



**Durham**  
University

Estates and Facilities Directorate

# Management of Contractors (Interim)

## Emergency Contacts

| <b>Emergency</b>         | <b>999 or 9-999 (Internal Phone)</b> |
|--------------------------|--------------------------------------|
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**Estates and Facilities Directorate Safety Management System**  
**Management Arrangement Number: ESMS MA2.19**  
**Management of Contractors (Interim)**

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Related documents: ESMS-MA2.5 – CDM Policy

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| <b>Version 2</b>   | December 2024                   | Update to integrate new documents and processes      | Phil Chester<br>Senior Health and Safety Manager     | EFSG     |
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## 1. Introduction

- 1.1.1. Durham University is a distinctive Collegiate University set across two sites in Durham City and Queen's Campus (Stockton). Durham University comprises over 320 buildings of various ages with the oldest being from 1076 A.D.
- 1.1.2. Approximately 17% of Durham University's estate is over 150 years old, this includes Durham Castle and the buildings around Palace Green which are part of a UNESCO World Heritage Site, 3 properties which are scheduled ancient monuments, 4 properties are Grade 1 a, 79 properties are Grade 2 listed and 60 properties are within the City's conservation area. Durham University also has other buildings across the region which it operates from. The University continues to work outside of the academic calendar with events, maintenance and construction requiring safe contractors and well-planned work.
- 1.1.3. Durham University is an integral part of the city and supports regular events and services for the university and its colleges as well as the wider community and visitors. Due to the unique history and geography of Durham, the University Estates and Facilities Directorate manages both traditional property and maintenance work as well as national and international events across the estate including Palace Green, The Botanical Gardens and The Oriental Museum.
- 1.1.4. The University has 17 colleges of varying ages with 15 of these directly operated by the University. St Chad's College and St John's College are independent with charity status but are exclusively recognised by Durham University. Colleges have varying control over contractors with St Chad's and St John's in particular operating independently.

## 1.2. Objective

- 1.2.1. The following document details the general Health & Safety expectations of Durham University in respect of its contractors who may conduct work across its estate. It shall form part of Estates & Facilities Directorate pre-construction information provision, thereby enabling the suitable planning of construction activity and production of Construction Phase Plans. Other sectors of the University are encouraged to use the document as reference to reduce risks across the estate.
- 1.2.2. For the purposes of this policy the term 'Contractor' refers to any appointed contractor, consultant or supplier including subcontractors and their suppliers who directly employs, engages, controls, directs or manages work on the university estate. Contractors should recognise there are unique challenges associated with maintaining a safe environment within Durham University. Contractors are expected to adhere to the procedures and guidelines within this policy and any other policies provided by Durham University, relevant to their work on the estate.
- 1.2.3. The Estates and Facilities Directorate (EFD) will meet its duties under the Health & Safety at Work Etc. Act 1974 (HSWA) and any Regulations relating to the management of contractors that stem from the Act. This includes protecting the health and safety of the University's employees and people who may be affected by our work.

### 1.3. Scope

- 1.3.1. EFD depend upon a wide variety of contractors and service providers to support in-house staff and to deliver whole services across the estate. Typical activities include event management, routine maintenance, attending to breakdowns and inspection of specialist equipment, in addition to the more traditional construction and refurbishment works. Frequently this requires access to occupied areas, many of which may be business-critical or can be by their nature, high risk areas such as laboratories, plant rooms, roofs and duct spaces. It may also require access to live areas where teaching and learning is ongoing as well as occupied accommodation areas.
- 1.3.2. In general terms contractors tend to be unfamiliar with the site, unaware of the dangers or our established procedures. In addition, their own working environment constantly changes, they frequently work in isolation, their specialist activities may involve unusual hazards and they often work in close proximity to others undertaking similarly high-risk activities. Therefore, maintaining people's safety is pivotal within Durham University and this guidance has been produced to help communicate the minimum requirements which EFD expects of its contractors and their operatives when working across the estate.

## 1.4. Application

- 1.4.1. Contractors brought onto the university estate are expected to comply with all legislation under the Health and Safety at Work etc. Act 1974 (HSWA 1974) and aim to work towards best practice.
- 1.4.2. This document provides specific details of the minimum health, safety and environmental expectations of those involved in events, project design, construction, operations, maintenance, repair and service support across Durham University and highlights where work on the site may affect how work is planned and carried out.
- 1.4.3. A separate but linked policy relating to Construction (Design & Management) Regulations 2015 (ESMS-MA2.5) has also been provided by EFD to detail Durham University's management of all its construction work under these Regulations from minor internal works up to large, notifiable construction projects.
- 1.4.4. All contractors will co-operate with EFD representatives to comply with these requirements. Compliance with these provisions does not in any way relieve the contractor of their legal or contractual obligations. All contractors will be provided with a copy of this guidance prior to attending and working on a Durham University site.
- 1.4.5. All contractors should make themselves aware of parts 1 to 4 of this policy and then refer to specific risks relating to their work in part 5. All contractors are requested to make all their operatives, any sub-contractor and suppliers aware of the requirements and expectations within this guidance relevant to them and their work and bring any queries to the attention of their EFD representative as soon as possible.
- 1.4.6. Due to the nature of the work done by Durham University there may be specific local arrangement or safety rules for different departments, colleges and services or in specific locations such as laboratories or Palace Green. Wherever possible, these specific arrangements will be communicated to the contractor in good time ahead of the work starting. If the work requires emergency access, then arrangements will be provided in writing by the EFD representative engaging the work. Should the work type, its location or specific risks involve require it, then a permit to work detailing the risk and its specific controls will be issued to the contractor. This must be adhered to at all times. At any point that a permit cannot be followed, or a contractor identifies a risk not previously considered, they should cease working immediately, make the area safe and contact their EFD representative.

***Approval in writing is required from the EFD representatives if during the process of the work it becomes apparent that deviation from these requirements or previously agreed local work methodologies becomes necessary.***



## 2.1. Contractors Duties

### 2.1.1. Contractors on all projects must:

- a) Ensure work is planned and carried out in line with HSWA 1974 and associated Regulations.
- b) Ensure all operatives and subcontractors have been inducted ahead of working on the university estate.
- c) Provide their EFD Representative with contact details for the person responsible for health and safety on site.
- d) Access their relevant work area safely and ensure vehicles and equipment are stored in safe areas.
- e) All contractors to sign in locally each day.
- f) Follow any local traffic management & parking arrangements.
- g) Communicate with their EFD Representative when they are on site and where.
- h) Comply with any departmental or local site rules brought to their attention to ensure safe working.
- i) Be considerate of university staff, student and visitors who may be affected by their work both directly and indirectly.
- j) Ensure that they and anyone they employ, or subcontract has the sufficient skills, knowledge and experience required to do the work.
- k) Ensure that employees or subcontractors are trained/qualified for the work they are expected to do and only work within their competencies.
- l) Plan, manage and monitor their work to ensure it is safe.
- m) Work to the university's permit scheme
- n) Familiarise themselves and follow any access or chaperone directions from their EFD Representative for work in any occupied areas of campus.
- o) Co-operate with other contractors and suppliers who may be working in proximity of their work area to ensure all work is carried out safely.
- p) Only use safe work equipment that has undergone relevant inspections and maintenance.
- q) Ensure employees and workers under their control have sufficient health and safety knowledge and training for the work they are required to do.
- r) Where applicable, ensure that employees have their health monitored at suitable intervals should their work expose them to health risks.
- s) Ensure employees and persons under their control are issued with suitable PPE, free of charge and that it is worn correctly.
- t) Ensure employees and persons under their control are provided with any tools or machinery detailed in risk assessments and method statements to ensure risks can be controlled.
- u) Avoid swearing and the use of offensive language.
- v) Ensure consideration of equality, diversity and inclusion when working on the estate.
- w) Only smoke and vape in designated areas.
- x) Make good the work area and remove any waste, signage and/or equipment when the work is complete.

- 2.1.2. Durham University representatives may request evidence of training or competence from a contractor which should be readily available. Where concerns regarding competence or safe working procedures are identified, Durham University reserves the right to intervene and if deemed an immediate serious risk, stop the work.
- 2.1.3. Contractors should ensure communication is maintained with their EFD representative throughout their work on site and that they are kept up to date with progress. Should work overrun the expected timeframe, contractors should make their EFD representative aware as soon as this is anticipated so any required controls can be put in place.

## 2.2. Competency and Training

- 2.2.1. Any contractor appointed by EFD must define, evaluate, provide and maintain their respective competencies. To support the delivery of work when on site, contractors must always ensure that:
- A competent employee: of suitable experience and training, is designated as a supervisor on site. This individual or an approved deputy should always be available to supervise and direct the works and to receive and implement instructions from their EFD representative,
  - Training: by a recognised body, has been provided for any specific hazard likely to be encountered when working across the Durham University Estate,
- 2.2.2. Certain skills will need to be demonstrated in document form ahead of the contractor being allowed to begin work or use certain equipment on site. Examples of this include access training such as PASMA or IPAF to use access equipment or if work involves the risk of exposure to asbestos, then as a minimum, asbestos awareness training is required.
- 2.2.3. Contractors acting as Principal Contractor under CDM 2015 or when managing other contractors under The Management of Health & Safety at Work Regulations 1999 should ensure that contractors under their control have the sufficient skills, knowledge and experience to carry out the work they have been contracted to do.

### 2.3. Safety Schemes in Procurement

- 2.3.1. To help reduce / remove unnecessary burden when determining competency during the award of work, EFD encourage all contractors to register under the 'Safety Schemes in Procurement (SSIP)'. Contractors should ensure their chosen scheme covers the specific skills sets of their organisation and they must also maintain their company details within the SSIP database. Further information can be gained at [www.ssip.org.uk](http://www.ssip.org.uk).
- 2.3.2. Contractors should operate a safety card certification scheme to ensure that operatives and subcontractors have a minimum level of H&S training. An example of this is the CSCS card used for construction operatives.

### 2.4. Communication

- 2.4.1. Communication is crucial to ensure work is carried out in a timely manner and that risks are appropriately managed. It should be ongoing from before the works starts until handover and beyond if required.
- 2.4.2. To disseminate site specific information to operatives' the contractor will implement recognised methods including, manager briefings, site inductions, toolbox talks, and will issue method statements and risk assessments maintaining written records of these activities.

### 2.5. Non-English-speaking Operatives

- 2.5.1. Where non-English speaking operatives are employed by a contractor, provision must be made for the use of a translator or a suitable number of translators on site who is capable of instructing non-English speaking personnel in safety and other operational matters. The translator(s) must remain on-site at all times whilst the non-English speaking operatives are present.

## 2.6. Co-operation

- 2.6.1. Where more than one party is involved delivering a project or scope of work to a satisfactory conclusion there must be co-operation between them, even for simple matters.
- 2.6.2. Due to project size or restricted work area, contractors may be required to share access, temporary welfare facilities or site compounds. Wherever possible, this will be communicated ahead of works starting so appropriate controls can be planned. Where this is not possible, EFD representatives will advise on action to be taken to ensure health and safety compliance.
- 2.6.3. Contractors should report any poor practices by other contractors on the estate to their EFD representative.
- 2.6.4. EFD representatives have the authority to stop work where they identify unsafe work practices. All operatives should be made aware of this and their duty to co-operate with university staff.

**Any project, operational scope of work, specific task or activity which presents a serious and immediate risk of danger, or a breach of legislation must cease, and the issue brought to the immediate attention of their EFD Representative.**

## 2.7. Co-ordination

- 2.7.1. Working safely involves co-ordinating site works with the university's own undertakings or with other contractors. Where multiple parties are co-existing within a specific location, each contractor organisation should have a nominated co-ordinator with full knowledge of what the party they represent intends to be doing over a certain period. On very small projects there may be few interfaces apart from perhaps the EFD representative. Notwithstanding this there may be the need for co-ordination meetings with the purpose of maintaining awareness, to assist with planning the works and identify how it might affect others.
- 2.7.2. Contractors should always anticipate that others may have need to work in or adjacent to their location and co-ordinate their activities accordingly.
- 2.7.3. If a contractor has full control of a work area which has been handed over to them to by Durham University, then they should not allow any other contractor access within their work location without sufficient induction or supervision. Where access is required to a demarcated site this should be agreed by the EFD representative and communicated to the contractor in control of the site. Any contractor that is authorised to work unescorted must receive a safety induction before entering the work environment and be adequately supervised whilst on site.
- 2.7.4. Once started contractors are encouraged to liaise with nominated local representatives to highlight any day to day / interface issues, thereby alleviating the potential for unnecessary delays and disruption.

## 2.8. Enforcement Body

- 2.8.1. Should a contractor receive a visit by an enforcement officer, e.g., Health and Safety Executive (HSE) Inspector, whilst working on Durham University premises; regardless of the outcome, the contractor must immediately notify the EFD representative responsible for the work environment.
- 2.8.2. Should enforcement action be taken the EFD representative and the Estates Health and Safety Service (<mailto:health.safety@durham.ac.uk>) must be notified immediately, stating the reason(s) for the action and what the contractor intends to do as a result. When necessary, the contractor must attend any meetings called by EFD to further discuss any actions which may have been taken.

## **2.9. Performance Monitoring and Measurement**

- 2.9.1. The measurement of safety performance is fundamental to maintaining a safe, healthy and compliant environment. Following appointment, contractors will have their health and safety performance measured periodically for the duration of the project or contract terms. EFD or their nominated health & safety representative reserves the right to visit the site / location at any time to determine the level of health, safety and environmental performance of any contractor.
- 2.9.2. Project leads should make the H&S team aware of the stage that projects are at and give sufficient notification of high-risk activities to allow for the planning of inspections.

## 2.10. Poor Standards and Non-Compliance

- 2.10.1. All contractors are expected to behave in a respectful manner towards university staff, students and visitors. Behaviour or actions which contravene Durham University policies will be considered a serious disciplinary matter and may lead to removal from site.
- 2.10.2. When there is evidence of repeated non-compliance with Durham University expectations this will be treated as a serious issue. Poor performance will be recorded and may be used when considering future tendering opportunities.
- 2.10.3. EFD H&S representatives will record where interventions have been required due to poor practice and this may be part of the consideration of future contract awards.
- 2.10.4. Any issues and concerns will be escalated, and the contractor will be expected to attend site and participate in a formal review meeting, involving Durham University Procurement Service and EFD representatives.
- 2.10.5. The contractor will be held responsible for the failures of their sub-contractors and suppliers if it is found they have not been sufficiently supervised or managed as per Regulations under HSWA 1974.

## 2.11. EFD Action Against Poor Standards

- 2.11.1. Where work by a contractor is deemed to be non-compliant with a safe system of work or with DU policies then any member of EFD staff has the authority to issue an Action Note
- 2.11.2. Any member of Durham University EFD staff has the authority to stop an activity should a serious safety or environmental issue be observed in the form of a Stop Note
- 2.11.3. Should a contractor be issued with either an Action or Stop Note then a member of Senior Management from the contractor will be contacted detailing the issues identified and where appropriate, a meeting to discuss future compliance will be arranged.
- 2.11.4. Work should not continue until suitable action has been taken to address the issue(s) raised in the Action/Stop Note.

## 2.12. Inductions & Access

- 2.12.1. Ahead of starting work on the University estate all contractors will be provided with a copy of this policy and receive the Estates and Facilities Induction Presentation which details the key aspects of working on The University's estate. It should be reviewed and any controls over and above the company's own risk method statements should be introduced and communicated to all employees who will be working on the university estate.

- 2.12.2. On arrival at the university, contractors will be given a leaflet which outlines the key risks and controls when working on across the estate. They will also receive a university ID card and should not work without one. The ID card should be kept on their person and should a member of university staff request to see it, the card should be presented.
- 2.12.3. If contractors are on site for short term work and will be escorted by EFD representatives then a brief induction, relevant to where they are working will be provided to them by the EFD representative and any local representative as needed. This includes subcontractors who may also need to be escorted by the principal contactor.
- 2.12.4. Operatives should carry photographic identification to confirm who they are (e.g., skills training card or university card with photographic evidence will suffice) and they must be able to confirm who their EFD representative is. Any persons found without clear identification or displaying uncertainty of their EFD representative may be requested to leave site.

### **2.13. Location Specific Inductions**

- 2.13.1. Local safety inductions may also be required to work in specific Facilities or areas i.e., colleges, protected buildings, laboratories or sensitive research areas. These will be arranged via the EFD representative and provided as part of the on-going contractor management process.

### **2.14. Demarcated Sites (Predominantly Notifiable Projects)**

- 2.14.1. Where the Project is 'Notifiable' under the CDM Regulations 2015 and the location / area has been 'Demarcated' and handed over to the Principal Contractor, it will be the Principal Contractors responsibility to provide a specific 'Project Safety Induction' to all personnel who require access to the project environment. This induction should include any essential Durham University information that has been provided by the EFD representative.
- 2.14.2. If there is a requirement to access the estate outside the demarcated area then contractors should also be provided with the University Induction to ensure standards and behaviours are as the University expects. This applies to all F10 notifiable projects where contractors will access the wider estate.
- 2.14.3. Any non-project personnel (including University employees) who may require access into a demarcated area under the control of the Principal Contractor must receive a site-specific induction. This will be provided by the Principal Contractor prior to entering / working within the project boundaries.



### 3. Construction Design and Management

- 3.1.1. The Construction (Design and Management) Regulations 2015 (CDM 2015) place specific duties on those who specify the way construction work is done, carried out and controlled. Any scope of work within Durham University which falls within the remit of these regulations must take account of the general principles of prevention and apply the requirements of supporting Approved Code of Practice L153.
- 3.1.2. ESMS-MA 2.5 CDM Policy outlines Durham Universities expectations for contractors with roles and responsibilities under the CDM Regulations and where applicable should be read in conjunction with this document.

### 4. Management of Specific Site Risks

- 4.1.1. EFD expect all contractors to implement effective work methodologies to significantly reduce the level of risk to as low as reasonably practicable (ALARP). Contractors will be required to undertake due diligence and consider the following to support the development of their methodologies, including:
- Maintaining service continuity – as an educational and research establishment there must be minimal impact on building services
  - Mitigating for high volumes of pedestrian traffic both staff/student and members of the public
  - Protecting at all times University employees, students and members of the public, some of whom may have disabilities, both visual and non-visual
  - Reducing the impact on adjacent land user's e.g., neighbouring businesses and residential premises.
  - Preventing disturbance or destruction and protecting any ancient monument or grade listed building
  - Maintaining adequate segregation within occupied premises to protect students, staff and members of the public
  - Preventing environmental damage within environmentally sensitive areas
  - Co-operating with key parties and co-ordinating activities

**Note:** the above list should be seen as indicative and not exhaustive and further detailed consideration must be given when planning the work and agreed with the EFD Representative.

### 4.2. Higher Risk Activities

- 4.2.1. Where work involves any activity identified as high risk, it should be brought to the attention of the nominated EFD representative. Contractors will be required to implement suitable written management arrangements and apply additional risk controls. Specific high-risk activities may include:
- those requiring a building's isolation of electric, gas, steam or water supplies beyond those locally being immediately worked upon
  - any work likely to cause smoke, dust or fume vapours, which could affect personnel or activate smoke detectors and cannot be controlled by local means, e.g., on tool water/dust suppression.

- any work requiring the isolation of fire alarm and detection / emergency lighting / security systems where agreed temporary systems are not in use.
- demolition of a structure, or part of a structure as defined under the Construction (Design and Management) Regulations 2015.
- any work on a structure or part of structure which is structurally unsafe or has the potential to become unsafe.
- any work involving the removal or disturbance of asbestos containing materials, in any condition, regardless of contractor's competencies.
- storage of flammable fuels, oils or other hazardous substances above those to be used per shift in a work area.
- any activity requiring a source of radioactivity or explosive substances being brought into, moved or removed from Durham University estate.
- erection of and use of cranes.
- excavations, or where there is evidence of subsidence.
- work involving the generation of large quantities of dust, noise, vibration, vapour or noxious smells to occupied areas or risk to wider site users.
- manoeuvring large site vehicles within pedestrian areas.

#### 4.3. Environmental Risks

- 4.3.1. Where a contractor's impending work or services may have a significant impact on the environment, the effects of those activities must be assessed, and controls agreed with the EFD Representative prior to the work or services commencing on site. This is to enable appropriate action to be taken, including the obtaining of building consents where required.
- 4.3.2. The contractor must prepare and mitigate all their environmental risks. This will include seeking to eliminate the hazard where feasible, if not feasible then seeking to reduce the impact on the environment to the lowest possible level.

#### 4.4. Event Management

- 4.4.1. Durham University hosts numerous events across the year and requires contractors of all sizes from site set up to the supply of goods and entertainment. This policy should be used as a reference tool for EFD representatives and contractors who may not be used to working on such a large site and the risks it entails.
- 4.4.2. Durham University has produced a number of documents to assist in event planning and management found [here](#).

#### 4.5. Safe Systems of Work

- 4.5.1. EFD will only use contractors that are able to demonstrate effective health and safety site management capabilities. It is a minimum requirement that all contractors must plan, manage and monitor the work, which is under their control, so far as is reasonably practicable, and without risks to health and safety.

#### 4.6. Risk Assessments

- 4.6.1. The law requires that the risks associated with any work or activity must be assessed by a competent person before that work commences.
- 4.6.2. EFD require that contractors perform the risk assessment process for each project / scope of work. The contractor must show that specific risks arising out of a particular package or work activity have been considered and provide written evidence of how the risks will be adequately controlled. Risk assessments that are generic can be used for very simplistic, repetitive tasks however for more complex tasks, specific risk assessments are required.
- 4.6.3. An overriding SOP or Health and Safety Policy can be provided by a retained contractor however each specific piece of work should be addressed with a risk assessment or construction phase plan relevant to the scope of works, whichever is appropriate.

#### 4.7. Method Statements

- 4.7.1. The method statements must be produced for the benefit of those carrying out the work and their immediate supervisors and should not be over complicated. Any equipment needed for safe working should be clearly identified and made available before work starts.
- 4.7.2. Method statements, like risk assessments, should be written to accurately reflect the specific task being done rather than a generic process.

#### 4.8. Risk Assessments & Method Statements (RAMS) Appraisal

- 4.8.1. EFD representatives or a Nominated Health & Safety Representative retains the right to request copies of contractor risk assessments and method statements where required. Contractors must provide copies of risk assessments and method statements for review when requested or where it is necessary to co-ordinate adjacent works. Contractors and their operatives must retain copies of risk assessments and method statements on site to enable them to be reviewed as part of the monitoring regime.
- 4.8.2. The primary purpose of the EFD review process is to check that:
  - the project / work can and will be effectively coordinated with other Durham University activities
  - correct information has been supplied, where it is available
  - the work will be suitably planned, communicated and supervised
  - risks to staff, students, visitors, buildings and other Durham University operations can and will be effectively managed
  - compliance against the requirements set down within this document and the content / context of the risk assessments and method statements is satisfactory and meets the legal requirements.

- 4.8.3. Risk assessments and method statements should be submitted to the EFD representative at least 5 working days before commencement of activities on site unless prior alternative arrangements have been made. This is to allow for sufficient review and comment and includes work to be done by subcontractors.
- 4.8.4. Works starting may be delayed, if the contractor fails to provide the risk assessments and method statements in good time to their EFD Representative to allow them to be fully assessed.
- 4.8.5. EFD Representatives can use the E&F RAMS Appraisal form to assess contractor's documentation. [ESMS-TI 2.19.05 RAMS Appraisal Pro-forma \(V1.0\).docx](#)

## 4.9. Permit to Work

- 4.9.1. EFD recognises that there are a number of locations and work activities which will present specific and unique hazards. These will be subject to further control measures and will require the use of a 'Permit to Work' and as such additional consultation with relevant parties may be required prior to commencing work. All Permit to Work activities should be agreed with the EFD representative prior to starting work.
- 4.9.2. Specific activities requiring Permit-To-Work include:
- Work in confined spaces
  - Excavations / Permit to Dig
  - Work on Roofs – High Risk
  - Work in radiation areas, laser rooms, clean rooms or where there is a risk of a biohazard or chemical.
  - Crane Lifts
  - Work over or Near Water
  - Isolation of Full Services System
  - Hot Works
  - Breach of Fire Compartmentation

#### 4.10. Site Attendance

- 4.10.1. EFD normal working hours are 8.00 to 17.00, Monday to Friday. It is expected that contractors will conform to these working hours where possible. Any work which is required to be undertaken outside of these hours will be by special arrangement with their nominated EFD Representative and following consultation with the Durham University Department, College or Service concerned.
- 4.10.2. Contractors must be aware that they may be working in occupied premises where exams, teaching and research activities are potentially in progress as well as potentially residential spaces.
- 4.10.3. The EFD Representative for the work will provide the contractor with any relevant information regarding events having the potential to impact their work area.

#### 4.11. Site Sign-in/Out

- 4.11.1. All site attendees must sign in / out and inform their EFD representative when they will be on site at Durham University. The following locations have been identified for this purpose and local arrangements should be agreed with the EFD representative prior to arrival at site:

##### Durham Sites

- **Upper Mountjoy**- Reception (*and when access keys are required*)
- **Lower Mountjoy** - Security Office (*Out of Hours – Emergency Call outs*)
- **College and Department Reception Desks** – (Where previously agreed)

##### Stockton

- **Medway House** – Queens site

## 4.12. Key Control: Issuing of Access Keys

- 4.12.1. Keys and other means of access can be issued to contractors where a clear need is identified and confirmed by an EFD Representative. Access is controlled via a suited key system controlled from the Upper Mountjoy Reception. Keys can be signed out and must be returned daily. If an area has been handed over as a notified project, keys will be handed over to the Principal Contractor to control for the projects duration. Should the keys be required as part of work under a permit then it will be clearly detailed how the access is controlled and the risks involved. Contractors must only work within the constraints of the permit given to them.
- 4.12.2. Should keys be lost whilst under the control of the contractor, then locks will be changed, and new keys issued. Consequently, the contractor may be charged to cover the cost of any resulting works to change the lock and key arrangements.
- 4.12.3. During work activities the contractor will be responsible to make sure that the service areas where they are working are secured at all times to prevent unauthorised access; they will be held responsible for the key whilst in their possession.

## 5. Site Management of Common Hazards

- 5.1.1. Contractors are expected to ensure that suitable and appropriate site safety and environmental management systems and arrangements are in place and maintained throughout the duration of the work. The following minimum requirements will be expected:


### 5.2. Asbestos

- 5.2.1. There is the potential for asbestos containing materials (ACM's) to be present within university buildings which were built or refurbished before the year 2000. A comprehensive suite of management survey information is held for all buildings predating the year 2000 and the contractor must obtain written details of the asbestos survey and findings from the EFD asbestos representative and communicate these to all operatives.
- 5.2.2. Planned and pro-active work will include asbestos surveys as part of the pre-construction information. Even if no asbestos is present, confirmation from the EFD Asbestos representative or their nominated deputy is a mandatory requirement.
- 5.2.3. Prior to commencing any intrusive or disruptive activities within any areas not covered by the asbestos survey, the contractor must contact the EFD Asbestos representative for further advice.
- 5.2.4. Asbestos removal works must only be carried out following approval by the EFD Asbestos Representative. EFD will provide a list of designated specialist Approved Licensed Asbestos Removal Contractors (LARC's) and independent Asbestos Consultants to carry out any analytical work. Contractors can arrange their own LARC but on the strict provision that Durham University arranges the analyst.
- 5.2.5. If suspected asbestos containing materials (ACMs) are uncovered / inadvertently disturbed, works must cease immediately, access into the area should be prevented and the EFD Asbestos representative or their nominated deputy should be informed immediately.
- 5.2.6. A risk rating for each plant room allocates a colour based on the findings from the asbestos management surveys. Controls and reinspection information is contained within the rating. Black areas should not be entered unless a Licensed Asbestos Removal Contractor is in attendance to provide suitable decontamination facilities.
- 5.2.7. Durham University is currently in the process of resurveying its plant rooms in order to assign a risk rating and signage. If a plant room requiring access does not have a designated risk then the EFD Asbestos representative or their nominated deputy should be informed immediately.



## Plant Room Risk Rating

**This area is designated:**



RED

**Key:**

|   |              |  |
|---|--------------|--|
| ● | <b>BLACK</b> | High risk asbestos containing materials in poor condition, including debris. No access permitted without facilitation by Analyst/LARC. |
|   |              |  |
| ● | <b>RED</b>   | High risk asbestos containing materials in good condition. No requirement for facilitation.  |
|   |              |  |
| ● | <b>AMBER</b> | Medium/Low risk asbestos containing materials. No requirement for facilitation.  |
|   |              |  |
| ● | <b>GREEN</b> | Asbestos free area.  |

Please note: the above ratings cover **ACCESS ONLY**. Structural / maintenance work may require further inspection.

5.2.8. All operatives who carry out work which could foreseeably expose them to ACMs within a Durham University building must have received adequate 'Asbestos Awareness' training in accordance with legal requirements and guidance.

5.2.9. Asbestos documents: [ESMS 2.10 Asbestos Management](#)

### 5.3. Behaviour

- 5.3.1. All contractors are expected to behave in a respectful manner towards other contractors, university staff, students and visitors. Behaviour should reflect the University as an inclusive environment with regards to equality, diversity and inclusion (EDI). Any behaviours that cause offence will be viewed in line with our poor performance policy. Further information can be found here: [Equality, Diversity and Inclusion - Durham University](#)
- 5.3.2. Individual contractors who behave inappropriately, aggressively or do not comply with reasonable requests from University staff will be asked to leave site.
- 5.3.3. EFD do not permit any contractors or their operatives to make use of any licensed premises around the estate, nor should they attend site if under the influence of alcohol or other illegal substances. Contractors must not smoke or vape within 10 meters of any University building perimeter unless this is a designated smoking area



## 5.4. Building Services

- 5.4.1. Contractors and their operatives / subcontractors must receive permission from an Estates and Facilities representative prior to the isolation of any plant or equipment which they intend to work on. This should be arranged ahead of work starting to ensure the wider estate isn't impacted.
- 5.4.2. Contractors must not make connections to any system without permission from the relevant EFD representative, or where appropriate, the Durham University Departmental Delegated Nominee for the area or service concerned.
- 5.4.3. Should any suspected redundant services be identified which were not detailed within the contract or scope of works, these must be brought to the attention of the EFD representative to consider further action. This includes water pipes where dead ends should be avoided as part of legionella management.
- 5.4.4. As part of the planning process the EFD representative will provide information to support the identification of any potential hazards. The contractor will be required to produce a safe system of work, the detail of which should include as a minimum:
  - confirmation that the contractor will undertake a sweep of the work area to establish the location of live services and early identification of any cables which may have been left in an unsafe condition
  - prior to concealment of any services a commitment to ensure that an EFD representative is afforded time and opportunity to perform a visual inspection and confirm that services have been left in a safe condition and the standard of workmanship is acceptable and to allow, if required, the building H&S file to be updated.

## 5.5. Control of Unauthorised Access

- 5.5.1. Certain university locations / sites are more accessible to trespassers than others. Contractors must assess the likelihood of unauthorised access to a site and the potential of being exposed to risks such as open excavations or falls from height. Consideration must be given to young children who are considered to be particularly at risk due to their natural curiosity and lack of awareness of danger.
- 5.5.2. All contractors must implement suitable measures including security where required, to prevent unauthorised access and mitigate the temptations that work sites and particularly scaffolds provide. Access should be prevented with fixed barriers where possible over signage or instruction and site boundaries should be regularly inspected for damage.

## 5.6. Control of Substances Hazardous to Health

- 5.6.1. Hazardous substances can be encountered in a number of areas across Durham University including teaching and research laboratories and plant / building service areas. The EFD representative will provide the contractor with information about Durham University owned hazardous substances and provide instructions on any necessary controls within specific locations or areas.
- 5.6.2. Where work is required near extraction units an assessment of the risk and what is being extracted should be carried out.
- 5.6.3. Any contractor who introduces 'hazardous substances' for work, tasks or activities under their direct control, must do so in accordance with the legal requirements of the Control of Substances Hazardous to Health 2002 Regulations.

## 5.7. Confined and Restricted Spaces

- 5.7.1. Contractors must not enter any confined space without the permission of an EFD representative. A *Confined Space* must have both of the following defining features:
  - (a) *it must be a space which is substantially (though not always entirely) enclosed;* and
  - (b) *one or more of the specified risks must be present or reasonably foreseeable.*
- 5.7.2. A permit will be required for entry into confined spaces with the specific controls required detailed on the permit and provided by the EFD Representative.

## 5.8. Control of Pollution

- 5.8.1. Contractors must implement adequate procedures for control of any substances brought on to Durham University sites that have the potential to be released to land, air or water and consequently cause environmental harm.
- 5.8.2. Contractors must only retain minimum quantities of necessary hazardous materials on site; these must be stored appropriately and / or spill kits should be provided as necessary. The Any unplanned release must be reported to the EFD representative as soon as is practicable.
- 5.8.3. Temporary static plant and equipment which is brought onto site e.g., generators or compressors must have appropriate spillage containment. Mobile bowsters and any static fuel tank or drum regardless of size must be stored in a suitably 'bunded areas' away from drainage systems / surface waters and on sealed ground.  
Fuel delivery trigger valves shall be locked off when not in use with the keys kept by a nominated person responsible for the storage facility.
- 5.8.4. Contractors may not deposit any waste, chemicals or any other substances whatsoever into Durham University drains or waste containers/skips unless permission has been given by the EFD representative. Particular care must be exercised near natural watercourses and ponds. No burning of waste or materials is allowed on-site. Control of dust from all works operations must be planned in advance and mitigated throughout the delivery of the work.
- 5.8.5. Durham University waste management advice can be found at [Greenspace : Waste - Durham University](#)

## 5.9. Demolition / Dismantling Works

- 5.9.1. Prior to any demolition or dismantling works a detailed engineering survey carried out by a competent person is required. The survey must determine the condition of the framing, floors, walls, the possibility of unplanned collapse of any portion of the structure, and the presence of hazardous materials.
- 5.9.2. All demolition works should be carried out in a manner which meets the requirements outlined within *BS6187:2011 Code of Practice for Full and Partial Demolition*. Evidence of competence to undertake demolition works will be required and must be made available on-site, for example: CCDO 'Certificate of Competence of Demolition Operatives' and / or a certificate of competence from the National Federation of Demolition Contractors (NFDC).

## **5.10. Drones**

- 5.10.1. Use of Unmanned Aerial Vehicles (UAV) or drones for aerial surveying work is subject to strict controls and the submission of detailed RAMS which must be appraised by the EFD representative managing the work. Activities predominantly include UAV/drone use for Estates operational use to assess defects on buildings without the need for scaffolding or access equipment.

## **5.11. Electrical Safety**

- 5.11.1. Contractors must not work on any electrical system or equipment without the permission of an EFD representative and without the relevant qualifications and is competent to work on the equipment or system. Due to the potential disruption and costs arising from unplanned service interruptions contractors must not isolate any electrical service without the permission of an E&F representative.
- 5.11.2. Where redundant services are identified by the contractor, these must be notified to the EFD Electrical representative to enable agreement on any actions to remove.
- 5.11.3. Contractors should make themselves aware of E&Fs Electrical Safe Working Policy.

## **5.12. Emergency Arrangements**

- 5.12.1. Contractors must immediately report all accidents, incidents, and near-misses, which arise out of the contract works within areas under their direct control directly to their EFD representative.
- 5.12.2. A written report must be provided for all incidents. Copies of the investigation report and statistics must be provided to the EFD representative / safety team within an agreed timeframe. Any investigation report which is submitted to EFD must include evidence to support the facts and contain the concise details of all actions which will be taken to prevent a re-occurrence.

## **5.13. Energy / Lights**

- 5.13.1. Durham University has a Carbon Management Plan in place and expects all our contractors to support our plan by employing good environmental practices and behaviours. This will include but not be limited to, reducing energy and waste at every opportunity, examples include switching off lights, equipment, vehicles and heating appliances when not needed and minimising packaging and engaging with recycling schemes whenever possible.
- 5.13.2. Where temporary lighting is required, low energy, low risk LED lighting should be used.

- 5.13.3. Further information regarding the university's low aims to reduce carbon emissions is here [Greenspace - Durham University](#)

## 5.14. Excavations

- 5.14.1. Contractors engaged in operations where underground services may exist, must take adequate steps to locate, identify and mark such services i.e., electrical cables, telecommunications, drains, sewers, pipes or similar services etc.
- 5.14.2. A permit to dig is required to carry out excavations on the university estate where there is known services or where excavations are to be below 30cm. Excavations should not commence until a permit is in place.
- 5.14.3. The contractor must take adequate precautions to prevent injury or damage to person or property. All trenches and excavations, particularly those adjacent to roads or existing buildings must be adequately shored and falls of material prevented. Excavations, when not in use should be boarded over and where possible, enclosed and fenced.
- 5.14.4. When work is complete, the site / location must be made good and any markers, protective covers and warning notices restored in accordance with industry standards and the ground state restored to the pre-work condition.

## 5.15. Explosives

- 5.15.1. Under no circumstances will explosives / explosive devices be allowed on, removed from or relocated within university property without the written consent (minimum of 10 days' notice) of Durham University Fire Advisor.
- 5.15.2. Cartridge fixing tools are not to be used on university premises without prior permission of the EFD representative.

## 5.16. Fire Safety

- 5.16.1. Construction work and some maintenance and repair activities will carry a high fire risk and therefore no tasks or activities which involve a naked flame / generation of sparks, heat, etc. should be performed unless permission has been given by an EFD representative.
- 5.16.2. On Notifiable projects a contractor must produce a suitable safe system of work which should be available for review when requested by EFD representatives. Proposals to manage the fire risk must be co-ordinated with the EFD representative and Durham University Fire Safety Advisor (where required) for review prior to commencing work on site.
- 5.16.3. Contractors are responsible for the provision of suitable and sufficient fire-fighting equipment appropriate to the work or if in agreement with their EFD representative, for very short-term works, use university fire-fighting equipment.
- 5.16.4. They must obey university emergency procedures for the evacuation of buildings. All contractors and their operatives when first arriving at the work site must make themselves familiar with these safety control measures:
- the nearest means of escape in case of fire
  - the location, type and method of operation of the nearest firefighting appliance
  - the location and the method of operation for the nearest fire alarm.
- 5.16.5. Under no circumstances should fire doors be left wedged open at any time.
- 5.16.6. To reduce the number of fire alarms and the subsequent disruption to Durham University, contractors must contact the EFD representative to arrange and agree local isolations and where required, any necessary temporary system and the re-instatement of the permanent system upon completion. Contractors should ensure they have reviewed the fire safety policy where necessary.
- 5.16.7. Any impairment to the fire alarms, sprinklers or fire suppression system lasting longer than 8 hours needs to be notified to the EFD Representative to ensure a Fire Protection Impairment form is submitted directly to the University's cover providers.
- 5.16.8. The actions regarding installed emergency fire systems must be agreed and applied prior to commencing work on site with the University Fire Safety Team.
- 5.16.9. Where work in any area necessitates the temporary closure of or restricts the use of Durham University designated fire escape routes and exits; regardless of the duration, the situation must be brought to the immediate attention of the EFD representative. Any alternative evacuation routes should be clearly marked up within the Site Fire Safety Plan and these must be agreed by Durham University Fire Safety Advisor prior to making any changes to the existing building evacuation routes, the designated exits, and before work commences.

## **Fire Compartmentation**

- 5.16.10. Any contractor undertaking work or activities which may impact upon the existing passive fire protection elements within a building, must agree the control and re-instatement requirements with the EFD representative and Durham University Fire Advisor (where required) prior to starting the work.
- 5.16.11. Contractors are required to keep adequate records via photographs and logs to confirm that all impacts were initially identified, and that suitable re-instatement of fire protection measures have been completed prior to leaving site. A FIRAS certificate of conformity must be issued to the EFD representative managing the work
- 5.16.12. A permit to breach is required if works involve breaching fire compartmentation. The permit should be requested and approved before works begin.

## **Flammable Materials**

- 5.16.13. Contractors should provide details of use or storage of large quantities of flammable substances which cannot be avoided and may also give rise to flammable vapours. They must also clarify what precautions will be taken.
- 5.16.14. LPG cylinders should not be stored inside Durham University buildings. Suitable, secure external containers should be provided by the contractor. It is advisable that any provision for LPG cylinders complies with the UKLPG Association code of practice 'Storage of Full and Empty LPG Cylinders and Cartridges'.

## **5.17. First Aid**

- 5.17.1. Contractors should make their own arrangements to provide adequate numbers of trained first aiders and first aid equipment. First aid provision must be adequate for, and available to, any persons attending their site, including visitors and subcontractors.
- 5.17.2. Where specialist first aid instruction or training is required, for example in dealing with the effects of suspension trauma caused by a fall and arrest at height, contractors must take adequate steps to ensure that either they, or an appropriate subcontractor, has received the correct instruction or training to deal with and implement emergency rescue procedures
- 5.17.3. The University has a number of defibrillators located around the estate which are available to use in the need of emergency via calling 999. Contractors are advised to locate the nearest defibrillator to their work location when first attending site.



## 5.18. Flooding

- 5.18.1. Durham University owns buildings which can be prone to the risk of flooding; especially those within the Durham city and in close proximity to the River Wear. Contractors should seek further advice from their EFD representative prior to commencing work, so as to agree effective ways to mitigate the risk of flooding where required.

## 5.19. Gas Safety

- 5.19.1. Across Durham University there are various types of commercial gas plant and domestic gas equipment. Contractors must not work on any gas plant, equipment or fittings without the permission of an EFD representative. Contractors undertaking any operation involving gas work must only employ competent persons who possess an appropriate and valid Gas Safety Registration.
- 5.19.2. Any notifiable gas incident should be reported directly by the Gas Engineer to the Health and Safety Executive and the contractor must immediately inform the EFD representative.

## 5.20. Health Surveillance

- 5.20.1. Contractors should make suitable arrangements to provide adequate health surveillance to monitor any condition or factors which could affect the health and safety of employees, other workers and where required Durham University staff or students during the delivery of work activities. This may include the provision of specialists to undertake site measurement of exposure levels relevant to hazards such as noise, substances or vibration. Where any site-specific needs or unique requirement is identified during the delivery of the works the EFD representative should be informed immediately.
- 5.20.2. Any incidents where exposure levels have been exceeded should be reported immediately the EFD representative.
- 5.20.3. Contractors are expected to have health surveillance schemes in place when their work exposes their employees to risks of ill health through dermatitis, asthma and other respiratory diseases.

## 5.21. Housekeeping

- 5.21.1. Good housekeeping is essential to maintaining a safe and healthy working environment. Contractors must operate a clean-floor policy and conduct work or provide services in a clean and orderly manner at all times. Waste materials must be removed from the site at regular intervals.



## **5.22. Laboratories and Restricted Research Areas**

- 5.22.1. Work with laboratories and restricted research areas can present unique hazards. The EFD representative will provide the contractor with detailed information about the risks associated with the environment and provide instruction for any necessary control measure required to work within the area.
- 5.22.2. Contractors must not enter / work within laboratories without the permission of an EFD representative. Within some laboratory / research areas the contractors may be required to undergo a 'Local Safety Induction' these will be provided by a Durham University Department Representative and will be arranged by the EFD representative prior to work commencing.
- 5.22.3. For short duration work it may be more efficient for a Durham University Department Representative to accompany the contractor whilst they undertake the work and provide instructions directly to the site operatives.
- 5.22.4. When on site contractors should follow any specialist advice provided and seek clarification where necessary. If any concerns become apparent during the course of the work, the contractor should stop work and immediately contact their EFD representative who will liaise with the appropriate Durham University Department Representative.

## **5.23. Ladders and Steps**

- 5.23.1. All ladders and steps which are provided for use within Durham University must meet the recommendations of the Health & Safety Executive and their use, over other more collective means of protection, justified. Contractors will be expected to keep adequate records to aid the identification of the equipment and also support any site reviews which will be carried out by an EFD representative.

## 5.24. Legionella

- 5.24.1. Contractors must not carry out any project, task or activity which alters the domestic hot or cold-water system without permission from an EFD representative. Written plans and controls must be agreed with the EFD representative, these should consider the immediate and future risks associated with the management of Legionella.
- 5.24.2. Where possible all water systems that need to be worked upon shall be drained and isolated from the main system ensuring that no dead legs / blind ends are created by this isolation procedure. If it is not possible to isolate the required parts of the system, then written control schemes for the whole duration of work must be agreed with EFD representative. Recommission by disinfection upon completion of works is the expectation of EFD
- 5.24.3. The University has a Water Management Group which reviews and acknowledges planned changes to water systems to ensure the risk of legionella is appropriately controlled. If during works, dead ends are identified these should be notified to your EFD representative to bring to the attention of the WMG.
- 5.24.4. E&F Directorate Engineering Maintenance will carry out any substantial work on water systems across the university and update risk assessments when required and will update with any minor works during risk assessment reviews.

## 5.25. Lifting Operations & Use of Cranes

- 5.25.1. Any lifting plant or equipment which is used by contractors must be safe and stable in use, guarded and equipped with appropriate safety devices. Lifting equipment must be tested and examined in accordance with legal requirements and records should be available on site for review by EFD representatives.
- 5.25.2. A crane lift is deemed by Durham University to be a high-risk operation. Crane lift operations must only be carried out by competent people. The EFD representative will provide information of underground services, drains, ducts and ground conditions, where required and available. If this information is not known, then the crane should not be used until a suitable survey is carried out to ensure the ground is suitable for the lift.
- 5.25.3. The contractor should proactively engage with the EFD representative during the planning of a crane lift operation and produce / provide annotated site plans to accompany the 'Lifting Plan'. A formal Lifting Plan must be produced by an Appointed Person and issued to the EFD representative for comment at least 10 working days prior to the start of the lift (a longer lead time may be needed and will be dependent upon the complexity and the risk of the lifting operation). A permit will then be issued for lift to begin.

## **5.26. Lifts (Use of)**

- 5.26.1. There are various passenger lifts within premises across Durham University sites. Disabled platform lifts are designed solely for the transportation of persons and therefore should not be used for the transportation of goods. The use of any lift for purposes other than transferring people must be agreed with the EFD representative prior to use.
- 5.26.2. Any work on lifts should be protected using suitable landing barriers to prevent unauthorised access to the work area, the open lift shaft and machinery hazards. Lift engineers should supply their own landing barriers for their activities.

## **5.27. Lone Working**

- 5.27.1. Contractors should have suitable management arrangements including risk assessments, methods statements and communication arrangements which support operatives working alone across Durham University. All contractor operatives must inform the EFD representative or Security when they arrive on site and when leaving the site.
- 5.27.2. Where attendance is required out of normal working hours, 'sign-in / out arrangements' must be agreed with the EFD representative in advance
- 5.27.3. Durham University operates SafeZone, an app that allows lone workers to check in whilst on the estate and it notifies security if they do not check out at a required time or at the end of the day. The app is not compulsory, but contractors may benefit from having their workers use the app where there is a risk of them working alone.

## **5.28. Mobile Elevated Work Platforms**

- 5.28.1. The use of mobile elevated work platforms (MEWPs) across the estate can be used to reduced the risk from working at height and provide safe access however the use should be thoroughly planned.
- 5.28.2. Operators should have sufficient training such as IPAF and they must be wearing appropriate safety equipment including a harness and work restraint
- 5.28.3. MEWPs should not be used for access to other areas and under no circumstances should operatives climb out of the working basket onto roofs
- 5.28.4. MEWPs should only be moved when the basket is empty and should have a banksman where appropriate. When in operation, segregation or banksman should be in place to prevent others accessing moving parts or controls.

## 5.29. Noise

- 5.29.1. Contractor activities which result in noise can constitute a nuisance and severely disrupt learning and research programmes. The contractor must ensure that any tasks or activities anticipated to create noise such as breaking, hammering, drilling and scaffolding etc. are notified to the EFD representative, giving as much notice as possible to allow adequate stakeholder consultation.
- 5.29.2. Contractors are encouraged to “buy quiet” equipment to reduce the noise levels and reduce the potential vibration emitted. Site specific positioning and noise reduction measures should be considered when setting up plant, especially in high pedestrian areas and the city centre.

## 5.30. Occupied Student Accommodation

- 5.30.1. Unless reacting to an emergency, any planned works or visits within occupied student accommodation will require 48 hours’ notice. Works relating to reactive maintenance requests are viewed as being initiated by the occupant(s), and therefore advance notice will not be required.
- 5.30.2. Contractors are required to book in and out with the EFD representative and the appropriate Durham University College reception, for purposes of:
- Health and safety notification and security reasons,
  - Communicating issues / progress with residential site staff
  - Collecting any appropriate paperwork
  - To sign out / return any keys required for access.
- 5.30.3. Access will not normally be allowed to residential accommodation before 09.00 or after 17:00 unless in response to an emergency repair. Contractors must be accompanied by a University College representative when accessing residential accommodation.
- 5.30.4. Where it is anticipated that emergency response will be required out-of-hours the contractor should agree the local arrangements with the EFD representative and the appropriate College representative.

## 5.31. Personal Protective Equipment (PPE)

- 5.31.1. Contractors must provide their operatives with appropriate protective clothing and personal equipment which protects the user against health or safety risks whilst at work. Contractors must ensure that appropriate PPE is worn at all times on site.

### 5.32. Pest Control

- 5.32.1. Contractors should be aware that pests and vermin can be present across Durham University. Local control measures including removal and treatment programmes are available through EFD and therefore contractors should inform the EFD representative of any undesirable situation which requires immediate attention.
- 5.32.2. Any contractor not directly involved in the control and treatment of pests and vermin should provide their operatives with adequate information and instruction on the health and safety issues and those precautions needed to work safely in locations where pests and vermin can be encountered.

### 5.33. Portable Working Platforms

- 5.33.1. Where externally placed working platforms such as mobile scaffold towers are to be used this must be assessed by the contractor prior to use. Consideration should be given to wind and ground conditions prior to construction and use. Any operative involved in constructing, modifying, dismantling and using mobile tower scaffolds must hold proof of valid training (e.g., PASMA).
- 5.33.2. Trestle tables or other ad-hoc working platforms that are not designed for working at height should not be used on the university estate.
- 5.33.3. Any mobile tower used around Durham University must have toe boards and be inspected in accordance with statutory requirements and HSE guidance.

### 5.34. Power Tools

- 5.34.1. Battery powered or 110v power tools are preferred on the university site. Where this is not possible and 240v is used, there must be a circuit breaker in place. Cables should be kept clear of working areas so far as possible and not trailed across thoroughfares.
- 5.34.2. Tools should be in good order with no obvious damage to cabling or casing. If a portable generator is used, consideration should be given as to its location and its fume and noise emission.
- 5.34.3. It is a Durham University Policy that all portable electrical equipment brought onto site should have a valid combined inspection and test (PAT) within the last 3 months before coming onto site and must be managed and maintained in accordance with HSE guidance.

### **5.35. Plant, Equipment and Materials**

- 5.35.1. All plant, materials and equipment used by the contractor must be of good construction, sound material and adequate strength, properly maintained, competently operated and routinely inspected by a competent person(s).
- 5.35.2. Evidence of maintenance and testing should be made available on-site for inspection. Statutory registers, certificates and notices, where required, are to be displayed or readily available for inspection / review by an EFD representative. All work equipment brought onto university premises should be compliant under the PUWER Regulations.
- 5.35.3. Plant that is required to move around during its work such as telehandlers and forklifts should always be banked. Wherever possible the area should be fenced off from the public. If this is not possible, extra controls should be in place to ensure that pedestrians don't walk into the work area.
- 5.35.4. Contractors should ensure they know safe locations for MEWPs to be positioned ahead of planning work.

### **5.36. Plant Rooms**

- 5.36.1. Contractors shall not enter any plant room, service area or similar space without permission from an EFD Representative.
- 5.36.2. Access can only be gained using a key provide to the contractor from Mountjoy Reception. Plant rooms have a colour coded sign regarding the risk of asbestos within and this should be understood before access.
- 5.36.3. When in possession of the key and in control of the area, contractors must prevent unauthorised access and secure the location upon work completion. If any concerns become apparent during the course of the work, the contractor should stop work and immediately contact their EFD representative.
- 5.36.4. Contractors and their operatives must not enter any substation, switch room or similar area without permission from an EFD Electrical representative. Permission will only be given to a contractor following receipt of suitable method statements and risk assessments.

### **5.37. Radioactive Materials**

- 5.37.1. Under no circumstances are any sources of ionising radiation allowed on, University premises without the permission of the EFD representative and Durham University Radiation Protection Advisor.

### 5.38. Scaffolds (Tube and Fittings)

- 5.38.1. The construction / striking of scaffolding are deemed by EFD to pose a high level of risk to staff, students and members of the public; therefore, all height-access tasks and activities must be subject to a risk assessment performed by a competent person.
- 5.38.2. Only competent and trained (CISRS) personnel should erect, alter or dismantle scaffold, using safe techniques as contained in SG4. No other persons are permitted to assemble, dismantle or alter the scaffold. The competent person must issue a handover certificate to the person responsible for working upon it and attach a scaffold inspection tag to the structure, close to the climbable parts before it is first used.
- 5.38.3. Upon erection, the scaffolder should provide a digital photo of the scaffold to their EFD representative. This should be updated whenever there is a need to adjust the scaffold. It is expected that the scaffolder will carry out the required inspections of the scaffold. If this is not the case, it should be clearly detailed which contractor is carrying out the inspections and ensure that they are competent to do so.
- 5.38.4. Scaffolds should be fully fenced wherever possible to prevent access and ladders removed when not in use. Where a scaffold cannot be fenced and access is via the first lift, the gate should be locked when not in use.

### 5.39. Segregation of Works

- 5.39.1. All work areas must be clearly demarcated and physically separated from staff, students and members of the public wherever possible. Contractors must use a physical barrier of a type proportionate to the nature of the activities being undertake and must be erected at all times. Pictorial warning notices conforming to the British Standards must be displayed in prominent positions around the work perimeter.
- 5.39.2. For short term works where segregation is not appropriate, contractors should ensure that tools and equipment are not left out in pedestrian areas and should use warning signs or cones to highlight the work area.
- 5.39.3. For larger, high-risk sites, EFD do not consider the use of cones and hazard warning tape to be an effective barrier to segregate / protect staff, students and members of the public and therefore fixed barriers or complete segregation should be used.
- 5.39.4. Where 'Heras' type fencing, or pedestrian link barriers are selected for use, a number of additional design features are required. Notably:
  - Debris netting to be considered where necessary (additional bracing to fences may be necessary)
  - feet should be designed, positioned and / or coloured to prevent trips with additional bracing or weights should there be a risk of collapse
  - panels should be secured with two couplers



- gates or doors in the panels should be padlocked when the site is unsupervised
- infill panels or similar should be fitted to prevent snagging of clothing etc.
- open ends of fencing should have a 'return' to increase stability and security.
- The ends of fencing should be secured to a fixed point wherever possible to prevent access

5.39.5. Contractors who are on site for more than 24 hours should display out of hours contact details for site security to be able to contact them should it be required.

#### **5.40. Signage and Notice Boards**

5.40.1. Safety signs must comply with the statutory requirements and must include a symbol / pictogram accompanied by words where necessary. Signs must be of a professional standard. As a minimum, when barriers, fencing or hoarding is used, there must also be adequate signs warning persons not to enter the work area (e.g., 'No Unauthorised Access').

#### **5.41. Site Compound**

- 5.41.1. Areas allocated to become compounds must be agreed with the EFD representative prior to start on site. Consideration must be given to safe vehicle movement, storage and welfare cabins, the impact on the immediate surroundings and any additional measures to deter unauthorised access.
- 5.41.2. Site compounds and internal roadways are not to be used for the daily parking of contractor vehicles unless prior permission has been given by the EFD representative.

#### **5.42. Temporary Works**

- 5.42.1. Contractors should be able to demonstrate that they have in place effective arrangements for controlling risks arising from the use of temporary works. These are usually captured in a temporary works procedure.
- 5.42.2. Temporary works and their procedure should follow BS5975
- 5.42.3. Appropriate appointments of a Temporary Works Co-Ordinator and Temporary Works Supervisor should be documented, and a copy of the temporary works design should be held at the work site.



### 5.43. Traffic Management and Road Safety

- 5.43.1. The segregation of vehicles and pedestrians both external to and within Durham University sites is absolutely essential. The operation of plant and vehicles in and around 'live' sites pose a particular risk to staff, students and members of the public, especially when reversing or crossing footpaths. Drivers should follow the highway code and local traffic signage at all times as well as.
- construction plant, HGV's etc. must be fitted with audible and visual reversing alarms or cameras,
  - all reversing activities within pedestrian areas must be done under the supervision of a banksperson
  - only park in designated bays and always display valid parking permits
- 5.43.2. All unavoidable vehicular operations which pose a risk to the public (e.g., crossing footpaths) must be formally assessed and controlled through the use of a banksperson. Restrictions may be placed upon delivery times etc. and vehicles must remain on the defined University vehicle routes at all times to avoid damage to building services and soft landscaped areas.
- 5.43.3. Palace Green is a UNESCO World Heritage Site with significant pedestrian footfall and regular events, often requiring pavilions to be erected, reducing space. Works in this area will require significant consideration and controls due to the restrictive access route and the use of buses and coaches which use the green as a turning circle. Contractors should make sure vehicles are kept to a minimum and that any reversing is tightly controlled.
- 5.43.4. Where work by a contractor requires a path or road to be blocked for more than brief periods that can be controlled by a banksman a traffic management plan will need to be created in consultation with the EFD representative. This is to ensure other works and access can be considered when pedestrians and vehicles are being diverted.
- 5.43.5. On arrival, delivery drivers should contact the contractor supervisor so that local arrangements can be made to meet them. Materials should not be left unattended around Durham University site. Delivery schedules should be agreed with the EFD representative where they could disrupt adjacent projects or the normal use of the Durham University's road network.
- 5.43.6. Where significant amounts of mud and debris are likely to be carried on to the road network, the contract should allow for wheel washing facilities on-site and road cleaning operations. Contractors working on access roads within the curtilage of Durham University sites must ensure they provide adequate signage and barriers to safely direct traffic around the work area.
- 5.43.7. Contractors are expected to have vehicle drivers report all incidents, accidents and emergencies either to the EFD representative or via Security on 0191 3343333 (Durham) or 0191 3340080 (Queens)

#### 5.44. Vibration

- 5.44.1. Vibration complaints typically arise from interference with people's activities, especially when they have no clear understanding of the extent or duration. Within Durham University there are also various types of vibration sensitive teaching and research equipment. The contractor must ensure that any tasks or activities which are anticipated to create vibration are brought to the immediate attention of the EFD representative and communicated to any Durham University staff that may be affected by the works.
- 5.44.2. Contractors should assess any tasks or activities which will produce vibration and evaluate the potential problem areas. Work should not proceed until confirmation has been provided by the EFD representative.
- 5.44.3. Exposure to vibration can also lead to the ill health of operatives. Where hand-held vibratory power tools, equipment and plant are to be used by operatives, the contractor must assess and detail the controls to reduce the risk of operator exposure to as low as is reasonably practicable. Where there is potential for an 'Exposure Action Value' to be exceeded then adequate monitoring must be implemented during the work, which may include the provision of suitable health surveillance.
- 5.44.4. Note: Any cases of Hand Arm Vibration Syndrome (HAVS) or Carpel Tunnel Syndrome identified during the delivery of work must be reported to the Health & Safety Executive and the EFD representative notified.

#### 5.45. Waste & Skips

- 5.45.1. Any waste produced by a contractor as part of the works must be managed appropriately and in accordance with the European Waste Framework Directive and the Environmental Protection Act (EPA) requirements. The primary goal of waste management within Durham University is to prevent damage to the environment, harm to human health or to prevent causing a nuisance.
- 5.45.2. All waste streams must be suitable segregated. It is important that hazardous and non-hazardous waste is not mixed. No waste must leave Durham University site unless being transported by a contractor who holds a suitable and valid waste carrier license issued by the Environmental Agency. Any hazardous waste likely to be produced should be identified by the contractor prior to the start of work and appropriate storage, transport and disposal arrangements must be put into place before commencing on site.
- 5.45.3. No waste is to leave Durham University without full compliance with the Duty of Care requirements, for example, by using licensed waste carriers and the production of Waste Transfer or Consignment Notes. In line with the statutory requirements contractors must keep records of the waste streams produced and copies of Waste Transfer or Consignment Notes. These should be made available for review by an EFD representative.

### Skip Management

- 5.45.4. Contractors should, wherever possible, provide skips which are of the enclosed and lockable type to prevent arson and unauthorised access. If this is not possible then a secure fence must be erected by the contractor to minimise unauthorised access. Contractors should only locate skips in an area agreed by the EFD Representative, and skips should not be positioned in areas which will cause damage to the environment.
- 5.45.5. Skips must not contain any flammable, explosive, toxic or dangerous materials that may cause a nuisance to university employees, students or visitors. Permission must be given by EFD to the contractor if the skips are to contain significant amounts of combustibles, they must be located more than 10 meters from buildings.
- 5.45.6. Contractors must not place skips where they obstruct access to premises, escape routes, emergency vehicle routes, fire hydrants, water drainage or manholes, or any other function needed to be carried out by Durham University.
- 5.45.7. All rubbish must be placed within the skip and not left lying by the side. Skips should be emptied no later than 2 days from becoming full.
- 5.45.8. Contractors who locate skips on public highways must have local authority approval; where required and must not provide skips which exceed 5 metres in length by 2 metres wide. These skips must be clearly marked to the British Standard, and they must have traffic cones and adequate warning lights.
- 5.45.9. Contractors will be responsible for managing their skip company and will be held accountable for any shortfalls. Any unsafe skip reported to EFD will be addressed immediately and any costs to make safe will be charged directly to the Contractor.

## **5.46. Welding & Hot Cutting**

- 5.46.1. Contractors who require to carry out welding on site will require a hot works permit. The area should be well segregated to prevent unauthorised access and gas bottles stored securely.
- 5.46.2. Suitable and sufficient means of extraction should be used, regardless of the welding time. As well as extraction, due to work being in a non-fixed environment, the person carrying out the work will need to have an air fed mask
- 5.46.3. Due to the historic nature of some of the estate there is a need to have cool down watch following hot works of 3 hours on some of our older buildings. This should be discussed with your EFD representative during the planning stage.

## **5.47. Welfare Facilities**

- 5.47.1. All contractors must take reasonable steps to provide adequate local welfare facilities which are suitable for the task in hand. When evaluating the welfare requirements to cover the scope of work, it may be decided that University facilities are not suitable. In which case, the contractor should provide adequate facilities to meet site operative needs and ensure they are kept in good order throughout the works.
- 5.47.2. If it is proposed that University facilities are to be used, contractors must only use those facilities agreed with the EFD representative who will explain what is available.
- 5.47.3. Operatives should be reasonably clean and tidy when using Durham University welfare facilities. Contractors may use Durham University catering facilities but must remove PPE and have clean clothes and boots.
- 5.47.4. EFD discourage the use of 'Portaloo' – type toilets, as they are not suitable facilities for construction activities.

## **5.48. Work at Height**

- 5.48.1. It is expected that contractors follow the work at height hierarchy and can clearly justify their work methods.
- 5.48.2. Presuming that work at height cannot be avoided, in most cases straightforward planning of the activity and physical protection measures will prevent the majority of accidents.
- 5.48.3. Specific information relating to access requirements, unique location hazards and any risks associated with the area will be provided by the EFD representative. Contractors should follow the advice given and seek clarification (where necessary) from the EFD representative to aid the production of suitable risk assessments and method statements.
- 5.48.4. Access to roof areas and work at height activities must not commence without the permission of the EFD representative. An access request will be required and approved by an EFD representative and you ensure that conditions remain safe throughout the work.
- 5.48.5. Where work at height requires controls beyond the university's work at height policy then a permit Work at Height-High Risk will be required which should detail the added controls being used to mitigate the higher risks.

#### 5.49. Work Over or Near Water

- 5.49.1. Due to the size of the estate, there are number of bodies of water, including the River Wear which are adjacent to university buildings and land.
- 5.49.2. Maintenance and building work bring an increased risk from additional footfall, people who are unfamiliar with the area and the potential removal of barriers and safety devices during the works.
- 5.49.3. Risk from working over or near water include a person falling in and the possibility of drowning or hypothermia but there is also an environmental risk from contamination and waste products ending up in the watercourse.
- 5.49.4. There is no defined distance to be classed as near water. If work is carried out on a steep incline several metres away from the water's edge, there is a risk of persons or material falling and slipping into the water so an individual assessment of each piece of work will be required. A permit is required for work over or near water.

#### 5.50. Young Persons

- 5.50.1. Contractors and their operatives must not bring children or young people (i.e., anyone who has not yet reached minimum school leaving age) on to site including for activities such as 'Workplace Experience' without the permission of the EFD representative and a 'Young Persons' risk assessment must be in place.

### 6. Further References

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2015
- The Control of Substances Hazardous to Health Regulations 2002
- The Work at Height Regulations 2005
- The Control of Asbestos Regulations 2012
- HSG 65 Successful health and safety management
- HSG 159 Managing contractors A guide for employers
- INDG 386 Using contractors A brief guide
- L153 Managing health and safety in construction: Construction (Design and Management) Regulations 2015
- INDG 411 Need building work done? A short guide for clients on the Construction (Design and Management) Regulations 2015
- Construction Industry Guidance for Dutyholders, CITB, 2015
- Building Engineering Services Design Guideline Document, v5 (BESDG, v5)

## 7. Links to Associated Documents

CDM – [ESMS MA2.5 CDM Policy and arrangements \(V1.0\) February 2022.docx](#)

Fire – [DU Fire Risk Management Policy v0.2.pdf](#)

RAMS Appraisal - [ESMS-TI 2.19.05 RAMS Appraisal Pro-forma \(V1.0\).docx](#)

Events – [G45 The Palatinate Purple Guide \(Event Assessment and Approval\) v1.0.pdf](#)

Asbestos - [ESMS MA2.10 Asbestos Management Plan.pdf](#)

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## **8. APPENDIX 1 Workflow Responsibilities**

Those responsible for managing contractors should work through the below to ensure that risks are identified, communicated and mitigated.

