

BMC Safety Methods for Virgin Media Works for Generic Works

- BMC will select and provide competent, experienced personnel to carry out maintenance and repair work and appropriate certification/training records on hand if required to display
- Works to be undertaken will be carried out in compliance with The Health and Safety at Work etc. Act. 1974. Due allowance will be made for the safety and health of all personnel who will be working, or may be affected by the works
- Engineer to observe customers' H&S rules at all times.
- Engineers will have completed Virgin online site Induction
- Engineers to wear appropriate PPE
- Awareness of vehicle/pedestrian movements
- Engineer to observe designated vehicle routes and to park in designated parking areas at all times
- Engineer to observe site speed limits
- Engineer to determine with the site manager where vehicle movements are to take place.
- Engineer to observe all site safety signs and keep clear of areas where vehicle movements are taking place unless they are working in that area.
- Attend site and sign in and observe site rules at all times.
- Communication with front desk (if present) to advise of works to be carried out and you must make contact with company representative on entering the premises.
- Engineer to check with occupier/ BMC Helpdesk/ that no obvious hazards exist, e.g. asbestos etc
- Safely transport any tools and materials into the area and store safely
- First use checks of any tools/equipment
- Consideration of other works taking place in the vicinity
- Familiarise with nearest usable exit in the event of an emergency
- Assessment of works required, and methods to be deployed in line with available risk assessments
- **Assess the likelihood of asbestos containing materials being present in the area of work, particularly if proposed task is intrusive if so please contact BMC Help-desk to request Asbestos Reports and so we can advise Gleeds Help Desk**
- Engineer to respond immediately to any emergency warnings and obey all instructions.
- Engineer to raise any alarms if an emergency arises from their work.
- Is the work likely to cause any disruption/nuisance for occupants of the building/other contractors on site?
- Make safe working area and cordon off with barriers, and use advisory signage as appropriate
- Manual handling requirements
- Test works on completion
- Waste generated as a result of the task to be removed from site

Hot works process

It is Virgin Media policy to eliminate hot works as much as possible. This includes works to internal and external areas, Such activities will be subject to an approved permit to work prior to commencing .Please find copy of Hot Works Permit for approval to BMC so we can get this approved by the client. These works will be mainly soldered pipework and roofing felt mainly as far as our work is concerned (possibly a bit of welding).

1. We are working with our insurers permit, and the basics of our HWP process now is that we avoid hot works if possible.
2. If we need to do, we need to raise a specific Remedy request on Medium category (7 days' notice prior to works) where we have to post a specific set of RAMS for the task in hand.
3. We close the remedy with a copy of the permit, which on day 1 at least is issued by a VM employee So, if you are faced with a hot works issue you should ensure a quote, if possible, with a non hw solution, we will look at this in 1st instance. if this is unacceptable/not possible, you will issue site specific RAMS, which we will review against template attached, so our suggestion is to write RAMS with these questions in mind. If all answered we will post and proceed once all have approved, this will be confirmed within the 7-day window assigned.

Engineers Guidelines to ProNett for Virgin Media


- You must check in and out via ProNett on your phone / tablet and you must arrive on time at all Virgin Media Jobs.
- ***** Ensure you carry photo ID and your access card, as you will not be granted access to site without an active pass. *****
- It is essential that you check all the information assigned to the instruction, if you require additional information please contact BMC Helpdesk for additional information.
- You must log on to the ProNett App upon arrival on site. It is essential that time is captured for key collection and gaining access to site.
- **To gain site access, you must call Access Control (01793 630030) with the Remedy Ticket Number e.g. C01200819, this will be found on your order from BMC. Your security card will be activated allowing you access to site. For un-manned sites, you must call Access Control when leaving site.**
- Sign at Reception if applicable
- Once an assessment of the works has been carried out it is essential that you follow the information as listed below if the works exceed a limit of £400.00 please contact BMC Helpdesk to request a budget uplift. You must advise the Helpdesk with the following:-
 - Specify whether it is a temporary or permanent fix.
 - Provide a price breakdown for Labour, Material and Plant
 - Provide a Timeline to complete any follow-on works
 - **If an uplift is authorised this is not a fixed price for work. Work will continue on a time and materials basis, without exceeding the new budget.**
- *****PLEASE ENSURE YOU GET PERMISSION FROM BMC BEFORE JOB GOES TO QUOTE AS THE CLIENT WANT ALL WORKS TO BE COMPLETED IN A FIRST TIME FIX VIA A BUDGET UPLIFT POSSIBLE*****
- Ensure when you update ProNett that you put on as much detail as possible of works that have been carried out along with before and after photos and also make note of materials used.

Engineers Guidelines to using Virgin Media App

<https://virginmedia.pronett.co.uk>

Get the App


Step 1 Open the Phone Browser



Step 2 Enter Website Address


<https://virginmedia.pronett.co.uk>

Step 3 Save Link as a Bookmark



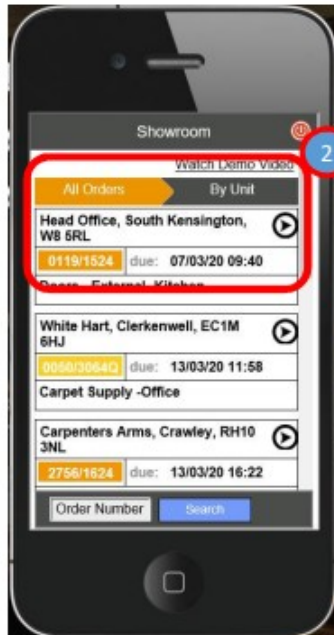
Step 4 Name the Bookmark

Name the bookmark for each of your Access Maintain customers.





1 Click on the ProNett App (mobile optimised webpage that works down to 2G)



2 Scroll through allocated Work Orders & click on the required order



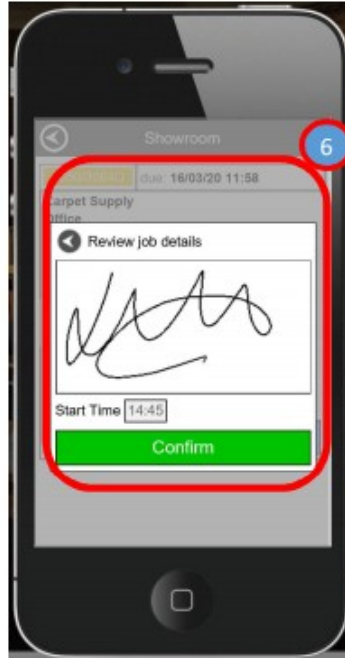
3 Complete the arrival checks & click Arrived and complete arrival time to the closest 15min interval



4 Adjust the time & click Confirm



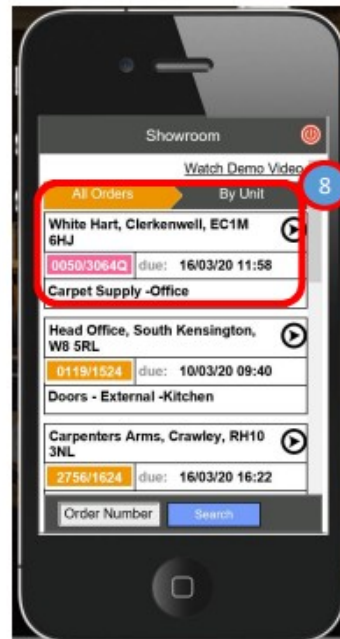
5 Enter the name of the site contact & click Log Arrival



Due to Covid you will have to put a line through on the signature section



The job is now logged as onsite, click OK



Job turns pink to denote Onsite



9 On completion of work select the job



Add notes detailing the work undertaken

10 Complete the departure time to the nearest 15 minute increment

Select the number of Assistants if any

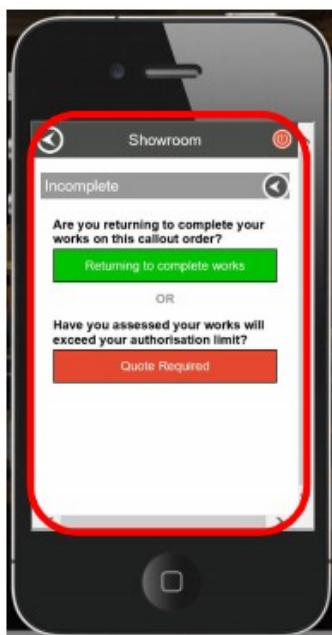
Confirm if Parts have been used

Confirm if the job is Complete

Take Photos

Input the Site Contact Name

Due to Covid you will have to put a line through on the signature section



If a job is logged as 'not complete' the App will request that you select either:

- Returning to complete work
- or
- Quote Requested

Quote Requested can ONLY be selected with prior approval from Virgin Media.

On completion of work return to the Work Order & enter the following:

- A description of the work delivered on site
- Confirm Arrival Time & Enter Departure Time
- Enter No of Assistants (0 must be entered if single engineer)
- Select 'YES' if Parts have been used and Confirm if Job is Complete, if not click 'Returning to Complete Works'
- **only click 'Quote Required' if you have Permission from BMC Help-desk as we have to see authorisation from the client as majority of works need to be completed**
- Upload any photos
- Confirm Name of on-site contact