Exchanging Information with Service Provider

2.6.1 Purpose of the S7 Form

The purpose of the S7 Form (Click [here](#) to view Form S7 External Service Providers working on University premises) is to document the exchange of health and safety information between the Service Provider and the University department. It is a means to ensure that the department is fully aware of the risks to the University community and property created by the Service Provider's work and that the Service Provider is aware of the risks to his employees from specific departmental hazards.

For example, Service Providers' operations may create specific hazards such as heat, fire, dust, noise, work at height and the use of hazardous substances, all of which could adversely affect the health and safety of University individuals and property. Conversely, the department where the work is to be carried out may have its own hazards which could affect Service Providers' employees, e.g. hazardous chemicals, biological, radiation and electrical hazards etc., hence, the importance of exchanging information to ensure the health and safety of each party.

All concerned should consider the S7 Form as written evidence that an appropriate exchange of information has taken place and that significant risks have been assessed from both sides. Both the department and Service Provider are advised to retain a photocopy of the relevant S7 Form on site, along with associated documents. It should be remembered that the S7 Form is only a means to an end, that is, for ensuring the health and safety of both University and Service Providers' employees. Completion of an S7 Form is not an end in itself.

2.6.2 Completing an S7 Form

The Department Supervising Officer has responsibility for completing Parts 1 and 2 of the S7 Form, which must then be sent to the Service Provider for completion of Parts 3 and 4. The Service Provider must then return the S7 Form to the Department Supervising Officer who should check that Parts 3 and 4 have been satisfactorily completed and that the scope of the work remains within the authority of the department to manage. Please see **Appendix 2** for more details on how to complete Parts 1 and 2 and para. 2.6.3 for what should be supplied by the Service Provider in Part 3.

2.6.2.1 Routine Service Contracts

Any Department that engages companies to carry out various routine service contracts, for example

- On computer equipment;
- Microbiological safety cabinets;
- Laboratory or workshop equipment; and
- Office equipment, etc.

should be aware that these rules, including the requirement for an S7 form to be suitably and sufficiently completed, still apply. However, where risks do not change from visit to visit then it is acceptable to complete one S7 form which runs for the duration of the contract (up to a maximum of one year). In such circumstances the department should close off the existing S7 one year after commencement of the contract and raise a new S7 which is valid for a further 12 months. At the end of this period the process can be repeated as required. Both the Service Provider and the Department Supervising Officer should be aware that if any change in risk to either or both sets of employees is foreseen, then this must be reflected by the issue of a new, appropriate, updated S7 Form, including risk assessments and method statements at the time of change in risk.

2.6.2.2 Emergency Work

It may be that, due to exceptional circumstances, work will arise for which there will be no time to complete and return an S7 Form. This, however, does not absolve the Department Supervising Officer and Service Provider from anticipating foreseeable risks, exchanging all relevant information, agreeing how the work will be carried out and what precautions will be taken to ensure the safety of all respective employees, including students and the general public.

2.6.2.3 S7 Audit by Safety, Health and Wellbeing

To assure the correct use of the S7 process, as part of its ongoing monitoring role, Safety, Health and Wellbeing may review a sample of S7's during any audit or inspection of a department.

2.6.3 Checking information at Part 3 of S7 Form

The Local Rule for Engaging Service Providers requires that a safe system of work, including the appropriate risk assessments, is agreed between all relevant parties. In the case of departments, other than Estates Services, engaging Service Providers, 'parties' will be limited to the department and the Service Provider.

Part 3 of the S7 Form requires the Service Provider to provide and attach a safe system of work (sometimes referred to as a method statement) which **should include** an assessment of the risks to the University community and property, along with the control measures which will be implemented by the Service Provider to eliminate or minimise the evaluated risks.

Department Supervising Officers are not expected to comment on the safety of the actual work which belongs to the Service Provider's area of expertise. However, they are expected to carefully read the safe system of work and risk assessment, and to be reasonably satisfied that the proposed precautions and risk control measures will be adequate to enable the work to be carried out safely and to eliminate or minimise the identified risks to the University community and property.

If there is any inadequacy or doubt about the Service Provider's information, then the Department Supervising Officer should request the Service Provider to review and revise his procedures and/or risk control measures, but without offering any specific, corrective advice. Amended documentation should be re-checked by the Department Supervising Officer.

It is acceptable for the Service Provider to provide a separate risk assessment and a safe system of work or a document that combines both, so long as the risk assessment part is clearly identifiable. For clarity, these will be explained separately below, along with the forms of documentation that may be presented by the Service Provider:

2.6.3.1 Safe System of Work

There is no statutory definition of a safe system of work. However, it is generally thought of as a planned, formal procedure that brings together personnel, materials and equipment in a specific location and for a specific task, in such a way that the task can be achieved without harm to personnel and property. Written safe systems of work are usually put in place to record procedures to minimise the risk to health and safety when hazards cannot be physically eliminated and there remains a degree of risk. In some University department settings, these may be known as standard operating procedures.

The following checklist is not intended to be exhaustive, but includes the essential elements that Department Supervising Officers should expect to be included in the Service Provider's safe system of work. Not all of the elements will be applicable on each occasion, as this will depend on the nature of the work.

1. Brief description of the work and its location;
2. Significant findings of the assessment of risks to the University community;
3. Name of Service Provider's responsible person/supervisor and number of operatives on site;
4. Materials, substances, equipment and tools to be used, with Materials Safety Data Sheets and COSHH assessments, where materials and substances, or anything that is emitted, could be hazardous to health;
5. Brief description of any standards or codes to which the work will be carried out;
6. Arrangements for safe off-loading of materials, substances, equipment and tools at building entrance, to prevent harm to the public and other road users;
7. Arrangements for safe transporting of materials, substances, equipment and tools within building to the work location, to prevent harm to other users;
8. Arrangements for safe, temporary storing of materials, substances, equipment and tools at the work location, to prevent harm to others;
9. Precautions to be taken before commencing the work, e.g. making the work area safe, isolation of equipment, erection of notices and signs, management of pedestrians etc.;
10. Sequence of operations and safe working methods (steps which should be taken to make the job safe and the precautions which should be adopted during the actual work, including PPE required to be worn);
11. Arrangements for maintaining a clean, tidy and safe work area and for monitoring of standards;
12. Arrangements for keeping noise levels within limits imposed by current legislation;
13. Arrangements for clearing up work area following completion of work;
14. Arrangements for safe removal of surplus materials, substances, equipment and tools from the building; and

15. Arrangements for safe loading of materials, substances, equipment and tools at building entrance, to prevent harm to the public and other road users.

2.6.3.2 Risk Assessment

Under the current **Management of Health and Safety at Work Regulations**, the Service Provider is required to carry out a risk assessment of the particular work to be undertaken in the University, in relation to his own employees **and others who may be affected**. This latter category should include the University community and its property.

This risk assessment process will mean the Service Provider undertaking a careful examination, of what, in relation to the specific work he is to undertake in the Department, could cause harm to the University community and property. The aim is to make sure that no one is injured, becomes ill and that property is not damaged. It involves the Service Provider identifying the hazards he creates at each phase of the work and then evaluating the likelihood of occurrence of any injury, ill health or damage, taking into account existing precautions. The Service Provider should then weigh up whether he has taken enough precautions or should do more to prevent harm. The findings should identify any risks to the University community and property and should detail the control measures that the Service Provider intends to implement to eliminate or minimise each identified risk.

2.6.3.3 Forms of documentation

As mentioned earlier, it is acceptable for the Service Provider to provide a separate safe system of work and risk assessment or a document that combines both, so long as the risk assessment part is clearly identifiable.

Department Supervising Officers should be aware that some companies use the terms 'Safe System of Work' and 'Method Statement' interchangeably, whilst others use the term 'Safety Method Statement' to refer to the actual written record of the safe system of work which they have developed.

Sometimes a Service Provider will incorporate the Part 3 risk assessment into his general risk assessment and/or method statement which deals with broader issues involving his own employees.

Irrespective of how the information is presented, it is important that it reflects how the Service Provider will carry out every phase and every aspect of the specific work without risks to the University community, as well as his own employees.

Some Service Providers try to impress with masses of paperwork. However, if it doesn't deal specifically with the issues relating to the work in question, or risks and associated control measures to the University community, it is probably irrelevant and new information should be requested.

In the event of an incident or accident involving someone from the University or member of the public, arising from work being undertaken by a Service Provider, documentary evidence that a risk assessment of the activity had been formally carried out, would most certainly be required as part of the investigation. Both the department initiating the work and the Service Provider involved are advised to keep a photocopy of all S7 Forms and associated documents on site.

2.7 Preparing for the Contract Work

Where unacceptable risks were identified in the risk assessment at 2.5, then appropriate risk control measures should be implemented to ensure the health and safety of Service Providers whilst working in the Department. These may include, for example, cleaning and/or decontaminating equipment, surfaces or areas prior to hand-over, the cessation of adjacent activities, securely storing or removing hazardous equipment, materials and substances from the vicinity and the exclusion of University personnel from the area.

2.8 Informing those affected

Prior to work commencing, the Department Supervising Officer must ensure that all University personnel, other Service providers, and any others who could be affected by the Service Provider's work are made aware of any precautions they need to adopt or instructions they need to follow in accordance with the Part 3 risk assessment and/or method statement.

2.9 Informing about Out of Hours Working

If work is to be carried out over a weekend then an S5 Form - 'Service Providers or Contractors Working over the Weekend or Public Holidays' (Click [here](#) to view Form S5 Contractors working outwith normal working hours) **must be completed and signed by the Department Supervising Officer. Copies should then be sent to Security Control (John Anderson Campus) by 1230 hours on the prior Friday, unless the Friday is a University holiday, in which case on the prior Thursday.:**

2.10. At Commencement of Work

A Department Supervising Officer should permit work to commence **only** when they are satisfied that the arrangements required in paragraphs. 2.1 to 2.9 above have been adequately covered.

2.10.1 Availability of Department Supervising Officer

Department Supervising Officers should ensure they (or a deputy) are available in person at all times when the Service Provider is on site and that if their place of work is not adjacent to the work area, that the Service Provider knows where to locate them. Availability should include public holidays and weekends, if work is to take place at these times. However, it is strongly advised that all contract work takes place during normal opening hours and that only in exceptional circumstances on public holidays or weekends. **On no occasion should University equipment be loaned to a Service Provider.**

The Department Supervising Officer should arrange that, on initial arrival in the department, the Service Provider and/or his employee(s) responsible for controlling the risks make immediate contact with themselves so that induction and monitoring can take place as follows:

2.10.2 Induction into Fire Safety Procedures

The Department Supervising Officer should provide appropriate fire safety instructions to the Service Provider, who in turn should convey such instructions to other employees who are not present at the time of the initial meeting. Instruction should include:

- a) The procedure in case of fire or on the sounding of the fire alarm;
- b) The location and method of operating the fire alarm system;
- c) The location, type and method of operation of fire-fighting equipment, and
- d) The means of escape in case of fire.

Where the Service Provider's work may affect the building's fire detection system then appropriate arrangements should have been made beforehand, as explained in paragraph 2.4, to avoid inadvertent operation of the alarm system and to ensure that fire protection is maintained.

2.10.3 Monitoring the health and safety standards of the work

It is important that Service Providers carry out their work according to the procedures submitted to the Department Supervising Officer. To ensure this is so, Department Supervising Officers are required to check on a Service Provider's work at various stages.

Department Supervising Officers are not expected to be experts in the field of the Service Provider's work, but are required to monitor their approach to their work, from a health and safety point of view.

The level of monitoring required will depend on the impact the Service Provider's work could have on the health and safety of anyone likely to be affected, which in turn will depend on the nature of the job. The greater the likely impact, the greater the monitoring required. The Department Supervising Officer is responsible for checking that the risks to staff, students, visitors, the public and property are being controlled according to the control measures stated in the Service Provider's Part 3 risk assessment. They should also ensure that any University utilities and/or services used by the Service Provider are used only as agreed at the outset of the contract. Aspects of the work to be monitored include:

- Suitable parking of Service Provider's vehicles so as not to block fire exits or access for the Emergency Services;
- Safe off-loading of equipment/materials at street level and/or building entrance;
- Safe transport of equipment and materials up stairwells or along corridors and closure of fire doors immediately after use;
- Safe storage of equipment and materials within the department during the work;
- Safe undertaking of the work, at all stages, according to the agreed safe system of work;
- Safe clearing up within the department after completion of the work;
- Safe egress of waste, equipment/materials out of the building and closure of fire doors immediately after use; and
- Safe loading of waste, equipment and materials at street level and/or building entrance.

Any deviation from, or failure to comply with, the submitted risk control measures/procedures/method statement or the *Safety Standards Expected from Service Providers* document, should be brought to the attention of the most senior site representative and assurances sought that the work will only proceed as originally stated. If such assurances cannot be given by the Service Provider, then the Department Supervising Officer must suspend the work until a satisfactory procedure or method statement is submitted and the Part 3 risk assessment has been suitably amended.

Furthermore, serious and imminent danger arising from the work should result in immediate suspension or termination of the work by the Department Supervising Officer.

Where work standards have been portrayed within submitted tender documents or agreed in negotiated service level agreements, Purchasing can provide advice on the contractual position if departments' had a wish or requirement to terminate or to upgrade/negotiate a service level provision to ensure standards are complied with.

2.11 Completion or Suspension of Work

On completion (or suspension, as the case may be) of the work, it is the responsibility of the Department Supervising Officer to ensure that Part 5 of the S7 Form has been signed by the Service Provider to indicate that their work is complete (or suspended) and that his employees have been withdrawn. Where work is finished the Department Supervising Officer should then complete Part 6 to formally sign off the S7 Form. If any subsequent attendance is necessary, a new S7 procedure must be undertaken by both parties.

2.12 Reporting Accidents or Dangerous Occurrences

Accidents, cases of ill health and dangerous occurrences arising from a contract and involving Service Providers' employees, University staff, students, visitors, the public or University property should be reported immediately by telephone to Safety, Health and Wellbeing (Ex 2726) and then to the Departmental Safety Convenor in the normal way using the [Safe360 electronic reporting system](#), downloadable from Safety, Health and Wellbeing: <https://www.strath.ac.uk/safetyhealthwellbeing/>

2.13 Recording Details of the Work

A record of the work undertaken by each Service Provider **must be kept in departmental files for future reference**, where there is a statutory requirement for a maintenance log, or where a maintenance log has been established. Since S7 forms are written evidence that an appropriate exchange of health and safety information has taken place, they should be retained within the department for at least 3 years, which is the expiry period for a civil action to be brought in a case of negligence.

3. Reviewing Health and Safety Performance

It is advisable for the Department Supervising Officer to briefly record both positive and negative aspects of the Service Provider's health and safety performance. This will enable the department to collate useful information about the Service Providers they use and to highlight areas which require to be discussed in more detail the next time contract work of a similar nature is required.

APPENDIX 1

CHECKLIST FOR DEPARTMENT SUPERVISING OFFICERS

This checklist is not exhaustive but is intended to serve as an aide-memoir for Department Supervising Officers in planning and organising contract work.

Item No.	Issue to be considered	Reference in Guidance	Checked
1	If the work involves building fabric or services, then refer it to Estates Services.	2.1	
2	If construction work is involved which is subject to the Construction (Design and Management) Regulations 2015, then refer it to Estates Services.	2.1	
3	Do you consider you have the required training and competency to supervise the particular contract work in question? If no, please refer to your Head of Department.	2.2	
4	Could the work foreseeably have an impact on building fabric and services? If so, discuss with Estates Services.	2.1.1	
5	Does any part of the work require to be controlled by a permit issued by Estates Services?	2.1.2	
6	Have steps been taken to determine the Service Provider's competence to undertake the work in a safe manner?	2.2	
7	Has the Service Provider been given a copy of the University's "Service Providers – Rules for Safe Practice"?	2.2	
8	Have arrangements been made for a pre-start meeting to discuss the work and how it can be carried out safely?	2.3	
9	Has the Service Provider been made aware of the fire detection system in the location of the proposed work?	2.4.1	
10	Will the proposed work generate products that are likely to activate the fire alarm system? If so, contact the Fire Safety Adviser for advice.	2.4.1	
11	Could the work require some form of hot work process (e.g. welding, brazing, gas cutting, flame or heat, say from a heat gun)? If so, contact Estates Services.	2.1.2 & 2.4.2	
13	Has an assessment been made of Departmental risks to the health and safety of the Service Provider?	2.5	
14	If an annual S7 form is being used for a routine service contract, are you satisfied that the risks are not likely to change from visit to visit? If not, ensure that the safe systems of work and risk assessments are	2.6.2.1	
15	If an S7 form has not been completed, due to the urgent nature of the work, has health and safety information been exchanged with the Service Provider so that the work will be carried out safely?	2.6.2.2	
16	Have Parts 1 and 2 of the S7 form been completed and sent to the Service Provider?	2.6.2	
17	Are you in possession of the Service Provider's safe system of work that is specific to the contract work?	2.6.3	

CHECKLIST FOR DEPARTMENT SUPERVISING OFFICERS – PAGE 2 OF 2

Item No.	Issue to be considered	Reference in Guidance	Checked
18	Are you satisfied that the safe system of work includes all relevant points from the checklist at 4.6.3.1?	2.6.3.1	
19	Are you in possession of the Service Provider's risk assessment for the University community and property?	2.6.3.2	
20	Are you satisfied that the risk assessment addresses the significant risks to the University community and property?	2.6.3.2	
21	Are you satisfied that any significant risks to Service Providers from the Department's equipment, working environment, accommodation, location, personnel, activities etc have been adequately controlled by the Department and the Service Provider informed thereof via the S7 or a separate document?	2.7	
22	Have those likely to be affected by the Service Provider's work been informed?	2.8	
23	If work is being undertaken out of hours, have Security Control and Safety, Health and Wellbeing been informed, using an S5 form?	2.9	
24	Are you available at your place of work for the duration of the work (including out of hours and weekends, if applicable)? Does the Service Provider know where to find you if your place of work is not adjacent to the site/location of work?	2.10.1	
25	Have arrangements been made for the Service Provider to contact you immediately they arrive on site?	2.10.1	
26	Have the appropriate fire safety instructions been communicated to the Service Provider?	2.10.2	
27	Resulting from discussions with the Fire Safety Adviser, have arrangements been made to ensure that fire protection is maintained?	2.10.2	
28	Have arrangements been made to monitor the Service Provider's work at all stages according to the agreed safe system of work?	2.10.3	
29	Has the work been satisfactorily completed? If so, has Part 5 of the S7 been signed by the Service Provider and Part 6 by the Department Supervising Officer?	2.11	
30	Has the work been suspended? If so, has Part 5 of the S7 been signed by the Service Provider and Part 6 by the Department Supervising Officer?	2.11	
31	If subsequent attendance is necessary, have arrangements been made for the completion of a new S7?	2.11	
32	Have there been any <i>accidents, cases of ill health or dangerous occurrences</i> arising from the work? If so, have these been reported immediately by telephone to Safety, Health and Wellbeing, then to the Departmental Safety Convener on an Safe360 electronic reporting system?	2.12	
33	Has a record of the work been made in Departmental files?	2.12	
34	Have positive and negative aspects of the Service Provider's health and safety performance been noted in Departmental files for future reference?	2.13	