



Management of Contractors Policy

Document Control	
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This document replaces: H&S 010 – Management of Contractors Policy V4	Consultation & Approval: Area Health and Safety Committee
Notification of Policy Release: Intranet	
Date of Issue: September 2019	Date of next review: September 2022
Version: V5	

1. Policy Statement

NHS 24 recognises its legal responsibilities and will ensure the safety and health of all contractors so far as reasonably practicable. Every contractor in NHS 24 premises, however small the contract or the company, is legally responsible for his own labour force and/or their agents and must comply with all statutory and safety requirements. However, NHS 24 will also attract responsibility under health and safety legislation for the control of its contractors, and will therefore assess the suitability of contractors prior to engagement and exercise diligent supervision of contractor's activities on its premises.

2. Applicable Legislation

- Health and Safety at Work Act 1974
- Provision of Use of Work Equipment 1998
- The Management of Health and Safety at Work Regulations 1999
- Personal Protective Equipment Regulations 2002
- The Construction (Design and Management) Regulations 2007

3. Definitions

"Competency" means sufficient skills, knowledge and experience to do the job safely and without risks to health and safety.

"Competent Person" means a member of staff with sufficient information instruction and training to enable them to make a judgement on the competency of contractors.

"Contractor" means a company or individual employed by NHS 24 to carry out work on its behalf either at its premises or elsewhere.

"CDM Regulations" – The Construction (Design and Management) Regulations 2007

"High Risk Work" includes hot work, demolition, excavation, confined spaces, asbestos, electrical work above 230v, overhead work. Specific guidance can be obtained from the Health and Safety Lead Co-ordinators.

"Responsible Person" means a project manager or delegate.

4. Policy Arrangements/Guidance Notes

A responsible person must ensure that contractors are assessed for competency prior to allocation of work. The degree of competence required will depend on the type of work to be done and the level of associated risk.

All members of staff with responsibilities for the selection and management of contractors must have the necessary knowledge, skills and experience in order to select and manage contractors.

Issues to consider when selecting contractors

- What qualifications and experience do they have in the type of work to be done?
- What recent training or updates have they attended?
- Are they members of a relevant professional body?
- Do they have references?

- Do they have a company health and safety policy and associated procedures or risk assessments that they will follow when carrying out the work?
- Where required is the principal contractor able to supply a method statement and safe system of work documents to the H&S coordinator?
- Will the contractor be able to provide adequate supervision and monitoring of their employees to ensure they conform to good standards?
- What is their procedure for selecting sub-contractors?
- Confirmation of relevant insurances and adequate cover if there is a health and safety failure?

Issues to be considered before any contractor commences work

- Will the work involve hazardous substances?
- Will portable electrical tools or other machinery to be used?
- Will hot work be involved (e.g. welding or soldering)?
- Will work at heights be involved (e.g. ladders or scaffolding)?
- Will the work take place in public access areas?
- Could the work disrupt normal work service?
- Will the work disrupt essential facilities – water, gas, electricity, telephone, computer servers?
- Will any part of the fire alarm require to be temporarily disabled?
- Will any fire evacuation routes or exits be out of use?
- Are there any restricted areas the contractor cannot access?
- Can the contractor work alone or is a member of NHS 24 required to accompany him/her?
- Will the work disturb asbestos?
- Does the work pose any particular risks to employees, contractors or others?

An interim risk assessment (using the generic risk assessment form) may be required depending on the work being carried out and advice should be sought from the Health and Safety Consultant.

Prior to appointment, contractors should be issued with Rules for Contractors (Appendix 1) and a Contractor Assessment Form (Appendix 2) along with the Confidentiality Agreement Form which should be attached to the Contractor Assessment Form. A copy (of both forms) must be submitted to the Health and Safety Lead Coordinators for review.

A satisfactory response must be obtained before any work is commenced. Subsequent replies including risk assessments, safe systems of work, method statements etc. must be examined by a competent person to ensure that the required NHS 24 standards will be met and that the correct degree of competency has been established. Referral can be made to the H&S Consultant along with the Facilities Manager and FM provider when unsure of anything.

The selection of sub-contractors is usually left to the contractor however the need to ensure their competence is still of importance.

Evidence of Public Liability and Employers Liability Insurance to the prescribed value in each case must be obtained prior to work commencing. Variations of this value may be applicable therefore consultation with Risk Management will be required.

NHS 24 Management must ensure that a clear understanding with contractors exists in terms of the work requirement, together with any associated risks appertaining to staff or others. Any such risks must be clearly identified and evaluated, with appropriate and documented

control measures in place. If relevant, staff must be made aware of these risks and subsequent controls. Any high risk work must be controlled by a Permit to Work system. (Appendix 3)

Any work to be carried out which falls within the scope of the CDM Regulations must be carried out in accordance with all provisions of those regulations.

The responsible person must:

- Ensure that prior to work commencing the contractor has been briefed on any aspects of NHS24 activities and premises which could represent a risk to the contracted staff and must make the contractor aware of how to escape in an emergency.
- Ensure that prior to work the contractor is made aware of the instructions detailed in section 3.5 above
- Liaise with the contractor on a regular basis to ensure ongoing compliance

4.1 Site Specifics

Generic

Contractors must be instructed to:

- Complete Site Induction Form (Appendix 5) (sites should complete their own version of the site induction and pass to Facilities Department to ensure document version control is in place and correct version is being used.
- Sign in and out to a person not a function or department
- Wear a contractors badge at all times
- Communicate directly with any manager, in whose area the work is to be carried out, or where restrictions are imposed which may affect the manager's staff such as the temporary closure of a corridor or electrical isolation of equipment
- Not enter restricted areas unless directed to or accompanied
- Report any accidents, incidents or near misses
- Not put themselves or others at foreseeable risk of harm

4.1.1 Fire Precautions

The responsible person should ensure that contractors undertake a local induction and that the fire arrangements are explained to them prior to commencement of any work.

Where there is a possibility that local fire detection will be activated by the work process, contractors must arrange for fire alarm isolations via the project owner prior to the commencement of work.

Contractors should be advised that combustible material must not be left on fire escape routes or adjacent to fire escape doors and that fire escape doors are kept shut at all times. All storage cupboards used by contractors must be kept locked when not in immediate use.

Contractor to be advised that any works that require knock through/ drilling of holes, they should sure they have been fire proofed, prior to completion of work.

4.1.2 COSHH

The responsible person must ensure that contractors complete and record COSHH assessments on any hazardous substances they introduce into NHS 24 premises, or hazardous substances, e.g. dust, which they may generate in their work. Safety Data Sheets and COSHH Assessments for hazardous substances brought onto site must be provided to the project owner who should satisfy himself or herself that everything reasonably practicable has been done to minimise the risk to contractors' staff and others.

4.1.3 Protective Equipment

Contractors must be required to use suitable personal protective equipment as necessary when working on site, in accordance with relevant British Standards.

4.1.4 Portable Tools/Plant Equipment

The responsible person should ensure that all contractors or persons engaged to carry out work for NHS 24 are advised that any tools plant or equipment brought on to the premises are in a safe condition, suitable for the work, and are used in such a manner as not to endanger the health and safety of any persons on or off the premises.

All contractors are expected to supply and use only their own equipment and tools. Any such equipment and tools must comply with the Provision and Use of Work Equipment Regulations.

Only 110 volt AC powered portable tools (or less) may be used on site and temporary portable lighting at up to 55 volt may be used in plant rooms and ductwork. NHS 24 reserves the right to ask for evidence of compliance for any piece of plant or machinery brought onto its premises.

The Responsible Person must;

- Be satisfied that all plant and equipment issued by the contractors have been inspected, or have certification, in compliance with current legislation.
- Be satisfied that all contractors' operatives using the plant and equipment have, where applicable, certificates in line with current legislation.
- Monitor the compliance of the contractor in respect of statutory legislation and site arrangements. Breaches of either of these should be advised to Health and Safety.

Further information and guidance is available from the Health and Safety Lead Co-ordinators.

4.1.5 Safety Signs

Contractors should be advised to provide, erect, maintain and remove any appropriate warning signs such as 'caution: persons at work' or 'wet floor' or 'lift temporarily out of service for maintenance: we apologise for any inconvenience'. The contractor is responsible for removing all warning notices and signs on completion of works

4.1.6 Systems of Work

The responsible person must obtain method statements and any proposed permit-to-work schemes for approval by the project manager before commencement of the work. Where necessary, NHS 24 will impose and manage strict permit-to-work systems over and above any system proposed by the contractor.

4.1.7 Lifting Equipment

All lifting equipment used at NHS 24 premises must be identified, have a current test certificate and a safe working load stamped on the equipment. This is the contractors' responsibility. NHS 24 reserves the right to inspect any equipment being used or about to be used on the premises for compliance with the Lifting Operations and Lifting Equipment Regulations.

4.1.8 Scaffolds

The responsible person should ensure that all scaffolds are erected by a competent person, and examined by a suitably competent person PRIOR to use. Scaffolds must meet the requirements laid down in the Construction (Health, Safety and Welfare) Regulations. In order to ensure the correct certification is in place, all documents are to be passed to the NHS 24 project owner for verification.

Appendix 1

**Information Sheet
Rules for Contractors**

Before work begins, a list of contractor's personnel is to be issued to the Facilities Manager/Site Manager, who in turn must be informed of any subsequent changes to the list during the schedule of work. The list must contain a nominated contact person.

Contractors will be responsible for the following actions;

- Report to reception on arrival, each day, sign in and receive security pass. Sign out when shift completed.
- To be aware of NHS 24 Health and Safety Policy, and be fully understanding of the site emergency procedures i.e. fire points, escape routes, assembly points, alarm testing, smoking policy and accident reporting procedure.
- To ensure that the workforce are made aware of particular hazards in the area in which they are working, and to contact the Facilities Manager if there are any issues arising.
- A Permit to Work system is to be used in areas of high risk e.g. Welding, working on live electrical equipment, scaffolding, working in confined spaces, exposed roof works etc.
- C.O.S.H.H. assessments on operations (when applicable) must be carried out prior to work commencing, with relevant staff having been trained accordingly. Adequate personal protective equipment is to be provided.
- All contractors' plant and equipment will be properly and fully maintained, and in cases where specialist machinery is to be used, training records of operators must be available for inspection. Contractors must also ensure that NHS 24 staff are adequately protected from any hazards introduced by nature of the work being carried out.

Equipment under the ownership of NHS 24 is not allowed to be used by contractors without permission. With regard to contractor's equipment, the same conditions apply to NHS 24 staff..

All accidents, injuries and near misses must be reported to the Facilities Manager who will process the information through the correct NHS 24 procedure. Contractors must also record similar information and any subsequent investigations will involve the Health and Safety Lead Co-ordinator from NHS 24.

We (the contractor) agree to the policy as laid out above, further to which we confirm that all conditions will be implemented as described			
SIGNED			(On behalf of the Contractor)
COMPANY		Position in Company	
DATE			

SIGNED		(On behalf of NHS 24)
DATE		Position in Company

Appendix 2

CONTRACTOR HEALTH SAFETY & ENVIRONMENTAL ASSESSMENT FORM

It is NHS 24 policy to assess all contractors before working on their sites. All contractors should therefore complete the following checklist and sign a copy of our Safety Policy for Contractors.

Name:

Address:

Telephone No.

	Comments	Yes	No
1.	Do you have a declared Safety Policy Statement? (please supply copy)		
2.	When it was last reviewed?		
3.	Is there a nominated person responsible for safety? (please state name and position)		
4.	Do you employ a Full / Part time Safety Advisor?		
5.	Do you have access to any external health and safety advice? (please provide details)		
6.	Do you have a health and safety training programme for Colleagues? (please provide details)		
7.	Do you have a safety induction course for new colleagues? (please provide details)		
8.	What training has your supervisor had on accident investigation / reporting techniques?		
9.	What form of safety training do you give your colleagues in the requirements of working in third party premises?		
10.	If it is your intention to use mobile work equipment, what training do your colleagues undertake and what certification of competence is in use?		
11.	What will be your arrangements to ensure housekeeping is kept to a high standard?		

12.	What are your procedures for the control / issue of hazardous substances?		
13.	Have you conducted COSHH assessments on all hazardous substances you and your sub-contractors will introduce to our site?		
14.	How would you ensure that your colleagues are knowledgeable of particular site rules for contractors?		
15.	What is your company's disciplinary procedure relating to non-compliance in the use of PPE or other safety equipment?		
16.	What procedures do you have for ensuring that your plant / tools / equipment are properly maintained and comply with legal requirements?		
17.	How do you satisfy yourselves that any sub-contractors you may engage are competent and have an acceptable safety record?		
18.	Do you keep a record of accident statistics?		
19.	Are these available for inspection if required?		
20.	Do you hold Professional Indemnity insurance? (please state value)		
21.	Employer Liability insurance value		
22.	Public Liability insurance value		
23.	Do you have an Environmental Policy Statement?		
24.	When was it last reviewed?		
25.	Do you have documented procedures for the disposal of waste which comply with legislation?		
26.	Do you hold copies of Waste Transfer and Waste Consignment Notes for the disposal of your waste and if so are these available for inspection?		
27.	Do you have documented procedures and necessary equipment to deal with any spillages which occur in connection with your work?		

Appendix 3

Information Sheet Permit to Work

Introduction

A permit-to-work is used as a safety control system and is designed to prevent accidental injury to personnel, and damage to plant, premises and product, when work with foreseeable high hazard content has to be undertaken. Essentially, the permit is a document, which sets out the work to be done and the precautions to be taken. It predetermines a clear procedure and is a formal record that all foreseeable hazards and their associated risks have been considered in advance and that all appropriate and preventive actions are defined and followed in the correct sequence.

Permits to Work

Contractors appointed to work on NHS 24 sites will be required to operate their own Permit to Work systems which will be monitored by the nominated NHS 24 staff member responsible for the particular contract.

When this is not practicable, the appointed person or other nominated authorised person will be responsible for the issue of an NHS 24 Permit to Work to the Contractor.

Only trained and authorised NHS 24 staff will be allowed to issue Permits to Work.

Contractors using their own systems must provide evidence of training and authorisation of their staff who are allowed to issue and accept Permits to Work.

A Permit to Work is required for any Project or Maintenance work that involves the following:

- Hot Works i.e. Use of welding equipment / open flames in restricted areas
- Use of LPG appliances
- Access to fragile roofs
- Overhead work/Work at height
- Entry to restricted areas such as Comms rooms (change record required)
- Entry into confined spaces
- Excavation works
- Demolition
- Electrical work
- Excavation
- Pressure vessels inspection, maintenance and testing
- Work on emergency systems (e.g. Fire detection / extinguishing systems, emergency lighting
- Intruder/access control, CCTV etc.)
- Works involving the penetration of designated fire walls and partitions
- Works involving asbestos or designated hazardous materials

Typically, a Permit to Work will be required for the following areas / locations

- Plant rooms
- Riser ducts
- Electrical switch rooms
- Transformer bays
- Kitchens and server areas
- Lift motor rooms

- Ceiling voids
- Floor voids
- Comms rooms
- Security control rooms

Requirements of the Permit to Work System

The system must be formal, but as simple as possible to operate to ensure the commitment of those operating and affected by it. All permit systems require an authorised, competent person to issue the permit and another competent person to receive and work within the restraints imposed.

Any permit authoriser should be deemed competent having qualified through an internal training and validation programme. This will normally be undertaken by the FM provider and be provided to the landlord for examination.

The permit authoriser will be experienced in the work, and where specialised plant is concerned, familiar with the relevant engineering and chemistry.

While management may be instructed in the overall permit system, authorisers should be limited to cover the company's needs across the site to ensure that they have adequate cover throughout the working cycle. Support should be provided by specialists who will carry out any detailed examination or testing and report their findings to the permit authoriser. This ensures that the permit authoriser is fully aware of all activities in their area of accountability. Similarly, only an approved permit authoriser should be responsible for ensuring that normal work can recommence once the specified work has been completed. This should be the permit authoriser currently responsible for that area.

However any employee or visitor to site should be empowered to question with the permit authoriser any conditions contained within the permit. Managers are empowered to suspend the work while the conditions are being investigated. If so, this power should be exercised in circumstances, which they believe, could lead to serious injury or loss of life. The requirements of Regulation 14 of The Management of Health and Safety at Work Regulations places a mandatory duty on all colleagues to ***inform their employer of any work situation which they would reasonably considers represented a serious and immediate danger to health and safety or additionally which represents a short coming in the employer's protection for health and safety.***

Any modifications to, or shut down of protective systems should only be by the permit authoriser. It must be noted that suitable alternative methods of protection must be provided while the installed system is inoperative.

Further advice and guidance can be obtained from the Health and Safety Consultant.

Appendix 4

Permit to Work**Applicable to employees/contractors**

A Permit to Work should be used in the following circumstances:-

1. Working with live electrical circuits
2. Working in a confined space where there is a risk of dangerous fumes
3. Welding/brazing/soldering/cutting of any plant/tank/vessel which contains/has contained any flammable substances or in an area where flammable substances are present.
4. Working where there is a risk of radiation
5. Working on petrol / gas tankers
6. Working on or with the use of scaffolding
7. And any other circumstance mentioned in full Management of Contractors Policy – Appendix 3

COMPANY/LOCATION:							
AREA WHERE WORK REQUIRED:							
VALID PERIOD:	Date:		From:	Hrs	To:	Hrs	
WORK TO BE CARRIED OUT:							
BY WHOM:							
PRECAUTIONS TO BE TAKEN PRIOR TO COMMENCEMENT/WHILST WORK IS IN PROGRESS:							
LIMITATIONS ON USE OF EQUIPMENT:							
PERSONAL PROTECTIVE EQUIPMENT REQUIRED:							
<p>Authorisation is given to commence the above works in compliance with stipulated conditions</p> <p>SIGNED: (Manager)</p> <p>Conditions of Permit to work have been read and understood</p> <p>SIGNED: (Employee/Contractor)</p> <p>Work completed on - Date: Time:</p> <p>(Permit to Work cancelled)</p> <p>SIGNED: (Manager)</p>							



APPENDIX 5 *

SAMPLE Site – Induction Guide

The NHS 24 welcomes' you to **(insert name of site)** , for your convenience, we have prepared you an Information Sheet as part of your site induction.

In order to set, maintain and comply with the appropriate Organisational and Health & Safety standards, we would ask that the following points are noted and adhered to by all contractors and personnel.

Site Specifics

Generic

Contractors must:

- Sign in and out via NHS 24 reception desk.
- Wear a contractor badge/NHS 24 contractors badge at all times.
- Communicate directly with any manager, in whose area the work is to be carried out, or where restrictions are imposed which may affect the manager's staff such as the temporary closure of a corridor or electrical isolation of equipment (unless otherwise pre arranged with respective site representatives).
- Not enter any restricted areas unless directed to or accompanied. No Access to NHS 24 and/or Scottish Ambulance Service comms rooms is permitted. All access must be pre arranged with a respective host assigned. Please report to reception should you require access.
- Report any accidents, incidents or near misses – please follow your own process and inform NHS 24.
- Not put themselves or others at foreseeable risk of harm.
- Sign site RAMs before commencing works.
- Provide a list of names for contractors who will be working from site. Any new persons must be communicated by the project owner and ensure completion of contractor site induction, NHS 24 Site Induction, Fire Tour and confidentiality forms. Contractors who arrive un-announced will be refused entry.
- Ensure a permit to work is in place prior to commencing any 'Hot Works' on site.
- Ensure a permit to work is in place prior to commencing works where you are working in a confined space.
- Refrain from eating, drinking, and disposing of rubbish within any plant rooms and comms room. It is extremely important that working areas as such are kept clean, tidy and free from rubbish and storage materials. Contractors should report any findings of concern upon commencement of work to project owner or the Service Support Team.
- **Inform the Service Support Team if any traces of vermin (including birds/bird droppings) are found within any workspace including plant rooms and out buildings.**
- Any alterations and remedial carried out to water systems must be recorded within the site water logbook with relevant worksheets provided for retention.

Fire Precautions

- All contractors to undertake a local induction (Fire Tour), NHS 24 will explain fire arrangements prior to commencement of any work.
- Where there is a possibility that the work process, contractors, will activate local fire detection they must arrange for appropriate isolations to take place via the project owner prior to the commencement of work. Please contact local Service Support Team for guidance.
- Combustible material must not be left on fire escape routes or adjacent to fire escape doors. Fire escape doors are kept shut at all times. All storage containers and/or cupboards used on site must remain locked when not in immediate use.
- **Approved Fire stopping materials must be used to fill any holes cut/ gaps made within any walls. No holes or knock through should remain open. A data sheet should be provided to confirm Fire Retardant material used along with the provision of a marked drawing.**

COSHH

- Ensure the responsible person completes and records COSHH assessments on any hazardous substances they introduce into NHS 24 premises, or hazardous substances e.g. dust, which they may generate in their work. Safety data sheets and COSHH Assessments for hazardous substances brought onto site must be provided to the project owner who should satisfy himself or herself that everything reasonably practicable has been done to minimise the risk to contractors' staff and others.

Protective Equipment

- Use suitable personal protective equipment as necessary when working on site, in accordance with relevant British Standards.

Portable Tools/ Plant Equipment

- All tools and plant or equipment brought on to the premises are in a safe condition, suitable for work, and are used in such a manner as not to endanger the health and safety of any persons on or off the premises. *** Evidence of PAT testing and/or any other inspections undertaken.**
- To supply and use 'only' their own equipment tools. Any such equipment and tools must comply with the Provision and use of Work Equipment Regulations.
- Only 110 volt AC powered portable tools (or less) may be used on site and temporary portable lighting at up to 55 volt may be used in plant rooms and ductwork. NHS 24 reserves the right to ask for evidence of compliance for any piece of plant or machinery brought onto its premises. ***RCD Protection Applicable at all times where required.**
- All plant and equipment issued by the contractors have been inspected, or have certification, in compliance with current legislation.
- Operatives using the plant and equipment have where applicable, certificates in line with current legislation.
- Compliance in respect of statutory legislation and site arrangements. Breaches of either of these should be advised to Health and Safety.

Safety Signs

- Provide, erect, maintain and remove any appropriate warning signs such as 'caution: persons at work' or 'wet floor' or 'lift out of service for maintenance, we apologies for any inconvenience'. The contractor is responsible for removing all warning notices and signs on completion of works.

Systems of Work

- Permit to work scheme will operate, approval by the project manager will be required before commencement of work. Where necessary, NHS 24 will impose and manage access permit to work systems over and above any system proposed by the contractor.

Lifting Equipment

- All lifting equipment used at NHS 24 premises must be identified, have current test certificate and a safe working load stamped on the equipment. This is the contractors' responsibility. NHS 24 reserves the right to inspect any equipment being used or about to be used on the premises for compliance with the Lifting Operations and lifting Equipment Regulations.

Scaffold

- That all scaffolds are erected by a competent person, and examined by a suitably competent person prior to use. Scaffolds must meet the requirements laid down in the Construction (Health, Safety and Welfare) Regulations. In order to ensure the correct certification is in place.

Fixed Ladders

Fixed Ladders within the first floor roof access area are subject to test and inspection under the Provision and Use of Work Equipment Regulations (P.U.W.E.R) and BS 4211 2005 +A1:2008. The safe working load is Max 1 x 136kg.

IMPORTANT NOTES:

1. Fixed Access Ladders should not be used for any other purpose than individual access.
2. Fixed Access Ladders should be inspected by the operative prior to each use and annually by a competent person.
3. If Fixed Access Ladders are subject to miscellaneous damage they must not be used and must be reported immediately to the Service Support Team.

General Information**First Aid**

The provision of first aid in NHS 24 is subject to statutory obligations under the Health and Safety (First Aid) Regulations 1981 and the supporting approved code of practice.

Should you require First Aid assistance please contact lead clinician on (Add phone number) Please dial 999 should you feel an ambulance is required.

Local Hospital (Add name of local Hospital) EG.

St Johns Hospital
Howden West
Livingston
EH54 6PP
Tel: 01506 523000

All clinicians within NHS 24 are classed as First Aiders.

Fire

NHS 24 recognises and accepts its statutory duty and will ensure, so far as Reasonably practicable, that the risk from fire will be managed in accordance with The

Management of Health and Safety at Work Regulations 1999, The Fire (Scotland) Act 2005 and other relevant and appropriate regulations.

In the event that the Fire Alarm is activated, please ensure that you leave the building by your nearest emergency exit. Emergency Exits can be found at the front and rear entrance, ground floor reception and at the end of each wing, lower and upper levels (please follow emergency exit signs).

Please make your way to Assembly Point A (Alter to suit) within the car park

Should you discover a fire please raise the alarm by breaking your nearest 'break glass point'.

This building is fitted with an early warning system and linked to Red Care, the Fire Brigade will automatically respond upon the alarm being activated. NHS 24 though will continue to dial 999 as a precautionary measure.

Local Fire Service (Add name of local fire service) Eg.

Lothian & Borders Fire & Rescue Service
93 McDonald Road,
Edinburgh, Midlothian
EH7 4NS
Tel: 0131 556 4852

Police

In an emergency always, dial 999. An emergency means someone is in immediate danger, or a crime is taking place right now. If it is not an emergency, please do not call 999.

Add name and contact details eg Lothian and Borders Police can be contacted on 0131 311 3131

Your local station (Add name of local police station) Eg.

South Queensferry Police Station
13 Hopetoun Road
South Queensferry
EH30 9RB

Facilities

All visitors and contractors are welcome to use in house facilities. For your comfort and wellbeing, you will find:

Toilets: (Describe your own site eg) Lower Ground Reception Area, First Floor common area (upper level reception area) with disabled toilets located at both areas

Vending Services (Describe your own site) located within our café area, you will find sandwiches, snacks, juices and hot beverages.

Drinking water: (Describe your own site) located at various locations, your ground floor dispensers can be found within the café area or main reception area. Further dispensers can be found within the First Floor Contact Centre Wings.

Lights

Please switch off lights where rooms are unoccupied, contact centre lights though and main wing corridor lights should remain on at all times

Security

Please ensure that external doors are not held open and/or left un-manned whilst transporting materials from outside in. It is important to liaise with site Service Support Team/ Reception to arrange for door alarms to be isolated (short term only). It will be the contractors responsibility to provide 'watchman' to allow door opening.

Confidentiality

All contractors must sign our NHS 24 and Scottish Ambulance Service Confidentiality forms. Please advise reception if you have not been provided with this document for signing.

Please also be mindful that you are working within a Clinical Environment. Noise limitation is essential in particular when working within our call taking areas. Mobile phones should be switched to low ring tone/vibrate or silent. Meetings and/or breaks should be carried out /taken away from the clinical floors. The use of personal radios, DVD players and laptops will not be permitted.

Photography is not permitted without obtaining prior consent. Please discuss with your local Service Support Team if this is required.

Work Completed. Sign Off

By countersigning worksheets in respect of this contractual work please be aware that the signatory is only acknowledging that the contractor has, as far as can be determined , completed the work to the standard required.

Please sign to confirm that you have agreed and fully understood your personal requirements whilst working within site:

Signature Date

Company Name

Works being carried out

NHS 24 Signature Date

*** - Please complete for your own site and pass to Facilities Department for document version control to ensure everyone is using correct version.**

Revision History

Version	Date	Status	Author	Remarks
1.0	01/10/2012	Final	T Wigram	Document Created
4.0	11/02/2016	Final	F McNicol	Document re-written from procedure into a policy introducing information sheets
5	Jun 19	Draft	F McNicol	Reviewed – Appendix 5 sample site induction added and paragraph at 4.1 re induction form and 4.1.1 re: fire safety