

Guidance

Safety Standards Expected From Service Providers

May 2022



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Approved by Court: 2006

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Amended February 2012 – Title Changed from Contractors" Local Rules For Safe Practice, to support new Local Rule.

Amended May 2022 – CDM references and incident reporting (Safe360)

GUIDANCE ON SAFETY STANDARDS EXPECTED FROM SERVICE PROVIDERS

1. Introduction

As the controller of premises, the University of Strathclyde has a statutory duty to ensure, so far as is reasonably practicable, the health and safety of all its employees and students and, further, to take steps to ensure its activities do not endanger others who may work on or visit its premises. The **Standards Expected From Service Provider's** are for the benefit of Service Provider's and their employees working on University premises. Their aim is to protect both the health and safety of University staff, students, and the public and also to assist a Principal Contractor and other Service Provider's through the provision of information.

A Service Provider is any company engaged by the University to carry out work or provide a service on its behalf e.g. construction/demolition, installation, decorating, joinery, electrical work, equipment installation, maintenance and servicing, catering, cleaning. All Service Provider's working on University premises must conform with the provisions of these rules. Observation of these rules, however, does not in any way relieve the Service Provider of their statutory and other contractual obligations.

All Service Provider's and their employees must be familiar not only with the hazards and risks associated with their particular activities but with the particular health and safety hazards and risks applicable to the department and the area in which they are working and also all appropriate sections of these rules. This forms part of the process in the exchange of information between the Service Provider and the Department Supervising Officer (the University's member of staff who is contracting the service provider) through the S7 Form – Service Provider's Working on University Premises Arrangements for Health and Safety (Click [here](#) to view Form S7 External Service Providers working on University premises) including risk assessment(s) and method statement(s). The Service Provider's representative named in the S7 Form has the responsibility for ensuring this is so. The same person also has responsibility for ensuring that all the Service Provider's employees and if applicable, any sub-contractors to the main Service Provider, are familiar with the contents of these local rules.

Service Provider's Employee Handout – Appendix I

A handout is provided in Appendix I that **must** be issued to each Service Provider's individual employees, including all Sub-Contractors, which gives basic information on safety within the University. It is the main Service Provider or Principal Contractor's responsibility to ensure that each of the employees is issued with a copy of this handout and that the content is formally discussed as part of the induction process.

If in any doubt regarding the application of these rules or in any circumstances affecting safe working not covered by these rules, advice should be sought from the Department Supervising Officer.

This guidance should be used to assist compliance with Local Rule "Engaging External Service Provider's"

2. Commencing and Completing Work and the S7 Form

The purpose of the S7 form is to exchange information between the Service Provider and the University to ensure both parties are fully aware of the potential hazards to University staff created by the Service Provider's works and also to the Service Provider's employees by specific potential University departmental hazards. For example, many Service Provider's operations may create special hazards, fire risk, dust, noise, work at height, and the use of hazardous substances. Conversely, the department where the work is to be carried out may present its own risks to contractors' employees, e.g. chemical, microbiological, radioactive, electrical hazards, etc.

2.1. Commencing Work

Form S7 (Click [here](#) to view Form S7 External Service Providers working on University premises) must be completed in full and a Safe System of Work including the appropriate Risk Assessments and Method Statements agreed between all relevant parties (e.g., the main Service Provider, any sub-contractors, consultants, the University Estates Services and the University department in which the work is to be carried out) before the Service Provider's operatives are allowed to begin.

University Estates Services and Information Services (under the exemption description) personnel are the only departments with the authority to employ Service Provider's to work on the fabric of the University buildings. However, individual departments can bring in Service Provider's to carry out for example, maintenance and repair of specialised departmental equipment. In such circumstances, S7 forms are still relevant and the department concerned should fill in both Parts 1 and 2 making it clear who the Department Supervising Officer controlling the work for the department is.

Parts 1 and 2 of the S7 Form should be filled in by the appropriate Department Supervising Officer indicating any likely hazard to the Service Provider's employees. The S7 form should then be given to the Service Provider who must fill in Parts 3 and 4 indicating in Part 3 any likely hazard to University personnel created by his works. **Leaving Part 3 blank is not an option.** If the Project is deemed to be covered by the Construction (Design and Management) Regulations 2015, e.g., construction, demolition, fabrication, or installation work, then this information must be entered into Part 3. Once the form is returned to the University it is the responsibility of the Department Supervising Officer to ensure that all concerned are aware of the particular hazards of the work involved. The master copy of the S7 form and supporting documentation will be retained on file by the department engaging the Service Provider.

All concerned should look on the S7 as part of the health and safety management process and audit trail, and use this document to ensure that appropriate risk assessments and method statements for the work have been carried out.

Both the department initiating the work and the Service Provider involved must keep a photocopy of all S7 forms and associated documents on site.

This however does not absolve either the Service Provider or the Department Supervising Officer from exchanging all relevant information to ensure the safety of their respective employees, students and general public.

2.2. Routine Departmental Service Contracts

Any Department that engages companies to carry out various 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.

2.3 Completion of Work

Cancellation or Suspension of S7 Form

On completion or suspension of work The Service Provider must sign Part 5 of the S7 form to indicate that their works are complete or suspended and that they will no longer be working on Site. They must then present this to the Department Supervising Officer before they leave the site. Where works are complete the Department Supervising Officer will then sign Part 6 to formally cancel the S7 Form. If any subsequent attendance is necessary a new S7 Form must be completed.

3. Construction (Design and Management) Regulations 2015

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 Service Provider's must check with Estates Services if they are in any doubt as to whether the scope of their work falls under these regulations.

Service Provider's working on University Projects must be aware of and comply with the CDM 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 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 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 Contractor/ 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.

4. Management of Construction Sites

4.1 Contractor Controlled Sites

An area of construction work that is clearly identified, appropriately defined and where there is no interaction with University staff, students or the public, and which does not affect the operations of the University, is normally the responsibility of the Principal Contractor (and appropriate consultants, if applicable). This is particularly obvious in the event of a new building being constructed where everything within a well defined perimeter is the responsibility of the contractors involved. However, the University has a legal responsibility for the health and safety of its staff, students and visitors who may be affected by materials, fume, noise, etc, emanating from the site and reserves the right to take any action considered appropriate in the circumstances.

4.2 Shared Sites

Where such work involves a Service Provider being given control of part of a building, the above conditions equally apply. However, the University also reserves the right to ask and expect the Service Provider (or consultants overseeing the project) to remedy any situation that the University considers could affect parts of the building outwith the defined perimeter, for example, with the improper use and/or storage of liquid petroleum gas.

4.3 Visitors to Sites

All visitors to such sites described above including Department Supervising Officers (if designated) should report to the Service Provider's (or agent's) site office. Notices informing visitors of this requirement and any additional reporting requirements agreed with the Department Supervising Officer should be posted by the Service Provider at the entrances to the site. If any University staff need to access Service Provider's scaffolding, they reserve the right to inspect the relevant scaffolding inspection forms to ensure all statutory inspections have been carried out. The Service Provider must ensure that any University staff on their site are aware of their Site Rules including relevant Site Induction and PPE requirements, and are in compliance with these.

5. Fire Prevention and Precautions

Smoking is not allowed in any premises or building controlled by the University, including entrances.

Smoking is **Prohibited** -

- a) Within **all** University buildings;
- b) Within vehicles owned and operated by the University;
- c) Within leased vehicles used during University business; and
- d) Within 15ft (4.6m) of any University building entrance, doorway, stairs or covered areas where this distance is within University property. Service Provider's are also asked to take a responsible attitude to ensure that areas are kept litter free and they do not stand in close proximity to open windows.

5.1 Fire Instruction and Training

All Service Provider's staff initially arriving at the work site should ensure they receive appropriate instruction, education and training in relation to:

1. The means of escape in case of fire;
2. The location and method of operating the fire alarm system; and
3. The procedure to be followed in case of fire or on the sounding of the fire alarm

5.2 Fire Action Plan

For projects covered by the CDM Regulations, a Service Provider's site fire action plan should include clear and unambiguous instructions to staff members that the building, including roof and attics, should be immediately evacuated on the operation of the fire alarm system. The Service Provider's fire procedures should also integrate with the University's fire procedures.

5.3 Hot Working

Prior to carrying out any works that may be deemed „Hot Work“, which includes, but is not limited to, welding, brazing, gas or MMA cutting, rotary blade cutting, application of roofing felt by flame equipment, etc. it will be necessary for Service Provider's to obtain a Hot Work Permit from the Department Supervising Officer, refer to Appendix II.

The use of flame, or the application of heat (as in welding or burning) is prohibited in many areas of the University for reasons of safety and Service Provider's, their employees and sub-contractors must seek permission in advance for these activities from the Department Supervising Officer. Outline details of such activities should be available at the tendering stage.

A monitoring system that has been approved by the Department Supervising Officer will be required to ensure that Service Provider's comply with their fire safety responsibilities.

A Service Provider proposing to introduce fire hazards into an area must receive permission in advance from the Department Supervising Officer, in consultation with the University Fire Safety Adviser.

The work area must be well ventilated to ensure adequate extraction of fumes. In many instances this may mean the use of local exhaust ventilation to meet the Service Provider's duties under the COSHH Regulations.

The use of flashback arrestors on welding gas lines is mandatory. (This includes oxygen).

Apparatus must not be left alight when unattended. Immediately after the work is complete, the area should be closely examined to ensure that there is no smouldering or incipient fire. Particular attention should be paid to cavities, voids, cupboards, ducts and other concealed areas. (Do not rely on visual senses, touch panels with hands to check for heat, indicating burning behind panels).

5.4 Fire Warning and Automatic Fire Detection Systems

The Service Provider is responsible for ensuring that fire detection equipment is protected against accidental activation from operations involving the production of fumes, dust or steam or any aerosol, including paint applications.

At the pre-start meeting, or early in the engagement process, the Service Provider must ascertain from the University the nature 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 include those which involve the production of dust, steam, smoke, fumes, aerosols (including paint applications) and hot air.

Where the Service Provider indicates 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. The Service Provider must not start work until the fire detectors are appropriately isolated.** Once the work is completed, the Service Provider must notify the Department Supervising Officer immediately, who in turn should immediately notify the Fire Safety Adviser so that arrangements can be made to re-instate the fire detection system.

Suitable safe systems of work must be employed when dealing with installed Fire Systems and no system should be left in fault during this operation.

5.5 Maintaining Established Fire Precautions

Service Provider's are responsible for ensuring that the existing fire precautions are not diminished by any of their activities and, where appropriate, Risk Assessments and Method Statements should specify in detail the measures that will be adopted to both preserve standards of protection and ensure that these measures are observed by site operatives.

The Fire Authority is responsible for enforcing the regulations relating to fire where the construction site is within, or forms part of, premises occupied by persons other than those involved in construction work.

Work carried out on University premises involving the movement of materials through shared circulation spaces should not interfere with the essential function of self-closing fire doors and the use of wedges or other devices to retain these doors in the open position is unacceptable.

Where fire doors require to be held open to allow transit of materials the Service Provider is responsible for ensuring that additional operatives are available to hold doors open and for ensuring that they are closed immediately the manoeuvre is complete.

Fire resisting construction between compartments which is damaged as a consequence of Service Provider's operations must be repaired immediately. Existing fire separation found to be in poor condition must be reported to the Department Supervising Officer who should inform Estates Services.

5.6 Highly Flammable Liquids and LPG

The control of flammable liquids, gases and dusts is covered by the current edition of the Dangerous Substances and Explosive Atmospheres Regulations, (DSEAR), which requires operations involving flammable/explosive substances to be the subject of risk assessment with appropriate control measures established.

Operations involving highly volatile substances, such as solvents and adhesives, should be conducted without the presence of ignition sources. Flammable materials should be stored in secure metal containers when not in use. Appropriate storage for flammable paints and spirits should be agreed in advance with the Department Supervising Officer. It is not acceptable to leave such material lying unattended in rooms or corridors.

Areas in which explosive atmospheres are likely to occur within the University are designated as hazardous zones and appropriate protective measures have been installed, and safe practices adopted, to minimise risk. Service Provider's should not commence operations in these environments without prior consultation with the Department Supervising Officer.

LPG cylinders not in use should be stored in the open air in a well ventilated area at ground level on a firm, even surface at least 3 metres away from any cellars, drains, excavations or other hollows (where vapour may collect) and in a position where the store will not prejudice existing means of escape. If protection is provided to prevent cylinders being exposed to the weather it should be of non-combustible material and should not compromise ventilation. The storage area should not be close to any source of heat and should be at least 1 metre from buildings, the barrier fence and fixed sources of ignition. If LPG is to be used or stored outside fenced working areas, agreement should be reached between the Service Provider, Department Supervising Officer and departmental staff, where applicable, on the precautions to be adopted.

Cylinders whether full or empty and whether in use or on standby should not be left unattended in open or access areas and be appropriately secured. At the end of the working day all cylinders must be appropriately secured. If cylinders cannot be stored inside a fenced area on site, they must be removed from the site. Cylinders should not be stored or left inside the premises unless the Department Supervising Officer, after consultation with the University Fire Safety Adviser, has given permission. This will only be allowed under exceptional circumstances.

Cylinders of LPG used at bitumen boilers or cauldrons should be at least 3 metres from the burner. The boiler and cylinders should be located where they are not likely to be struck by site traffic. A boiler or cauldron must not be left unattended or be moved with the burner alight. Damaged flexible hoses should be withdrawn from service immediately.

6. University Services

Service Provider's must not interfere with or connect to the electricity, gas, water or other services of the University without the specific permission of the Department Supervising Officer who will co-ordinate the requirements via the relevant Facilities Manager within Estates Services. Normal use of standard plugs to connect portable electrical equipment is excluded from this requirement. (However, such equipment must conform to the testing and inspection requirements of the Electricity at Work Regulations).

The University operates a number of written procedures and permits to work, which are detailed in Appendix II.

7. Plant, Tools and Equipment including Lifting

All plant, tools, lifting tackle, and equipment used by Service Provider's on University premises must be suitable for the work to be undertaken, comply with all relevant legislation, including the Provision and Use of Work Equipment Regulations (PUWER), and standards and be properly maintained.

The use of **pneumatic tools** in and around occupied buildings must be carried out with due regard to noise and vibration control. (See Section 21 on Noise and Vibration)

Cartridge operated fixing tools may not be used on University premises without the prior permission of the Department Supervising Officer. If this has been given, such tools may be used only in compliance with the standards set out in the current regulations.

The attention of Service Provider's is drawn to the provision of the current Electricity at Work Regulations, especially as regards the condition and maintenance of **portable power tools**. Only in exceptional circumstances and in agreement with the Department Supervising Officer will anything other than 110V CTE systems be used for portable power tools.

Service Provider's are expected to bring on site all appropriate plant, tools, lifting tackle, access equipment and any other equipment necessary for them to carry out the works. At no time will any University equipment be permitted to be used by Service Provider's, other than **window cleaning cradle equipment** by specialised Service Provider's. (See Section 16 – Window Cleaning)

It is the Service Provider's responsibility to ensure that any crane, hoist, or other item of **lifting equipment**, together with all associated ropes, chains and other ancillary equipment is constructed, used and maintained in accordance with the current legislation and relevant standards.

All Service Provider's machinery and plant brought onto University premises must be appropriately segregated.

Service Provider's are reminded that if they are carrying out work in University premises such as breaking stone or concrete, grinding metals, welding or cutting, etc, they are responsible for the installation and maintenance of relevant protection methods and equipment to protect persons other than their employees who may be endangered.

At the end of each shift or a particular work activity where appropriate, equipment should be made safe for example, removed from their power source, isolated or segregated as appropriate.

Service Provider's are also reminded of their responsibility to comply with the associated relevant legislation applicable to work and lifting equipment.

8. Work at Height

When work carried out by a Service Provider involves erection, use and dismantling of a **scaffold** or any structure allowing work above ground level or where work is in an area where a fall could lead to personal injury e.g. on roofs, adjacent to excavations, pits trenches etc. where a fall below ground level could occur, or adjacent to fragile surfaces, the Service Provider is responsible for related safety issues. Service Provider's are reminded of their responsibility to comply with the associated relevant legislation and guidance. To comply with legislation, the Service Provider will need to consider the provision of walkways, fans, guardrails, toe-boards, warning signs and lights etc. together with a safe means of access to the work which must be removed daily when work ceases. At ground level, scaffolding tubes, etc., must be provided with adequate cushion protection. The Service Provider is fully responsible for all aspects of scaffolding including the selection of competent sub-contractors for this work.

Careful planning of the various stages involved with the safe use of **access equipment**, i.e. on site delivery, erection, taking down, and removal off site, is required. This plan must be provided in writing to the Department Supervising Officer prior to work commencing. All design, erection, inspection and maintenance of access equipment must be carried out by a "Competent Person".

The erection and dismantling of a **scaffold** or any structure allowing work above ground level, or the use of powered access equipment which is close to pedestrian routes must only be carried out outwith normal working hours or alternative arrangements made with the Department Supervising Officer to safely divert pedestrians,

Where doors or public access ways occur beneath either scaffolds or **roof work**, fans should be provided which should be of adequate construction and also have unbroken boarding or sheeting which abuts the fabric of the building and projects as far as the barrier fencing. Scaffold tubes should be arranged so that full operation of the doors is not impeded. Additional requirements may be necessary in wet or very dusty conditions. If natural or artificial lighting is significantly obscured, additional lighting should be provided. Scaffold tubes should not protrude into access ways.

When **ladders, scaffolds, cradles**, etc are to be in position for less than a working day, a clear demarcation of the area should be provided and maintained 2 metres clear of the ladder, scaffold or cradle. During this period the ladder or scaffold, etc. must not be left unattended when erected. When erected and positioned for an extended period, a barrier should be provided and maintained to prevent unauthorised access.

The issues of **traffic and pedestrian management** will require careful consideration and prior to the use or erection of any access equipment or fixed scaffolding, a hard copy plan showing how the issue should be controlled must be provided to the Department Supervising Officer prior to work commencing. The use of any barriers/protection must be detailed on this plan.

Work on **flat or sloping roofs** often entails particular hazards, especially if work on or near fragile materials is involved. The Service Provider is responsible for the provision of suitable access arrangements, fall arrest systems, edge protection, etc.

Before any work is undertaken in the vicinity of **glazed roof lights** or similar fragile material, these areas should be assessed by the Service Provider and suitably protected.

Entrances to the Service Provider's site shall be closed when they are not in use and locked when the site is unattended. A reasonable degree of surveillance will be necessary when the site is open.

Service Provider's are advised that **fume cupboard** outlets are present on the **roofs** of many University buildings and that toxic or flammable fumes may be discharged. Permission for access to work on any roofs; **University Roof Access Permit**, must be obtained from the Department Supervising Officer (see Section 10 Permits to Work) who will work in conjunction with the departmental representative whose fume cupboards discharge into the proposed working area and if need be complete Part 2 of the S7 Form highlighting any issues.

Where Service Provider's engage in work at height, in areas where a fall could lead to personal injury or adjacent to fragile surfaces, they must provide a written safe system of work for the task and agree this with the Department Supervising Officer prior work commencing.

9. Excavations

The permission of the Department Supervising Officer should be obtained before ground on University premises is broken. It may be the case that the breaking of ground is only one small part of a much larger contract. Whatever the circumstances, the person who is responsible for locating underground services such as water, gas, electricity, telephones, drains etc. must be clearly identified at the contract stage and the person identified must ensure that all such services are identified and pointed out to those persons who are to excavate. Again, if it is identified at the contract stage that a University roadway or footway has to be closed the Service Provider has the responsibility through the Department Supervising Officer of ensuring that all who could be affected are made aware of the closure with appropriate signage and pedestrian/traffic management.

The work site must be made and kept safe at all times in accordance with the current legislation. The safety of those who may come into contact with the excavation, particularly children, must be constantly borne in mind and appropriate measures employed to prevent access or risk of a fall into the excavation. A safe system of work must be in place and submitted prior to work commencing. When work is complete, the site must be made good and any markers, protective covers and warning notices restored.

Service Provider's are reminded of their responsibility to comply with the associated relevant legislation and guidance.

10. Permits to Work

In certain circumstances, specific Permits to Works are issued by Estates Services, in particular, entry into High Voltage (HV) Sub Stations, work on HV switchgear, roof access, hot work, any operation which involves work inside a fume cupboard or breaking into fume cupboard ducting or work on local exhaust ventilation systems and ducting. Service Provider's must not carry out work in such areas without the appropriate Permit to Work. However, there may be other areas where there is especially hazardous work or where Service Provider's operations may need to be strictly co-ordinated with the Department Supervising Officer to ensure a safe working environment. Such work may need to be covered by a formal Permit to Work system. The relevance of such a system should be discussed at the planning stage and the necessity for introducing such a system should be noted on the S7 form before work commences.

The schedule of current Permits to Work in operation by Estates Services is provided in Appendix II, and will be amended with additional Permits as required.

11. Entry into Confined Spaces

A confined space is deemed to be a work area which is generally enclosed and where there is a foreseeable risk of injury from hazardous substances or hazards from the work activity within the space or a nearby space. Service Provider's are reminded of their responsibility to comply with the associated relevant legislation and guidance.

Service Provider's employees should not enter any tank, pit, chamber, pipe, flue or similar confined space where there may be dangerous fumes or lack of oxygen without taking all appropriate action to check the atmosphere in the confined space. **It must never be taken for granted by any Service Provider that any confined space they enter has been 'made safe' by University personnel.** However, if an obvious hazard exists and is known to the Department Supervising Officer then this will be made known to the Service Provider via the S7 form or some other suitable method. All work in such areas shall be carried out using the methods and taking the precautions described in current legislation and guidance documents.

Prior to commencement of work requiring entry into a confined space it will be necessary for the Service Provider to provide a written **Safe System of Work** to the Department Supervising Officer, demonstrating that staff are competent, fall arrest systems are used, a calibrated gas analyser is used prior and during the work, adequate ventilation is provided and any other relevant measure is employed in order to ensure that a suitable & sufficient assessment has been undertaken and a **Rescue Plan** is in place. This Safe System of Work will include the requirement to advise the Department Supervising Officer for authorisation to access the area. The Service Provider must allow sufficient time for review of the Safe System of Work by the Department Supervising Officer well before entry into a confined space is required. If the safe System of Work is acceptable the Department Supervising Officer will authorise entry into the confined space. **Service provider's must not enter confined spaces without authorisation.**

12. Safety Signs

Service Provider's are responsible for the provision and display of any safety signs that may be required as a result of the work being undertaken. Signage should follow the requirements of appropriate current legislation.

13. Control of Substances Hazardous to Health (COSHH)

Any activity which involves substances hazardous to health must be assessed by the Service Provider's to comply with the current Control of Substances Hazardous to Health Regulations. The assessment must make clear any precautions which need to be brought to the attention of staff, students, or members of the public, therefore, reference to the assessment must be included in Part 3 of the appropriate S7 form. Service Provider's wishing to carry out such operations must ensure that a suitable and sufficient risk assessment is produced. This must be discussed between the Service Provider and the Department Supervising Officer before any work progresses. Painting contractors must bear in mind that the contents of various paints, for example, isocyanate or solvent based, can lead to staff, students, and public being exposed to unacceptably high levels of toxic vapour.

It is, therefore, extremely important that paints are chosen with the above in mind and, if possible, water based paints shall be, but not limited to, the first choice in all operations. It must be made clear in the appropriate S7 Form if, for example, isocyanate or solvent based paints are to be used in any location within the University. It must be remembered that certain welding, oxyacetylene cutting operations, brazing, etc, may need local exhaust ventilation to satisfy the requirements of the COSHH Regulations.

University departments where Service Provider's are going to work must take into account the potential exposure of such Service Provider's in any and all appropriate risk assessments. Relevant assessments must be made available to Service Provider's and their employees. Reference to such assessments must be made in the relevant S7 form.

Local Exhaust Ventilation (LEV)

The repair, maintenance, or removal of fume cupboards, microbiological safety cabinets (MSC) and associated ductwork (including any installation to existing systems) require special precautions. No Service Provider may enter any fume cupboard, MSC or LEV associated ductwork without an appropriately completed permit to work.

Service Provider's are reminded of their responsibility to comply with the associated relevant legislation and guidance.

14. University Lifts

14.1 Lifts

The use of University lifts by Service Provider's will require to be sanctioned by the Department Supervising Officer and will only be permitted under strict guidelines. Prior to requesting access to lifts the Service Provider must demonstrate in writing why an alternative is not possible.

The use of lifts by Service Provider's will only be permitted where this has been agreed in advance with the appropriate staff responsible for the operation and maintenance of the lifts.

Where a Service Provider is given permission to use a lift as part of the Contract, but not as sole user, it must remain available to staff, students and public at all times. Dangerous goods and substances must not be conveyed in any lift.

Where use of the lift is permitted, appropriate car protection must be installed to floors, walls, and ceiling. This must be regularly inspected by the Service Provider and made good as required.

At the end of the Contract it will be the responsibility of the Service Provider to remove any car protection they have installed, fully clean down and make good any damage to the lift installation to the satisfaction of the University.

14.2 Lift Maintenance

Where contractual work involves the shutdown and maintenance of any lift, be it passenger or goods, then work should be carried out using the methods and precautions outlined in current legislation and any other relevant statute prescribed for work on lifts and hoists.

15. Pressure Plant

It is the Service Provider's responsibility to ensure that the use of all items of pressure plant including steam boilers and air compressors complies with the relevant statutory provisions, e.g. Pressure Systems Regulations. In this regard the attention of the Service Provider is drawn to the provisions of current legislation and associated Approved Codes of Practice and British Standards.

No plant or equipment operated by the University is permitted to be used by the Service Provider.

16. Window Cleaning

By the nature of the work activities involved in window cleaning, this will entail work undertaken at height therefore suitable assessment providing a Safe System of Work under the Work at Height Regulations is required. If there is any doubt as to safe access to a window, the Service Provider should seek advice from the Department Supervising Officer before proceeding. The Service Provider must satisfy himself that any handhold or foothold likely to be used by his employees is secure. Any defect should be notified immediately to the Department Supervising Officer.

Prior permission must be obtained from the Department Supervising Officer before any University suspended ladder or gondola is used.

The University retains a Register of all Eye Bolts, Latchway Systems, and Window Cleaning Cradle and Runway Equipment. This information must be assessed prior to proceeding with any work that utilises this equipment. All such equipment will have a current safety tag or certificate. Copies of this information will be provided by the University Estates Services.

All access equipment must conform to and be used in accordance with current legislative and other published standards.

All Service Provider staff using powered access equipment must have the appropriate competence certificate and copies of these should be provided to the Department Supervising Officer prior to carrying out this element of work.

17. Asbestos

17.1 Removal of Asbestos

Estates Services manage all work with Asbestos Containing Materials (ACM) including any accidental disturbance, regardless of whether it is on shared or main site.

Only University Estates Services personnel will be concerned with the supervisory duties covered by this section. No other department or person is permitted to instruct work involving removal of ACM.

Estates Services have several procedures that require to be used in dealing with ACM. Service Provider's must liaise with the University Asbestos Co-ordinator, in Estates Services, prior to starting work to review these procedures and the asbestos register.

A register of known locations of ACM is maintained by Estates Services and this is available at any time for review. A copy of this register pertaining to the building they are working in will be provided to the Asbestos Contractor encompassing information on the range of surveys carried out, both Management Surveys and Refurbishment & Demolition Surveys.

Any and all Asbestos Contractors who work on University projects will require to demonstrate that staff employed on such projects have had adequate training in terms of asbestos awareness. This will be particularly necessary for any supervisory staff, who will require to hold and demonstrate competence certification from an accredited body.

Estates Services maintains a schedule of Licensed Contractors on the University Approved List. If any contractor is found to be less than satisfactory in the safety aspects of work done or in working methods, the contractor will be removed from the approved list.

It should be noted that there is a responsibility on the Department Supervising Officer to ensure that all contractual operations do not impinge on the health and safety of any University staff, students, and the public. It follows, therefore, that a much higher level of supervision may be required on work involving asbestos than on other building works. A method statement must form part of the tendering procedure. Licensed contractors are responsible for the notification of relevant asbestos work to the enforcing authority.

17.2 Disposal of Asbestos Waste

As the producer of the asbestos waste, the University is responsible for ensuring this is appropriately disposed of via a licensed contractor, therefore the Service Provider must ensure that the Department Supervising Officer is given an appropriately completed copy of the waste transfer notification/completed SEPA consignment note required for the disposal of this Hazardous Waste and notified of the ultimate disposal site prior to removal from University premises. The importance of ensuring the University has a copy of such a form must not be underestimated. Without it the University cannot be satisfied that it is complying with its legal "duty of care" as laid down in the current version of the Environmental Protection Act.

17.3 Accidental Disturbance of ACM

If a Service Provider comes across any material which cannot be identified and which may contain asbestos they **must not** attempt to continue the work and manage the situation. **Management of the situation must be handed over to Estates Services:**

- **Work must stop immediately;**
- **All persons must leave the area;**
- **The area must be made secure to prevent entry;**
- **The service provider (or equivalent supervisory person) must inform the Department Supervising Officer immediately, who in turn must contact the University Asbestos Coordinator in Estates Services and/or Safety, Health and Wellbeing immediately to advise of the incident;**
- **If the Service Provider's staff have clothing contaminated with loose material, they must remain in an uncontaminated area adjacent to the site until the nature of the material can be confirmed; and**
- **Clothing contaminated with AMC must be removed, placed in two sealed plastic bags, identified as ACM and disposed of as hazardous waste, Service Provider's must not take ACM contaminated clothing off site.**

The Asbestos Coordinator in Estates Services will co-ordinate the management of the work until the area can be confirmed as safe and work allowed to restart.

18. Demolition

All demolition work is covered by the CDM Regulations, see Section 3, and all necessary requirements will be undertaken as part of these Regulations.

All demolition work must conform to current legislative standards. All demolition sites must be fenced off to prevent the approach of persons who may be endangered by the operations. Special precautions will apply should the demolition involve the handling of any potentially contaminated materials, e.g. suspected of containing asbestos, chemicals, or radioactive materials.

19. Disposal of Waste

Service Provider's are responsible for the proper disposal of all waste created during the currency of their contract. In particular, Service Provider's must not deposit any chemicals, oil, liquid, or other waste materials into drains on University premises. All building materials and solid or liquid waste must be removed from University premises regularly over the duration of the contract (subject to any contractual agreement to the contrary). Waste must not be allowed to build up on site or within any other areas. All waste must be disposed of in full compliance with current legislation. No waste classified as "hazardous waste" must be removed from the University without notification to the Department Supervising Officer. As the producer of hazardous waste the University is responsible for ensuring this is appropriately disposed of via an appropriate carrier to its ultimate disposal site. Therefore the contractor must ensure that the Department Supervising Officer is given an appropriately completed copy of the waste transfer notification/completed SEPA consignment note required for the disposal of this hazardous waste and notified of the ultimate disposal site prior to removal from site.

Any waste which is being removed from the University, must be accompanied by a relevant consignment/transfer note and the Department Supervising Officer must ensure that whoever is removing this waste is registered with the local authority as a waste carrier. (licensed waste carriers can be check on the SEPA website) A copy of all consignment/waste transfer notes must be provided to the Department Supervising Officer who must retain these for at least two years.

Any waste skips used on projects must be adequately fenced off, secured, and covered to prevent casual access or fly tipping by others. Emergency Procedures for dealing with any issues relating to disposal of waste will be provided to the Department Supervising Officer to ensure that adequate communication is available between all parties involved. Skips must be removed as soon as possible and prior to becoming full. Skips must **never** be lifted by cranes, unless specifically modified, tested and certificated to do so and comply with the Lifting Operations and Lifting Equipment Regulations (LOLER).

20. Reporting of Accidents and Dangerous Occurrences

The attention of Service Provider's is drawn to the requirements of the current edition of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Whilst Service Provider's are responsible for recording and, if necessary, reporting to the HSE relevant injuries and ill-health to their own employees or other persons and dangerous occurrences arising from the contracted work, details of such incidents should also be reported to the Department Supervising Officer. In turn the Department Supervising Officer will make a full report on the Safe360 electronic reporting system. The University Safety, Health and Wellbeing Office may in turn request additional information through the Department Supervising Officer.

21. Control of Noise and Vibration

The Service Provider should take measures to minimise the effect of construction noise and vibration in compliance with current legislation and standards. The Service Provider should use the most effective noise and vibration reduction measures available and plant likely to cause a disturbance should only be used within the periods previously agreed by the Department Supervising Officer. The attention of the Service Provider is specifically drawn to the provision of the current edition of the Control of Noise at Work Regulations and the Control of Vibration at Work Regulations.

22. CAR PARKING

No parking of Service Provider's vehicles is permitted on University premises.

Service Provider's who park in conflict with this policy may be removed from the list of University Approved Contractors.

Service Provider's must arrange with the Department Supervising Officer suitable methods for the delivery and the loading or unloading of materials, plant, and equipment. Where vehicle access is required this must be agreed and arranged through the Department Supervising Officer prior to commencement of the contract.

23. Security

Mobile phones on site should be limited to supervisory personnel. The use of cameras/camera phones should be restricted to the recording of information relating to the contract. The taking of general photographs on campus is prohibited.

The Principal or Main Contractor should ensure that all staff, including sub-contractors and visitors wear appropriate identification.

Service Provider's are responsible for the security of their own plant, machinery and building materials brought onto University premises for use in connection with the contract. If a particular problem is envisaged, the necessary security arrangements will be communicated to the University Security Manager by the Department Supervising Officer.

Service Provider's are reminded that building sites create a particular attraction to children. All Service Provider's must ensure that suitable barriers are erected to prevent access to their work areas by any unauthorised person.

Buildings, where scaffolding or other access equipment is to be erected, are more vulnerable to security problems. When work areas are bounded by substantial perimeter fencing this is not always an adequate measure to prevent intruders gaining access to the premises. The following additional security measures should be considered either individually or in combination to act as an adequate deterrent barrier to intruders. These measures should be defined and agreed at the pre-start meeting.

- a) All windows in the vicinity of the access equipment secured to prevent entry;
- b) No access to scaffolding from low level is permitted;
- c) Additional fencing around higher elevations of scaffolding i.e. near entrance railings;
- d) Scaffolding or other building works not to interfere with or provide access to any part of any alarm systems i.e. alarm wiring, sensor units, door contacts, control panels, etc.;
- e) All points of Service Provider's access to the premises to be adequately secured at night;
- f) Lower lifts should also be secured by additional fencing or boarding;
- g) Plywood panels fixed to areas of high risk such as audio visual rooms and computer suites unless alternative storage has been arranged or unless existing security arrangements are deemed adequate by the Department Supervising Officer;
- h) Additional patrols by Service Provider's personnel;
- i) Where scaffold ties pass through open windows, these should be appropriately secured to the satisfaction of the Department Supervising Officer;
- j) Ensure the procedures for checking security especially on painting activities or other works of maintenance to windows;
- k) Service Provider's to ensure that all existing window grills or locks are replaced on completion of the work;
- l) Artificial lighting will be provided for higher risk security areas at night; and
- m) Boarding up the first and second lifts of a scaffold to prevent climbing.

APPENDIX I

UNIVERSITY OF STRATHCLYDE

STANDARDS EXPECTED FROM SERVICE PROVIDER'S

Contacting the University in an Emergency

Contact the University, internally by dialling 2222, or externally by dialling 0141-548-2222, which will connect you with University Security Control. Give a brief description of incident and specify the emergency service you require.

In all cases in which contact with University Security Control is being made, it is important to remember certain basic principles if confusion is to be avoided.

1. **Keep Calm** – ask clearly and concisely for the service you require.
2. **Give a specific location** – e.g. Royal College Building, Fifth Level, Room Number.

Important Information Points

As per Form S7, a copy of this guidance document will be provided to the Service Provider / Contractor.

If there is still any doubt regarding safe practices, please contact your Site Agent (or equivalent Supervisory Person) who can clarify any relevant points with the particular Department Supervising Officer concerned with that specific job.

University Estates Services	Ext 2164 (0141 548 2164)
University Security Control	Ext 2222 (0141 548 2222)
University Safety, Health and Wellbeing	Ext 2726 (0141 548 2726)

1. **All Service Provider's staff on hearing a fire alarm must evacuate the particular building including roof or attic areas.**
2. **Smoking** is not allowed in any building controlled by the University within 15 feet (4.6m) of any University building entrance, doorway, stairs or covered areas where this distance is within University property.
3. The use of flashback arrestors on **ALL** welding gas lines is mandatory.
4. **The Service Provider must be aware of the particular fire detection system in the area where they are working and ensure the work (anything which may produce dust, steam, smoke or any aerosol including paint, etc.) does not interfere with or is unlikely to inadvertently activate the fire alarm system.**
5. The use of **pneumatic tools** in and around occupied buildings can only be carried out with prior agreement with the Department Supervising Officer.
6. Only tools with 110V CTE systems are permitted to be used for **portable power tools**.

7. Service Provider's are reminded that if they should carry out work in University premises such as **breaking stone or concrete, grinding metals, welding or cutting, etc**, they are responsible for the installation and maintenance of such screens and enclosures as may be necessary to protect persons other than their employees who may be endangered.
8. Service Provider's must not work inside any **Local Exhaust Ventilation (LEV)** (e.g. fume cupboard) or break into associated ducting without an appropriately completed Permit to Work.
9. It must never be taken for granted by any Service Provider that any **confined space** he has to enter has been made "safe" by University staff. Prior to entry into a confined space it will be necessary for the Service Provider to provide a written **Safe System of Work** to the Department Supervising Officer.
10. No Service Provider must work on any **asbestos** unless he is the employee of a licensed specialist asbestos contractor. If any contractor in the course of his normal work comes across material which he thinks may contain asbestos, (ACM) then he should stop work, the area should be made secure to prevent entry and the Site Agent (or equivalent Supervisory Person) must inform the Department Supervising Officer immediately.
11. Service Provider's are responsible for the proper disposal of all **waste** created during the currency of their contract.
12. No **parking** of any Service Provider vehicles is permitted on University premises.
13. The Service Provider or Main Contractor should ensure that all staff, including sub-contractors and visitors wear appropriate **identification**.
14. **Mobile phones** on site should be limited to supervisory personnel.
15. The general use of **cameras/camera phones** to take picture on campus is prohibited. Service Provider's can however take photographs to capture information relating to their contracted work.

APPENDIX II

UNIVERSITY OF STRATHCLYDE

STANDARDS EXPECTED FROM SERVICE PROVIDER'S

Schedule of Permits to Work

The following are the current Permits to Work that must be used when carrying out relevant work within the University. These will be provided by the Department Supervising Officer or other appropriate Estates Services personnel.

Electrical Permits to Work/Limitation of Access

All work associated with Low Voltage (LV), High Voltage (HV), or entry into HV Sub Stations will require the relevant written procedures or Permit To Work to be provided by the Department Supervising Officer through the competent persons within University Estates Management Department.

Hot Work Permit to Work

Any and all hot work, e.g. welding, burning, cutting, grinding, applying roofing material, is controlled via this Permit. If there is any doubt whether work is deemed to be "Hot Work", the proposals must be discussed with the Department Supervising Officer.

Gas Permit to Work

Any and all work requiring connection to or alteration of Natural Gas Installations requires that this Permit is used. If there is any doubt then the proposals must be discussed with the Department Supervising Officer.

Fume Cupboard Permit to Work

When work is required in fume cupboards or extract systems, the Permit will be used to ensure that reasonable precautions are taken when working with these systems. If there is any doubt then the proposals must be discussed with the Department Supervising Officer.

Roof Access Permit

When work activities require access onto roof areas, this will necessitate complying with the Roof Access Permit & Procedure. The Department Supervising Officer will provide the Permit and detail the method of use. If there is any doubt at any time then the proposals must be discussed with the Department Supervising Officer.

APPENDIX III
UNIVERSITY OF STRATHCLYDE
STANDARDS EXPECTED FROM SERVICE PROVIDER'S

GUIDANCE FOR CONTRACTED SERVICE ENGINEERS AND OTHERS CARRYING OUT MAINTENANCE WORK WITHIN THE UNIVERSITY AND WHO REQUIRE TO ENTER LABORATORIES, WORKSHOPS OR PLANTROOMS/AREAS.

If there are any obvious signs of contamination, immediately prior to or during the service operation, the field service representative should:

- ❖ Stop work immediately;
- ❖ Seek advice and assistance from the Department Supervising Officer before proceeding; and
- ❖ Not attempt to clean up any suspect material.

Contract Service Engineer's Checklist Lab, Workshop or Plantroom Entry:

To be observed when working on plant and equipment from science or engineering departments and Estates Services.

1. Ensure all cuts, wounds, etc. are completely covered with a waterproof dressing before proceeding.
2. Wear appropriate protective clothing at all times, including hand and eye protection as directed by the Department Supervising Officer.
3. Keep the working area clean.
4. Remove only those tools and parts from your kit which are required and keep them separate until required. Clean after use and disinfect where appropriate.
5. Notify the University immediately if any injury occurs (Department Supervising Officer or alternatively University Security Control on Extension 2222) and ensure it is recorded with your employer.
6. Keep your hands away from your face, eyes and mouth.
7. Always wash hands after working on any plant and/or equipment and before leaving the site.
8. Remove all waste materials generated by your work activity and dispose of appropriately.
9. Don't eat, chew, drink, store food or drink, take medication, mouth pipette any liquids, smoke or apply cosmetics while in any laboratory, workshop or plant room/area.
10. Don't place tools or other items in your mouth.
11. Don't use equipment or materials in any University department without express consent of the Department Supervising Officer or appropriate departmental staff.
12. Don't remove any items (including personal protective wear) from the working area without carrying out proper decontamination procedures.