



Request Access - Location Search (Step 1 of 5)

Please select the Centre and locations within that Centre from lists below.

Please note: if you are working in a retail unit, please select 'Tenant/Retail Unit' from the list below. This will trigger a list of Tenant/Retail units to choose from.

Select Location ▼

intu Trafford Centre

** Tenant/Retail Unit - Apple

Unit - Peel Ave Yard - s/y 4 Core - U24/25 Postcode - M17 8BL Telephone number
- 0161 240 1010

Remove

Continue with these locations

Tracey Masters

From: intu <intu@ctracker.co.uk>
Sent: 27 September 2017 15:37
To: tracey@beaverfloorcare.co.uk
Subject: intu work request authorised
Attachments: Induction-313860.pdf

Dear Tom Campton,

We are pleased to confirm your work access request has been authorised.

Work No. #313860

intu Trafford Centre - ** Tenant/Retail Unit - Apple Unit - Peel Ave Yard - s/y 4 Core - U24/25 Postcode - M17 8BL
Telephone number - 0161 240 1010

Access Start Date: October 9th 2017

Access Finish Date: October 13th 2017

Description of Work:

Stone floor maintenance within FOH sales area. We shall require access to the mall to place additional protection/masking on Monday 9th and Tuesday 10th October 2017 only, please see method statement.

All contractors must report to the relevant Security office upon arrival to site to book in with security. Please ensure that operatives bring a copy of this email or the work reference number (noted above) when visiting the Centre.

Please see the attached document regarding Centre access arrangement and operational requirements; please ensure all operatives are familiar with the contents of this document and adhere to all Centre requirements at all times when on site.

Kind regards,
intu Management

EmailID: 1506523048.ce0e41a01624d9e23b2f867b71c853e3

Site induction

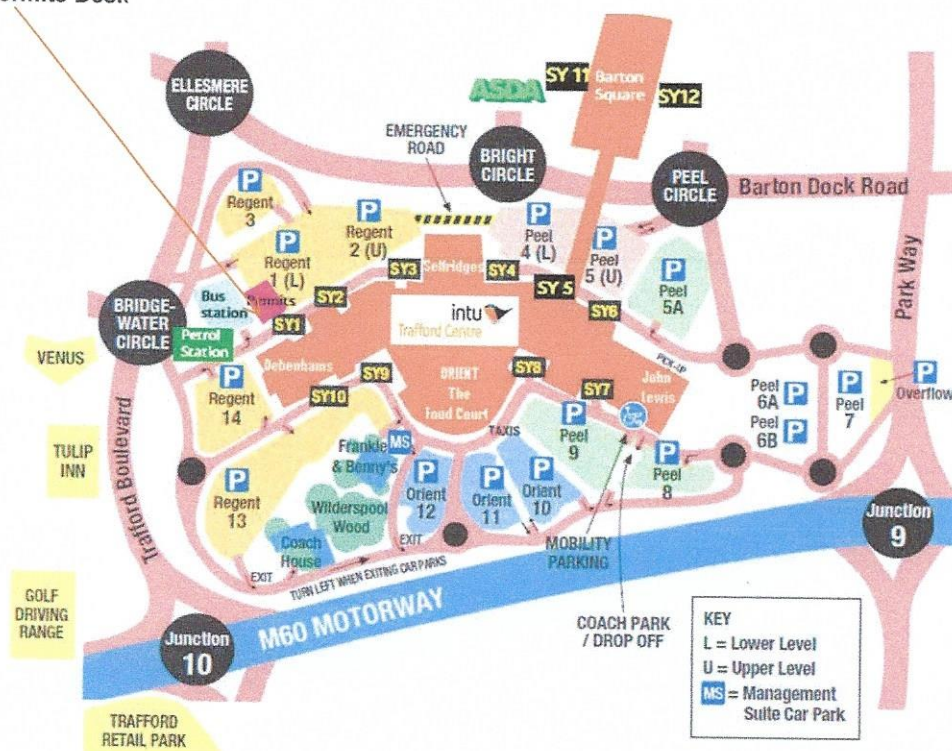
Do not start work without an induction - failure to comply with these rules could result in exclusion from all intu sites.

Centre:	intu Trafford Centre
Contact numbers:	
Security control (24hrs):	0161 749 1664
Emergency contact number:	0161 749 1664
Security manager:	0161 746 7777
Shop fit manager:	0161 749 1712
Helpdesk:	0161 749 1700
Technical services:	0161 749 1700
Centre management:	0161 749 7777
H&S manager:	0161 749 1646

Site plans

The permit desk is located next to the bus station and Service Yard 1.

Permits Desk



Contractor's activities

The Contractor shall comply with the requirements of Legislation, Statutory Regulations, Codes of Practice, Guidance Notes and intu Trafford Centre Limited Contractors 'site induction'.

It is your responsibility to provide adequate control of the health, safety and welfare risks arising from your work activities; this includes activities that affect your employees and others.

All activities must be conducted in accordance with your risk assessment and method statement documentation and any deviation must be notified to intu as soon as possible.

Permits or further RAMS required

All Contractors must obtain an Access Permit and a Permit to Work when required, before commencing any works at intu Trafford Centre. This is for work in all areas including Landlords areas and Shop Units.

Specific permits to work are required for the below activities:

- 1) Roof access
- 2) Hot works
- 3) Work on life safety systems
- 4) Low Voltage works
- 5) Drill/cut/core/excavate
- 6) Confined space

Additional permissions are required for work within landlord plant rooms and gas works.

All access permits and permit to works must be requested via contractor tracker, and must be approved prior to arrival at site. Login: www.ctracker.co.uk/intu

Approved permits are obtainable from the Permit Office located in the Building Services Department adjacent to the Regent car park and Bus Station.

All operatives must sign in and out at the permit office when attending site and must be able to quote their approved permit number.

Contractors who request swipe cards must sign out the card as requested by the permits office and return the card at the end of each working day

If while conducting works it becomes apparent any of the above works are required, and you do not have the appropriate permissions or permit to work in place, - report back to the helpdesk for further permissions/permits

Access and Working Hours

Works within Public Areas i.e. Malls, Car Parks or Shop Fronts.

The Contractor shall make arrangements for the work to be completed outside Centre trading hours. Special arrangements can be made in an emergency to carry out works during trading hours.

Centre Trading Hours (may vary seasonally)

Mon – Fri	10.00am to 10.00pm
Sat	10.00am to 9.00pm
Sun	12.00am to 6.00pm

Opening hours in certain areas of the Centre, particularly The Orient and Great Hall food court and cinemas may vary from these times and working hours will be more restricted.

Planned work is normally restricted to the period between 1 hour after trading and 1 hour before opening the following day.

Working hours for any works on life safety systems and for access to mall side of the shop unit will vary depending on the location. Works must be co-ordinated with the permits office and Security Control.

Work in Non-Public Areas i.e. service yards and service corridors, or shop storerooms.

Depending on the scope of works, work may be carried out at any time and shall only be restricted in trading hours when:

- A fire escape may be blocked by the work
- The work is dusty or noisy
- Hot works are required
- In these cases special arrangements should be made

Work in Shop Units

Work within shop units is at the discretion of the shop management. Work on shop sales floors is restricted to outside of shop trading hours.

If the shop unit is closed for the duration of works a dustproof hoarding will be required to be erected across the shop front entrance area with graphics on windows and hoarding. Additionally, if any life-safety system is deactivated as part of these works a fire resistant hoarding will be required, please refer to relevant shop fit guide for full details.

An Access Permit or Permit to Work is required for all of these works. Contact must be made with the Permit Office prior to any works being commenced.

Security

Operatives will be issued with a photo ID which must be visible at ALL times and returned to the Helpdesk upon leaving site. Where any access passes are issued, these too must be returned upon leaving.
Do not leave external doors open and unattended.

Do not let anyone in to a controlled area without asking them to produce their pass.

Radios

The use of portable radios, within intu Trafford Centre, is prohibited.

The use of two-way radios for communication on site is strictly controlled. The use any such equipment must be approved by the General Manager.

Fire and evacuation information

Contractor shall meet the requirements of Statutory Fire Regulations and comply with intu Trafford Centre's procedures on fire safety.

Contractors must familiarise themselves and their employees with the site arrangements including the action to be taken in the event of a fire (e.g. alarms, means of escape and assembly points).

If you suspect or discover a fire:

- If safe to do so, close the door of the room
- Raise the alarm using the nearest fire alarm call point
- Evacuate the building using the nearest fire exit and report to your designated assembly point
- Contact security control when it is safe to do so

In the event of an alarm sounding or building evacuation:

- Evacuate the building as quickly as possible, using the nearest safe exit or as directed by intu staff. Lifts must not be used
- Ensure that disabled staff/visitors are escorted to a Refuge Area or out of the building
- Close all doors and windows in the area before leaving if it is safe to do so
- Do not stop to collect personal belongings
- Report to the fire warden at your designated assembly point
- Do not re-enter the building or leave the assembly point

Always liaise and fully co-operate with intu Trafford Centre staff.

Do not leave site without informing the permits office or security control.

You may try to put out the fire using the correct extinguisher if you are trained and it is safe to do so.

Asbestos

On discovery/accidental damage of suspect asbestos material:

- Stop work immediately and warn others of the potential presence of asbestos and then inform Security Control and your supervisor and manager. It is essential that you do not disturb the asbestos.

There are no ACM's in the landlord areas.

Asbestos registers - Tenant Units

Request this information from the individual tenant or shop fit manager.

Accidents

All accidents, incidents and dangerous occurrences must be notified to security control and your line manager before leaving site.

In the case of a major accident or dangerous occurrence (as defined under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) (2013) a copy of Form 2508 (or similar), reporting reference and investigation findings must be forwarded to Centre Management.

It is expected that contractors will investigate near misses, accidents, incidents and injuries to identify changes and prevent future occurrences.

Property Damage

The Contractor must notify intu Trafford Centre of any property damage howsoever caused.

Intu Trafford Centre will claim against the Contractor's Insurance for any damage caused.

Public Safety

The safety of the public is of critical importance within intu Trafford Centre.

The Contractor shall not put the public at risk at any time during the works and shall include within the method statements and Risk Assessments relevant to the work specific reference to the control measures to protect public safety.

Noise, Nuisance and Vibration

Works must not interfere with the quiet enjoyment of any other Tenants at any time, especially during trading hours. This shall include noise, dust or fumes that may create a hazard or nuisance for other tenants.

In all cases where interference is likely, special arrangements shall be made with intu Trafford Centre.

When noise being generated is likely to exceed the requirements of the Noise at Work Regulations then a noise assessment must be carried out and a copy provided to intu Trafford Centre.

When vibrating equipment is being used and may cause a hazard to health then a vibration assessment is required.

Gas

It is a legal requirement for anyone carrying out gas work to be registered with Gas Safe Register. Only Gas Safe registered engineers are legally allowed to install, maintain, repair and service gas appliances, boilers, hobs, ovens on this premises and they must have a Gas Safe Register ID card. This will be checked and verified at the helpdesk when you collect your permit. Please inform the intu helpdesk and provide a copy of any outstanding actions/warnings - defects, failures or advisory's that have been issued to Tenants before leaving site.

Electricity

The Contractor must obtain a Permit to Work before working on any Electrical Systems or Equipment. Special arrangements are required to work on the electrical supplies to life safety equipment.

Work on live electrical systems is not permitted at any time.

Only test equipment that complies with the Electricity at Work Regulations shall be used and electrical equipment must be regularly inspected and tested when necessary and records maintained.

Portable electrical equipment must operate at a maximum voltage of 110v. Where electrical equipment requires operating voltages above 110v, then prior approval should be obtained from intu Trafford Centre. Both 110v and 240v supplies are available around intu Trafford Centre.

Three phase supplies may be available in certain locations; contractors should make prior arrangements for this type of supply.

A copy of Electrical Test Certificates must be provided to intu Trafford Centre.

HV Electrical Systems are controlled by a Permit to Work arrangement and work shall only be carried out by an Authorised Engineer or approved person appointed by intu Trafford Centre.

First Aid

All construction works must have:

- A first aid box with enough equipment to cope with the number of workers on site.
- An appointed person to take charge of first-aid arrangements.
- Information telling workers the name of the appointed person or first aider and where to find them
- The nearest hospitals are:
Trafford General - Moorside Road, Davyhulme, Manchester M41 5SL
Salford Royal Stott Ln, Salford M6 8HD

All first aid incidents must be reported to the security control room.

Service Yards/deliveries/Car parking

It is the responsibility of all service yard users to risk assesses all deliveries and pickups. It is your responsibility to determine the type and size of vehicle required and loading/unloading operation to suit the yard infrastructure.

Please confirm any height and weight restrictions with the centre and report any issues or concerns to Centre Management before attending site.

The Contractor should only use Service Yards for delivering goods or dropping off tools and equipment in relation to the work. A time limit of 30 minutes is imposed for all vehicles in service yards. Thereafter vehicles must be removed to authorised car parks.

The Contractor shall park any vehicles on the appropriate Car Park, or as directed.

General site rules:

1. All speed restrictions and safety signage must be strictly adhered to
2. Always use pedestrian walkways/stairs where available and avoid using the vehicle and forklift manoeuvring areas
3. High visibility vests/jackets must be worn at all times
4. Do not obstruct pedestrian routes or fire escapes
5. Report all accidents/incidents/near misses immediately to security control
6. Smoking is only permitted in designated areas
7. Obey/abide by instructions given by intu staff
8. Children and animals are not permitted in delivery vehicle cabs
9. All deliveries requiring the use of specialized lifting equipment, e.g. fork lift truck (FLT), Hiab or crane, are classed as high risk and will require a specific permit that must be submitted via the contractor tracker system 48 hours before attending site (tail lifts do not require a permit)
10. If space is available and with prior approval from centre management, a lockable covered skip may be positioned in a service yard
11. All hazardous waste must be disposed of in accordance with the applicable regulatory guidelines and with a licenced waste carrier. Wet waste must not be discharged into surface drains and should be appropriately removed from site
12. No item must be placed in an unauthorised area in such a way that it is possible to cause harm to another
13. Contractors will be required to contain and remove all waste generated by their works within the area of the tenant's premises. The storing of waste outside the tenant premises is not permitted
14. The landlord will remove any materials, equipment, or refuse found in unauthorised areas outside the tenant premises and a charge may be levied for its removal.
15. Goods lifts of varying sizes and capacities are located adjacent to service routes with access to the service yards. You must ensure all safety information displayed pertaining to the use of these lifts is strictly complied with
16. Cutting, grinding constructing etc. are classed as high risk and will require a specific permit that must be requested via the contractor tracker system 48 hours before attending site
17. Any deliveries to an intu site for contractors working for tenants must be provided with, and abide by the rules for delivery contractors
18. Vehicles delivering equipment/supplies for contractors will be allowed a short period for deliveries. An extension to this time may be allowed for larger vehicles at the discretion of security control. All vehicles must then leave the service yard and park in a public car park
19. Unauthorised vehicles may incur a parking charge

Waste management

All waste should be disposed of correctly by the contractor. Under no circumstances shall liquid waste, such as paints or solvents, be allowed to soak into the ground or be poured down drains. This is 'hazardous waste' and should be disposed of in line with current legislation.

All contractors are fully responsible for the removal of their waste. All waste generated by your works will be required to be contained within the unit and disposed of responsibly. No rubbish, materials or equipment are permitted in the service corridors, service yard or Fire exits.

The Landlord may remove any materials, equipment or refuse found outside the demise and a charge will be levied for its removal.

Environmental arrangements

The following environmental safeguards are in place at this centre:

- No chemicals, oils or other products may be disposed of by pouring them down drains
- All chemicals, oils and other materials with the potential to harm the environment must be securely stored
- The contractor will take all necessary precautions to prevent nuisance from smoke, dust, rubbish, noise and other causes
- The use of portable music appliances is not permitted

Welfare

Contractors must have arrangements to provide adequate welfare facilities prior to commencing works:

- First aid arrangements
- Accommodation for meals/clothing
- Washing facilities
- Sanitary conveniences
- Drinking water

Centre toilets are not to be used as a wash facility.

Food and drink – must be in designated areas, please use eating area for consuming food purchased in the malls. The consuming of food in corridors and service yards is prohibited.

Personal Protective Equipment

The Contractor shall identify in the Risk Assessment for the work activity when personal protective equipment is required. The Contractor shall provide and enforce the use of the required PPE to be worn by his employees.

Intu Trafford Centre requires that the minimum PPE required on site shall include protective footwear and high visibility jackets or vests. Hard hats shall be worn by all personnel when ANY high level work is being carried out on the site.

Any Personal Protective Equipment provided by The Contractor to his employees will be properly maintained and conform to the relevant British or European Standards.

Use of equipment

Mobile elevated platforms/scaffold – Contractors must check weight loadings in the malls for such equipment

All operators need to be competent and provide evidence of training such as IPAF certificates or equivalent. Only trained operatives are allowed to erect alter or dismantle scaffolding or mobile towers. No equipment is to be left on charge in landlord areas without prior approval.

Ladders and step ladders

These are only permitted if your RAMS reflect their use and they are used for short periods of light work only.

High Risk areas

Roof

Falls from heights:

Access to these areas must be requested via a permit to work on C-tracker 48hrs before arrival to site (roof access may be denied, or delayed in adverse weather such as high winds, ice or snow).

Keep to marked walkways at all times - these can become slippery when wet

The Contractor shall only use designated roof access points to obtain access to and egress from the roof. Only the blue walkways should be used to travel across the roof.

High risk areas on the roof are hatched and special safety arrangements are required in these areas. A Permit to Work is required for work in these areas.

Covering the roof membrane may be necessary when the work activity is likely to damage the roof membrane. In any event covering must be applied when hot works are carried out. Intu Trafford Centre will charge for the repair costs for any damage to the roof.

When the work is complete The Contractor must clear the roof working area and leave the site in a clean condition. No sheets or other materials that could blow around may be left on the roof.

Transporting of heavy loads must only be done using the blue walkways. Special arrangements must be made for landing of heavy loads onto the roof.

When work is carried out close to the roof edge, a safety harness must be worn; protection shall be put in place below the working area at ground level.

The Contractor must obtain an Access Permit before working on the roof and comply with the requirements of that Permit.

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Should the Fire Alarm be activated in the Centre it will be audible on the roof. Contractors should leave the roof via the escape routes marked by the running man signs.

When work is carried out close to the roof edge, a safety harness must be worn; protection shall be put in place below the working area at ground level.

Weather restrictions apply to roof work from time to time, when the wind speed is measured at more than 28mph, the roof surface is iced or in conditions of heavy rain, work is restricted and no Access Permits will be issued.

Eye Bolts

No landlords eyebolts are permitted to be used without prior permission from Building Services.

Fire alarms - roof

If the fire alarm sounds and you are working on the roof, please exit using the nearest fire escape route and report to the designated assembly point for roll call.

Plant rooms

No access permitted into landlord plant rooms without permission from technical services or risk management team and this should be included in site specific RAMS for consideration
Some plant rooms are noise protection areas - mandatory PPE is required.

Confined spaces

If you are working in an area that you believe may be classed as a confined space, a confined space permit must be in place and obtained from the permit office. If operatives do not have this in place, they must stop work and contact the technical services team.

Fire life safety systems

If you are working on life safety systems, you must obtain a permit from the technical services team.

Always contact security control before commencing any works on live life safety systems.

The contractor must ensure that the sensors, smoke detectors or sprinkler systems of the premises will be effective and not impeded in any way.

Drain downs of sprinklers require a minimum of 10 days' notice.

Fire alarm panels must be compatible with the landlord system and will require commissioning via the landlords maintenance provider

Working at height

Suitable RAM's must be submitted for this high-risk activity with a rescue plan when required.

General Housekeeping

Our service corridors form part of our means of escape and therefore must remain clear at all times. You are not permitted to work within common areas of the malls during trade. Any works must be completed 60 minutes before trade and are not allowed to commence until 60 minutes after the centre has been closed to the public. Any spillages caused or found on the mall must be reported immediately to security control; please stay with the spillage until an intu member of staff attends.

Yellow and red card system

intu operate a system to identify and eradicate unauthorised work activities and breaches of centre rules. All employees are empowered and encouraged to approach anyone not acting / working safely and, if required, remove them from site.

Smoking and e-Cigarettes

Smoking and e-cigarettes are prohibited in our buildings and is only permitted in designated areas. Anyone smoking in unauthorised areas is likely to be banned from intu sites.

Shop fit process and refurbishment projects.

Intu Trafford Centre has specific arrangements for managing shopfit works and refurbishment projects. Detailed safety arrangements must be made with intu Trafford Centre before starting work.

A copy of the Construction Phase H&S Plan must be provided to intu Trafford Centre for approval.

A Form 10 Notification (where applicable) must be sent to the Health and Safety Executive and a copy provided to intu Trafford Centre. All Shop Fitting works must be approved by intu Trafford Centre prior to starting the works and shall be in accordance with intu Trafford Centre Tenants Shopfitting Guide.

Copies of intu Trafford Centre Tenants Shopfitting Guide are available on request from the shop fit manager. Contractors who intend to carry out shopfitting or other works on behalf of a tenant must attend a Pre-start meeting with the Landlord's Shopfit Manager or Workman in advance of the works commencing. This meeting must be attended by the Shopfitting foreman or other person who will be responsible for the whole works. This person will receive a site induction and it will be his responsibility to carry out inductions with all other contractors or sub-contractors who will be working on the site. This includes any personnel working directly for the Tenant. The meeting will deal with all site procedures and protocols.

Where skips are required as part of the shopfit process, this must be by prior written approval by the Shopfit Manager. A skip bay will be confirmed, and the centre nominated skip provider must be utilized.

The centre will require a copy of the site waste management plan as per CDM regulations.