



**Health, Safety &
Environment Information**
For Contractors and Suppliers



INTRODUCTION

This booklet outlines the safety and environmental policies, objectives and expectations of Northgate. It is intended to promote safe, healthy and environmentally acceptable methods of working, by all contractors, contractor appointed persons (employees and sub-contractors) and suppliers to Northgate.

The booklet covers work completed on behalf of Northgate, regardless of where the work takes place. Its main purpose is to set out our expectations for contractors, contractor appointed persons (employees and sub-contractors) and suppliers in relation to their own safety and environmental arrangements, in accordance with Northgate associated policies and legislative requirements. It covers procedures and site rules which must be complied with when undertaking work on or visiting Northgate sites.

We would request that all contractors, contractor appointed persons (employees and sub-contractors) suppliers read and fully understand the information contained within the booklet. Furthermore, that the information and expectations will be communicated to everyone directly under the control of the contractor or supplier so that only the highest standards of safety and environmental practices will be observed at all times without exception.

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DEFINITIONS

Contractors means: Any company or person who carries out work for and on behalf of Northgate either within a Northgate or customer's site. These contractors (this list is not exhaustive) may be:

1. Suppliers – who carry out repairs and maintenance to plant and / or equipment
2. Suppliers – who are demonstrating plant, tools or equipment
3. Building contractors – carrying out repairs or structural changes to premises
4. Gas / oil fitters – repairing heating / water systems and supplies
5. Electrical contractors – rewiring or implementing minor works / testing of electrical installations or Portable Appliance Testing (PAT) of electrical equipment
6. Insurance inspection engineers – carrying out statutory inspections of Northgate plant and equipment
7. Tyre fitters – changing and / or repairing tyres and wheels
8. Fuel delivery contractors – delivering oils and fuels
9. Glass replacement contractors – replacing damaged / broken windows
10. Smart repairers – minor vehicle paint repairs
11. Hazardous waste carriers – visiting site to remove hazardous waste materials from the sites
12. Fitment of typical semi cap such as beacons, tow bars, ply-lining of vehicles etc
13. Livery or de-cal of vehicles
14. Planned preventive maintenance works
15. Any person working for and / or on behalf of Northgate at any time or place.

SECTION 1:

NORTHGATE'S EXPECTATIONS FOR CONTRACTORS AND SUPPLIERS

We recognise that our contractors and suppliers are engaged in a wide range of activities, differ considerably in size and have varying experience in Health, Safety and Environment Management.

Northgate is therefore not prescriptive in its requirements, although we do expect as a minimum, that our contractors and suppliers:

- Understand their health & safety issues and environmental impacts, and the choices available to them to minimise these impacts
- Ensure the competency of their employees and any sub-contractors who undertake work on behalf of Northgate
- Understand Northgate's health & safety issues, and environmental impacts, policies and procedures, where relevant to the work being undertaken
- Are proactive in helping us to improve our own health, safety and environmental performance
- Comply with all relevant health, safety and environmental legislation as well as Northgate requirements.

For contractors working at our locations and on our behalf we require full compliance with our health, safety and environmental procedures. All relevant site rules will be provided to contractors by Northgate site personnel.

Non-compliance to Northgate's health, safety-and environmental requirements may result in the contractor being removed from the approved supplier list.

1.1 NORTHGATE HEALTH, SAFETY & ENVIRONMENT POLICY STATEMENTS

Health & Safety Policy Statement

Northgate recognises and accepts the duty placed on it as an employer, to provide both a safe and healthy place of work and working environment. Furthermore, the Northgate Board of Directors (The Board) accept that this duty extends to non-employees who may be affected by Northgate's activities, or who may visit Northgate premises.

The Board is committed to continuous improvement in health and safety within all areas and aspects of Northgate's undertaking. In this respect, it will take all necessary steps to ensure that at all times there is appropriate resourcing in the provision of manpower, materials and training, for the organisation and arrangements for health and safety.

The Board believes that full and effective compliance within the duties placed on Northgate can only be achieved with the active involvement of the whole workforce. The Board therefore calls upon the full support and co-operation of all its employees in respect of the arrangements made to ensure health and safety, within all areas and activities of Northgate's undertakings.

Objectives

The objectives of The Board's Health & Safety Policy are to prevent accidents and ill health at work, and any consequent personal injury, suffering and financial loss.

To achieve this objective, The Board will ensure that the following are, so far as reasonably practicable, provided and maintained throughout Northgate:

- A safe place of work, with safe access and egress
- A working environment where the foreseeable risks have been assessed and appropriate control measures put in place
- Plant, equipment, materials and systems of work that are safe
- Arrangements for the safe use, handling and transport of articles and substances
- Sufficient information, instruction, training and supervision to enable employees to work safely
- Arrangements for ensuring non-employees, who may be affected by Northgate's activities, are accorded the same level of safety and protection against risks to their health, as its employees.
- Monitoring all actions regarding health, safety and welfare to ensure legal compliance.
- Identifying and learning from experience to improve performance

- Prevention of all foreseeable accidents and ill health and assistance in the rehabilitation of its employees
- Active encouragement of the reporting of all accidents, incidents and near misses
- Systematic review all incidents and sharing key findings, in order to improve current working practices and to prevent future recurrences
- Promote a 'no blame' culture across all activities
- Taking all necessary steps to ensure that appropriate resources are available at all times
- Promote and encourage the co-operation and involvement of the workforce by establishing Safety Committees at Northgate sites and appointing Safety Representatives in the workplaces
- Raise awareness amongst its employees, contract workers, temporary workers and other third parties as appropriate
- Provide the necessary expertise and resource, including communication and consultation, planning, monitoring, inspection and auditing procedures to ensure that there is effective management of health and safety throughout Northgate.

Responsibilities

The Chief Executive is responsible for establishing and monitoring health and safety arrangements within the organisation in order that the objectives of this Health & Safety Policy can be achieved at all times.

The Chief Executive and The Board however, place a primary responsibility on Senior Management within business units and Heads of Department in ensuring the full and effective compliance with the requirements of Northgate's policy, by establishing and monitoring the organisation and arrangements for safety within those areas of Northgate's activities over which they have control and responsibility for. The Northgate Safety & Environment Department is responsible for:

- Developing the Health & Safety Strategy and plans
- Ensuring arrangements are in place to enable all areas of the business to manage health and safety effectively
- Keeping the Health & Safety Manual under review and revised as necessary
- Reporting to the Plc Board and Senior Management regularly on health and safety performance and legislation.

The arrangements made to comply with health and safety legislation form an integral part of the successful performance of Northgate's business. Everything reasonably practicable is to be done to prevent foreseeable accidents and to prevent injury or ill health. All employees have a duty to take reasonable care of themselves and other persons who may be affected by their actions. As an important step to promote the co-operation and involvement of the workforce, arrangements are made for consultation on matters of health, safety and welfare through established Safety Committees at locations and with Safety Representatives from within the workforce.

All employees will be made aware of Northgate's policy, organisation and arrangements for health and safety, as it affects them in the workplace, to include the issue of this policy statement, information on the general duties of the employees and the control arrangements in their particular location. They will also have access to all information contained in the Health & Safety Policy and Risk Assessment Manuals and are encouraged to actively engage in discussion with the Northgate Safety & Environment Department where necessary.

The information contained in the Health & Safety Policy and Risk Assessment Manuals will be reviewed periodically or updated if legislation or operational requirements so dictate. Any changes in policy and strategy or significant changes in organisation and arrangements will be made, in the first instance, on the advice of the Northgate Safety & Environment Department and will be communicated throughout the business.



Kevin Bradshaw
Chief Executive

Northgate Environmental Policy Statement

Northgate accepts its environmental responsibilities and recognises its obligations to contribute to the resolution of global and local environmental issues, by reducing its environmental impacts and by taking a leading role in promoting environmental good practice. Therefore Northgate will:

- Continue to comply with all relevant legislation and codes of practice
- Continually seek to improve its environmental performance
- Quantify and reduce its environmental impacts, bearing in mind the whole life cycles of energy and material supplies
- Integrate environmental concerns into all planning and design decisions, maintenance and management of its locations including sustainable development principles where possible
- Minimise the environmental impact of new buildings during their construction and use
- Improve staff environmental awareness and understanding
- Seek to develop their environmental awareness and understanding
- Encourage and facilitate research on environmental sustainability
- Encourage all employees to apply in the wider community the environmental values that they develop whilst working for Northgate
- We also recognise that we have a responsibility to encourage our suppliers to assist us in achieving our environmental objectives.

These commitments will be demonstrated through the introduction of suitable policies, practices and programmes. Their effectiveness will be monitored accordingly.

The Northgate Board has endorsed this policy. Responsibility for its implementation however, rests ultimately with Senior Management and Heads of Departments within business units and with every member of staff.



Kevin Bradshaw
Chief Executive

1.2 NORTHGATE'S SAFETY & ENVIRONMENTAL OBJECTIVES

We invite contractors to share our safety and environmental objectives and to consider how you can help us to achieve them.

Safety

Our activities have measurable health and safety risks that we are committed to managing and reducing by means of a programme of continuous improvement in the following areas:

- As a minimum, comply with all relevant safety and environmental legislation and other requirements to which we subscribe and to continually improve performance
- Provide and maintain a suitable and safe working environment, safe systems and safe methods of work
- Protect employees and others including the public, insofar as they come into contact with the company's products and services
- Provide all employees with the necessary information, instruction, training and supervision needed to ensure equipment quality, safe working practices are adhered to, and to develop quality, environmental and safety awareness amongst employees
- Work in partnership with our employees, contractors, customers, suppliers and regulators to strive for excellent operational performance and customer satisfaction
- Ensure all employees accept their responsibility; to ensure the quality of equipment and services, to work safely by adhering to all quality, environmental and safety rules and procedures, to use safety equipment provided, and to participate in minimising environmental impacts and promoting safe working conditions
- Encourage full and effective consultation between employee and management on all aspects of quality assurance, environmental management and health and safety.

Environment

Our direct environmental impacts are minimal in global terms. However, we have measurable impacts that we are committed to managing and reducing by means of a programme of continuous improvement:

1. Prevention of pollution
2. Prevention of accidents and occupational ill health
3. Minimisation of energy, material usage, and the production of waste, by applying the waste hierarchy.
4. Effective and responsible waste management and disposal
5. Delivering the highest industry standards for service and equipment quality

1.3 MANAGEMENT OF CONTRACTORS & SUPPLIERS

Responsibilities

Health and safety legislation requires that contractors and their subcontractors act and undertake their work with due regard to their own safety and that of others. Environmental legislation requires that all organisations carry out their work with due regard to the effect that work may have upon the environment.

Contractors undertaking work on behalf of Northgate will only receive instructions and confirmations from the Northgate Central Property Department and must ensure:

- Their employees are briefed and trained in their personal responsibilities for safety and the environment, and in our safety and environmental objectives and procedures (where relevant to the work being undertaken on our behalf)
- Employees are competent on the basis of education, training and experience, and that records to demonstrate this are maintained
- Resources are provided to ensure compliance with contract and statutory requirements
- The environmental and safety risks associated with work on behalf of Northgate are adequately assessed and properly managed and controlled
- Construction phase plans, method statements and risk assessments which are suitable and sufficient as appropriate with those safe controls communicated to their employees for ensuring full adherence to all safety and environmental requirements.

Organisation

All property and maintenance repairs will be managed by the Northgate Central Property Department in conjunction with the Northgate Health, Safety & Environment Department. The Central Property Department and / or senior Location Management are responsible for:

- Acting as the formal point of contact in Northgate
- Controlling and supervising your contract, including ensuring that you comply with our health, safety and environmental standards
- Arranging any necessary induction training for work in our locations, including those aspects relating to health, safety and the environment
- Ensuring that your health, safety and environmental performance is monitored, where relevant

Equality of Treatment

Northgate expects the employees of its contractors to be treated with respect and to have equality of opportunity at work, without discrimination on the grounds of sexuality, gender, marital status, race, colour, ethnic or national origin, religion, age or disability.

SECTION 2: PROCEDURES AND SITE RULES WHEN WORKING AT NORTHGATE LOCATIONS AND CUSTOMER SITES.

2.1 ARRIVAL AT NORTHGATE LOCATION / CUSTOMER SITE

On first arriving at the location, all contractors must report to reception and contact appropriate location management. If on a customer's site, contractors MUST report where appropriate to the gatehouse or reception. Under no circumstances must a contractor enter a Northgate location without reporting to the reception in the first instance.

2.2 VISITORS' BOOK

The contractor must sign in to Northgate locations by completing the visitors' book and sign out again on leaving the premises, all requested details within the book must be completed.

2.3 INDUCTION TRAINING

During formal induction to a Northgate location, contractors will be given information on restricted access areas, details of any emergency arrangements in force and will be issued with instructions on general site safety rules including the wearing of the required PPE. Contractors must sign the Northgate contractors site induction form to acknowledge understanding of the site safety rules. These inductions will be carried out by Northgate personnel and will be valid for 12 months.

2.4 QUALIFICATIONS AND EXPERIENCE

Northgate requires that certain tasks are undertaken by people with specifically recognised qualifications. Where these conditions apply only suitably qualified people are permitted to carry out this work. You may be asked to supply proof of qualifications and experience for any of the following activities. (This list is not exhaustive)

- Forklift trucks
- Scaffolding erection and dismantling
- Works at height and flat roof working
- Using lifting equipment including lorry mounted cranes
- Electrical work
- Gas work
- Use of MEWP's
- Asbestos Awareness Training

2.5 SMOKING

To comply with current legislation and regulations Northgate operates a no smoking policy in all of its buildings and all contractors are required to comply with that policy. This includes the use of e-cigarettes.

2.6 ALCOHOL

No contractor should work under the influence of alcohol or consume alcohol while carrying out work for Northgate. Any contractor suspected of being under the influence of alcohol will be asked to leave the premises.

2.7 DRUGS

No contractor should take, or work under the influence of, drugs or substances, while carrying out work for Northgate. Any contractor suspected of being under the influence of drugs or substances will be asked to leave the premises.

2.8 EMERGENCY ARRANGEMENTS

Every contractor working at a Northgate location is responsible for knowing what to do in the event of an emergency. Location Management will provide details of local arrangements in the induction training including fire safety arrangements and therefore contractors, whilst on site, will be expected to be aware of:

- The nearest fire alarm
- The fire assembly point
- The nearest fire escape route
- The nearest fire extinguisher
- The types of fire extinguishers available for use at the location.

Contractors must ensure that easy access to fire extinguishers is maintained at all times. If a fire extinguisher is used by a contractor whilst on site this must be reported to the location manager so arrangements can be made to refill / replace the discharged item. If fire extinguishers are used, then the contractor must provide a full and formal report detailing the circumstances. All walkways, and emergency exits must be kept clear at all times. Fire doors must not, at any time, be propped or wedged open.

Working on Northgate Sites

Contractors have the overall responsibility for the health, safety and welfare of their operatives on site. You may also be subject to whatever additional controls that may be deemed necessary by Northgate. Where appropriate, a Northgate representative will tell you about any additional controls so you must make sure you are aware of these controls at all times. While working on a Northgate site you may be required to participate in site emergency exercises i.e. an emergency fire drill. This may require you to stop work and go to the place of safety specified by the site. Failure to comply with the requirements of the site emergency exercise could lead to the termination of your contract.

2.9 FIRST AID

In the event of an injury or illness, contact the Northgate location manager who will, if necessary, telephone the emergency services for assistance. You must then contact the Northgate Central Property Department. The contractors employees should know where to find their first aid boxes and who in their team is a qualified first aider. They must also be aware of how to request first aid from Northgate personnel whilst on site. This will be covered during the site induction training process.

All injuries and near misses **MUST** be reported to Northgate location management and Central Property Department immediately.

2.10 RISK ASSESSMENT

There is a legal requirement to carry out Safety and Environmental risk assessments for all work related activities in Northgate's locations. Contractors should ensure that:

- They have supplied where appropriate generic or specific risk assessments for their activities for inspection and are complying with the identified controls to reduce the risk
- Where generic or specific assessments do not already exist, the contractor must carry out risk assessments and take appropriate action as identified in the assessment to reduce the potential for harm to a minimum. It is the responsibility of the contractor to ensure that all operatives are aware of the controls indicated in the risk assessments so that all works will be carried out in a safe manner and without risk to all individuals.

2.11 METHOD STATEMENTS

Method statements or safe systems of work is a legal requirement and Northgate requires that the contractor provide all necessary information to undertake the job safely.

It is essential that a copy of the method statements and safe systems of work are kept for inspection. In addition, it is the responsibility of the contractor to ensure that all operatives are aware of their role in undertaking that all the works will be carried out in a safe manner.

2.12 ROAD SAFETY & LOCATION TRAFFIC MANAGEMENT

Contractors will be expected to comply with all traffic management arrangements on a Northgate location. In particular, you must:

- Observe the site speed limit, display vehicle's hazard warning lights and wear seat belts
- Only park in designated parking areas
- Comply with dedicated traffic and vehicle routes
- Never park on double yellow lines, on pavements or on grassed areas

- Not carry passengers on inappropriate vehicles (forklift trucks, cranes, excavators, trailers, etc.)
- Load / unload in designated areas only
- Observe any reversing policy and take due care and attention before beginning considering the surroundings around

Failure to comply with the above could lead to the termination of your contract.

2.13 INCIDENT REPORTING

Contractors must have in place a system for reporting accidents, environmental issues and near misses to meet their legal obligations. All accidents and incidents which take place on a Northgate location must be reported promptly to Northgate management and the Northgate Health, Safety & Environment Department.

You are required to tell Northgate Location Management about every:

- Injury
- Damage to property
- Vehicle Collision
- Fire
- False alarm
- Equipment failure
- Failure to comply with procedures
- Spill or release of hazardous material (gas, liquid or solid) including release of hazardous substances
- Near miss.

Following a major incident, the site of the incident must not be disturbed in any way until an incident investigation has been conducted either by the Northgate Health, Safety & Environment Department or by external authorities if applicable.

2.14 USE OF NORTHGATE'S SITE SERVICES

Contractors must obtain permission from and agree the arrangements with Northgate location management or Central Property Department before using any of the following services:

- Electricity
- Gas

- Water
- Kitchens, washrooms, changing rooms, toilets and rest areas.

Contractors must not enter designated clean areas such as those set aside for the consumption of food and drink while wearing dirty or contaminated clothing.

2.15 TOOLS AND EQUIPMENT

All tools and equipment used by the contractors must be properly maintained and fit for purpose.

Contractors are expected to provide all tools, plant and machinery. Northgate will not provide contractors with any of this type equipment under any circumstances.

Contractors using pressurised equipment (air compressions and gas cylinders) and lifting equipment must ensure that it is inspected / tested at the required frequencies and carry a valid statutory inspection, test certificate and a record of maintenance.

All electrical equipment must meet all relevant standards and be accompanied by evidence of regular maintenance, inspection and portable appliance testing. All portable electrical equipment should operate from a 110 volt, single phase, centre tapped and earthed supply. In exceptional circumstances, higher voltage equipment may be used, in conjunction with a Residual Current Device (RCD), but only with the prior agreement of Northgate.

Northgate reserves the right at all times to request confirmation from the contractor about the maintenance and inspection of all plant / equipment used by the contractor on a Northgate location.

Safety guards or other devices designed to protect users shall not be removed from any plant, tools or equipment except for repairs and must be replaced upon completion of repair prior to use.

2.16 TIDY WORKING PRACTICES

Poor housekeeping increases the risk of slips, trips and falls, may prejudice fire safety and evacuation arrangements, and leads to an inefficient and unprofessional working environment. Everyone working in Northgate locations is required to keep their work area clean and tidy, and clear of unnecessary material or equipment. At the end of each working day the work area must be cleared and materials, including waste, must be stored safely and appropriately.

Any wastes removed by the contractor must be disposed of in accordance with environmental legislation. Any plant and equipment left overnight at Northgate locations must be stored in a safe and secure manner not blocking any designated fire doors or escape routes.

2.17 WORK AT HEIGHT

Contractors must organise any work at height in such a way that risks from the work are managed and controlled in the following ways:

- Avoid work at height where it is reasonably practical to do so
- Use work equipment and/or other measures to prevent falls where you cannot avoid working at height
- Where you cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur
- Powered access equipment i.e. Mobile Elevated Work Platforms (MEWP's) must only be used by suitably trained personnel i.e. have attended and obtained the appropriate IPAF Certificate, relevant to the MEWP type being used.
- Undertake a specific risk assessment for work at height and make sure all work at height is planned and organised by competent people
- Any work at height must only be carried out by competent and trained persons
- Where required, the contractor should operate with a suitable permit to work at height.

Roof Access

Access to any roof, for any purpose, requires approval from the Northgate Property and Health, Safety & Environment Departments before any approvals are given for work on roofs.

A suitable and safe means of access to the roof level must be used.

Crawling boards should always be used on fragile roofs.

Suitable protection, including kickboards, should be erected around roof edges and fragile areas such as skylights where there is a risk of falling or of dropping items. Where appropriate, work restraint equipment or fall arrest equipment should be used, attached to secure anchor points.

Contractors, who have never worked at heights before, must obtain appropriate training before starting the work.

Mobile Towers, Scaffolding and Ladders

Mobile towers must only be erected, maintained and dismantled by contractors who are suitably qualified i.e. have attended and obtained the appropriate PASMA certificate, relevant to the access equipment being used.

Scaffolding must only be erected, maintained and dismantled by contractors who are suitably qualified.

Scaffolding must be independently inspected and suitably marked i.e. Scaffold Tag.

Contractors must not use scaffolding that does not have an up-to-date inspection marking.

Ladders should only be used when scaffolding or alternative means of access are not reasonably practicable and the work is of short duration.

All ladders must be inspected and carry identification of inspection before being brought to a Northgate location. All ladders should be visually inspected before use.

Any ladder found to be defective at any time must be tagged 'DO NOT USE' and immediately removed from the location.

All ladders must be secured when in use, either by tying onto the structure, or utilising an effective stability device.

You must never use a ladder for raising and lowering loads.

All access equipment must be stored securely when not in use to prevent unauthorised use.

2.18 MANUAL HANDLING

Manual handling is one of the main causes of injury at work. All contractors who undertake manual handling tasks should be aware of the risk of injury from incorrect handling and lifting techniques. All tasks should be assessed and managed in accordance with legislation.

2.19 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Wherever possible risks should be reduced by avoiding hazardous tasks or by providing engineered protection. Personal Protective Equipment (PPE) should always be used as a last resort.

Contractors are responsible for providing all the necessary PPE to their employees, providing arrangements for storing the PPE and ensuring that it is maintained so that it is always ready for use. Contractors should wear PPE in areas designated by 'mandatory' safety signs and where indicated by risk assessments and safe systems of work including method statements.

As a minimum, Personal Protective Equipment (PPE) requirements for Northgate are high visibility (Hi-Viz) vest / jacket, safety footwear, and your company work wear for identification and protection. Hard hats will be required where the risk assessment has identified their requirement.

Failure to wear appropriate PPE could lead to the termination of your contract.

Respiratory Protective Equipment (RPE)

All contractors who are required to use Respiratory Protective Equipment (RPE) must be trained on the particular type to be used. The contractor must ensure that:

- The RPE provided must meet the European and National Standards i.e. CE marking:
- Competent advice must be obtained to ensure that adequate protection is provided to the user in terms of the correct filter canister for the hazard to be encountered and suitable protection factors for the level of hazard and duration of the work
- The user is face fit checked for the type of equipment being used
- Arrangements are in place for inspection, maintenance and storage of RPE.

2.20 EXPOSURE TO NOISE AND / OR VIBRATION

Contractors must notify Northgate before work starts of any activity that could generate excessive noise or vibration. If necessary, the contractor may be required to arrange a noise / vibration survey to assess the effect on other people in the vicinity and may be required to put in place special arrangements to minimise the noise or vibration from the activities.

The contractor is responsible for assessing the effect of the noise or vibration from the activities or the noise in the area during any work. Where necessary, the contractor will provide suitable ear protection and / or guidance to reduce the effects of noise.

Failure to wear appropriate ear protection or follow guidance to reduce the effects of vibration could lead to the termination of your contract.

2.21 LOCAL SAFETY ARRANGEMENTS

Work Areas and Access

Northgate location management will tell you about the areas where you will be required to work and any limitations on access during the contacted works. They will also inform you of any particular hazards in the areas that you are likely to work in or visit. These could include, in certain areas, vehicle movement, chemicals or other hazards.

The contractor will be permitted access only to those areas on site necessary to enable the contracted works to be carried out and designated rest/toilet areas. Under no circumstances should contractors or their employees enter other areas on site without prior authorisation from location management.

Only use those toilets, washing facilities, parking areas and access routes after agreement with Northgate management.

If in any doubt about entry to any area, seek the advice of location management before entry.

Safety Signs

Safety signs are used to provide everyone with important site safety information. All safety signs need to comply with the Safety Signs Regulations. These signs come in 4 types:

- Prohibition signs (red circle, white background, diagonal red line) showing things you must **not** do
- Warning signs (black triangle, yellow background) indicating hazards
- Mandatory signs (white on blue circle) showing things you must do
- Safe Condition signs (white on green rectangle) showing where to go in an emergency.

Contractors must be familiar with, and adhere to, all site safety signs. Contractors are also responsible for providing all necessary and relevant safety information signage whilst working on a Northgate location.

2.22 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

If it is necessary to bring substances that may be hazardous to health onto a Northgate location or carry out operations using or capable of generating such substances, you must:

- Provide COSHH Assessments for those substances as required by Regulations, supported with the relevant manufacturer's safety data sheets
- Ensure that all such substances are contained in correctly labelled and approved containers
- Store the substances in a secure, safe and suitable way
- Only use or generate the substances in accordance with the method of control set out in the COSHH Assessment and MSDS (Material Safety Data sheet).

Failure to provide a COSHH Assessment or to comply with its requirements could lead to the termination of your contract.

2.23 FLAMMABLE MATERIALS

Quantities of flammable materials stored or used within buildings must be minimised. All flammable liquids must be in suitable and labelled receptacles and stored on site in a flameproof and bunded container. Emergency procedures must be in place to cover possible fire and/or accidental spillage.

2.24 ENVIRONMENTAL HAZARD ASSESSMENT

Contractors must comply with Northgate's local environment arrangements.

Before you undertake any work for Northgate, you should assess the environmental hazards. You should identify:

- Any process which could generate noise, vibration, heat, fire, smell or dust

- Any process which could result in the spill or release of gas, liquid or solid
- Any creation of solid, liquid or gaseous wastes
- Any other potentially significant environmental impacts including the consequences of abnormal conditions.

Where appropriate the contractor may be required to provide environmental risk assessments to identify how potentially significant environmental impacts will be managed and controlled.

If handling chemicals or substances which, if released, may cause damage to the environment (solid or liquid), the COSHH assessment must include the actions required in the event of a spillage. If necessary, equipment should be available to contain the spillage.

Any unplanned discharge of any chemical or substance should be immediately reported to Northgate location management who in turn will report the incident to the Northgate Health, Safety & Environment Department, and where necessary, the emergency services and appropriate authorities. The Northgate Health, Safety & Environment Department will contact external authorities where applicable.

2.25 WASTE DISPOSAL SYSTEMS

Arrangements must be made, with the agreement of Northgate, for the route of disposal of wastes. Only approved routes for waste disposal should be used.

Unwanted materials and rubbish must only be removed by an approved and authorised contractor and disposed of at an approved waste disposal facility. Do not discharge any chemical or substance into any drainage systems. Solid, combustible waste or rubbish must not be burnt.

All contractors are responsible for storing, removing and disposing of waste materials and must obtain copies of waste certificates from licensed waste collectors.

Any evidence of unapproved waste disposal or unreported discharges could lead to the termination of your contract.

2.26 LONE WORKING

Contractors undertaking lone working must ensure that suitable and sufficient risk assessments have been carried out. This must address the following points and even then can only take place after discussion with Northgate:

- Communications arrangements during lone working
- Clearly defining those works tasks and controls that the lone worker must be aware of and adhere to
- First aid arrangements
- Access to suitable work equipment consistent with the requirements of lone working

- Suitable training for lone workers
- Emergency response arrangements
- Access and security arrangements to the site.

2.27 PERMITS TO WORK

For those works with significant risks contractors may be required to use 'Permit's to Work. Northgate do not operate a permit to work scheme so the responsibility rests with the contractor.

A permit to work may be required where one or more of the tasks below is carried out. This requirement will be determined by the contractor and appropriate Northgate personnel. (Please note this list is not exhaustive and the contractor will need to determine if a permit to work is necessary):

- Work on buildings, plant or services where significant risks have been identified
- Work where there is a risk of contact with hidden services, i.e. excavations, or with toxic substances such as asbestos
- Work in confined spaces or involving roof access
- Work on electrical services, pressure systems or involving hot work (welding, grinding, etc.)
- Work repairing and maintaining lifts
- Excavations (see section below)
- Demolition
- Asbestos removal
- Hot work (see section below).

Excavation Work

Northgate locations may contain buried and unmarked services. Driving any object into the ground is classified as an excavation and must be controlled. Where available, site drawings will always be made available to the contractor for reference to indicate the approximate location of underground services. Service drawings are only an approximate indication of the location of buried services and should form part of the safe system of work. Where service drawings information are not held, utility providers must be contacted to obtain the appropriate level of information about underground services prior to beginning all excavation works. The obtaining of information will be the responsibility of either the contractor or the Northgate Central Property Department.

Regardless of having underground service drawings all services must be physically located and marked by means of location equipment without exception for all excavations.

Contractors must ensure that persons required to consult plans are adequately trained in reading and interpreting the information. Persons must also be trained in the use of services locating equipment.

All service locations must be boldly marked and clearly visible.

All excavations and openings in the ground including open manhole covers and duct covers must be adequately guarded by a linked barrier system, with the appropriate signage displayed. Unless authorised, you should never move or remove a barrier.

Full consultation must be carried out at all stages with the representatives of various service authorities, to agree precautions required.

All excavation works must be carried out in accordance with HSE Guidance – Avoiding Dangers from Underground Services.

Method statements and risk assessments must always be provided by the contractor and only after review by the Northgate Health, Safety & Environment department will approval be given to commence any excavations.

During excavation work:

- The surrounding area must be maintained in a safe and tidy condition
- Loose material must not be left on, or allowed to, obstruct walkways, roadways, working areas or emergency exit routes
- Excavated spoil should be stored at a safe distance, to prevent material falling back into the excavation
- Excavated spoil should be covered by sheeting, to reduce dust in dry conditions and run off in wet conditions.
- Adequate shuttering must be used and its condition must be regularly reviewed.

Welding, Brazing, Cutting and the Use of Naked Flames

Prior to carrying out any of the tasks below the contractor must ensure it is safe to do so and these works must only be conducted by a competent person. Depending on the extent and risks involved in the works the contractor may need to adopt a hot work permit to work. Northgate do not operate a permit to work scheme for these type of activities and it will be the responsibility of the contractor to determine if this is necessary.

- Welding
- Brazing
- Flame cutting

- Burning off paint
- Asphalt laying on floors or roofs
- Cutting or grinding with abrasive or diamond blades
- Any other process using naked flames.

When carrying out hot work following the issue of a Permit to Work, all necessary precautions must be taken against fire.

2.28 ASBESTOS

A register of possible asbestos containing materials (ACMs) is contained at Northgate locations where asbestos containing materials are presumed to be present. The Northgate Property Department at Head Office must be consulted before any work upon the fabric of the building is undertaken including refurbishment, demolition and drilling of structures.

If there is a suspicion that asbestos containing materials may be present works must not begin or must stop immediately until clarification can be sought from Northgate.

Asbestos removal can only take place after prior agreement and approval of Northgate. All removal works must be carried out in strict accordance with regulations and only after all necessary and appropriate documentation have been provided by the contractor and subsequently approved by Northgate.

2.29 LIFTING EQUIPMENT AND OPERATIONS

No lifting operations must take place within Northgate premises unless previously agreed in writing with the Northgate Health, Safety & Environment Department.

Lifting equipment used by contractors for Northgate must be inspected and tested in accordance with statutory regulations and have a current statutory inspection certificate. If the necessary certificates are not immediately available, the lifting equipment or accessories cannot be used to carry out any lifting operation.

All lifting equipment must be clearly identified and clearly marked with the Safe Working Load (SWL). The SWL must never be exceeded.

Certificates of competency should always be available for inspection. If appropriate training certificates are not immediately available, lifting operations will not be allowed to continue.

2.30 CONTRAVENTION OF RULES AND REGULATIONS

Northgate personnel have the authority to request any contractor to leave any location if there are reasonable grounds to believe that Northgate procedures or site rules or legislative requirements have been breached. No contravention of Northgate's safety and environmental requirements will be tolerated and non-compliance may lead to the contractor been removed from the approved supplier list.

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