



## **Contractor Rules and Requirements**

V1

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# Content

Section	Page	Section	Page
Document Control/Amendments			
Foreword			
1.0 Accident/Incident and Investigations	8	33.0 NOPS	31
2.0 Asbestos	11	34.0 Occupational Health	31
3.0 Behaviour	11	35.0 Overhead Work	32
4.0 CoSHH	11	36.0 Permits	33
5.0 Communication	12	37.0 Plant certification and training	34
6.0 Confined Spaces	12	38.0 Physical Infrastructure Access (PIA)	35
7.0 Cooperation	13	39.0 Prestart	39
8.0 CDM	13	40.0 Programme	40
9.0 Design	14	41.0 PPE	40
10.0 Dust/Debris Control	15	42.0 Resources	43
11.0 Daily Whereabouts	15	43.0 RAMS	43
12.0 Electrical/Fibre Work	15	44.0 Scaffolding/Mobile towers	43
13.0 Environment	16	45.0 SED's	44
14.0 Excavations/Breaking ground	19	46.0 Signage and Notices	44
15.0 Foreign Nationals	20	47.0 Site packs	46
16.0 Fibre, Duct, Cables and Cabinets	20	48.0 Site set up	46
17.0 First Aid	20	49.0 Street Works	47
18.0 Fire	21	50.0 Subcontractors	54
19.0 Gas safety	21	51.0 Supervision	54
20.0 Grinding/cutting	21	52.0 Temporary Works	55
21.0 Historical/archaeology	22	53.0 Tools and equipment	55
22.0 Housekeeping	22	54.0 Training/Accreditations	56
23.0 Illegal substances/drugs and alcohol	22	55.0 Utilities	58
24.0 Identification	22	56.0 UXO	60
25.0 Inductions	22	57.0 Vehicles/Drivers	61
26.0 Insurance	23	58.0 Vibration	61
27.0 Lifting Operations and Equipment	23	59.0 Welfare facilities	62
28.0 Lone Working	24	60.0 Work complete/Health and Safety File	62
29.0 Maintenance/safe operation of Plant	24	61.0 Work at Height	63
30.0 Modern day slavery and trafficking	28	62.0 Work on private land	64
31.0 Noise	28	63.0 Work on or near water	66
32.0 Nonconformance/enforcement	29	64.0 Young Persons	66
Appendix A	Contractors Code of Conduct		

## Document Control

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## Foreword

Gigaclear consider health, safety, quality and the environment to be of the utmost importance and is at the forefront and focus of how we manage and operate our business and the communities we work within. The success of HSEQ determines the success of the business and our contractors have a fundamentally crucial part to play to this success acting as representatives of Gigaclear, its values and standards.

The purpose of this document is to clearly define and communicate the rules, requirements and expectations of Contractors that work for Gigaclear and any industry standards and legislative requirements that may apply. The document is not exhaustive but should be utilised as a reference tool for the planning, co-ordination and control of works, site audits and inspections compliance, training and onboarding for subcontractors and their personnel. Gigaclear will utilise the document as reference for contractor onsite inspections and audits, performance reviews, assessment and compliance.

In this document, all references to 'contractors' include each contractor's employees, consultants and subcontractors. Each contractor is responsible for the actions of its subcontractors and we recommend that this document is incorporated into all agreements between our contractors and their sub-contractors.

All audits and inspections will be recorded within the Symology system and contractors are required to have access to the system to review daily all the audits recorded to action where required. Symology will be utilised by Gigaclear to determine contractor performance, identify trends and areas for improvement.

Contractors are required to adhere to any Network Build Specifications and Guides produced by our Technical Office in addition to the requirements within this document.

All relevant legislation whether it's the Health and Safety at Work Act 1974, Environmental Act 1990, CDM Regulations 2015, the New Road and Street Works Act 1991 and all applicable codes of practices, will be rigidly implemented and enforced on all sites. Gigaclear expect all contractors and their representatives ie subcontractors, to fulfil their obligations of compliance to make our communities safe working environments and protect all stakeholders from our activities and operations at all times.

Contractors, or their representatives, that regularly fail or are in significant breach of, any legislative, company or their own rules or requirements may result in the immediate cessation of works, removal of individuals from sites or; risk the award of any future works. Any loss that is incurred as a result of any cessation of works directly linked to the failure or breach in compliance will be the responsibility of the contractor.

Gigaclear does however recognise that good practices and behaviours are as important to identify as poor practices and actively encourages and promotes cultural change and positive approaches to safety through its **Safety First** program which also covers health, environment and quality. Gigaclear will work with its contractors through regular communication, joint inspections and engagement to share best practice and requirements and will provide information through alerts, newsletters or bulletins. Gigaclear welcome feedback and suggestions for improvements and support openness and transparency to collectively resolve any issues or concerns.

The company has in place an HSEQ Award open to contractors and their subcontractors, including individuals, to recognise and reward exceptional behaviours or actions, exceptional compliance, successful HSEQ initiatives or; where clear and consistent improvement has been identified. We welcome all our contractors to participate in nominations for the award via the HSEQ Department.

Please ensure the information contained within this document is clearly communicated within your organisation and to any representatives of your company that may work on your behalf for Gigaclear. The document will be reviewed on a regular basis and any changes will be formally communicated.

Any support or assistance required in the delivery or application of the rules and requirements or for any queries, direct them to [hseq@gigaclear.com](mailto:hseq@gigaclear.com) in the first instance.

Todd Hallam  
HSEQ Director

## Safety First:

Gigaclear take the safety and welfare of all of its workers and those that may be affected by its activities and operations extremely seriously and as part of its Safety First program endeavour to only have contractors working on our behalf that have the same philosophy and culture.

### Safety First is:

- A positive culture, attitude and behaviour
- Engagement and communication
- Skilled, competent and healthy workforce
- Teamwork and collaboration
- Adherence to processes and procedures
- Quality of work in design, planning, installation and connections
- Respecting the environment and the communities we work in
- Monitoring of performance and continual improvement

### Safety First objectives:

- Zero fatalities and serious incidents
- Minimising the risk of physical or mental harm
- Clear and communicated rules, policies and processes
- Rapid reporting of incidents and investigation
- Pragmatic measures and controls to prevent incident recurrence
- Openness, honesty and fairness in reporting and actions
- Recognising and rewarding excellence in safety and quality
- Reduce our carbon footprint and improve our environmental sustainability
- Working collaboratively with our stakeholders for transparency and improvement
- Encouraging, empowering and enabling staff and contractors to do the right thing

Gigaclear require our supply chain to work collaboratively, honestly and effectively with a continual drive and ambition to improve and maintain safe and excellent standards of work and it is only through the dedication and commitment of everyone involved that we can ensure the Safety First program and our objectives can be met.

## Why is our Safety First program important to us?

Our HSEQ program has been established to ensure the protection of our people, members of the public and improve how we manage our business to deliver an effective and efficient ultrafast broadband network.

Our **Safety First** program is built upon **six key foundations**:



### 1. Culture and Leadership

**Culture** is the collection of beliefs, attitudes, perceptions and values that are held by individuals or groups therefore, building a positive and strong culture towards Safety First is a key objective for Gigaclear. The culture of an organisation is developed and is significantly influenced by its **leadership** through regular communication and reinforcing the consistent message of doing the right thing for the business and all its stakeholders.

### 2. Managing Risks

Our world is comprised of risk of varying levels but it is our moral and legal duty to wherever possible remove a risk to prevent harm or loss. If this is not possible we will take a pragmatic and sensible approach to reducing or mitigating the **risk** by assessing it and putting in place controls so those that may be at a risk of loss or harm, are protected.

### 3. Competent People

The right people doing the right thing. Where there are **competent people** with the correct skills and knowledge, when it comes to identifying risk and putting in place controls - they will do the right thing. It is our aim to ensure we have in place competent people to deliver our Safety First program and build upon the six key foundations. We will give them the tools through training and development programs to allow those that work for us to have the right information to manage and control risk and the empowerment to do something about it. In addition contractors will be required to meet key training criteria to ensure our standards of compliance are clearly understood and adhered to.



Our **Safety First** program **six key foundations**:



#### 4. Stakeholder Engagement

Our supply chain and members of the public are our largest stakeholders. Through; regular communications to our contractors reinforcing our standards and requirements and recognising good performance, as well as actioning poor, to; ensuring we liaise regularly with members of the public on works we are undertaking and protecting them whilst it is being carried out. These simple but effective measures will ensure we remain **engaged** with our stakeholders and will also provide them with platforms to engage back to us on lessons learnt positive or otherwise.

#### 5. Measuring Performance

Determining performance is a proactive as well as a reactive activity and through regular auditing and inspections we aim to ensure the early identification of areas of improvement taking action to prevent an issue or escalation. Vital information is provided through all monitoring practices whether internal or via our supply chain and assessment of this information allows us to determine trends and put in place long term measures to improve overall **performance**. The use of new technology to improve the standards, efficiency and effectiveness of monitoring, communications and actions will see a major change in how we manage our performance measuring process.

#### 6. Health and Wellbeing

Positive working environments where people feel valued and supported helps to improve performance and is a natural motivator for people to do the right thing. Ensuring workers are healthy and that they remain so provides a better quality of life both at home and at work and part of the Safety First program is to provide methods to empower employees to have a healthy lifestyle and better work-life balance. The **health and wellbeing** of contractors is also significantly important and Gigaclear will support our supply chain in ensuring standards are in place and are communicated and adhered to protect all workers.

# Contractors Rules and Requirements:

## 1.0 Accidents/Incidents and Investigations

Every individual regardless of role or responsibility has an obligation to report any incidents or accidents that occur on or off site that are directly or indirectly related to works undertaken for or on behalf of Gigaclear.

All incidents are to be reported to Gigaclear and are required to be reported in a specified period of time. Investigation reports are also required within a specified period of time as stated below:

Type	Initial notification period	Investigation Report
Injury (including minor)	Immediately	Within 72hrs. Additional info may be provided following this period.
Utility Strike/Damage	Immediately	Within 72hrs. Additional info may be provided following this period.
Dangerous Occurrence	Immediately	Within 72hrs. Additional info may be provided following this period.
Public incident	Immediately	Within 72hrs. Additional info may be provided following this period.
Vehicle/traffic incident	Within 24hrs	Within 7 working days
Near Miss	Within 24hrs	Within 7 working days

All incidents are to be reported via the Intelex incident management reporting system in the first instance. Where this may not be available reporting must be made to [hseq@gigaclear.com](mailto:hseq@gigaclear.com). Access details for the Intelex system will be provided to contractors by Gigaclear and will primarily only be issued to HSEQ personnel or designated representatives who are responsible for managing the incident process.

Gigaclear may undertake their own investigations and expect full co-operation from all contractor or subcontractor personnel.

Investigations undertaken must be thorough, with reports determining root cause and specify clear actions to prevent a recurrence.

Individuals that have been involved in a breach causing an incident must have their names provided for recording and reference in the event of future incidents and to ensure re-education has occurred. No further personal details will be required except name and employer and any other information relating directly to an incident.

Enforcement action should be managed by the contractor in the first instance however Gigaclear will enact their own enforcement procedures where this is determined as necessary.

In the event of any serious injury or fatality the HSEQ Director is to be immediately contacted on 07967 443 203. If there is no response contact must also be made via personal mobile on 07397 974 490. Contact must continue to be attempted until a response is received.



## 1.1 Near Miss

A Near Miss is defined as an event that has occurred that *nearly or would have likely* caused damage, loss, injury or harm but didn't. Near Misses must not be confused with Hazards.

All Near Misses should be reported to Gigaclear within 24hrs of the event occurring via the Intelex management system (see Incident/Accident section).

The reporting of near misses will provide crucial information to identify trends that may occur across multiple sites which will assist in implementing measures to prevent future near misses, accidents or incidents.

## 1.2 Hazards

Hazards are considered something that is dangerous or creates a risk that *may cause damage, loss, injury or harm*. Hazards should be removed or controlled *and* reported as they provide crucial information to identify trends that may occur across multiple sites which will assist in implementing measures to prevent future near misses, accidents or incidents.

Gigaclear shall be launching a Don't Walk By campaign for the positive and preventative reporting of hazards and all contractors will be expected to actively participate in the campaign.

Contractors that have a high reporting rate of hazards may be considered as one that has a positive, proactive HSEQ culture.

## 1.3 Control of unsafe areas/unsafe environment

In the event of an incident, accident, near miss or the identification of a hazard the area or environment is to be made safe and secure – but only if it is safe to do so. Personnel must not put themselves or any other members of the workforce or the public at risk. Where the risk of harm remains, the area must be adequately cordoned or demarcated off and personnel must stay safe near the area *at all times* to provide warning or information to other workers or members of the public.

Where repairs or rectification are required by a third party ie in the event of a utility strike or damage, the contractor associated with the works must remain on site. This is required for all live services such as telecoms, electric, water or gas strikes or damage where loss of service to residents or businesses has occurred.

In the event of a utility strike residents/businesses must be immediately contacted to advise that they may have a loss of service and a drop card containing contact information is to be left or if the resident is not present the card is to be dropped through the letterbox.

Members of the public or individuals not associated with the works in any way must not be given the direct responsibility of monitoring an area or engaging with third parties for utility repairs.

## 1.4 Investigations

All events that result in damage, loss, injury or harm are to be investigated. The level of investigation will be dependent on the severity or likelihood of severity or; risk of harm or potential harm to others and shall be determined by the contractor. However, Gigaclear may request further information for clarity or support and may undertake their own investigation to assist in the determination of cause and prevention.

All incident *reports* are to be provided within a specified period of time (see section 1.0):

- 72 hrs for a utility strike or damage
- 72 hrs for an injury
- 5 working days for any other incident

Further time may be required to fully complete and resolve the investigative process and a request should be made via [hseq@gigaclear.com](mailto:hseq@gigaclear.com) with reasoning as to why.

Information that will be expected to be provided in an investigation report include (where relevant) but is not limited to:

- Time, date and location of event
- List of personnel involved and where possible contact information
- Specific and broader location of the incident
- Multiple photos (close up and wide shots)
- Witness statements
- Evidence of inductions and signing in/out registers
- Evidence of relevant and signed risk assessments and method statements
- Plant or calibration inspection records or certificates
- Measurements
- Root Cause
- Immediate action taken
- Longer term action to be taken
- Recommendations for improvement
- Communications made

In the event of an underground utility strike or damage the information provided should also include where relevant:

- Plans/service drawings available and their reference details
- Area surveyed prior and method and details of *all* equipment used
- CAT and Genny and/or GPR usage data
- Serial and calibration information of *all* equipment used
- Training details for the use of survey equipment
- Whether the area was marked up and clearly visible
- Type of mechanical equipment used
- Type of hand tools used
- Whether tools were insulated
- Whether trial holes were dug and how many
- Any permit to dig/break ground records
- Whether digging of known or suspected services was undertaken *alongside* or directly over

For all utility strikes or damage a specific investigation report format is provided via the Intelex management system. It is required to be completed for all such incidents to allow a standardisation of information provided and to allow key trends to be identified for preventative measures or controls to be implemented.

## 2.0 Asbestos

Due to the risk of the presence of asbestos in insulation, ceiling or wall coverings all contractor personnel that are involved in the drilling or cutting within customers' homes are required to have completed Asbestos Awareness training and hold valid certification.

All contractor personnel involved in civils works must have been provided with, and prove evidence of when requested, information on the risk and identification of asbestos containing materials and what to do in the event of known or suspected materials. Discarded or fly tipped asbestos may be located in grass verges, in existing spoil heaps or within made up ground.

No work must proceed on known or suspected asbestos containing materials without seeking competent advice and following the requirements of the Asbestos Regulations 2012. Known or suspected ACM's (Asbestos Containing Materials) discovered on local authority land are to have the relevant authority immediately notified for them to take responsibility of removal.

Information on the controls of surveying, removal and disposal, where this has been undertaken by a contractor, may be requested by Gigaclear and such information must be provided including Consignment Notes.

## 3.0 Behaviour

All contractor personnel working in the public domain on the Gigaclear network are therefore representatives of Gigaclear and respect to the members of the public must be given at all times. This includes being courteous to passers-by, road users and assisting them wherever possible.

Contractors must avoid conflict and raise any issues with a supervisor/manager. Any incidents must be reported to Gigaclear.

Foul language must be avoided when members of the public are present or in close proximity. Workers must bear in mind the location of resident's houses, open windows, bus stops, schools, parks or gardens.

Abusive, insulting or intimidating behaviour will not be tolerated and any reports will be immediately investigated. Individuals suspected or known to have been involved in this type of behaviour will be removed from site and issued a Disciplinary Red Card pending any further action (see Section 32).

Smoking or vaping should be avoided within a CDM (works) area. Designated smoking areas are to be located to avoid close proximity of people ie bus stops, open windows, entrance ways, schools and parks.

## 4.0 CoSHH (Control of Substances Hazardous to Health)

Any substances or materials used or stored that are hazardous to health must be detailed within the sites risk assessment and controls must take into account users as well as individuals within the immediate vicinity including members of the public.

Materials or substances may include flammable, hazardous or radioactive and must be stored within their correct containers and be labelled correctly. Fibre sharps waste must be cleared and placed into sharps bins for appropriate disposal. Where specific training is required for the use of certain hazardous substances or materials this training must be valid and available upon request.

CoSHH assessments must be available for all relevant substances and the appropriate PPE as stated must be worn ie ensuring the protection of exposed skin when working with concrete, isopropyl alcohol and sealants (filoseal) and; the wearing of impermeable gloves and eye protection.

Provisions for first aid relevant to the type of hazardous material or substance must be available on site and the risk assessment, or other associated documentation, must also be on site, easily accessible and understood in the event of an emergency.

## 5.0 Communication

All contractors and their representatives are encouraged to regularly communicate on HSEQ matters providing reminders or updates to changes within company or legislative requirements or; on Gigaclear communications.

All contractors must communicate via an induction to all site personnel any site rules, requirements and arrangements and this must be formalised.

Additional site communications are recommended to be done formally to provide evidence and proof of information conveyed such as Tool Box Talks, Daily Safety Briefings or Safety Stand Downs.

See Section 14 for Foreign Nationals requirements.

## 6.0 Confined Spaces

A confined space is defined as a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby ie lack of oxygen or difficulties in entry and exit.

Confined Spaces are classified into three risk levels; Low, Medium and High.

Prior to entry every confined space is to be risk assessed and the classification determined as to which applies and the controls to be in place or adhered to. Works must not proceed unless the stated controls and requirements can be met.

### Low Risk Confined Space

A Low Risk Confined Space is shallow entry with adequate natural or mechanical ventilation where access is simple and unobstructed with no likely risk of flooding. Examples include pits and chambers and basements. Access into roof lofts may also be low risk however consideration must be made to how easy access and egress can be made ie safely and swiftly and; whether there is any risk of a build-up of hazardous or toxic fumes. Where this cannot be achieved a Medium or High classification will apply.

A calibrated GDU is to be utilised before and in all confined spaces and personal protective clothing is to be worn.

Lone Working is permitted in Low Risk Confined Space areas; however, a lone worker warning system/process must be in place, working and effective.

Training is to be provided to all operatives that undertake or may undertake works in confined spaces.

### Medium Risk Confined Space

A Medium Risk Confined Space (MRCS) has greater hazards to those within a low risk confined space such as; access and egress cannot be made safely and swiftly and/or that there is a risk of harm to life in the event of flooding or a build up of hazardous or toxic fumes. An example of a MRCS is a manhole or deep excavation.

In addition to the use of a calibrated GDU and PPE, additional equipment may be required ie harnesses, winches, breathing apparatus, means of communications, forced air ventilation/circulation.

Lone working in a Medium Risk Confined Space is prohibited unless there are clear controls on communication and rescue processes in place.

Training in the use of relevant equipment and completing risk assessments is required for *all* operatives working in medium risk confined spaces.

## 6.0 Confined Spaces

### High Risk Confined Space

A High Risk Confined Space has significant hazards that cannot be eliminated or controlled. Hazards in these environments may include gas or fuel leaks, mechanical or electrical faults or the risk of ignition in the atmosphere.

No personnel are to enter a High Risk Confined Space unless trained and competent to do so, detailed risk assessments and with all appropriate equipment and controls.

Lone working in a High Risk Confined Space is *prohibited* unless there are clear controls on communication and rescue processes in place.

## 7.0 Co-operation

All contractors and their representatives are expected to fully co-operate with Gigaclear personnel (or those appointed ie consultants) in the provision and accessibility of relevant HSEQ information and provide such information when requested ie during site audits, inspections and investigations.

Access into sites must also be provided without hindrance. The only exception to this rule is where the individual(s) requiring access do not have the appropriate personal protective equipment (PPE) and/or the area is considered unsafe due to a serious incident or accident.

Where sites may be visited by external authorities such as the HSE or Local Authorities the same courtesy for access to information and site access must also be provided.

Failure to assist, cause unnecessary disruption or delay in providing access or information may result in legal action from the HSE or LA and/or disciplinary action from Gigaclear (see Section 32).

## 8.0 CDM - Construction (Design and Management) Regulations

CDM applies to all construction activities regardless of the number of workers or duration of works therefore adherence to the CDM Regulations is mandatory. Contractors are required to be knowledgeable and adequately resourced with competent personnel to adhere to and implement the requirements of the CDM Regulations on site including for planning, surveying, design and build.

A Construction Phase Plan (CPP) is required for all construction projects regardless of the number of workers or duration. A contractor appointed for a project will undertake the role of Principal Contractor and are required to provide a CPP to Gigaclear, as the client, for review and acceptance.

Where there is more than one contractor working on a project a Principal Designer (PD) will be appointed and a Preconstruction Information Pack (PCIP) created and issued. Gigaclear will, on the majority of projects, undertake the Principal Designer role unless this is agreed otherwise.

Where an F10 is applicable (over 30 working days and more than 20 workers on site at any one time or; more than 500 person days) the HSE notification via an F10 shall be made by Gigaclear.

Where a CPP is in place with a Principal Contractor they are to ensure the CPP is adhered to and any significant changes to the project or its management and control is updated within the CPP.

A PCIP, CPP and F10 will be required for small works type projects such as trial holes, surveys, network extensions (less than 30 days and less than 100 pots). This will be required per region, per contractor and will cover a 12 month period. In all other circumstances all new builds (or network extensions over 30 days in construction phase and/or more than 100 pots) will require a PCIP, CPP and F10.

## 8.0 CDM - Construction (Design and Management) Regulations

The Construction Phase Plan is a legally binding document and sets out how a project shall be safely managed and controlled. Please ensure information contained within the CPP is as clear and detailed as possible and cover all aspects as specified within Appendix 3 of the Managing health and safety in construction - CDM Regulations guidance document.

Each working area is considered a CDM area therefore must meet requirements regarding barriers and demarcation, PPE (see Section 41), induction of personnel, adherence to risk assessments etc. Additional controls may be required to be detailed within a CPP for certain environments ie SED's, schools (working within or near) such as use of heras fencing, fence screening, trained banksman, full time supervision.

No works are allowed to commence until a CPP is in place and has been approved/accepted by Gigaclear. A 5-10 working day period will be required for the review of a CPP and any associated information provided.

All CPP's must have included detail of welfare to be provided and its location or arrangements and; a summary of the traffic management, based on contractor pre-site assessments, that shall be provided at each location that meets NRSWA requirements. This summary may be checked by the respective delivery team.

A Health and Safety File is required to be provided by the Principal Contractor upon completion of their works. This file is to include as built drawings as well as information outlined within Appendix 4 of the Managing health and safety in construction - CDM Regulations guidance document and any other information as specified by Gigaclear. The failure to provide adequate as built, testing or commissioning information may result in Gigaclear appointing, with costs passed on, a resource to undertake the collation of information.

## 9.0 Design

Where contractors are carrying out design activities ie desktop assessments or site surveys or, establishing a Construction Phase Plan and risk assessments, they must look to reduce or eliminate any risks taking into account construction operations and activities, the environment, traffic management, members of the public, underground and overhead services and; plant and equipment to be used.

Contractors must adhere to the requirements under Regulation 9 of the CDM Regulations and the guidance as outlined in the L153 Managing Health and Safety in Construction document and any provided Design Guide information provided by Gigaclear.

Where risks cannot be mitigated or eliminated a design risk assessment must be provided highlighting the risks and specified controls. Where a PD is appointed, and design information provided, any deviation from this design without the PD's or their representatives approval ie delivery design team, will not be accepted and costs to rectify or alter will be liable to the contractor.

Gigaclear recognise the design and planning stage as a critical point to identify key risks or potential risks ie live services, traffic, location of cabinets for future access and maintenance, members of the public – and contractors must ensure all measures to eliminate or mitigate the risk of harm or loss before works commence on site.

Design considerations must take into account:

- Environmental impacts ie trees (build to meet NJUG requirements), impact on wildlife ie badger setts
- Traffic management requirements
- Location of welfare facilities
- Utility services identification and avoidance or controls of
- Existing damage (to properties/structures) with clear time and date stamped photos
- Asset/inventory loss or damage ie PIA

## 10.0 Dust/Debris control

Activities that produce dust such as drilling, cutting or grinding contractors are to ensure methods to reduce or eliminate the spread or inhalation of dust is in place. This may include dampening down or vacuum methods.

Personnel that are undertaking, or in close proximity to, activities that produce dust, including during the use of conductive concrete, are required to wear minimum FFP3 respiratory protection and; be face fit tested. Personnel will be required to provide evidence of their face fit testing upon request.

Dust must *never* be allowed to plume or cloud.

Debris from excavation or break ground activities must be prevented from flying out and hitting workers, members of the public or vehicles at all times and measures put in place to do so ie solid guarding or fencing with netting of the immediate work area.

## 11.0 Daily Whereabouts

All contractors are required to provide their daily whereabouts, including weekends and night work, of all their personnel on Gigaclear sites including subcontractor personnel. This information is to be provided, to the email address assigned by Gigaclear, either the day or early morning *before* works commence as a minimum. Whereabouts may be provided on a weekly plan however it must be up to date and any changes communicated prior to works commencing.

Any changes to the whereabouts are to be communicated so Gigaclear project teams and HSEQ have visibility of where all contractor personnel are at all times.

Work, including surveys, on Openreach sites must have the whereabouts provided a minimum 24hrs before works commence and any requirements on these sites are in addition to those required by Gigaclear..

## 12.0 Electrical/Fibre Work

All electrical works undertaken by and on behalf of contractors must only be by qualified and competent personnel with valid certification/accreditation and training.

Portable electrical equipment must be 110v or; less by mains isolation transformers. In circumstances where this cannot be achieved double insulated tools may be used only with a residual current device with a trip not exceeding 30mA.

All portable electrical equipment must be formally tested and inspected once every three months as per HSE Guidance HSG107. Records of inspections must be made available and the tagging of portable electrical equipment strongly advised to provide users visibility of a valid inspection and prevent equipment being stopped from use.

Whenever work is being done on a fibre, no matter when the work is done, fibres must be treated as live, and therefore unsafe to observe. This must be strictly enforced to ensure the safety of operatives working on the network. The ends of fibres must always be kept at least 30cm from the eye to avoid eye damage from live fibre. Passive magnifiers ie optical inspection microscopes, are not permitted on Gigaclear sites. Laser sources ie red lights used for visual fault locating *must* be Class 2 or less with <5mW power. Class 3R or above are not permitted for use on Gigaclear sites. Sharps bins must be utilised for the control and disposal of fibre waste.

Gigaclear generally uses low-power (<3dBm), short-range optical transceivers. These have few safety implications in and of themselves. However, Gigaclear also operates high power (~24-30dBm, Raman amplified) transmission systems. These systems are equipped with safety cut-out devices, but these must not be relied upon to ensure the safety of operatives, as automated restart procedures can still result in short pulses (eye-safe without magnification or focusing). These systems are used across Gigaclear's network, including access segments, so all fibres must be treated as if they were carrying high power transmission systems.

The on-site risk assessment must clearly indicate the use of electrical equipment and fibre management and the controls to be adhered to.



## 13.0 Environment

Contractors must include within their CPP information pertaining to the environmental aspects and impacts of their works and the controls to mitigate or eliminate them. Gigaclear may request a separate Environmental Management Plan to demonstrate all arrangements relating to the control of environmental impacts.

Environmental aspects and impacts to consider for site operations include, but are not limited to:

- Plant and vehicle inspections and maintenance to prevent leaks or black smoke emissions
- Safe storage and labelling of hazardous and toxic liquids such as diesel and oil
- Work on and around trees, plants and grassed areas to adequately reinstate
- Controlling noise to reduce nuisance to surrounding residents and passers-by
- Controlling dust to reduce nuisance to surrounding residents, passer-by, vehicles, buildings etc
- Controlling vibration to reduce nuisance to surrounding residents etc
- Ensuring lighting is not distracting or causing a nuisance to residents or road users
- Ensuring spill kits are available for vehicles and plant (minimum one per site required)
- Refuelling areas are to be located on hardstanding clear of drainage points or watercourses
- Spills are to be immediately cleared using appropriate spill kits
- Leaks on plant or equipment must be isolated and spills dealt with immediately
- Waste from spills or other hazardous liquids are to be kept secure and disposed of correctly

All contractors are required to be registered waste carriers where applicable and all waste, including excavated materials, are to be disposed of correctly. Nb; excavated materials must *not* be reused as backfill unless it has been through a reprocessing procedure to reutilise the as-dug material into Structural Materials for Reinstatements (Refer to SROH) and; this can be formally evidenced. Requests of this evidence can be made at any time by Gigaclear.

Waste that is suspected or known to be contaminated must be tested and disposed accordingly. Waste transfer notes and waste consignment notes (for haz waste) must be obtained and made available upon request.

Vehicle sharing and the use of local accommodation where relevant is strongly advised to reduce mileage and Co2 emissions.

Mileage of site vehicles is to be recorded and provided upon request ie monthly contractor report, to Gigaclear as are the waste and type amounts. This is to assist the company in determining its carbon footprint and waste production and allow for steps to reduce or offset.

### Protected Areas

Due to the rural nature of Gigaclear's works and the need to excavate particular care must be taken to protect and preserve the environment.

The following areas are classified as protected (Gov.uk):

- national parks
- areas of outstanding natural beauty
- sites of special scientific interest (SSSIs)
- special areas of conservation (SACs)
- special protection areas (SPAs)
- Ramsar wetlands
- local sites (check online ie Defra)
- sites in the process of becoming SACs or SPAs and sites of community importance (SCIs)
- Marine Conservation Zones

Checks must be made ie via online mapping tools to see if the proposed works is in or near protected land and advice, assessments and permissions may be required ie by specialist consultants, ecologists, Natural England etc.

## 13.0 Environment

### European protected species

European protected species have the highest level of protection and include:

- all species of bats
- great crested newts
- hazel or common dormice
- otters
- natterjack toads
- reptiles (some species)
- protected plants (some species)
- large blue butterfly
- sturgeon

You're breaking the law if you:

- Capture, kill, disturb or injure a European protected species (on purpose or by not taking enough care) damage or destroy a breeding or resting place (even accidentally)
- Obstruct access to their resting or sheltering places (on purpose or by not taking enough care)
- Possess, sell, control or transport live or dead individuals, or parts of them.

Disturbing a protected species includes any deliberate activity that affects:

- A group's ability to survive, breed or raise their young
- The species' numbers or range in the local area

If you're found guilty of an offence you could get an unlimited fine and up to 6 months in prison.

### Other protected species

Other protected species and groups include:

- badgers
- water voles
- wild birds
- ancient woodland and veteran trees
- white-clawed crayfish
- freshwater pearl mussels

## 13.0 Environment

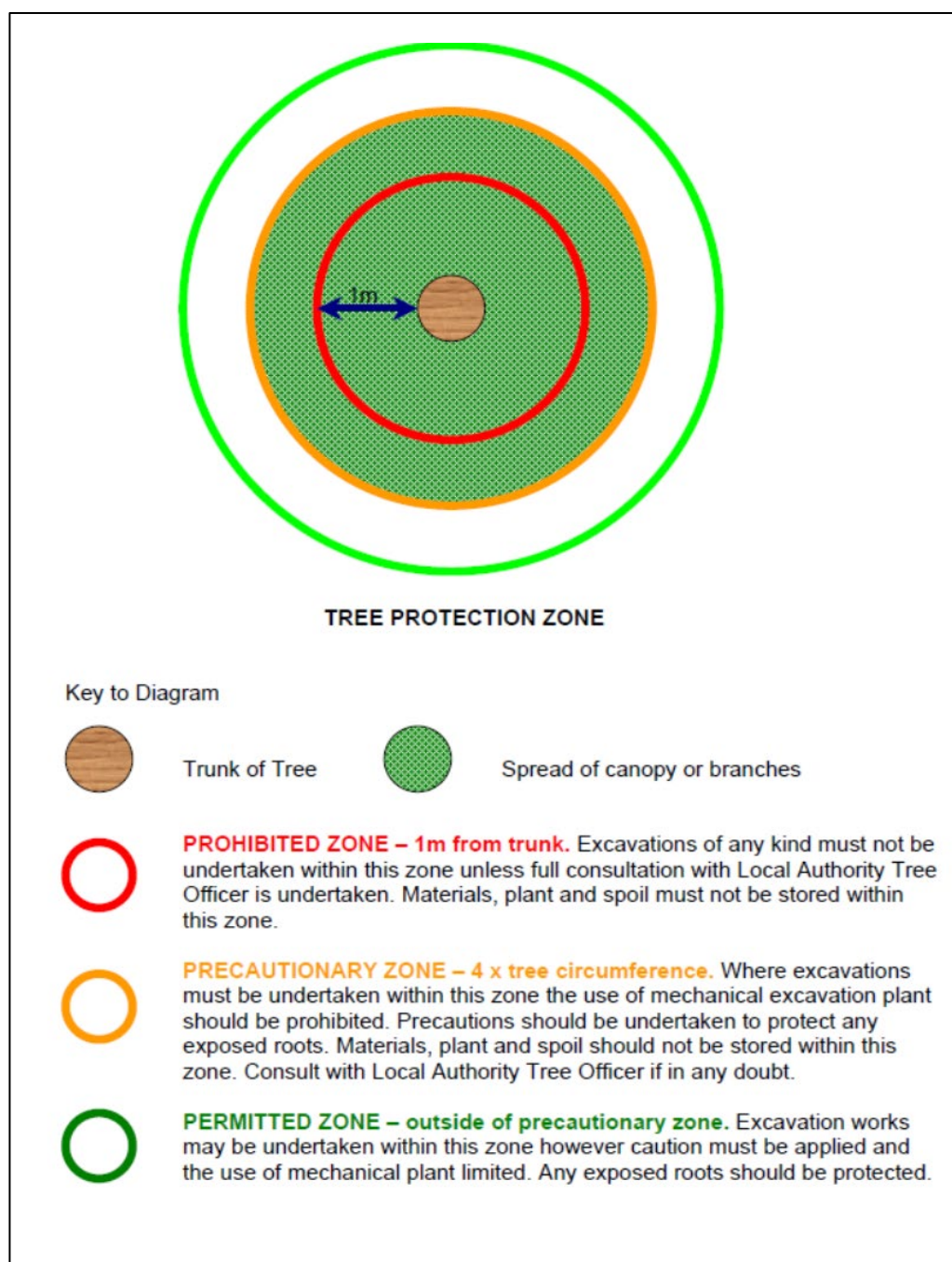
### Trees

Ancient woodland, ancient and veteran trees and those with tree protection orders (TPO's) are under strict controls and advice and approval must be sought before any works commence that may affect or come into contact with these trees or tree roots.

On all occasions, regardless of where excavation works are taking place, the Street works UK Guidelines for the Planning, Installation and Maintenance of Utility Apparatus in Proximity to Trees document must be adhered to.

Materials, plant and equipment must *not* be placed on or against trees or where tree roots may be present.

The Street Works UK guidance *must* be available on site for all site teams that are excavating and must be adhered to at all times when working near trees:



## 14.0 Excavations/Breaking Ground

The risk of serious harm or a fatality due to a live utility or service strike is high due to the nature of utility works therefore the requirements and controls when carrying out any excavation or breaking ground operations are of the utmost importance and adherence to them is strict and must be followed and enforced.

Contractors and their representatives must comply with the requirements of the HSE Guidance HSG47 danger from underground services document including, but not limited to:

- obtaining and reviewing utility plans and drawings (safe dig prints)
- surveying the area through visual and electronic means ie CAT, Genny, Clamps, GPR
- clearly marking known or suspected services
- following safe digging practices including trial holes to determine type, location, line and depth
- using only insulated hand tools
- not digging with a machine within 500mm of known or suspected services
- digging *alongside* known or suspected services not directly over them
- seeking alternate routes or isolation
- using only competent and trained personnel to operate detecting equipment and excavators
- ensuring excavators have a spotter at all times when digging

The use of a permit to dig/break ground in addition to site specific risk assessments is strongly recommended. A specific site risk assessment is required for excavating live services encased in concrete.

Operators of detection equipment (ie CAT and Genny, GPR) must be trained and hold valid certification relevant to the type of equipment used. Detection equipment must be in calibration date, have evidence of date validity on site either through certificates and/or labels on equipment. Personnel that are not trained to operate electronic surveying equipment must not use it. Equipment that is not calibrated or in valid calibration date must not be used.

Each excavation team must have detection equipment with them at all times and ground should continue to be scanned as excavation work proceeds. Due to the risk of shallow services this must be on a regular and consistent basis. Services can often have been installed at low depth close to the surface with no warning tape or sand so care during excavations and breaking ground must be taken at all times.

All utility strikes are to be immediately notified via the Intelix system. Where this is not available the hseq@gigaclear.com email must be informed. Notification to a staff member of Gigaclear is not sufficient. Residents must be immediately contacted to advise that they may have a loss of service and a drop card containing contact information is to be left or, if the resident is not present, the card is to be dropped through the letterbox. Contractors may be advised of vulnerable persons in an area if this is known and the impact on them and a loss of service must be considered at all times. In the event of a strike, and where the outage has a significant impact on residents/businesses, the contractor must stay near the area until it is repaired.

Excavations that take place close to buildings or walls must take into consideration temporary works and temporary equipment. No structure or foundation of any size is to be undermined without prior consultation with a structural engineer. Supports to prevent collapse may be required and they must be fit for purpose as determined by an engineer.

Excavations must have suitable barriers to prevent people falling or tripping into the excavation and the barriers must be connected at all times.

Trench covers used over open excavations must be fit for purpose, in good condition and an industry recognised product clearly marked to comply to HAUC 2018/01 Advice Note. Any boards that are not considered HAUC compliant and wish to be used by contractors are to have all information provided to Gigaclear HSEQ to determine whether the board meets or exceeds the required standard. Only on approval may the boards be utilised. Damaged or defective boards or where boards do not sit flat and may cause a trip hazard must not be utilised. Boards must only be used for the task they are designed ie footway boards must not be used over driveways and driveway or footway boards must not be used on carriageways. Boards, including steel road plates, must be installed or secured in such a manner they will not slip, become loose or cause an additional hazard. Road plates must not create a slip hazard for other road users.

## 14.0 Excavations/Breaking Ground

Below is a table to be adhered to when required to work near gas pipes or installations. If in doubt no works should commence until the location, size and type has been confirmed with the asset owner:

Type of mains and services	Gas map identification	Hand excavation required inside
Low Pressure (LP)	0 – 75mbar	0.5 metres
Medium Pressure (MP)	75mbar to 2 bar	0.5 metres
Intermediate Pressure (IP)	2 – 7 bar	3.0 metres
High Pressure (HP)	Above 7 bar	You must seek approval from the relevant gas pipe owner and liaise with the Gigaclear project team <i>prior</i> to any work commencing
Above ground gas installation	Where excavation is required within 10mtrs	You must seek approval from the relevant gas pipe owner and liaise with the Gigaclear project team <i>prior</i> to any work commencing

## 15. Foreign Nationals

All contractors that employ foreign workers or persons where English is not their first language, either directly or via subcontractors, must ensure that all relevant HSEQ information whether provided by Gigaclear or others, is conveyed and acknowledged in a manner that is understood. This may require translation of documents and, where site personnel do not understand good English, a competent translator must be on site with them at all times.

Gigaclear welcome a diversified workforce but the safety of our sites and the communities we work in must be maintained at all times and awareness of requirements and controls must be understood and adhered to by all site personnel.

Gigaclear reserve the right to refuse entry or remove from a CDM area any personnel that cannot convey, when questioned, a clear understanding of the sites rules and requirements ie induction or risk assessment information. Gigaclear may request foreign workers undertake relevant training in the UK to be allowed entry into a CDM area and undertake work activities where foreign training certificates cannot be verified to an equivalent UK standard.

## 16. Fibre, Duct, Cables and Cabinets – Installation and Management

Gigaclear's Chief Engineers Office Network Build Specifications and requirements are to be referenced via the respective contractor link issued by Gigaclear. Always adhere to the latest versions available and ensure revised versions are communicated accordingly within the organisation for compliance.

## 17. First Aid

All sites with two or more people are to have at least two emergency first aid trained individuals with valid certification through a recognised provider and standard ie Red Cross, St Johns. In the event there are no or only one trained first aider on site where there are two or more people on site then works may be ceased.

Gigaclear recommend all Contractor site supervisors have undertaken the three day first aid course to provide greater support and knowledge in the event of an incident.

Fully stocked first aid kits are to be provided by the contractor and easily accessible by all site personnel at all times. The reporting of injuries, regardless of how minor they may seem, is to be completed for all injuries as per Section 1 and 2 of this document.

## 18.0 Fire

All contractors are required to have a minimum one 5kg in inspection date fully charged fire extinguisher on all sites. The extinguisher must be accessible to all site personnel in the event of an emergency and be of a type suitable for the works being undertaken.

Information on the use and safe fire fighting methods are to be conveyed to all site personnel.

No smoking or vaping is permitted near flammable materials.

Flammable materials and liquids must be kept secure from risk of theft or arson.

Any incidents are to be reported and investigated as per Section 1 and 2 of this document.

## 19.0 Gas Safety

Valid gas utility stats are to be on site at all times. All efforts to survey, locate and mark gas services are to be carried out prior to, and during, excavation or break ground works. Safe digging practices as defined within HSG47 are to be adhered to in addition to controls stated within site specific RAMS. Refer to Section 14.

Where the lifting of chamber lids or pit lids is required, or existing cabinets opened, the use of an in calibration date gas detector unit (GDU) must be utilised to determine the presence of harmful gases and/or lack of oxygen. In the event of an alarm sounding works must not proceed until the area is deemed safe. Where alarms continue to sound a leak may be present and the gas supplier immediately contacted and the surrounding area cordoned off from pedestrians. Naked flames must be kept clear at all times.

Gigaclear may provide an online training module on the use of GDU's for completion by all contractor operatives and supervisors.

## 20.0 Grinding/cutting

No person must operate any grinding or cutting equipment (including angle grinders or cut off saws) unless they hold valid appropriate certification.

Guards must always be in place and secure.

Damaged or cracked discs/blades must *not* be used and be disposed of.

Discs/blades must be fitted securely and correctly.

Eye, ear and respiratory protection are mandatory during cutting or grinding. Safety goggles or visors are recommended over the use of safety glasses. Ear defenders must be utilised instead of ear plugs due to the noise levels. Minimum FFP3 respiratory protection must be worn and wearers must be face fit tested.

Cutters *must* have an integrated fully working water dust suppression. *Additional* dampening or localised extraction of dust may be provided.

Dust **must not** be allowed to create clouds or plumes at any time.

Site personnel, members of the public and passing vehicles, cyclists etc must be protected from flying debris.

The use of grinding/cutting machines must immediately cease where horses with riders or other animals or; persons that can be identified to have impairment disabilities, are in close proximity.



## 21.0 Historical/archaeology

Although unlikely excavation activities may uncover potential historical or archaeological artefacts. In the event items are discovered or suspected excavation work must cease and the Gigaclear HSEQ Department immediately informed.

Items must not be touched or removed. It may be a criminal offence to wilfully damage or not notify the appropriate authorities of historical artefacts.

## 22.0 Housekeeping

Sites, storage and waste areas should be kept tidy with trip hazards removed so far as is reasonably practicable.

Materials should only be on site that are required to minimise space and the risk of loss. Loose materials must be kept free from blowing onto footways or carriageways and no materials/waste must encroach or inhibit pedestrian, vehicle or other road users outside of agreed Permit conditions.

Materials and equipment must be secure and prevented from toppling or being climbed upon.

## 23.0 Illegal substances/drugs and alcohol

The use of illegal drugs or alcohol on Gigaclear sites is prohibited. Personnel suspected of being under the influence of illegal drugs, smelling of alcohol, witnessed or reported drinking will be immediately removed from site.

Where the use of illegal drugs or driving or operating plant or equipment while under the influence of alcohol is suspected the Police will be contacted.

Gigaclear may undertake random testing on sites as part of their zero tolerance policy or in the event of a complaint or incident. Refusal to have testing completed may result in the individual being refused to work or enter into a CDM area.

## 24.0 Identification

All personnel that undertake communications such as installations, repairs or sales activities that require direct interaction with members of the public *within* their homes or properties are required to carry Gigaclear identification cards. All contractor personnel must also adhere to the requirements of NOPS (See Section 54) for those undertaking physical work on the Gigaclear network.

## 25.0 Inductions

All personnel that enter into a CDM area are to have completed an induction advising them of the specific site rules and requirements including, but not limited to; site risks and controls, PPE, emergency and welfare arrangements. Inductions may be completed for visitors into a CDM area as well as workers.

Inductions should be recorded with the inductees name, date and signature to evidence the induction has been given. Induction formats may vary between contractors from separate induction sheets to inclusion within a site specific risk assessment.

Personnel that refuse to complete an induction may be refused access into a CDM area.

Inductions should be translated for foreign nationals where required (see Section 15).



## 26.0 Insurance

Contractors must hold valid insurance covering all the activities and operations being carried out for Gigaclear by their employees and subcontractors.

Contractors must ensure any subcontractors including those self-employed hold valid insurance and renewals are checked on an annual basis.

As part of the contractor onboarding process or; annual re-assessment, insurance certificates will be required to be produced. Declarations of any relevant refused insurance must be provided.

## 27.0 Lifting Operations and Equipment

Gigaclear want to ensure all lifting operations are carried out safely and the plant and equipment utilised for the task are fit for purpose and are in good working condition.

Mechanical lifting operations and the use of lifting accessories must be documented within risk assessments and the activity planned and carried out only by persons competent to do so.

Thorough Examination certificates must be available for viewing for all plant and equipment used for lifting materials or people (unless the equipment is *less* than 12 months old from manufacturing and has an EC Declaration of Conformity).

Unless there is an 'examination scheme' specifying other intervals, thorough examinations should be conducted a minimum of every:

- 6 months: for lifting equipment and any associated accessories used to lift people
- 6 months: for all lifting accessories
- 12 months: for all other lifting equipment

Nb; a competent person for carrying out inspections and assessments is one defined under LOLER (Lifting Operations and Lifting Equipment Regulations) that has such 'appropriate practical and theoretical knowledge and experience of the lifting equipment to be thoroughly examined as will enable them to detect defects or weaknesses and to assess their importance in relation to the safety and continued use of the lifting equipment'.

It is a Gigaclear requirement that minimum *formal* weekly inspections/check sheets must be carried out for all plant and accessories that are on site and in use, or may be used, for lifting ie hoists, MEWPS, excavators, dumpers, lifting chains, slings and harnesses.

Chains or slings used to secure plant or equipment must also meet the inspection requirements and be fit for purpose and safe to use ie not bent, cracked, split or torn.

Pre-use visual inspections must be carried out of all equipment prior to its use.

If plant or equipment is deemed defective and is not to be used it must not be on site or; be clearly marked to indicate it is not to be used.

Thorough examination certificates and minimum weekly inspection sheets must be available for viewing on site upon request by Gigaclear employees or their representatives.

## 28.0 Lone Working

All contractors must ensure they have in place a process or system to manage lone working. This may be via an app such as Stay Safe or via a phone /register system. The control of lone working arrangements is down to the contractor and is to be managed with direct personnel as well as subcontractors.

No physical construction activities such as operating plant, utilising breakers or petrol saws is to be carried out by lone workers ie where there are no other workers in close or immediate proximity that would be aware of and be able to respond quickly in the event of an incident.

## 29.0 Maintenance and the safe operation of Plant

To ensure the safety of plant operators, other workers and members of the public, strict controls must be met and adhered to in addition to any additional specific requirements as determined by the contractor.

- All plant used on public highways outside of a CDM area must be taxed, registered and insured
- Only CPCS or NPORS operators are permitted to use excavators and dumpers unless otherwise approved by Gigaclear (see Section 54)
- Operators of moleploughs, directional drilling and trenchers are to be trained and competent
- Only IPAF qualified operators are permitted to use MEWPS (categories to be held; vehicle mounted cherry picker IPAF 1b; scissor lifts 3a; mobile cherry pickers 3b)
- All operator's certification must be valid and viewable on site
- Plant operators must be over the age of 18 years old
- Roll Over Protective Structures (ROPS) and Falling Objects Protective Structure (FOPS) are to be fitted
- Seat belts must be worn where fitted and must not be tampered with or misused
- Mirrors must provide all round visibility and not be cracked where visibility may be impaired
- Flashing amber beacons must be operating when the machine is in operation
- Reversing alarms should be fitted to all dumpers and audible at ten metres
- Evidence of weekly plant inspections must be available with each machine
- The carrying of passengers in plant is prohibited unless suitable provision is made to do so
- 12 monthly Thorough Examination Certificates for plant (TEC) and six month TEC for lifting accessories, MEWPS and Hoists must be viewable where applicable
- All safety labels and decals must be in place and visible
- Safe Working Load labels/tags (SWL) must be clearly marked on certified lifting points
- Lifting plans must be in place with risk assessments
- Fixings and connections on plant and accessories must be fit for purpose ie bucket pins
- Unloading and loading of machines from trailers must only be carried out by competent operators
- All loads must be fully secured for transportation
- Refuelling of machines must be away from drainage points and watercourses
- No personnel must be allowed within slew zones whilst an excavator is operating
- All machine operators must be aware of any overhead services or structures
- Overhead live electric services that are at risk of being in contact or arc with a machine, works must not proceed unless the service can be isolated or goal posts put in place
- Checks for underground services must be made prior to any breaking of ground including the use of a valid calibrated CAT and Genny, trial holes, visual surveying for scarring, chambers etc. Safe digging practices following HSG47 must be adhered to around known or suspected services
- Vehicle mounted cherry pickers (hoists) must utilise fully extended outriggers where these are fitted and ensure the plates of the outriggers are on secure ground not over voids, covers or lids

## 29.0 Maintenance and the Safe Operation of Plant

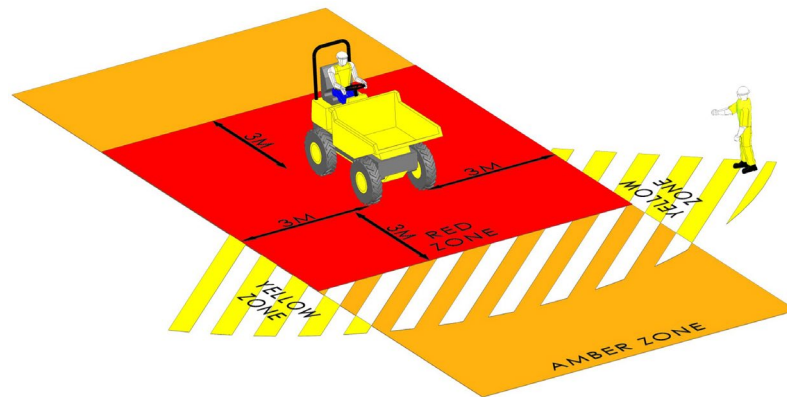
Operators have significant responsibilities when operating plant and ensuring it is fit for purpose and in safe working condition:

- Daily pre-use checks must be carried out
- Weekly formal plant inspections must be completed, recorded and be available for viewing
- If there are any defects or damage that may affect the safe operation of the machine then it is not to be used
- Defects or damage must be recorded on daily or weekly inspections and be arranged to be repaired or replaced
- Seat belts are to be worn where these are fitted
- Engines must be turned off and keys removed if the machine is being left unattended
- PPE is to be worn as determined by the site activities and requirements
- Where a quick hitch is fitted the operator must be competent in its use
- Where lifting other than what the machine is designed for ie earthmoving then a lifting plan is to be in place and adhered to ensuring lifting accessories used are suitable and sufficient and; SWL requirements are met and capabilities of the machine are *not* exceeded
- The carrying of spare buckets suspended from another bucket ie from straps or chains is prohibited
- Spotters must be used when digging in close proximity to known or suspected services
- Dumper drivers must not be sitting in the machine whilst it is being loaded
- Dumper drivers must not turn sharply, at speed or on a gradient or travel near excavations to avoid tipping over
- Dumper drivers must check their surroundings before travelling and have clear visibility before moving
- Excavator operators must check for personnel before slewing
- Excavator operators must be aware of the position of their tracks and arm whilst travelling on slopes, gradients, uneven ground or by or over open trenches to avoid tipping over or sliding
- All operators must be fully aware of their surroundings at all times taking into account other workers and members of the public and cease working when riders on horses or vulnerable persons ie elderly or impaired are passing in close proximity
- Plant must not produce black smoke or leak fluids (oil/fuel) at any time
- All areas where plant are in working operation are to be secured with barriers/fencing clipped together.
- People and plant safe zones (see diagrams over page) must be adhered to at all times whilst in operation.

## 29.0 Maintenance and the Safe Operation of Plant

### Plant Interface Zones:

#### Forward/Swivel Tipping Dumper



#### Yellow Zone

All personnel approaching operating plant must do so from this zone to gain visual contact with the plant operator.

#### Amber Zone

Entry prohibited until positive visual contact is confirmed by the plant operator (e.g. thumbs up), the dipper arm / hydraulics are grounded, the machine is immobilised and the engine is switched off.

#### Red Zone

Entry prohibited unless the machine is completely isolated, the engine is switched off and a specific safe system of work is in place that prevents the machine being operated either inadvertently or deliberately.

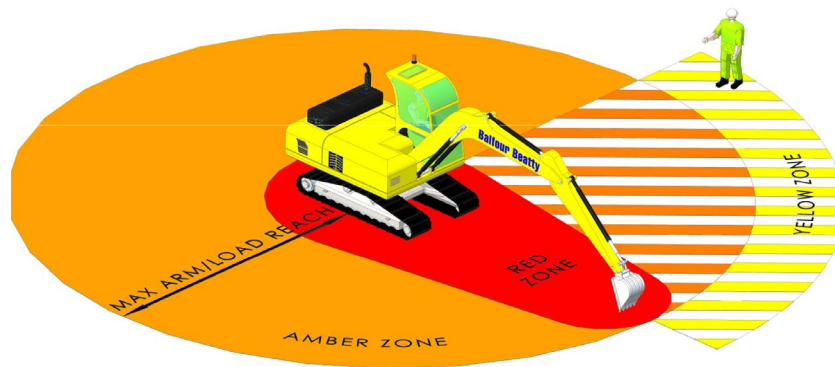
#### Hatched Zone

Denotes typical sight lines of the plant operator

## 29.0 Maintenance and the Safe Operation of Plant

### Plant Interface Zones:

#### 360 Tracked Excavator



#### Yellow Zone

The Excavator Banksman or Spotter must remain within this zone to be able to direct the plant operator. All personnel approaching operating plant must do so from this zone to gain visual contact with the plant operator and authorisation from the Banksman or Spotter before entering Plant Interface Zones.

#### Amber Zone

Entry prohibited until positive visual contact is confirmed by the plant operator (e.g. thumbs up), authorisation from the Banksman or Spotter, the dipper arm / hydraulics are grounded, the machine is immobilised using the safety lever and the engine is switched off.

Where work in the amber zone is unavoidable a robust, task specific, safe system of work must be produced which minimises the time spent within the zone and includes detailed controls for communication between the machine operator and the Banksman or Spotter.

#### Red Zone

Entry prohibited unless the machine is completely isolated, the engine is switched off and a specific safe system of work is in place that prevents the machine being operated either inadvertently or deliberately.

#### Hatched Zone

Denotes typical sight lines of the plant operator

### Competency

Training in the use of plant or equipment alone does not make for a competent operator. Competency is made up of skills, knowledge and experience.

All plant and equipment operators are expected to be competent meaning, they should not just be trained in how to use the plant or equipment but also be able to use it safely and confidently ensuring they are causing no risk to themselves or others.

Inspections and audits carried out by Gigaclear will assess not just an individual's training, certification or accreditation but also that they are using the plant or equipment properly and safely.

Where an individual's competency is in question, they may be stopped from working and this will be raised with the respective Contractor to address. The competency of an operator may also be questioned as a result of an incident ie utility strike. The length of time an individual has been using the plant or equipment also does not necessarily mean they are competent as bad habits and complacency may be a factor.

## 30.0 Modern Day Slavery and Trafficking

The UK construction industry employs over nearly 3 million people and contributes over £100bn to the economy and just like many other industries is susceptible to modern slavery which includes forced labour and human trafficking.

Modern slavery can take many forms and is not easily identifiable however all contractors are required to ensure steps are taken to identify and address those that may be at risk and report any concerns.

Labour employed by sub-contractors and agents should be paid close attention and all contractors are required to ensure checks are made to ensure pay is not withheld, pay is fair and meets legal minimum requirements and migrants are not paying work finding fees or paying money back for bogus work fees, transport or inadequate accommodation.

Gigaclear may undertake checks of migrant workers for their right to work in the UK and; in addition to checking non-English speaking site workers understand the safety requirements of the site, may carry out investigations to ensure workers are paid and are being treated fairly.

All personnel carrying out physical works on the Gigaclear network are required to hold NOPS cards (see Section 54).

## 31.0 Noise

Wherever necessary the requirements of the Control of Noise at Work Regulations 2005 must be fully complied with. A summary of the regulations are detailed below:

Employers' and Employees' duties depend on the levels of noise exposure termed Exposure Limits and Action Values.

The **lower exposure action values** are:

- A daily or weekly personal noise exposure of 80dB
- A peak sound pressure level of 135dB

The **upper exposure action values** are:

- A daily or weekly personal noise exposure of 85dB
- A peak sound pressure level of 137dB.

The **exposure limit values** are:

- A daily or weekly personal noise exposure of 87dB
- A peak sound pressure of 140dB

It should be noted that the exposure limit values take hearing protection into account.

Personal noise exposure depends upon both noise level and duration of exposure; noise levels may vary from minute to minute, but the noise dose is a measure of the total sound energy to which a worker has been exposed, as a result of working in the varying noise levels. Calculation of daily personal noise exposure [LEP,d] is based on an equivalent exposure of 8 hours.

In general terms the responsibilities/controls required at the various exposure action values and limit values are as follows:

## 31.0 Noise

If employees are exposed to noise levels at or above the **Lower Exposure Action Value** (not taking account of hearing protection):

- Suitable hearing protection shall be made available
- Information and training shall be provided
- Health surveillance shall be provided where there is a risk to health

If employees are exposed to noise levels at or above the **Upper Exposure Action Value** (not taking account of hearing protection):

- The provision and use of hearing protectors is mandatory
- Health surveillance must be provided
- Information and training must be provided

Contractors shall endeavour so far as is reasonably practicable *not* to permit a worker to be exposed above the exposure limit values.

When working near members of the public, near pedestrian crossings, schools, hospitals, care homes and businesses etc consideration must be made to the effect of noise from a nuisance and a health perspective. Significantly noisy works such as the use of petrol saws or mechanical breakers should not be used where members of the public may be significantly affected.

## 32.0 Nonconformance

A nonconformance may be determined where there has been an unauthorised deviation from required specifications, a failure to meet quality standards, an incident and/or a failure to adhere to the rules, requirements and expectations from a company, industry, legislative or site specific basis.

The severity and type of nonconformance will determine how the non-conformity will be administered and managed and in all circumstances as much factual and circumstantial evidence will be obtained.

Gigaclear may determine nonconformances through its own auditing, via third party auditing such as contractors or local authorities or; from complaints or concerns raised by members of the public or customers.

The Symology system will be utilised to capture site audit and inspection findings, defects and non-conformances and contractors are to access the system to monitor for reports and action accordingly on a daily basis.

### 32.1 Enforcement

Gigaclear expect all contractors to manage health, safety and environmental issues and breaches with their workforce and supply chain directly however, Gigaclear will enact its own enforcement procedures where it deems necessary. These may be against the contractor and/or individuals depending on the type and severity of the matter.

Several types of enforcement action may be utilised:

**Verbal warning;** given in the form of an instruction to advise of, or to rectify, an issue for a lesser breach or non-conformity.

**Formal warning;** may be issued via email and CEMAR as an instruction to advise or notify of a breach or nonconformance requiring rectification or; that has been rectified and to warn of the requirement to provide information to prevent a recurrence. The formal warning may also be recorded under the Symology system ie as a defect or safety issue that requires rectification.



## 32.1 Enforcement (con't)

**Yellow Disciplinary Card:** Given in email and CEMAR by GC HSEQ following an investigation to; an individual or individuals where there has been a breach that has resulted in, or could have resulted in, an incident or; is warranted as being significant enough breach of any rules and requirements that a formal warning is required to be clearly documented and recorded. A Yellow Card may also be issued as a result of an individual (s) having previously been warned (formally or verbally) of similar breaches. A Yellow Card will allow the individual to continue works for Gigaclear but it will remain on an individual's file for two years.

**Red Disciplinary Card:** given in email and CEMAR to an individual (s) by the HSEQ Director where there has been a significant breach that has resulted in, or could have resulted in, a serious incident and/or has caused significant reputational damage or; is as a result of a major statutory violation or gross negligence behaviour. A Red Card may be issued as a result of one significant event or, as a result of continual breaches not necessarily of the same offence. A Red Card will result in the individual (s) being immediately removed from working on the Gigaclear network indefinitely. A formal appeal may be made to Gigaclear's HSEQ Director for consideration.

In all circumstances where formal enforcement action has been taken or raised against a contractor or their representatives, actions to prevent a recurrence must be provided. To reiterate, Gigaclear expect contractors to suitably enact enforcement procedures in the first instance.

## 32.2 Gigaclear Improvement Notice (GIN)

A Gigaclear Improvement Notice may be issued to a contractor as a result of ongoing failures of performance of the contractual services and HSEQ requirements expected. A GIN may be issued for one or several reasons including, but not limited to; multiple Avoidable utility strikes over any given period of time and/or streetworks or other HSEQ failings as recorded within the Symology system.

Gigaclear aims to have all contractors that undergo auditing via the Symology system to be achieving a minimum 80% pass rate over a rolling three month period. Contractors that fall *below* 60% within any rolling three month period may be subject to the issuance of an Improvement Notice. Audits captured within Symology and referenced within the GIN may be those undertaken by Gigaclear and/or by local authorities however the 80% pass rate is based on Gigaclear completed audits.

An Improvement Notice will provide an overview into the reasons as to why it was issued however contractors will be required to carry out their own investigations and analysis into the details.

Contractors will be required to provide a Performance Improvement Plan (PIP) outlining how they shall improve performance with timeframes to complete.

The process for the issuance of a Gigaclear Improvement Notice is as follows:

- Notice issued via CEMAR
- Response within 5 working days of the Notice being issued to acknowledge and provide a date to meet to discuss the PIP
- Meeting to discuss and agree the PIP and timeframes proposed
- Actions taken to meet the requirements within the PIP
- The PIP and contractor's performance will continue to be monitored and Symology audits undertaken to assess improvement

Failure to adhere to the requirements of the Notice or meet the requirements of the PIP may result in further contractual action being taken. When performance has improved to a satisfactory level as determined by Gigaclear the Improvement Notice will be removed.

Note; the purpose and intention of the Improvement Notice is to not in the first instance to penalise the contractor but to give them the opportunity to focus on key areas of concern and allow for improvement to be made. Gigaclear will provide support and assistance where it can and will endeavour to work collaboratively with the contractor to achieve their improvement objectives.

### 33.0 Network Operative Passport Scheme (NOPS)

All personnel undertaking physical works on the Gigaclear network are required to hold a NOPS card. This includes all civils, reinstatement, fibre installs, splicing, testing and connection work. Delivery drivers, waste operators, temp visitors and those carrying out non-physical surveys are exempt from holding a NOPS card.

NOPS cards are to be loaded with the individuals relevant training and accreditations and the card is to be *held with the individual at all times* whilst working on the Gigaclear network.

Checks shall be made by Gigaclear as part of the auditing regime and individuals are required to produce a card upon request. Individuals that do not hold a NOPS card, and are required to, shall have their details recorded and issued to HSEQ for follow up with the relevant contractor. Where a contractor fails to obtain a NOPS card for an individual or; training and accreditation fail to be loaded and/or evidenced on site the worker may be halted from carrying out certain activities or operations. Where continual breaches occur ie an individual fails to obtain, hold or provide evidence of a valid NOPS card this may result in enforcement action being taken. NOPS cards may be obtained via Smart Awards at: [www.smartpassport.co.uk](http://www.smartpassport.co.uk).

### 34.0 Occupational Health

Every year more working days are lost due to work-related illness compared to injuries for workers in the construction industry. The statistics reveal that construction workers have a high risk of developing diseases from a number of health issues:

Cancer – construction has the highest rate of occupational cancer amongst the industrial sectors. It accounts for over 40% of occupational cancer deaths and cancer registrations. It is estimated that past exposures in the construction sector annually cause over 5,000 occupational cancer cases and approximately 3,700 deaths. The most significant cause of these cancers is asbestos (70%) followed by silica (17%).

Hazardous substances – dusts, chemicals and potentially harmful mixtures are common in construction work. Some processes emit dusts, fumes, vapours or gases into the air and these can be significant causes of breathing problems and lung diseases. A number of construction-related occupations also have high rates of dermatitis from skin exposures to hazardous substances.

Physical health risks – skilled construction and building trades are one of the occupations with the highest estimated prevalence of back injuries and upper limb disorders. Manual handling is the most commonly reported cause of over seven day injuries in the industry. Construction also has one of highest rates of ill health caused by noise and vibration.

The risks of ill health can be managed by following the simple steps as outlined on the [hse.gov.uk](http://hse.gov.uk) website.

These steps follow a few essential common principles:

- **Ill-health can be prevented** – it is possible and practical to carry out work without causing ill-health.
- **Treat health like safety** – managing health risks is no different to managing safety risks. Follow the [Assess, Control, Review](#) steps.
- **Control the risk, not the symptoms** – monitoring and health surveillance programmes are not enough on their own. While they are an effective part of managing health risks, the first priority is to stop people being exposed to the risk in the first place.
- **Manage risk, not lifestyles** – the law requires steps to be taken to prevent or adequately control work-related health risks. Helping workers tackle lifestyle issues like smoking or diet may be beneficial but is not a substitute for this.

Contractors are required to have in place controls stated in risk assessments of infectious diseases such as Coronavirus. Specific measures to minimise the risk of contracting or spreading a virus with workers and members of the public may be implemented by Gigaclear and contractors will be required to adhere to the requirements – unless their own *exceed* those stated by Gigaclear.

## 35.0 Overhead Work

To ensure the health and safety of people and prevent damage to existing utilities no work shall commence in the vicinity of overhead power cables until all precautions and protection in accordance with the HSE Guidance Note GS6 'Avoidance of Danger from Overhead Electric Power Lines and; ENA (Energy Networks Association) for Distribution Network Operators (DNOs) And Independent Distribution Network Operators (IDNOs) are taken.

When working near overhead utilities contractors must ensure:

- The hierarchy in the table below is to be followed for the avoidance of danger from overhead utilities
- Activities are programmed to allow adequate time to follow the safe method of work
- Options for redesign to avoid utilities are discussed with Gigaclear
- Where the risk of contact with overhead utilities cannot be avoided, that the residual risks are communicated to the Gigaclear project team

Level	Description	Risk Control Measures
Eliminate	Remove the risk of contact or damaging utilities	Plan works away from utilities Arrange for live utilities to be diverted
Minimise	Minimise the risk of damaging utilities or causing harm	Apply exclusion zones Arrange isolation of live utilities Set up goal posts for crossing points Select plant and equipment that cannot encroach on the exclusion zone Ensure assets are being positioned well clear of services
Mitigation	Remaining risk must be mitigated through a robust safe method of work	Establish the 'safety clearance' distance with the Asset Owner where this cannot be easily confirmed Apply physical restrictions to plant capable of encroaching safety clearance, such as barriers Wear flame retardant PPE

### Delivery drivers, grab lorry and excavator operators

A significant risk is posed to delivery drivers or operators of plant of striking or arcing overhead services. Individuals responsible for managing sites, as well as operators, must ensure all vehicles, plant and equipment are kept well clear of overhead services, and structures, to avoid contact or the risk of arcing from live electrical services.

The distances in the tables on the next page are the minimum that should be achieved.

Site risks relating to overhead services must be communicated to operators before any works commence and controls agreed to eliminate the risk of contact or arcing.

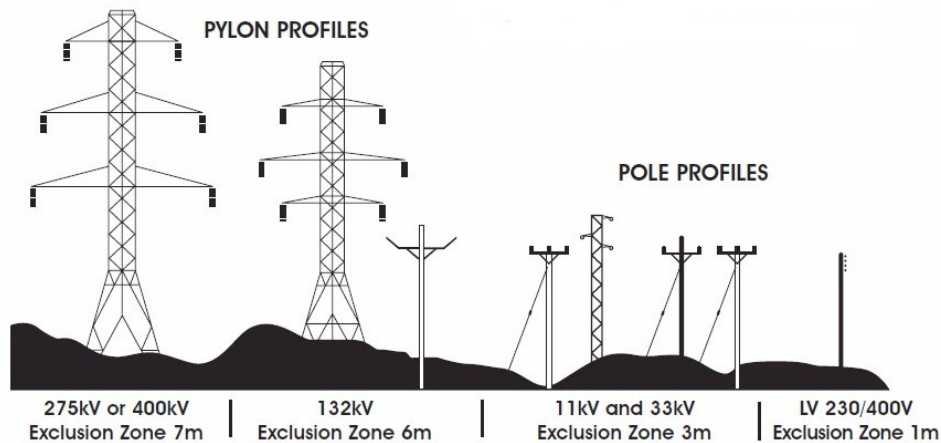
## 35.0 Overhead Work

### Exclusion Zones for Overhead Lines

The minimum extent of exclusion zones vary according to the voltage of the line and the asset owner. The table below provides guidance on the minimum distances around overhead lines which must not be encroached by any plant, equipment (including ladders and tools) or person.

Description	Exclusion Zone
Telecom Lines	1 metre
Low-Voltage Line	1 metre
25kV Network Rail Traction Supply	2.75 metres
11 kV and 33 kV Lines	3 metres
132 kV Line	6 metres
275 kV and 400 kV Lines	7 metres

The diagram below shows typical types of overhead lines and provides a guide to help you assess the line voltage of lines on wooden poles or steel pylons.



## 36.0 Permits

The use of Permits for certain work activities are strongly recommended. Examples include hot works and break ground/excavation. Lifting plans or permits may also be implemented however there are specific controls required to be included (see Section 27). All activities and operations are required to be appropriately recorded with all hazards and controls in risk assessments.

Where poor performance or non-compliance trends are identified Gigaclear may require Permits to be put in place as a temporary or permanent measure.

See Section 27 for Lifting Plan requirements

See Section 38 for Openreach PIA Permit requirements

See Section 49 for Street Works Permits information.

## 37.0 Plant certification and training

All plant operators of Excavators and Dumpers are to hold as a minimum mandatory standard valid NPORS or CPC cards. Any other training certification for Excavators and Dumpers is to be submitted to hseq@gigaclear.com to review and approve. Only until approval of the training standard is given may the operator use the plant.

Other plant operations such as Directional Drillers, Trenchers, Top Cutters, Thrust Bores or Mole Plough –the operators must be able to provide evidence of valid training either in-house, manufacturer or supplier or; where applicable via CSCS or an NVQ.

Lorry loaders and hiab operators must have valid training relevant to the plant they are operating. The training must include safe loading and unloading procedures, checks of equipment, weights and centre of gravity loadings, use of outriggers, safe lifting operations and working near overhead services or structures.

Banksman or plant/vehicle marshallers are trained operatives utilised to safely direct vehicles on or around site. Spotters may be utilised to assist in plant movement and; to monitor excavation works for utility services.

Where plant certification does not have an expiry date stated, it is to be renewed a minimum every 5 years.

All operators of Mobile Elevated Working Platforms (MEWPS) are to hold valid IPAF training appropriate to the machine being utilised:

Category	Type	Description
1a	Static Vertical	
1b	Static Boom	Self-propelled booms (outriggers), trailers/push arounds, vehicle mounted platforms
3a	Mobile Vertical	Scissor Lifts, vertical personnel platforms (mobile)
3b	Mobile Boom	Self-propelled booms

The image shows four illustrations of Mobile Elevated Working Platforms (MEWPS) categorized by IPAF training levels. On the left, a scissor lift is labeled '1a' and '1a+'. In the center, a boom lift is labeled '1b' and '1b+'. On the right, a scissor lift is labeled '3a' and '3a+', and a boom lift is labeled '3b' and '3b+'. Each illustration includes a small icon of a person operating the machine.

## Competency

Training in the use of plant or equipment alone does not make for a competent operator. Competency is made up of skills, knowledge and experience.

All plant and equipment operators are expected to be competent meaning, they should not just be trained in how to use the plant or equipment but also be able to use it safely and confidently ensuring they cause no risk to themselves or others.

Inspections and audits carried out by Gigaclear will assess not just an individual's training, certification or accreditation but also that they are using the plant or equipment properly and safely.

Where an individual's competency is in question, they may be stopped from working and this will be raised with the respective Contractor to address. The competency of an operator may also be questioned as a result of an incident ie utility strike. The length of time ie years an individual has been using the plant or equipment also does not necessarily mean they are competent as bad habits and complacency may be a factor.

## 38.0 Physical Infrastructure Access (PIA)

Contractor personnel that undertake physical works or surveying on the Openreach (OR) network are to be appropriately accredited, are to ensure the accreditations are valid and; that they can be evidenced upon request at any time on site. Adherence to OR safe working guides and engineering principles are to be adhered to at all times.

Accreditations to be held are dependent on the type of works being carried out and are to include but are not limited to:

<b>Survey:</b>	<b>Overhead:</b>	<b>Underground/Civils:</b>
S6 - PIA Duct Survey S5 - PIA Pole Survey	SA001 - Safety Overhead S8 - PIA Overhead Cable Installation S9 - PIA Pole Stepping on Congested Poles	SA002 - Safety Underground S7 - PIA Sub-Duct and Cable Installation G01 – General Operatives 1 G02 – General Operatives 2 (Supervisor) CD1 – Core Drilling

Sample auditing of the quality of works will be carried out by Gigaclear and submission of the audits may be required to be provided to Openreach. Contractors should also expect OR to carry out sample audits in the quality of installation and build during and after works.

Permit to works on PIA projects must be in place for:

- Hot work (including use of electrical welding equipment)
- Confined Spaces
- HV electrical work
- LV electrical work adjacent to live equipment
- Work on pneumatic/hydraulic or pressure systems
- Work at height near unprotected edges
- Work within 75 metres of hazardous pipelines

Notice of Intents (NOI) must be submitted and approved for all physical work (including proving and build) taking place on the Openreach network. Surveying with no physical works aside from opening/lifting chambers can take place without an NOI however the whereabouts must be submitted to OR with at least one working days notice. Contractors are responsible for ensuring a whereabouts or NOI is in place *prior* to works commencing.

Whereabouts of all operatives' working on or in the Openreach network must be provided a minimum of 2 working days' notice, and ensure any changes are advised in good time to avoid abortive visits by their quality assessors.

Tree felling must only be done by a specialist contractor and the removal of branches for overhead works must only be done with approval from landowners or local authorities. Risk assessments for the removal of trees or branches must be in place with the hierarchy work at height principles followed ie avoid working at height in the first instance. Adherence to ENA guidance on tree felling near power lines is required. The methodology of tree felling must include for the protection and prevention of falling objects onto people and property.

Contractors are to ensure all the relevant notifications and information to planning and highways authorities are in place and that all necessary consents, permissions or wayleaves are agreed prior to works commencing.

Accidents, incidents or near misses that occur on PIA works are to be reported as soon as possible to Openreach, but within 24hrs, to 0800 671 345 in addition to standard reporting to Gigaclear HSEQ (see Section 1.0). Investigation reports will need to be provided to Openreach within 7 days.

Environmental incidents are to be reported to the BTFS helpdesk on 0800223388 in addition to standard reporting to Gigaclear HSEQ.

## 38.0 Physical Infrastructure Access (PIA)

### Duct works:

Where the lifting of chamber lids or pit lids is required the use of a calibrated date gas detector unit (GDU) must be utilised to determine the presence of harmful gases and/or lack of oxygen. In the event of an alarm sounding works must not proceed until the area is deemed safe. Where alarms continue to sound a leak may be present and the gas supplier immediately contacted and the surrounding area cordoned off from pedestrians and other workers. Naked flames must be kept clear at all times.

Gigaclear may provide an online training module on the use of GDU's for completion by all contractor operatives and supervisors as well as other training modules where relevant to PIA works.

Safe manual handling techniques should be adhered to as per the site specific risk assessment including the use of appropriate chamber/pit lid lifting devices and rollers or mechanical assistance to prevent musculoskeletal injuries.

### Overhead installation (see also Section 61 Work at Height):

Overhead works are to only be carried out where there is adequate protection to protect someone from falling and to protect people below from falling materials or tools.

The following table indicates the clearance requirements for PIA overhead cables:

Crossing Type	Minimum Clearance	
Cable or Dropwire crossing a carriageway (Public or Private)  Private drives, with access to other properties  Field Entrances and access to private land from Carriageway with unrestricted vehicular access	5.9m Preferred  Absolute Minimum: <ul style="list-style-type: none"><li>• Dropwires 5.5m</li><li>• Aerial Cables 5.6m</li></ul>	
Private drive (No access to other properties)  Private Land (owned by the Property being served)	As high as reasonably practical, taking into account foreseeable hazards / risks and any requirements of the land owner	
Private Land being “Flown Over”	See Electronic Communications Code	
Footpath, Bridleway, Cycle route or Towpath	3.7m	
Railway, light railway, tramway or trolley vehicle system crossings	7.0m above the rails	NB: Railways with overhead power catenaries must NOT be crossed with Dropwire /Aerial cables.
Railway crossings in goods yards where mobile cranes operate	9.1m above the rails	
Canals and other navigable waterways	Install as required by authorities responsible for waterways and shipping	
Non-navigable waterways	5.0m	
For any other circumstances	Contact the SA for Guidance	



## 38.0 Physical Infrastructure Access (PIA)

### Overhead installation:

Any pole which has wire's or cables with *less* than 5.2m of clearance across a carriageway must NOT be climbed. The only acceptable method of working on a pole with ANY wire below 5.2m is by Mobile Elevating work Platform (MEWP) or by scaffolding.

Any Openreach wires below 5.2m must be immediately reported to Gigaclear for defect reporting via the A1024 process (see below).

All wires must be erected and maintained to achieve the required clearance from Overhead Power Lines. The clearances and specifications are published in Energy Networks Association Document - Technical Specification PO5 which is available from the ENA.

Gigaclear *must* be notified before any works commence on joint user poles and risk assessments will be required to be submitted to HSEQ for review.

### Checking and Measuring Cable Clearances:

It is essential, prior to climbing or working on any pole, to measure the clearance of all wires and aerial cables attached to that pole where they cross the carriageway. This is critical to ensure that whilst up a pole workers will not be in danger of potential contact. Assumptions must *not* be made. Drop wires and cables sag and they may have sagged below the safe height.

Only telescopic fibre glass rods are to be utilised to gauge non-power cable heights. Only ultrasonic height measurement devices are to be used for power cables and must only be used at ground level prior to works commencing.

If a measurement is needed from the carriageway this should only be attempted when the speed, visibility and the level of traffic permit it. If it is not possible to measure the wire height because it is unsafe, assume the wires to be low and refer to your line manager and if appropriate the owner of the pole.

After work is completed a height check must also be taken again to check that new cables are over the 5.9/5.6m ie height.

On joint user poles there may be electricity wires so ensure workers are aware of the voltage and that they do not look low/sag. If they are, inform the appropriate owner. If unsure works must not proceed.

### Labelling:

Poles can be marked with the following labels:

Label 'D'	This is a square red label, approx. 40mm square, with an embossed 'D'. Poles with a 'D' label must not be climbed and will be replaced. <b>Do not Climb or work on these poles</b>
Label 'SD'	This is a square red label, approx. 40mm square, with an embossed 'SD'. These poles must not be climbed but may remain in service.
Label 'C'	This is a square green label, approx. 40mm square, with an embossed 'C'. These poles can be climbed provided <u>ALL</u> the guidance in this memo is followed. .

## 38.0 Physical Infrastructure Access (PIA)

### Preclimb checks:

Testing the pole and doing the visual checks is designed to satisfy the climber of the condition of the pole to allow it to be climbed and worked on. The test will enable workers to spot a pole which is so seriously affected by decay or damage that there is a significant risk of failure of the pole if the loading is changed or the pole is climbed.

Pre-climb test sheets/ formal checklists must be completed and available for inspection on site.

Poles that lean more than 15° must not be climbed even if they do not have a D label. Example lean:



Although wood poles last on average more than 40 years, decay can occasionally occur quite early in the life of a pole. Workers must *not* assume that because the pole is *not* old it will not be decayed or vice versa.

### A1024 Safety Defects

An A1024 Safety Defect is an issue with the Openreach network which poses a safety risk to engineers and/or the general public and was caused by wear and tear (not a third party).

A1024 Safety Defects include:

- Pole defects (e.g. leaking poles, missing steps, renew stay wire)
- PCP/DSLAM defects (e.g. graffiti, defective PCP shell, missing locks, sheared door)
- Joint box/frame & cover defects (e.g. defective/missing locks, reset joint box)
- Low aerial cables/drop wires

### A1024 Quality Defects:

An A1024 Quality Defect is an observed defect, likely due to poor workmanship, that is not customer impacting, and falls below the defined standards in the engineering principals.

A1024 Quality Defects include:

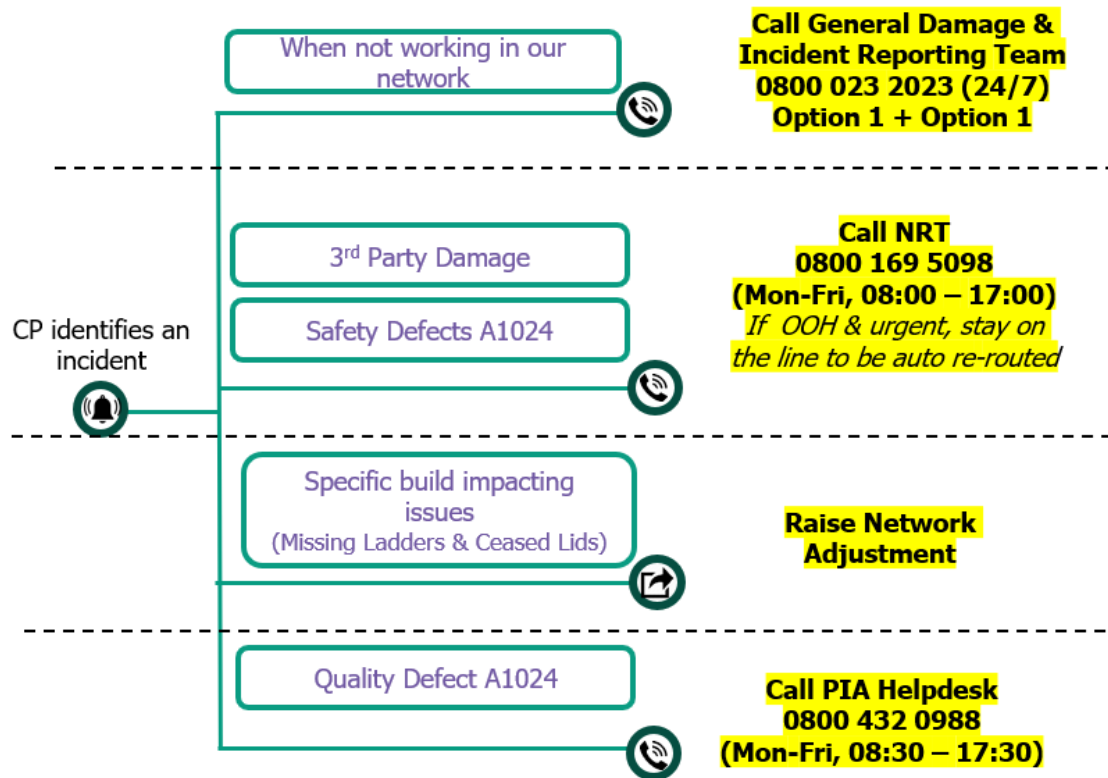
- Untidy, but not unsafe, wiring
- Brackets missing or defective
- Incorrect closure fitted
- Pole step missing
- Cables routed around climbing steps (but not unsafe to enter chamber/climb ladder)
- Blown fibre tubing defective/short
- Defective joint

Please refer to Gigaclear Network Build Specifications from the Chief Engineers Office for specifications and further guidance and requirements.

## 38.0 Physical Infrastructure Access (PIA)

### Reporting Defects

All defects are to be reported to your Gigaclear representative *and* to OR via the following Openreach decision tree:



As part of the process for non-urgent quality and safety defects, you will be provided with a unique reference number. You must write this on an A1024 label and attach it to the affected piece of apparatus/infrastructure you have reported.

## 39.0 Prestart

There are a number of critical elements that must be considered *before* works commence.

- Environmental impacts ie trees (build to meet NJUG requirements), impact on wildlife ie badger setts
- Traffic management requirements to ensure the safety of workers and members of the public
- Location, position or arrangements of welfare facilities if off site
- Utility services identification and avoidance or controls of including overhead
- Pre-existing damage (to properties/structures) with clear time and date stamped photos
- Permitting via Streetworks, Openreach NOI or; other permissions ie Environment Agency
- Inventory for missing/damaged assets (requires NOI for physical surveys)
- Construction Phase Plan approved by Gigaclear before works commence

Where any or all of the elements apply, works must not commence until the requirements to meet them have been met.

See also Section 35 (Overhead Work) and Section 61 (Work at Height).

## 40. Programme

During the tender, quotation and planning stages of a project Contractors must ensure that sufficient time will be provided to undertake the construction phase element of the project and to plan and factor this accordingly to ensure unnecessary pressure is not put on site teams and supervisors.

In establishing the programme consideration must also be made for the appropriate management and control of underground services to allow for thorough and competent surveying and safe excavation as well as above ground gas installations and approvals needed from asset owners and; overhead services and any controls to prevent contact or arcing.

Adequate time must also be provided to consider all environmental impacts such as reviewing possible impact on tree roots, TPO's, SSSI etc and allowing suitable time for site assessments and approvals.

## 41. PPE (Personal Protective Equipment)

The following PPE must be worn *within* a CDM area:

- Safety hard hat
- Safety boots
- Protective eyewear
- Protective gloves
- High visibility trousers or overalls and; long sleeve hi-viz top or jacket (to meet EN ISO20471:2013 Class 3 Standard). These must be flame retardant for operatives directly breaking ground/excavating.

Other PPE such as harnesses, respiratory or hearing protection etc must be worn as prescribed within site risk assessments.

PPE must be in good condition, kept clean ie to ensure visibility of the clothing, not be damaged ie split hard hats and; fitted and worn correctly.

Where inspection regimes exist ie harnesses, ladder safety kits (six monthly) evidence of their inspections must be available on site.

Where there is 'no risk of a strike from above or being struck by falling or moving objects' a hard hat exemption will be accepted however this must be risk assessed on site and formalised with all personnel involved signing to accept. Where the risk changes hard hats must be worn.

Hard hats *must* be worn in the immediate CDM area where excavators or grab buckets etc are in operation and a strike or falling of materials could occur.

Visitors to site that do *not* go into a CDM area are exempt from wearing PPE as the risk of exposure to hazards should be to the equivalent risk to a member of the public. However, it is *strongly* recommended that Contractor *and* Gigaclear personnel that visit a site wear as a minimum; safety boots and a hi-viz top. Trainers, flip-flops are not an acceptable form of workwear.

Visitors entering a CDM area will be required to wear the PPE as prescribed for the site. Contractors must advise visitors of the requirements *before* they enter a CDM area.

Where a contractor's PPE policy goes over and above Gigaclears, within a CDM area, this is deemed acceptable.

## 41. PPE (Personal Protective Equipment)

### Head Protection:

Safety hard hats must be provided to all personnel who work or visit CDM areas. These must be worn in accordance with the site requirements and must not have exceeded the 3 year manufacturing date displayed inside the helmet. Hard hats must not be covered in non-work relevant stickers or graffiti. Only stickers displaying the company logo, first aider, banksman etc are permitted. Cracked or damaged helmets must be immediately replaced.

### Eye Protection:

Eye protection is to be worn within a CDM area to reduce or eliminate the risk of dust or debris entering the eye. Safety eyewear includes goggles, wrap around and over-specs.

Activities such as grinding, disc cutting, breaking out etc operatives must wear secure wrap around/goggle eye protection at all times. Works should not commence without the wearing of correct eye protection and members of the public and animals *must* be protected from flying debris and dust.

### Hearing Protection:

Hearing protection must be provided to all personnel who are exposed to levels of noise which may cause hearing loss and which cannot be reduced by any other means.

Noise levels above 80dB protection should be worn and where noise levels may be above 85dB protection *must* be provided and be worn.

Works should not commence without the correct hearing protection and personnel within close proximity must also wear appropriate hearing protection.

In-ear headphones are prohibited from use within all working areas.

### Hand Protection:

Gloves protect the hands from hazardous substances or during handling or cutting operations and must be provided to all employees as required.

Gloves must be worn during all times within CDM areas and by traffic management personnel.

Activities outside of a CDM area where there is risk of injury or abrasion gloves must also be worn and/or as specified within risk assessments.

Fingertip gloves are available for personnel that may be carrying out precision works.

Latex/nitrile gloves are to be worn by personnel undertaking fibre splicing.

### Wet Weather Clothing:

Personnel that may be exposed to inclement weather during the course of conducting their work must be provided with full hi-visibility wet weather clothing ie jackets, trousers, safety wellingtons.

## 41. PPE (Personal Protective Equipment)

### Respiratory Protection:

Respiratory equipment such as dust masks, respirators etc must be supplied to all site personnel where required. Standard operations such as cleaning, sweeping, grinding etc require the disposable vent type masks (minimum FFP3).

Training must be carried out to all operatives on the correct use of masks (face fit testing) and renewed on a at least a three yearly basis. If a face fit test *cannot be completed* due to facial hair and/or the employee refuses to shave this may influence the type of work the individual can or cannot undertake or be involved in. It may require the company to provide alternate respiratory protective equipment such as full face masks/hoods etc that must be worn when required.

Personnel should not undertake works activities that require respiratory protection if they have *not* undergone face-fit testing and; do not have the correct equipment to wear.

The only exception to face fit testing is where a face mask is being worn for other protection purposes or requirements ie Coronavirus.

### Footwear:

All safety footwear provided must offer ankle protection due to the time spent on site and general site conditions and; have steel or composite cap and midsole protection. Riggers are not acceptable as they do not offer sufficient ankle protection. Safety trainers are not permitted *within* CDM areas.

### Sun Protection:

All personnel that work outdoors must keep exposed skin covered wherever possible to minimise the exposure to ultraviolet rays and to prevent the risk of skin cancer. Reflective surfaces can intensify exposure even during cloudy days.

Site personnel are prohibited from *not* wearing a shirt and long sleeve shirts are required. Shorts are acceptable in certain circumstances but not within CDM/TM areas and they must *not* be worn where the work activity or operation puts exposed skin at risk of additional harm ie grinding, disc cutting etc.

### High visibility clothing

The main role of high visibility clothing is to distinguish the wearer from the background with the result that they are clearly visible from all angles preventing accidents occurring in potentially dangerous situations. As it plays such a vital role in the safety of workers these garments including trousers, long sleeve vests and jackets are required to have an EN ISO 20471 certification. The background and retroreflective materials are catergorised into 3 classes. To provide the greatest level of protection to our employees and contractors Gigaclear has imposed high visibility trousers and long sleeve tops or jackets to be worn within CDM areas which meet the highest level of Class 3.

Flame retardant hi-viz clothing (trouser and tops) must be worn by personnel directly involved in breaking ground or excavation activities.

Hi-viz vests are not permitted to be worn on their own. Vests may be worn over the top of other hi-viz long sleeve clothing.

## 42. Resources

During the tender, quotation and planning stages of a project contractors must thoroughly consider the suitable level of resources that will be required to appropriately deliver the project including the type and number of subcontractor personnel and their level of supervision to ensure there is a balanced ratio for adequate monitoring and supervision. The level of equipment to safely manage and control the project must also be provided ensuring a process is in place to identify and replace faulty or defective equipment.

## 43. RAMS (Risk Assessments and Method Statements)

No works are allowed to proceed without site specific risk assessments (RA) in place.

The RA must be clear and specific to the activities, operations and environment that are being carried out and identify the relevant risks, who they may impact and; have suitable and sufficient controls stated to minimise or eliminate the risk or harm identified.

Where the controls *cannot* be met they must be implemented or; the works relating to the risk must not proceed.

Evidence of Method Statements (MS) (detailing the methodology of an activity or operation) for certain activities may be requested by Gigaclear ie SED, PIA, working within or near schools.

Risk Assessments and/or Method Statements must be provided for viewing upon request whether prior to works commencing or; on site.

RAMS (Risk Assessments and Method Statements) must be clearly communicated and formally acknowledged to *all* personnel undertaking or involved in the works.

Foreign workers or those with difficulty reading, writing or understanding English must have the information translated or clearly conveyed and evidence provided that this has been given. See Section 14 (Foreign Nationals).

Gigaclear personnel entering a CDM area (work site) may sign to acknowledge RAMS if this is a contractor requirement. This is *not* an acknowledgement that the RAMS are *correct* as following an audit or inspection matters may arise which contradict or may not be included within the RAMS which will require addressing.

## 44. Scaffolding/Mobile Towers

### Scaffolding:

Scaffolding (tube and coupling) is to be assembled to the NASC Technical Guidance TG20 and is only to be erected by competent and trained CISRS scaffolders. Scaffold erected is to be formally signed off, display a scaff tag and; be formally inspected every 7 days and; after inclement weather.

Any scaffold that requires a bespoke design ie support scaffolds, cantilevered, protection fans, pavement gantries, power line crossings etc is to have a Temporary Works design process to be followed. The design and TW's arrangements are to be reviewed by the HSEQ Director *prior* to physical works commencing.

### Mobile Towers:

Mobile Towers are to be assembled and de-assembled only by PASMA trained operatives. Towers are to be fit for purpose, free of defects or damage, built to manufacturers specifications including bracing and guardrails and; are to be built on firm level surfaces only. Mobile towers cannot be used as a form of edge protection or access ie onto a roof - they are only to be used as a working platform.



## 45. Special Engineering Difficulties (SED's)

SED's are considered specific locations including water ie canal/river, railway and road crossings, bridges and other locations where conventional excavation, duct and chamber installation and reinstatement or installation in existing ducts or service trenches or subways cannot be achieved and special methods of construction and installation are required ie trenchless excavation under such structures, attachment of cable supports to bridge structures etc.

Risk assessments must detail the specific controls and requirements to be applied including for safe working at height, working near or over water, street works and traffic management and permits/authorisation/formal agreements may be required from third parties ie Network Rail, Environment Agency – prior to works commencing. Contractors are responsible for ensuring appropriate authorisations are in place *before* works commence regardless of who is arranging such authorisation.

SED's must also take into account the attachment of any duct or fixings to, on, or adjacent to, a structure that may then be able to be climbed upon by members of the public ie children. Where access *may* be possible then **access preventative measures** *must* be put in place ie fence or guards.

Any queries regarding SED's and controls are to be raised with hseq@gigaclear.com. See also Section 49.11 (SW) and Section 60 (Working on or near water).

## 46.0 Signage and Notices

Signage to provide instruction, information, warnings or courtesy notices should be displayed on site and may be for members of the public or workers.

A site information board (also known as a Permit or Courtesy board) is a mandatory requirement to be displayed for all Permitted sites under the Traffic Signs Manual (Chapter 8) for temporary works and under the Statutory Guidance for Highway Authority Permit Schemes - Condition NCT11a.

All contractors are responsible for obtaining and displaying the boards detailing key site and emergency information to members of the public, Gigaclear personnel and local authorities.

Gigaclear set the template standard and shall carry out inspections for ensuring the standard and guidance requirements are met and will record compliance or otherwise via Symology audits.

Gigaclear are not responsible for providing the boards to contractors however, requests may be made if a contractor requires support in sourcing via; facilities@gigaclear.com. Charges will be applied for the procurement service and the cost of the boards.

It is a mandatory requirement that all permitted sites have an information board with the permit number clearly displayed in a prominent position for the duration of the works.

All other sites including those *not* permitted that shall run for more than one day should have the information board displayed except installations within private property or land however; it is *strongly* recommended that a board is displayed with the emergency number on *all* sites whether permitted or not.

The information board is to be securely attached to a barrier or within a frame and the template has been provided in both landscape and portrait style designs which the contractor can choose the most suitable sign for their usage.

Text and dimensions for the board is to be as displayed (see over page) and is not to be altered:

## 46.0 Signage and Notices (con't)

Dimensions of the board are required to be 600mm high x 800mm wide or; 600mm high x 450mm wide with the header and footer not being greater than 200mm.

A Contractor logo may be displayed in the top left corner with the size not exceeding the Gigaclear logo.

The emergency contact number for the contractor is to be displayed replacing the XXX and is not be of a size greater than 50mm but will be the largest text size on the board.



The boards are to be re-used and durable stickers may be used to overwrite permit numbers and must be of durable weatherproof material.

Boards must be securely fastened, clean and clearly visible but not obstruct footways or carriageways.

For immediate works the display of the permit is required by 10.00am the next working day after the works have started.

Large, multiple excavation sites may need to display more than one information board.

Boards must clearly display the Permit number at all times (where one is not applicable state on the sign).

Failure to provide a site information board where permitting applies can result in a Fixed Penalty Notice being issued.

Alternate designs/sizes of boards are to be issued to hseq@gigaclear.com for review prior to use.

Gigaclear may provide contractors with marketing and/or safety signage to be displayed on sites. These are to be secured to barriers but are not to inhibit the visibility of other road users. Contractors may also be supplied, or have arrangements made for, signage to be displayed on site vehicles indicating, as an example, 'working in partnership for Gigaclear'.

## 47.0 Site Packs

A 'site pack' is required to be provided for all sites and should contain, but is not limited to, the following information:

- Site induction; evidencing communications to all site personnel including visitors
- Equipment inspections i.e. dumpers, excavators, MEWPS, harnesses, ladders, ladder safety kits evidencing their weekly formal inspection/defects
- Evidence of valid calibration of equipment (this may be on the equipment itself)
- Site specific risk assessments and method statements
- Tree protection arrangements (SWUK/NJUG guidelines)
- Details of welfare arrangements
- Provision of statutory utility drawings (not permissible for viewing on a mobile phone)
- Details of emergency arrangements including contacts and local A&E
- Construction Phase Plan (where one CPP covers multiple working areas this may be held in a central but easily accessible location)
- Traffic management arrangements (see Section 49.4)

A site pack may be electronic however it must have all applicable information available, including evidence of any names and signatures, be easily accessible, be viewable upon request and; made available to all workers and visitors.

## 48.0 Site Set Up

Whether a CDM area or 'site' is around; a cabinet, a pole, in an urban environment with little vehicle or foot traffic or a busy high street - all sites should be set up with the below in mind:

- To protect workers
- To protect members of the public
- To provide a good impression

Guarding should be of the same type, kept clean and in good condition ie not damaged and; clipped together *continuously* to provide a secure working area.

Signage should be clearly visible and in good condition ie not damaged or covered in mud.

If signage does not already contain ballast it should be weighted down ie with sandbags and it must be positioned to minimise any inconvenience or hazard to pedestrians or other roadway or footway users including wheelchairs, pushchairs and mobility scooters.

Gigaclear may provide bespoke signage to be displayed at any time ie for marketing or safety purposes or; to provide key information to members of the public.

Pedestrian routes must be safely accessible by all users including the disabled, those less able and the elderly.

The use of road plates or boards should *plan* to be avoided in the first instance. Permanent reinstatement should be arranged to *avoid* the use of plates or boards (see also Section 49.6 and 49.8).

Road plates must be fit for purpose, secured to prevent movement and; must not prevent a hazard to cyclists or motorcyclists. They must have sloped edges with either built in ramps, sunk into the surface or have a suitable material to provide a ramp to the plate level. Footway boards and carriageway boards must be fit for purpose and used only for their *designed* purpose. All boards must only be used in the location and for the type of vehicle that may cross it. Footway boards must *not* be used in carriageways and all boards must have sloped edges and be slip resistant. Boards that are not from a reputable industry recognised supplier or are 'homemade', must *not* be used until approved by Gigaclear HSEQ (See Section 14.0).

See also Streetworks Section 49.5 regarding site set-up.

## 49.0 Street Works

### 49.1 Permitting

All permitting transactions must follow the HAUC guidelines for “Operation of Permit Schemes” and “Code of Practice for the Co-ordination of Street Works and Works for Road Purposes and Related Matters” links below, any changes to these documents will be advised. Links below:

[www.jaguk.org/documents/48947/409754/National+guidance+for+Permit+Schemes](http://www.jaguk.org/documents/48947/409754/National+guidance+for+Permit+Schemes)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/43578/street-works-code-of-practice.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/43578/street-works-code-of-practice.pdf)

These documents are to help you effectively use the permits scheme to reduce any adverse effect that highway occupation will have on traffic (including pedestrians) whilst enabling the role out on the Gigaclear network.

The permit conditions will help mitigate the impact of street and road works on those affected by them in their daily lives.

At Gigaclear we expect all contractors to follow these guidelines paying particular attention to:

- The correct permit type, Major/Standard/Minor/Emergency applied for within the correct timescales:
  - Major – 3 months
  - Standard – 10 days
  - Minor – 3 days
  - Emergency/Urgent works within 2 hours (Emergency works as defined in section 52 of NRSWA)
- Site specific description for each location, do not use the same generic description on all permits
- Accurate dates and times of working, detailing if applicable traffic sensitive hours and any weekend working
- Relevant conditions as NCT guidelines (see above link) remembering that some are mandatory
- Timely starts/stops/registration:
  - All starts must have pre works site photos and actual starts processed on Symology within 2 hours of start, as per the new legislation
  - All stops must have site clear photos to ensure all equipment/spoil has been removed, and processed on Symology within 2 hours of works stop, as per the new legislation
  - Registrations must be completed within 5 days of works stop to enable Gigaclear Streetworks team time to check all is accurate and completed before the 10-day deadline
  - The above timely tasks will all assist in avoidance of Local Authority FPN's and aid in any S74 issues.
- Temporary traffic management detailed on the permit must be set up in accordance with Safety at Roadworks and Streetworks Code of Practice:
  - All TM applications to be attached to the permit
  - TTRO
  - Multiway Signals
  - TTL

## 49.0 Street Works

### 49.1 Permitting

- Location verge/carriageway/footway/footpath:
  - You must indicate which type of surface you will be excavating
- Approximate meterage:
  - Approximate meterage in each surface type
- Early starts must be confirmed by the HA by way of an approval code
- Duration extensions must be within the validity periods of 20% of permit or 2 days prior to completion on a minor permit
- Permit Modification Requests (PMR) must be responded to daily in order to keep in line with the permit timescales
- Works can only commence on receipt of a granted permit from the HA

### 49.2 Temporary Traffic Management

The following types of TM will need to be applied for at permit application stage, timescales for each will differ and must be taken into consideration when planning:

- TTRO (Temporary Traffic Regulation Order) application required
- TTRN (Temporary Traffic Regulation Notice) application required
- Speed reduction application required, this is also a traffic regulation order and may take some time to implement
- Multiway Temporary Traffic Lights require a CAD drawing (or similar) application required
- Extreme complex TM should always be discussed via a site meeting with the HA
- Two-way lights application required (although this can differ between authorities)
- Other forms of Traffic Management should only need to be specified, but must be set up as detailed in Safety at Roadworks and Streetworks Code of Practice

Please note; any local authority agreements will need to be evidenced in writing. Gigaclear requirements for traffic management will be in adherence to legislative and industry standards and may go *above* that as stated by local authorities where deemed necessary to ensure the safety of workers and members of the public.

## 49.0 Street Works

### 49.3 Pre-site Procedure

Pre works site photographs are to be taken to guard against any alleged liability issues upon completion.

Pre-site traffic management details are to be taken taking into consideration safety zones, speed limits and available road widths.

Consideration of which permit conditions are relevant for addition to the permit application. For instance regard TM arrangements or control, or maybe letter drop required, examples below:

- NCT08 – Traffic Management Request
- NCT08b – Manual Control
- NCT11b – Publicity for Proposed Works

All permit conditions can be reviewed on the link below:

<https://www.gov.uk/government/publications/street-works-permit-schemes-conditions>

Materials must be ordered to ensure compliance to the SROH and Gigaclear Specifications.

Each submitted Contractor Construction Phase Plan is to have stated the location and type of TM provided. This may be checked and any discrepancies will be raised with the contractor to discuss. Failure to provide TM arrangements may result in a CPP not being approved and a delay in a BTO being issued.

### 49.4 Site Pack

A site pack must be available to the onsite operatives/site supervisor to ensure that the onsite team are fully aware of the Permit and TM details of each individual site.

The site pack that must be available on request (hard copy/electronic) and must include the following information:

- Copy of the permit in order for the site to remain compliant and not in breach of permit conditions and application status
- Road occupancy date range
- Traffic Management arrangements and set up
- Hours of work
- Location of works as view on pre-site photographs
- Contact details in case of issues that may lead to the request for a duration extension
- Any early start approval codes
- Pre-works photographs
- Utility plans
- Copy of any pre-site TM documents
- Temporary traffic management approval and CAD drawings if applicable

See also Section 47.0 (Site Packs)

## 49.0 Street Works

### 49.5 Site Set Up

At the point of site set up the following must be either available or have been carried out:

- Risk assessment for the works
- Utility plans reviewed; site checked and marked up as appropriate, making sure all equipment used is fit for purpose
- Set up the temporary traffic management as specified within the permit and as pre-site document/CAD drawing (in line with the Safety at Street Works and Road Works Code of Practice) *ensuring the required safety zones are in place*
- Barriers are *continuously* clipped together and weighted down
- All signage is laid out following industry standard guideline and weighted down where required
- Safe passage for pedestrians is clearly signed and ramps placed where required, *only* using footway/carriageway boards as detailed in the HAUC guidelines
- Sites must be regularly rechecked to ensure that the site set-up remains appropriate, and that signs, lighting and guarding have not moved, become damaged or dirty, during active work and before you leave a site. Batteries on traffic lights must be checked and changed regularly and an inspection/maintenance regime in place to ensure they, and the lights, will not fail during operation.

### 49.6 Reinstatement

All reinstatements are to comply to the SROH and GC specifications. Reinstatements must be permanent first time. Any interim reinstatements the contractor will be recharged the cost of the Permit application charge for a revisit to site. See also Section 49.8.

### 49.7 Work Stop/Work Clear

On completion of the works ensure that all plant, equipment and surplus materials are removed promptly from the site followed immediately by all signs, lighting and guarding equipment.

If temporary traffic control is removed or altered during the works, ensure that all surplus signs are removed or covered to minimise confusion. Signs should *not* be laid flat, as they may form a trip hazard, and members of the public may pick them up again, thinking they have been knocked over.

Once site works is completed and all TM and materials cleared a time and date stamped site clear photograph needs to be taken to avoid any Section 74 overrun charges, this must be added to your “works stop” or “R1 registration”.

The works stop and site clear photograph must be processed within 2 hours of shut down in order to comply with legislation.

### 49.8 Registration – R1

Registrations must be completed on the Symology system within 5 working days to enable Gigaclear Streetworks team to assess before the mandatory 10 working days of works stop/clear comes into force.

Details of your works regarding length and width are required along with surface course type, for example permanent or interim, bearing in mind first time permanent reinstatement is required, and any interim reinstatements must be made perm within 6 months. Any interim reinstatements the contractor will be recharged the cost of the Permit application charge for a revisit to site.

All the above details must also be correctly mapped during the registration process, taking care not to miss out corners or cut across fields. The mapping must reflect accurately the route taken during works.



## 49.0 Street Works

### 49.9 Coring

As a part of testing and compliance you are required to carry out core testing every 250m in hard surfaces. All results and certificates must be supplied to Gigaclear on a monthly basis. Any failed cores will require further investigation in order to identify the extent of the remediation.

Sites should typically be selected from those placed in flexible carriageways and footways but may also be selected from those placed in composite and rigid roads. Reinstatements selected may include reinstatements placed using permanent cold-lay surfacing material. The selection of sites for inclusion in a structured coring programme is an important process with the aim being to gain a representative sample of your reinstatements.

Suitable reinstatements for inclusion within a structured coring programme should be extracted from the Symology system. Typically, the coring sample will be selected from those reinstatements that would be considered as either B sample inspections or C sample inspections. The area of selected reinstatements should represent your typical street works activity.

All reinstatements included within a structured coring programme must be visually compliant with the performance requirements of the SROH. Those reinstatements inspected as part of the sample process that are agreed not to be visually compliant with the SROH must not be included as part of a structured core programme until remediation is completed.

Sampling and testing must be carried out by a laboratory holding UKAS accreditation covering the specified method of sampling & testing, unless otherwise agreed and documented between all parties. (Ref SROH – S2.7.1).

Core samples may also be assessed to determine whether the correct materials were used for the reinstatement. The presence of contamination, lack of bond between layers, etc needs to also be recorded.

Reinstatements are considered to be non-compliant where the core(s) tested prove that there is a failure to meet the minimum standards required under the SROH.

Upon receipt of your coring results, you will upload these details including certificates to your dedicated Coring Folder as provided by Gigaclear.

#### Coring Defect Notification and Remediation:

Core samples that are not compliant with the requirements of the SROH are also non-compliant with the requirements of Section 71(1) of the NRSWA. Where core samples identify non-compliance with the requirements of the SROH then the whole of the area reinstated will need to have further coring in order to understand the extent of defect works.

Once the extent of non-compliance has been established a remediation programme will be collated and all works revisited and inspected once complete.

Any coring arranged and carried out by Gigaclear will be recharged to the contractor where the results show noncompliant reinstatement or incorrect material use.

## 49.0 Street Works

### 49.10 Defect Notification and Remediation

Defect notification will be detailed within Symology (both local council and Gigaclear audit results):

Types of Defects Reinstatements that do not comply with the Specification are divided into two types, each of which requires a specific action. These are:

- Reinstatement Defects causing Danger. Reinstatements that do not comply with the Specification and that appear to be causing danger.
- Non-Dangerous Reinstatement Defects. Reinstatements that do not comply with the Specification and that will require some remedial action.

#### Procedures for dealing with defective reinstatements:

In the case of non-complying reinstatements that appear to be causing danger, the overriding aim of the procedure is to; remove the danger as soon as possible and make safe.

#### Defects not causing danger:

The contractor will review the Works Inspection Report and Defect Notification in Symology on a daily basis.

On finding a defect not causing danger, the procedure detailed below should be followed:

- The contractor arranges to visit site to undertake an inspection in order to respond to Gigaclear or the local authority or; has a joint site visit. The contractor should undertake any agreed remedial works within 10 days of the date of receipt of the defect. If it is agreed that there is no defect, no further action is taken.
- The contractor notifies the street authority when the remedial work is completed by sending an appropriate notice.
- If, by the seventeenth day after the joint inspection the undertaker has neither notified completion of the remedial work nor has agreed with the street authority a longer period for the remedial work to be completed, the street authority may carry out a further inspection and charge an inspection fee.
- If, on a further inspection, appropriate notices required have not been received by the street authority but the remedial work is found to be satisfactory then this inspection should be charged as the third stage defect inspection. The undertaker may be informed that the required notices have not been received.
- If, on a further inspection the remedial work is not satisfactory or has not been completed, or if the appropriate notices continue to be outstanding, this procedure will commence again. Similarly, the procedure shall commence again if the remedial work is found to be unsatisfactory during defect inspections.

## 49.0 Street Works

### Defects causing danger:

If Gigaclear (Statutory Undertaker) or the Local Authority (Street Authority) becomes aware of a non-compliant reinstatement causing danger it may make the site safe by signing, lighting and guarding or other methods agreed with the contractors and then follow the procedure below:

- Gigaclear/Local Authority informs the contractor immediately, by a logged telephone call, and sends electronically or by a Works Inspection Report and Defect Notification to the contractor responsible. Copies are supplied to the undertaker's representative if present on site.
- The undertaker takes immediate action to mobilise and make safe in one of the four ways itemised below:
  - by making the site safe by signing, lighting and guarding.
  - by carrying out a permanent reinstatement.
  - by carrying out an interim reinstatement; or
  - by other agreed remedial measures.
- The undertaker's representative advises the street authority by telephone of the actions taken, within 2 hours of the logged telephone call.
- A defect inspection fee, shall be payable to the street authority if a joint inspection is carried out and a defect agreed following notification to the undertaker
- The street authority may take reasonable remedial action to make safe if:
  - there is no one on site and the street authority does not know the identity of the undertaker; or
  - the undertaker cannot be contacted; or
  - the undertaker cannot make safe the defect within 2 hours; or
  - no telephone call is received from the undertaker within 2 hours of the logged telephone call; or
  - the undertaker persistently fails to respond to dangerous defects

If the street authority takes remedial action, they may charge their reasonable costs to the undertaker. If the street authority takes action, it should inform the undertaker by the end of the next day via email or works comment. When the defect is made safe the procedure for non-dangerous defects is then followed.

### 49.11 Deployment over Bridges and other SED's

Deployment of our duct across bridge structures and any network SED's must be done in full compliance and authorisation from the local authority, taking into consideration,

- Depth of cover (trail holes may be required)
- Age and stature of bridge (is it listed)
- Spare duct that may be available
- Directional drilling

Each local authority has a bridges/structures department. At the planning point of each build you must liaise with these departments and gain full structure detail, information of other services that may be already in situ and advice how they would like you to proceed at each location.

Where at all possible, when carrying out trail holes, it is recommended a representative from the local authority be in attendance, thus avoiding any unnecessary damage claims and also to further advise once depth of cover is recognised.

See also Section 45 (SEDs).

## 50.0 Subcontractors

Where a contractor sub-lets part of their work to a subcontractor that supplier must be assessed by the contractor to ensure they are competent to undertake the works and have adequate resources to complete the works.

The assessment of any subcontractor must be at least to the standard of the Gigaclear HSEQ Assessment and a request for evidence of this assessment may be requested and must be provided to the HSEQ Department.

All subcontractors must be provided with this document and any other associated information such as network specifications for them to adhere to. It is the contractor's responsibility to ensure this information is provided. Evidence may be requested from Gigaclear that this information has been conveyed to any subcontractors.

Subcontractors shall undergo inspecting and auditing on sites as per any other supplier working on the Gigaclear, or associated network and will be subject to the same requirements and expectations.

Subcontractors that fail to meet the required standards or are in significant breach of any company, legal or industry standards will be removed from the network.

Contractors must inform Gigaclear HSEQ of any person or persons that has been removed due to HSEQ breaches. Subcontractors, including individuals, that have been knowingly removed by one contractor due to HSEQ breaches may not automatically work for another contractor on the Gigaclear network. Discussions on the matter is to be made with Gigaclear HSEQ.

## 51.0 Supervision

An extremely vital role that is key to ensuring correct standards and expectations are met and maintained on site is that of the Supervisor. Contractors must ensure that only competent, skilled and experienced supervisors are appointed to this role and that they have the right attitude and behaviour to work with site personnel, engage appropriately with members of the public and Gigaclear personnel.

Contractors must determine the number of adequate resources of Supervisors to be appointed to manage the level and type of works being undertaken. Where HSEQ issues arise Gigaclear expect a Supervisor to be permanently appointed to manage the site team to improve their performance and manage expectations. Gigaclear expect Contractors to manage this in the first instance and do not expect these costs to be passed to the company.

Supervisors competency will vary but a high level of knowledge and experience is expected relevant to the works being undertaken. Gigaclear may request/provide specific training by the company to be given to contractor supervisors and sufficient time will be allowed for this to occur.

Site team working supervisors/gangers or charge-hands that are responsible for undertaking and managing the works and the site personnel on a daily basis must also be fully aware and comply to the HSEQ requirements and standards expected. Contractors should clearly identify who those individuals are and provide adequate and suitable training and resources to allow them to undertake their role effectively.

Gigaclear may request/provide specific training by the company to be given to contractor gangers/charge hands etc and sufficient time will be allowed for this to occur.

## 52.0 Temporary Works

Contractors are responsible for and must ensure that any temporary works are clearly identified at survey and validation stage and ensure the safe design, construction, use, maintenance and removal of all temporary works is provided.

The contractor must provide detailed risk assessments and method statements to Gigaclear for any works that are deemed Temporary Works ie props, shoring, excavation support, formwork or falsework in compliance with BS5975:2019.

A competent Temporary Works Co-Ordinator and Supervisor must be appointed to manage and oversee the works

Key points:

- All Temporary Works must be identified and classed, together with their associated delivery dates, designers and checking organisations
- All Temporary Works are designed and checked by competent people.
- All construction materials , components and the physical construction of the Temporary Works are inspected and approved to ensure their compliance with the design. This will be done through the Temporary Works Supervisor (where appointed). All approvals will be undertaken by the Temporary Works Co-ordinator
- All changes are referred to and approved by both the Temporary Works Designer and the Checking Engineer
- Detailed RAMS are provided for Gigaclear to review prior to works commencing
- The HSEQ Director must review any temporary works arrangements prior to the works commencing.

## 53.0 Tools and Equipment

Tools and equipment must in good working condition, free of damage or defects that affect its safety or operation and be fit for purpose.

Where electrical cables apply (including charges) they must not be damaged, split or torn.

Where safety guards are required they are to be fitted and remain in place and secure.

Users of tools and equipment must be competent in use and where specific training or accreditations apply, hold them and be able to provide evidence upon request.

Faulty or defective tools or equipment must not be used and taken out of use or access or clearly labelled. Makeshift repairs are prohibited.

Craft knives with snap off blades or fixed blades are not permitted.

Trailers with drums must have safety locks fitted and be secured at all times and may only be moved by appropriate vehicles.

Cable drums on the ground are to be secured to prevent rolling away.

Portable electric tools utilised on site must be formally inspected (PAT tested) every three months. Evidence of this must be provided upon request either via tags on equipment and/or detailed register.

Trip and slip hazards are to be removed or secured to prevent injury to other workers or members of the public and work, plant and material storage areas are to be secured from entry at all times.

## 54.0 Training/Accreditations

It is mandatory for everyone working on the Gigaclear network to hold a NOPS card (Network Operative Passport Scheme).

A NOPS card is to be held by the individual on site and be provided for checking when requested by Gigaclear or any representative. The NOPS card should have all relevant training and accreditations viewable within NOPS however, due to the only recent introduction of this card into the industry where other forms of relevant training and accreditation can be provided ie other *valid* cards or certificates – this is acceptable. Steps must be made to get all training and accreditations into the NOPS card. See Section 33 (NOPS).

NOPS cards are to be held by all civils, reinstatement, fibre installs, splicing, testing and connection work personnel. Temporary visitors, delivery drivers including waste management are exempt from requiring a NOPS card.

All personnel undertaking works on the Gigaclear network are required to hold training or accreditations relevant to the activities and operations they are undertaking. The training held must be valid ie in date.

Personnel that do not hold a NOPS card *and* cannot evidence their training or accreditation requirements against the activities or operations they are carrying out will be required to immediately cease what they are doing. Gigaclear will not be held responsible nor liable for any cessation of works due to non-compliance to training or accreditation requirements.

Gigaclear may host training sessions on or off site. Contractor and subcontractor employees must attend these training sessions if requested to do so. Reasonable notice and time will be provided for any training off site and the company is not expected to cover any costs associated.

Specific training or accreditation requirements are stated below. These are not exhaustive and are subject to change and may be a mix of class, field or online delivery.

Training/Accreditation	Notes
NOPS	To be held by all site personnel
Emergency First Aid	Required to be held by at least 2no site personnel within every site team and all lone workers
Manual Handling	To be held by all site personnel
CAT and Genny	To be held by all site personnel that undertake surveying and excavation works. Minimum one day
CDM Awareness	To be held by all site supervisors
Cut off saw	To be held by all personnel undertaking the task
NRSWA Supervisor	Required to be held by all personnel responsible for overseeing relevant works

Training/Accreditation	Notes
Gigaclear (GC) Contractors Induction	As instructed by GC
Fire Warden	At least one per site team/gang
Asbestos Awareness	To be held by all site personnel
Sharps/Needles Awareness	To be held by all site personnel
Weils Awareness	To be held by all site personnel
Face Fit Testing	To be held by all personnel that use masks for work ops.
NRSWA Operative	Required to be held by all Traffic Management personnel on site and; at least one on site team/gang member (as a minimum)

## 54.0 Training/Accreditations

Training/Accreditation	Notes
Lantra	Required to be held by all Traffic Management personnel (categories required based on Permit, site and environment requirements)
Pot Installation	As instructed by GC
Civils Reinstatement	As instructed by GC
Fibre Awareness, Inspection and Testing	As instructed by GC
Fibre Splicing	As instructed by GC
MEWP	IPAF required by all operators

Training/Accreditation	Notes
PIA (examples): Safety Underground SA002 Duct Survey S2 Rod and Rope S7 (subduct and cable install) Confined Spaces CSA Pole Survey S5 Safety Overhead SA001	Required to be held by all site personnel undertaking relevant works (additional PIA accreditations may be required depending on tasks/activities). See Section 38
Civils Excavation	As instructed by GC
Box building/core drilling	As instructed by GC
Fibre Blowing	As instructed by GC
Cabinet and Cable Management	As instructed by GC
Plant	Excavators/Dumpers CPCS or NPORS

Suppliers employees with training certificates which do not have a fixed expiry date must either:

- Refresh the training after 5 years
- Be able to demonstrate current updated knowledge and skills via either Continual Professional Development (CPD), or a Professional Development Review (PDR) process
- Complete supplementary training suitable to the business or;
- No longer undertake activities related to the training.

The specific type, duration of course or delivery method may be specified by Gigaclear at a later date and may include courses or accreditations provided by Gigaclear. These will be communicated and arranged in co-ordination with each contractor.

Where plant (ie excavators or dumper) training is not provided by CPCS or NPORS the provider and training details are to be issued to hseq@gigaclear.com to review for approval. Providers outside of NPORS or CPCS will *not* automatically be accepted.

Any foreign or overseas training or accreditations are to be verified by the contractor to ensure it meets the equivalent UK standard of training. Gigaclear may check foreign training to ensure it meets required standards.

Personnel that hold valid training or accreditations but are directly or indirectly involved in a breach, non-compliance or incident may be requested to re-sit relevant training or accreditations as a reminder /refresher of requirements.

Repeat offenders, those without valid training or accreditations or those that cause or may cause a serious breach may be subject to enforcement action ie Yellow Disciplinary/Non-Conformance Cards (warning) or Red Disciplinary/Non-Conformance Cards (removal from site).



## 55.0 Utilities (see also Section 14 Excavations/Breakground)

Utilities are services defined as; gas, electric, water, fibre comms, copper comms (often referred to as BT), drainage, oil or other fuels. They may be a main or service feed, overhead or underground. The management and control of utilities to avoid a strike or arc is of the highest importance and a key priority of Gigaclear to prevent harm or loss.

All contractors are required in the first instance to adhere to HSG47 Avoiding Danger from Underground Services and; GS6 Avoiding danger from overhead power lines, ENA or OR requirements. There are no exceptions or deviations from the prescribed requirements within these documents.

Although services such as drainage or copper comms may be considered 'low risk' from a harm perspective just as any other live service strike or damage they can cause significant disruption to residents and businesses and the failure to identify services and undertake appropriate surveys and safe dig methods may result in another strike where harm could be caused to a worker ie electric or gas.

Residents/businesses must be immediately contacted to advise that they may have a loss of service and a drop card containing contractor contact information is to be left or; if the resident is not present the card is to be dropped through the letterbox. Contractors may be advised of vulnerable persons in an area, if this is known, and the impact on them and a loss of service must be considered at all times. In the event of a strike, and due to the impact that can have to residents/businesses – a contractor must stay near the damaged area until it is repaired.

### Design:

Gigaclear will provide a design risk assessment with any proposed builds (unless agreed otherwise ie Market Towns) which will endeavour to identify via desktop and/or site assessment any services that may be in close proximity to the proposed build route.

Contractors are required to validate this design and within this validation specifically identify through all means available, via their own desktop review and site assessment, where their proposed detailed design may come into close proximity or conflict with live known or *foreseeable* services. Controls to avoid or mitigate the risk of a strike are to be taken at the design stage ie alternative build route away from services, arrangements to isolate, alternate excavation processes ie vacuum excavation, undertake trial holes, hand dig. Nb; an example of foreseeable is location of properties or structures and the visible presence of a transformer or power poles, scarring, chambers or pits, meter boxes etc where the likelihood of a service is high and therefore must be presumed. Contractors must provide an appropriate allocation of time and resources, including costs, to manage and control the risk or likelihood of a utility strike.

### Underground services:

Contractors and their representatives must comply with the requirements of Gigaclear and the HSE Guidance HSG47 danger from underground services document including, but not limited to:

- Obtaining and reviewing utility plans and drawings (safe dig prints/stats) prior to works commencing. Gas stats must not be more than 28 days old at the time of issue and all other stats are not to be more than 90 days old. Stats are not acceptable for viewing on any device smaller than an ipad ie a mobile telephone. Stats must be in colour and not be a desktop/screen shot. All stats must be easily read.
- Surveying the area through thorough visual and electronic means ie CAT *and* Genny, using clamps and clips and/or GPR, identifying scarring, meter boxes, street lighting and other furniture, transformers, substations, poles etc.
- Clearly marking known or suspected services and marking in a *continuous* line where the breakground/excavation route crosses or comes into close proximity.
- Following safe digging practices including trial holes to determine type, location, line and depth *alongside*, not over the top, of known or suspected services and only insulated hand tools *gently* during hand digging

## 55.0 Utilities

### Underground services:

- Not digging with a machine, unless otherwise risk assessed, within 500mm of known or suspected services
- Digging *alongside* known or suspected services *not* directly over them
- Seeking alternate routes or isolation
- Using only competent and trained personnel to survey, operate detecting equipment and excavators
- Ensuring excavators have a spotter at all times when digging near known or suspected services
- All operatives involved in breakground/excavation activities to wear flame retardant PPE

The use of a permit to dig/break ground in addition to a site specific risk assessment is strongly recommended.

Operators of detection equipment must be trained and hold valid certification relevant to the type of equipment used. Detection equipment must be in calibration date, have evidence of date validity on site either through certificates and/or labels on equipment. Personnel that are not trained or equipment that is not calibrated must not be used. NRSWA training is *not* solely accepted as suitable CAT and Genny training.

Each excavation team must have detection equipment with them at all times. Gigaclear expect CAT and Genny detection equipment to be either Vivax or eCAT4+. Ground must continue to be scanned as excavation work proceeds. GPR is strongly recommended to be used in built up/congested areas where many services may be present.

Excavations that take place close to buildings or walls must take into consideration temporary works and no structure is to be undermined without adequate support as determined by a structural engineer.

Excavations must have suitable barriers to prevent people falling or tripping into the excavation. Lights must be working in low or poorly lit areas and must not dazzle or cause glare to other road users or pedestrians.

Utility services can often have been installed at low or shallow depth close to the surface with no warning tape or sand. As utility strikes often occur on shallow services it should be *expected* that services are always shallow therefore safe excavation and surveying techniques should be adopted *as soon as any ground is to be broken*. Utility strikes struck that are shallow (ie not to relevant industry standard) shall *not* automatically be assumed or accepted to be unavoidable.

### Overhead Services:

During surveying, validation and planning of work and storage areas the location and positioning of overhead services must be considered and recorded and where a risk is identified, controls to protect workers must be put in place and clearly communicated to site teams.

The loading, unloading of plant, equipment and materials including the use of grab buckets, wagons, tippers must only be carried out where the risk of contact, or arching from power lines, to overhead services can be avoided.

No part of any vehicle, plant, person or equipment must be within the following proximity of power lines at any time. These are minimum distances to be adhered to:

- low-voltage line – 1 mtr
- 11 kV and 33 kV lines – 3 mtr
- 132 kV line – 6 mtr
- 275 kV and 400 kV lines – 7 mtr

## 55.0 Utilities

### Installations:

Contractors carrying out installations in or around a customer's property are to survey the area for any visual signs of services and discuss the location of possible services with the customer/resident ie electric gate or CCTV feeds. Thorough checks must be made before drilling into walls to identify the locations of power/light switches/socket wiring and radiator or gas pipes.

### Investigation:

All strikes or damages are to be investigated. A reporting template will be provided by Gigaclear to ensure a common standard of key and quality information is obtained during the investigation and; to allow for the recording of data and monitoring of trends and performance.

On conclusion of an investigation it must be determined as to whether the strike was 'Avoidable' or 'Unavoidable'.

**Avoidable** means that had the proper measures and controls been taken ie design, survey or during breakground or excavation – the strike would most likely *not* to have occurred.

**Unavoidable** is where despite the measures and controls taken the strike was likely to have occurred ie a redundant service not indicated on any drawings/plans with no markings/scarring or no other physical indications of its presence and; could not be located via electronic means CAT and Genny, GPR.

There is a third classification of inconclusive where avoidable or unavoidable cannot be determined however this is unlikely to be the case where a thorough investigation has been carried out.

All classifications are to be justified in the investigation report.

The timescales for reporting a strike and providing an investigation report are outlined in Section 1.

Where unauthorised makeshift repairs are made by contractor personnel and/or; evidence or suspected evidence of covering up a strike and/or *not* reporting it is found – nonconformance/disciplinary action will be taken.

The classification of a utility strike by a contractor may not always be accepted and Gigaclear may amend the final classification based on judgement and information or evidence provided ie by Gigaclear investigations.

## 56.0 Unexploded Ordnance (UXO)

Unexploded ordnance, unexploded bombs, grenades and bullets, and explosive remnants of war are explosive weapons that did not explode when they were employed and still pose a risk of detonation, sometimes many decades after they were used or discarded. UXO's can sit centimetres under a surface or lay several metres underground. Very little disturbance of an unexploded ordnance is required to cause it to detonate.

Although the likelihood of discovering a UXO is low where excavations take place in a greenfield area or at depth in farmers fields there is still a small possibility that a UXO could be found.

In all circumstances where a metallic like object in the shape or description of an ordnance is discovered or suspected it is not to be touched, the area is to be immediately cleared of people and the area secured to prevent access. Contact the police immediately and then notify Gigaclear HSEQ. No one must enter the area until instructed that it is safe to do so.

## 57.0 Vehicles/Drivers

Operators of road going vehicles or plant must have a valid driving licence.

Driving of any vehicle at any time while under the influence of drugs or other substances, or while over the legally permitted blood or breath alcohol limit is strictly prohibited and the police will be contacted where this is known or suspected.

Vehicle drivers including delivery drivers must:

- Minimise as best as possible the need for reversing
- Where reversing and there is a risk to other workers, members of the public or contact with other vehicles, buildings or structures (including fencing or barriers) - are to be guided at all times
- Vehicle operators are to ensure that vehicles are not overloaded and that loads are secure at all times
- Straps and ties to secure loads must be free from damage and in good condition
- Plant and vehicles must be kept properly maintained and in good safe working condition
- Trailers and beds of lorries must be sturdy, not be damaged and with holes that may cause items to fall through
- Trailers must have working lights and display a registration plate
- Vehicle and trailer fittings for lights/indicators must be working and connected
- Cable drum trailers must be in good working condition and safety locks fitted and utilised. They must be fully secured on site to prevent uncontrolled movement and only moved by appropriate vehicles
- No materials including waste must be kept on an open lorry or trailer that could be blown off or bounce off whilst in transit
- Vehicles must be appropriately taxed and insured with registration plates displayed
- Vehicles should always be parked off the road from working areas wherever possible to avoid congestion within work spaces and inhibit movement within work areas
- All vehicles, trailers and associated equipment must be safely parked at all times to not inhibit the view or obstruction or movement of other road users including pedestrians on foot ways including those with restricted movement or the impaired.

See also Section 29 (Maintenance/safe operation of Plant).

## 58.0 Vibration

All workers that may be exposed to the risk of hand arm vibration through their work activities ie breakers, vibrating plates must have the use/daily exposure identified and stated within the risk assessment. Alternative methods or rotational working must be considered and any such actions stated within the risk assessment.

Equipment is to be in good working condition and all operatives are to wear gloves during use.

Personnel that are exposed to hand arm vibration are to undergo health surveillance including subcontractors and it is the contractor's responsibility to ensure this occurs. Gigaclear may request evidence (not specific personal details) that this has been carried out.

## 59.0 Welfare Facilities

Welfare facilities or arrangements for access to suitable and sufficient facilities must be specified within the Construction Phase Plan. This includes the exact type of facility *and* its location. Failure to provide this information may result in the CPP not being approved and a delay in the BTO being issued.

Facilities must be suitable for the type of works taking place and be easily accessible by all workers.

Gigaclear recommends the use of fully self-contained units such as Groundhog, Evolution units or welfare vans.

Checks will be made on the suitable provision of welfare for the health and wellbeing of the workers and where welfare is deemed to be insufficient not meeting legal requirements, will require rectification at no cost to Gigaclear.

The below is a statement from the HSE Construction Information Sheet No.59 in reference to transient construction sites and use of local facilities:

*A transient construction site is either where short duration work is carried out at one or many locations, or is of a longer duration carried out while moving over a continuous geographical area, eg major roadworks, cable laying contracts etc. In such cases, it may be appropriate to make arrangements to use facilities provided by the owner of existing premises, in which the work is being done, local public facilities or the facilities of local businesses. Clear agreement should be made with the provider of the facilities; it should not be assumed that local commercial premises can be used without their agreement. In all cases the standards above (see HSE info sheet online) must be provided or made available.*

*Facilities must be readily accessible to the worksite, open at all relevant times, be at no cost to the workers, be of an acceptable standard in terms of cleanliness and have handwashing facilities.*

*Workers need to be made aware of the arrangements to use them and be informed of their location.*

## 60.0 Work complete / Health and Safety File

On completion of all works on a daily basis the area is to be left clean, tidy, safe and secure. Any risks to members of the public including excavations, trip or slip hazards, materials etc are to be removed or; secured to eliminate any risk.

On conclusion of the project information for the Health and Safety File is to be immediately provided by the Contractor to Gigaclear. This includes, but is not limited to:

- As built electronic drawings/plans detailing the exact location of all assets installed
- Photos of works pre-commencement, in progress and on completion (including reinstatements, road crossing duct entry and exit, pot locations, microduct installs and labels, pit excavations, chambers, cabinets, duct entries, seals, pole attachments, MDU's, kerbs) in accordance with the Civil Construction Guide and other specification documents
- Coring results (coring is required every 250mtrs in hard standing)
- Optical test results, in accordance with the Optical Build and Testing document
- Material/quality assurance certifications (required to be evidenced upon request in accordance with Gigaclear specification documents)
- Waste transfer notes and/or consignment notes
- Residual risk register; risks or hazards identified before, during (or as a result of the build) that *remains* on completion of the works.

## 61.0 Work at Height (see also Section 38 PIA)

Work at height activities should be avoided in the first instance with alternative methods to be considered from ground level. Only where alternatives are not practical or feasible should work at height be carried out.

Strict controls to manage safe working at height must be detailed within the risk assessment.

Personnel undertaking work at height must have completed training or accreditations specific to the equipment or activity being undertaken. Personnel not trained must not undertake working at height.

All equipment utilised for working at height must be fit for purpose, in good working condition and have undergone an inspection as per industry or manufacturing standards. Equipment that is damaged, defective or outside inspection dates must not be used.

MEWPS/Hoists with outriggers must only have them placed on hardstanding and level ground avoiding any manholes, lids, chambers or voids. Distances from power lines must be adhered to (see Section 35).

Harnesses worn must be clipped to designated fixing points at all times whilst at height.

Dropping of materials from height is prohibited. Drop zones must be around areas where materials or tools may fall to protect passers-by/other workers.

Overhead works taking place on joint user poles or where there is risk of contact to power must only use Blue 7A classified ladders. Ladders utilised elsewhere must be Professional (Class 1).

Safety kits must be used on all ladders on poles or against buildings/structures to prevent slippage or movement from side to side.

The Openreach Risks and Hazards Assessment form is to be completed prior to any works commencing on BT poles.

Permission is required for access onto joint user poles from the Distribution Network Operator (DNO). Pole labels must be checked prior to climbing and their label requirements adhered to.

No works are to take place on HV poles. If there are any doubts or queries as to whether a pole is HV or LV then works must *not* proceed and clarification sort from the DNO.

When working on or in close proximity to power conductors Gloves IR are to be worn.

Only telescopic fibre glass rods are to be utilised to gauge non-power cable heights. Only ultrasonic height measurement devices are to be used for power cables and are only to be used at ground level prior to works commencing.

A minimum clearance of 800mm is required from all live conductors. A minimum 500mm clearance is required from all neutral wires.

MEWPS/Hoists must remain at least 1000mm from all live conductors and take into consideration of cable sway. MEWPS must be turned off when in position.

Work directly on fragile roofs must be avoided unless there are measures in place to prevent falling through and; on roofs where no fall arrest system can be utilised edge protection must be in place.

### **WAH equipment inspection requirements:**

- Ladders – must be inspected prior to each use and have *at least* a monthly formal inspection regime
- MEWPS/Hoists – must have a valid six monthly inspection with reports available for viewing on site
- Harnesses – must have evidence of their six monthly inspection and not be older than 5 years
- Scaffolding – seven day formal inspections are required and scafftags must be visible on site (including for edge protection)

## 62.0 Work on private land

### 62.1 Land Drains and Ditches

Land drains are a form of underground drainage system, commonly found on agricultural land and can be constructed differently depending on the soil type. Land drains generally run into perimeter ditches or outlets, an effective system should mitigate against waterlogging - protecting crops and maintaining general field accessibility. Common drainage systems include; mole drains, clay / PVC perforated pipes and permeable backfill.

Most farms will be able to provide drainage plans that detail exactly what type of drainage has been installed and where it is within each field. Contractors should liaise with Gigaclear Delivery Teams and the relevant Network Access Officer to obtain drainage plans. Where plans are not available care must be taken to avoid damaging drains and where relevant trial holes should be dug to locate (mostly relevant on high value arable land). Where drainage systems are damaged by the Contractor it should be raised to the Gigaclear Delivery Team at the earliest opportunity; the Contractor may be liable to carry out remedial works or pay compensation if appropriate measures were not followed to mitigate damage.

It is vital that ditches and outfalls are kept clear, should these become blocked through works being undertaken by the Contractor the Contractor will likely be liable to compensation claims for crop loss, drain maintenance or for the premature renewal of the field drains (at significant cost).

### 62.2 Soil management

The management of soil is prominent across agricultural practices to optimise agricultural productivity. Poor soil management can lead to compaction, cause pans and restrict the ability of roots to penetrate deep into the soil, it also reduces water infiltration causing an increase in water runoff. Contractors should avoid using heavy machinery when soils are vulnerable i.e. in muddy, wet conditions and should have a soil management plan (SMP) in place for extensive excavations across arable land. SMPs should include (but not be limited to); details of work relating to soil stripping, soil storage (topsoil and subsoil mounds), soil replacement and soil decompaction.

Contractors should plan works and provide SMPs in line with the Defra Guidance note; *Construction Code of Practice for the Sustainable Use of Soils on Construction Sites*.

### 62.3 Biosecurity

Biosecurity is an occupational health issue that may not necessarily have direct impact on human health but is important to many businesses particularly in rural farming communities. Biosecurity measures are a series of precautionary steps put in place to mitigate the transfer of harmful organisms. Appropriate biosecurity measures depend on the type of farming / horticultural enterprise being visited. When visiting agricultural premises, Contractors and their representatives must comply with basic biosecurity measures such as;

- The cleaning and disinfecting of clothing, equipment, machinery and vehicles
- Work in ways designed to minimise movement of soil which may transfer organisms and cause contamination
- Follow all site-specific biosecurity measures highlighted by signs or farming occupants

*Additional guidance and information can be found on the DEFRA website; <https://www.gov.uk/guidance/controlling-disease-in-farm-animals>*



## 62.0 Work on private land

### 62.4 Reinstatement

Following works the Contractor must reinstate the ground to its former condition as far as reasonably practicable. Where additional remedial works are required to bring ground back to the position it was in, prior to works commencing the Contractor will be given the opportunity to carry out these works or cover the cost of the works being carried out by a third party.

### 62.5 Cross Compliance

Cross Compliance is a set of rules of which agricultural landowners or occupiers must follow if they are claiming rural payments for an environmental or countryside stewardship government funded scheme. Cross Compliance is for the protection of; public, animal and plant welfare, the environment, climate change and condition of agricultural land. Contractors must be aware of these rules and mitigate as far as reasonably possible against action which may lead to the rules being broken. Agricultural landowners and occupiers who are found to have been negligent, face fines and penalties from the Rural Payments Agency – where negligence could have been mitigated through reasonable measures or steps taken by the Contractor, the Contractor may be liable to pay compensation.

Cross Compliance consists of a number of 'Statutory Management Requirements' (SMRs) and standards for 'Good Agricultural and Environmental Conditions' (GAECs)

Key conditions / most relevant for Contractors to be aware of are;

- GAEC 5: Minimising soil erosion, guidance around using vehicles, trailers machinery and the use of temporary set down areas
- GAEC 7a: Boundaries; timeframes for cutting or making openings in hedges, works to banks and walls
- GAEC 7b: Public Rights of Way, restrictions and on works
- GAEC 7d: Sites of Special Scientific Interest (SSSI), restrictions on works and assent from Natural England
- GAEC 7e: Scheduled Monuments (SAMs), restrictions on works over SAMs

Further information and full details of Cross Compliance rules can be found at;

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/764890/Cross\\_Compliance\\_2019\\_rules\\_v1.0.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/764890/Cross_Compliance_2019_rules_v1.0.pdf)

### 62.6 Access

Specific access arrangements may be detailed in the Network Access (wayleave) agreement, these should be reviewed and followed by the Contractor at all times. Where the agreed access routes are not followed the Contractor is likely to be liable to compensation for any losses incurred by the landowner / occupier as a result of the potential trespass.

Except in the case of emergency works, the Contractor must provide Gigaclear with at least 14 days' notice of the intention to enter private land to carry out works in order for the relevant notice to be given to the landowner / occupier as set out in the Network Access (wayleave) agreement.

## 63.0 Work on or near water

Where works are required to take place either on, adjacent to or over water specific precautions and controls must be taken to protect workers and the environment. An assessment of the site must be carried out prior to any works taking place to determine the risks and harm that may be caused and the required controls.

The assessment must consider;

- the proposed location of the works and possible alternatives to *avoid* work over or adjacent to water
- permissions/permits ie Environmental Agency, Canal and River Trust, Local Authority, landowners
- the depth, width and flow of the water as this will determine the level of controls and requirements
- measures to prevent a person, tools or materials falling into the water
- rescue or recovery measures ie boat, life buoy and equipment ie life jackets, floating booms
- spill prevention and clean up kits
- personnel capabilities ie able to swim, confidence in and around water

Even where the works may of short duration, over a small culvert or stream controls must be in place to protect workers and the environment.

All works on, next to or in close proximity to water (where there is a risk of falling in or materials being dropped in) are to have the hazards and controls cleared stated within a site specific risk assessment. Method statements outlining the methodology of works as well the risk assessment may be requested by Gigaclear prior to the works commencing.

Arrangements for the safe working and control of works near or over water are to be outlined in the Construction Phase Plan for the relevant project.

See also Section 45 (SED's).

## 64.0 Young Persons

Any person under the age of 18 is considered a young person and must have a specific risk assessment completed for the environment they shall be working in and any tasks or activities they shall be undertaking. Specific controls may need to be applied or exclusions from high risk activities such as working at height, operating plant and certain equipment and; this must be clearly *and* formally communicated to the young person in the risk assessment.

A competent individual or individuals *must* be designated to be the young person's supervisor as part of the risk assessment and if the young person shall be working on a construction site *must be supervised at all times*. Office workers or those carrying out low risk activities or in a low risk environment (not on a construction site) do not require full time supervision.

No young person is allowed to work alone or; operate plant ie excavator, dumpers, MEWPS.

Young Person Risk Assessments (for those working on Gigaclear sites) must be submitted to Gigaclear HSEQ for review.