

DIRECTORATE OF ESTATES AND FACILITIES
PROCEDURE AND INFORMATION MANUAL

EPM PM6 – Code of Practice for Contractors on Campus

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1.0 Introduction

Aim of this Code of Practice

- 1.1 To assist in the reduction of risk and prevention of injury to staff, students and visitors in respect of contractors.
- 1.2 To advise and assist contractors of specific requirements of working at the University of Manchester.

Purpose

- 1.3 The University of Manchester Directorate of Estates is committed to ensuring that the health safety and welfare of its employees, students, contractors and visitors is not adversely affected as a result of the work it does or its buildings.
- 1.4 To assist the Directorate of Estates in making its contractors aware of working procedures, hazards present on site, local safety arrangements and emergency procedures.
- 1.5 To provide contractors with key information that will help them in working at the University and protect their own and others health and safety in so doing.
- 1.6 This information is not intended to be exhaustive and should you have any queries or concerns whilst working at the University you must stop work immediately and seek further advice and information from the Estates Representative responsible for your contract.

Application

- 1.7 This Code of Practice applies to all contractors working on The University of Manchester premises.
- 1.8 Principal contractors are required to have a copy of the Code of Practice available on site at all time and it is essential all subcontractors are made aware of it via site inductions.
- 1.9 Failure to comply with the Code of Practice may result in removal from the University premises and affect future work with the University.

Revisions

- 1.10 This document and its contents may be revised and all Contractors appointed by the University will be provided with the current revision by the Estates Representative as part of the pre-start meeting.

2.0 Campus Guide

The University of Manchester environment

- 2.1 As a learning, teaching and research environment the University uses a vast range of facilities that may contain hazards within them. When moving around university premises awareness of all signage (particularly warning signage) and / or health and safety information is essential.
- 2.2 High risk areas should have controlled access but guidance and instruction will be given by the Estates Representative in conjunction with local staff and technicians. This would particularly apply when working in and around laboratories, workshops etc.
- 2.3 Contractors may be required to work within client accommodation and living areas. They are to be aware that client confidentiality, privacy and dignity shall be observed and maintained at all times.
- 2.4 When working within student living accommodation contractors must comply with the policy document 'Protocol for entry to Students rooms' which is available from Residential Services.

Arrival to and leaving site – procedures

- 2.5 The procedure for arrival and leaving site will be confirmed on each project / contract by the Estates Representative, and shall include arrangements for out of hours working.
- 2.6 It is the responsibility of the Estates Representative to organise and communicate with all relevant stakeholders (Security / Car Parking / Faculty Estates / Academic staff) regarding contractors accessing occupied buildings.

Security

- 2.7 The University and its building are extensively covered by CCTV cameras and Security staff patrol the campus 24 hours a day.
- 2.8 Contact University Security on telephone number 0161 306 9966 where any security problem occurs e.g. damage, water leaks, theft or fire etc.
- 2.9 In order that the security of University buildings is not compromised contractors shall ensure:
- Any doors fitted with door entry controls are not propped open
 - All tools and materials are secured at the end of each day
 - At the end of the work all windows in the work area are secured.
- 2.10 All contractors' tools and equipment left on site are done so at the contractor's own risk.

Parking of vehicles & deliveries

- 2.11 No private vehicles are allowed on site
- 2.12 Contractors vans shall be permitted onto site and shall park in designated parking areas only with the exception of short periods to allow for loading / unloading of equipment.
- 2.13 No vehicle, plant or materials shall block any access / egress route at any time.

- 2.14 All deliveries or collections by HGV shall be in compliance with the Construction Logistics Plan (CLP) relating to the project and working to the requirements of the Construction Logistics and Community Safety (CLoCS) standard. Particular attention must be given to the 'last mile' journey around the campus comprising schools and hospitals. The university campus is exceptionally busy with over 50,000 staff and students in the centre of Manchester so it critically important that the risk of collision between HGVs and pedestrians or cyclists/ motorcycles is carefully managed and mitigated against to keep everyone safe.

Attitude / Dress code / ID

- 2.15 The University expects all contractors to deal with our colleagues and customers in a polite and professional way, not only are you representing your company but also you are representing the Directorate of Estates and The University of Manchester.
- 2.16 Our customers, whether they are students, academics or other university colleagues must be assured of a consistently high level of service from every contractor that they come into contact with.
- 2.17 Contractors must be well presented and approachable at all times. If a uniform is provided it must be worn, kept clean and in a good state of repair.
- 2.18 Company ID must be worn and be visible at all times.
- 2.19 Contractors are expected to show commitment to their work, actively cooperate and work effectively with fellow contractors and University Representatives whenever and wherever the need should arise. Should they be questioned by a University staff member without satisfactory resolution the Estates Representative must be contacted immediately for further advice.
- 2.20 Failure to co-operate will invariably lead to disciplinary procedures with repeat infringements or serious offences resulting in individuals being removed from site.

Waste Disposal

- 2.21 The University requires all contractors working on its behalf to comply with all relevant waste legislation and retain evidence to prove this, and provide details/copies as and when requested by the University.
- 2.22 All contractors shall therefore comply with the following as a minimum:
- Store all waste securely prior to disposal.
 - Ensure that all waste materials are packaged appropriately.
 - Ensure that waste is only transferred to a person or business authorised to deal with that particular type of waste.
 - Ensure that waste is only handled or dealt with by people or businesses that are authorised by the Environment Agency to do so.
 - Ensure that the waste being transferred is accompanied by a written description that will enable anyone receiving it to dispose of it or handle it safely and appropriately.
 - Keep all waste transfer notes for at least two years and hazardous waste consignment notes for 3 years.
- 2.23 Contractors are not permitted to use any University waste receptacles for the disposal of waste without the written permission of the University Waste Co-ordinator who can be contacted on 0161 306 5963
- 2.24 On occasions contractors may be able to use the University's recycling facilities. Contractors wishing to do this should also contact the University Waste Co-ordinator.

- 2.25 Waste data from all projects must be sent to es@manchester.ac.uk, a standard template can be requested.
- 2.26 We require waste on site to be treated according to the waste hierarchy, with recycling prioritized, followed by energy from waste, and landfill only when absolutely necessary.
- 2.27 Further advice on the Duty of Care and waste legislation is given at <https://www.gov.uk/government/publications/waste-duty-of-care-code-of-practice>

Hazardous Waste

- 2.28 Where hazardous wastes are removed from the University, contractors are required to comply with all relevant waste legislation, in particular the s34 Duty of Care (above) and the Hazardous Waste Regulations (HWR) 2005 (as amended).
- 2.29 Due to changes in the Hazardous Waste Regulations, the University is no longer required to register premises/buildings that produce hazardous waste with the Environment Agency.

However, the Regulations do still require a Hazardous Waste Consignment Note to accompany any hazardous waste movement, and of 1st April 2016 the first 6 characters of the Consignment Note Code for any wastes moved from University premises should be "UNIVER" followed by 5 characters unique to each individual waste movement (rather than the "premise code" that was used as the consignment note code before 1st April 2016).

Further information on this subject can be found at <https://www.gov.uk/guidance/hazardous-waste-consignment-note-supplementary-guidance>

Any contractors working on projects who are removing hazardous waste as part of that project can use the "UNIVER" characters followed by their own unique 5 characters unless they wish to use their own business name for the first part of the code.

The new Hazardous Waste Consignment Note can be found at the following link - <https://www.gov.uk/government/publications/hazardous-waste-consignment-note>.

Use of University facilities

- 2.30 Prior to commencing any work onsite the Estates Representative shall agree use of facilities with particular regard for welfare.
- 2.31 It is essential any facilities agreed for contractors use are treated with respect and kept clean and tidy. Failure to do this could result in their use being removed.
- 2.32 Contractors are not allowed to borrow any University plant or equipment including powered tools, access equipment etc. (Step ladders, Drills etc)

Smoking

- 2.33 No smoking is allowed in any University building or in any internal courtyard.
- 2.34 Smoking is allowed a minimum of 5M away from building entrances. This also includes the use of electronic cigarettes, or e-cigarettes.
- 2.35 Please be respectful of the environment in the stubbing out of cigarettes.

Harassment

- 2.36 The University is committed to a working and learning environment that is free of any harassment or unlawful discrimination and has developed a strict Dignity at Work and Study Policy. This policy can be found on the University Website at the address: <http://www.staffnet.manchester.ac.uk/equality-and-diversity/policies-and-guidance/dignity-at-work-and-study/>

It is vital all contractors and operatives are aware of the details of this document.

Plant & Equipment

- 2.37 Where contractors intend to use permanently installed equipment (such as mansafe systems, lifting beams, cranes etc.)
- The contractor should obtain written confirmation (current certification) from the Estates Representative that the equipment has been inspected by a competent person.
 - It is the contractor's own duty to ensure the equipment is suitable for the intended use and also check that it is in good condition.
 - If the contractor has any doubt as to the condition of the equipment they should inform the Estates Representative and should not use the equipment in question.
 - The contractor should ensure that all people using, supervising or managing the use of work equipment are provided with adequate, clear health and safety information.
 - The contractor should ensure that all people who use, supervise or manage the use of work equipment have received adequate training, which should include the correct use of the equipment, the risks that may arise from its use and the precautions to be taken.
 - If any such equipment is damaged while being used by the contractor the University will claim for repair or replacement.

3.0 Risk Control

Risk Assessments, Method Statements and Construction Phase Plans

- 3.1 All activities must have been adequately risk assessed with safe working methods produced and approved and incorporated within the Construction Phase Plan for all works. The Contractor or the Principal Contractor (where there is more than one Contractor) must ensure that an adequate Construction Phase Plan is in place and kept up to date prior to work commencing with confirmation of this provided to the university client representative.
- 3.2 All contractor operatives must have been fully briefed to the contents of these documents and any control measures (including training), which must be followed in all circumstances.
- 3.3 If a task falls outside the scope of the Risk Assessment / Method Statement work must cease and be reassessed by a competent person with new documentation passed onto (where necessary) the Estates Representative e.g. if it is an updated risk assessment for a permit to access and / or permit to work.

Permits to Work

- 3.4 Permits to Access and Permits to Work are used in inherently hazardous areas or when tasks are identified as hazardous. At the University the permit to work system is used to control the following:
- Access into and work within confined spaces
 - Access onto and work on roofs
 - Access into and work within plant rooms, switch rooms, boiler rooms, lift motor rooms and service risers
 - Excavations
 - Work on fire alarm systems and detection
 - Electrical isolations (low voltage distribution systems)
 - Asbestos works and asbestos contaminated areas
 - Works on high pressure systems (steam and compressed air)
 - Hot Work (use of naked flames, abrasive cutting, electric arc welding, hot soldering)
 - Wet Work
 - Cold Work (cryogenics and working with refrigerants)
 - Access into vacant premises and unallocated space
 - Work on natural gas systems
- 3.5 To carry out work in any one of these areas raise the issue with the Estates Representative who will advise on the procedure to obtain a Permit to Access and / or a Permit to Work. Typically this will involve a minimum of 72 hours' notice and specific Risk Assessments / Method Statements to be issued for the task in hand.
- 3.6 At all times the requirements set out in permits to work must be strictly adhered to.
- 3.7 More detailed guidance and information is available on the Estates website in the document EPM HS12 Permit to Access and Permit to Work procedure.

Asbestos

- 3.8 Because of the age of many of the University's buildings and some of the equipment being used in them Asbestos presents a significant hazard.

- 3.9 All contractor operatives must have completed an Asbestos awareness course before commencing any work on the University site.
- 3.10 If the activity is likely to disturb the fabric of a building in any way then consideration must be given to the presence of Asbestos and clearance for the work gained from the Estates Representative.
- 3.11 If there are any concerns over unsafe practices relating to the management of asbestos or work activities which could potentially cause exposure to asbestos containing materials, work should stop immediately. The matter should then be referred to the Estates Representative.
- 3.12 More detailed information is available on the Estates Web site in document EPM HS25 - Asbestos Management Policy

Fire Safety – General

- 3.13 Contractors must not do anything to interfere with fire safety precautions and / or equipment without the express written consent of the University via the Estates Representative.
- 3.14 Throughout each building fire action notices are displayed. Contractors operatives must familiarise themselves with the details contained within these notices for each building they work in. Contractors should also locate the means of escape from the area and building, and the location of the nearest manual call point.
- 3.15 University Security is the main point of contact to report any emergency situations including fire. They are contactable at all times on 0161 306 9966.
- 3.16 Site cabins shall be a minimum of 6m from any building.
- 3.17 The location of a site skip should be a minimum of 6m from any building. The skip shall be lockable, if not sited within a secure compound.
- 3.18 Fire escape routes must not be blocked/ restricted for occupants leaving the building. If the location of the site cabins affects the lighting level for occupants leaving the building, additional lighting shall be provided
- 3.19 Site cabins shall not be installed on any fire assembly area.
- 3.20 Fire hydrants shall not be obstructed; this includes positioning cabins close to or on top of hydrants thereby restricting their use.
- 3.21 Fire appliance access routes must be considered in the positioning of site cabins. Particular attention should be given to areas near rising fire mains and perimeters of buildings.
- 3.22 Escape routes through site compounds shall be avoided wherever possible. If this is unavoidable, an accessible means of escape should continue through the compound and out of the compound via an accessible door for all (emergency type lock.)

Fire Safety – Hot Work

- 3.23 Any operations involving the use of naked flames, abrasive cutting, electric arc welding, hot soldering or any other similar processes involving the application or production of heat must be carried out via a Permit to Work. See Permit to Works section above.

Fire Safety – Compartmentation

- 3.24 Any operations necessitating penetrations through fire resisting walls and/or floors must be made good and “fire stopped” to the same standard of fire resistance as the wall/floor penetrated.

Fences / Barriers

- 3.25 It is the contractor’s responsibility to ensure that any fencing/ barriers used are suitable for the activity being undertaken, and are maintained in good order. Any design, installation and inspections should account for adverse weather conditions, e.g. high winds.

Control of Noise

- 3.26 The contractor shall keep noise levels as low as practicable. Where noise is unavoidable the contractor is to inform the Estates Representative so that the work can be scheduled to avoid disruption to the University operations.
- 3.27 Use of radios by contract staff is prohibited in any part of the University.
- 3.28 Use of Personal Entertainment systems is strongly discouraged.

Access to Plant Areas

- 3.29 Access to all plant areas at the University is strictly controlled, and contractors cannot enter without permission to do so.
- 3.30 If entrance is required for a short duration visit only this should be co-ordinated with the Estates Representative who will make arrangements for the visit to be supervised by an Estates Authorised Person. The Estates Authorised Person will advise on the hazards present and where necessary detail any control measures required to ensure safety.
- 3.31 Keys to access any area of the University controlled by Estates will only be issued on production of a valid Permit to Access.

Good Order House keeping

- 3.32 It is essential that work areas are kept clean and tidy. This not only promotes the contractor positively but also promotes a positive Health and Safety culture by eliminating local hazards.
- 3.33 Food must be eaten in a designated area agreed with the Estates Representative.

Scaffolding

- 3.34 There shall be no erection of any scaffold without informing the Estates Safety Office using the Estates and Facilities Scaffold Notification Form. All independent scaffold shall comply with the Estates and Facilities Scaffold Assurance Process which is available on the website.
- 3.35 Where any scaffolding system poses a security risk to University buildings and/or there is

potential for unauthorised access, the Estates Representative will consult with the University Crime Reduction Officer in regards to arrangements, e.g. hoarding to prevent climbing and any scaffold alarm system. Any security arrangements shall be incorporated into the scaffold design.

Mercury

- 3.36 Due to the age of many university buildings and previous uses of these spaces, Mercury element may be present on floors above the areas in questions where a previous spillage may have resulted in the element migrating to the area over a period of time.
- 3.37 The major risk of exposure arises from the inhalation of Mercury vapour. Vapours can often be released when construction work disturbs previously installed materials (e.g. flooring, concrete etc).
- 3.38 If the activity is likely to disturb the flooring of a building and given the history on the use of the space, then consideration must be given to the presence of Mercury, and clearance for the work gained from the Estates Representative.
- 3.39 If there are any concerns over unsafe practices relating to the presence of Mercury or work activities which could potentially cause exposure to Mercury vapours, work should stop immediately. The matter should then be referred to the Estates Representative.
- 3.40 More detailed information is available on the Estates website in document EPM HS20 - Mercury Guidance.
- 3.41 Guidance on the procedure for carrying out project work (fig 2) in affected areas can be found on page 9 of *Safety Services Guidance - Mercury spills and legacy issues*

Monitoring Performance

- 3.42 All contractors at the University will be constantly monitored on both contract performance and health and safety performance. This will primarily be by the Estates Representative but any member of university staff (or their representatives) may question or audit any activities at any time. Contractors must cooperate with any reasonable instructions or enquires and/or refer to the Estates Representative.
- 3.43 Any deviations from agreed procedures or statutory requirements will be recorded, advised to the appropriate persons and where necessary, rectified immediately. The content of the site safety inspections/audits will also be discussed at contractor progress meetings.

Competence

- 3.44 Contractors management and supervisory staff employed on University sites must have demonstrable competence in appropriate management / supervisory skills and Health and Safety matters.
- 3.45 Tradesmen and operatives employed on University sites will have demonstrable skill level incorporating both trade and Health and Safety training at the appropriate level for the tasks to be undertaken.
- 3.46 No children shall attend a University workplace in connection with the undertakings of the Contractor.
- 3.47 No young persons (under 18) shall be allowed on site in connection with the undertakings of the Contractor without prior and comprehensive Risk Assessments being conducted and

ensuring there is adequate supervision.

4.0 Accidents and Emergencies

Emergency Procedures

- 4.1 In the case of any emergency situation, efforts must be made to make yourself safe and to contact security 0161 306 9966.

First Aid

- 4.2 Provision of First Aid is the responsibility of the contractor.
- 4.3 If additional First Aid assistance is required contact University Security. All University Security staff are trained First Aiders.

Reporting of accidents and dangerous occurrences

- 4.4 It is important, and a legal requirement that all accidents or dangerous occurrences that take place whilst at work are reported. Each contractor will have their own procedures but the University also requires any accident or dangerous occurrence to be reported to the Estates Representative and the Estates Safety Office at estatesafety@manchester.ac.uk
- 4.5 This notification must be followed up with a full investigation report as soon as possible. On occasions the University will carry out its own investigation, in which the contractor and its operatives must fully cooperate.

Appendix 1 – Summary

	Do	Don't
Arrival & leaving	Be aware of the arrangements for arriving and leaving site as agreed with the Estate Representative.	
Security	Contact security services in the event of a security problems e.g. damage, theft or fire etc	Prop open any doors fitted with door entry controls Leave windows in the work area open at the end of the day
	Secure all tools and materials at the end of each day	
Parking	Park contractors vans in designated parking areas only	Park private vehicles on site
		Block any access / egress route at any time, with vehicles, plant or materials
Attitude / Dress code	Be polite and professional at all times	
	Be well presented and approachable at all times	
	Wear company ID	
	Respond to questions from University staff members or their representatives	
House keeping	Keep sites clean and tidy	
	Eat food in designated areas	
Waste Disposal	Familiarise yourself with site rules regarding Waste Disposal	Use University waste receptacles
University facilities	Use designated welfare facilities only	Use any University plant or equipment including powered tools, access equipment etc. (Step ladders, Drills etc)

	Do	Don't
Smoking	Smoking is allowed a minimum of 5M away from building entrances.	Smoke in any University building or internal court yard.
	Be respectful of the environment in the stubbing out of cigarettes.	
Harassment	Be aware of the University's Equality & Diversity Policy.	
Plant & Equipment	Obtain permission to use permanent University equipment (e.g. mansafe systems) before use.	Use any University portable equipment.
	Report any concerns regarding University permanent equipment	Use any University permanent equipment if there are any doubts as to its condition.
Risk Assessments and Method Statements	Ensure that you understand the control measure and that you have the correct training and equipment for the task.	Start work without being fully briefed as to the contents of the Risk Assessments for the tasks.
Permits to Work	<p>Check you have and understand the Permit to Work where the work involves or comes into contact with any of the following:</p> <ul style="list-style-type: none"> • Access into and work within confined spaces • Access onto and work on roofs • Access into vacant premises unallocated space • Access into and work within plant rooms, switch rooms, boiler rooms, lift motor rooms service risers • Excavations • Work on fire alarm systems and detection • Electrical isolations (low voltage distribution systems) • Asbestos works and asbestos contaminated areas • Hot work (use of naked flames, abrasive cutting, electric welding and hot soldering) • Wet work • Cold work (cryogenics and working with refrigerants) • Work on high pressure systems (steam and compressed air) 	

	Do	Don't
	<ul style="list-style-type: none"> • Work on natural gas systems 	
Asbestos	<p>Check any work affecting the fabric of the building has considered the possible presence of asbestos</p> <p>Stop work if you have any concerns that the work could lead to exposure to asbestos containing materials</p>	
Fire Safety	Familiarise yourself with the details contained within the fire action notices displayed in each building including nearest escape and manual call point	Interfere with fire safety precautions without the express written consent of the University
Control of Noise	Keep noise levels as low as practicable	Use radios
Fences / Barriers	Use suitable fences / barriers to the work areas and maintain them in good condition	Do not remove any fences / barriers unless authorised to do so
Access to Plant Areas	Get a valid Permit to Access and / or Permit to Work to access and work within Estates areas	
Scaffolding	Submit the scaffold notification form to the Estates Safety Office	
Mercury	<p>If applicable - check any work affecting the flooring of the building has considered the possible presence of Mercury</p> <p>Stop work if you have any concerns that the work could lead to exposure to Mercury vapours</p>	
Competence	Ensure you have the competence for the task / role and H&S training appropriate to it	<p>Allow children into the workplace</p> <p>Allow young persons (under 18) unless a suitable and sufficient risk assessment has been completed by a competent person.</p>
Emergencies	<p>Make yourself safe</p> <p>Notify University Security 0161 306 9966</p>	

First Aid	<p>Make yourself aware of the arrangements for First Aid</p> <p>Contact University Security if additional First Aid assistance is needed 0161 306 9966</p>	
Reporting of accidents & dangerous occurrences	<p>Follow your reporting procedures including notifying the University:</p> <ul style="list-style-type: none"> • Estates Representative & • Estates Safety Office <p>Cooperate with any University investigations</p>	

Remember - University security is the main point of contact to report any emergency situations 0161 306 9966.

