

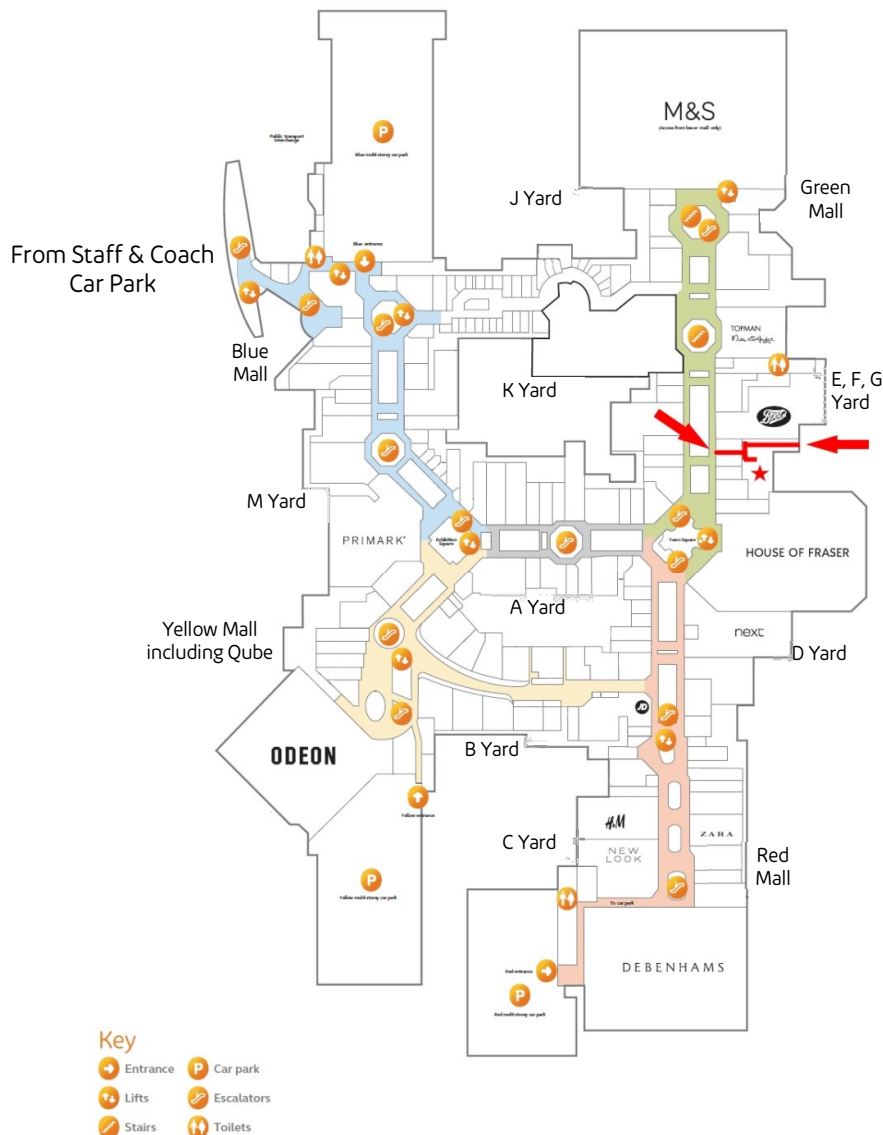
Site Induction

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

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|---------------------------|---|
| Centre: | Intu Metrocentre |
| Contact numbers: | |
| Security control (24hrs): | 0191 4930202 |
| Emergency contact number: | 0191 4930202 – Duty Manager |
| Security manager: | Tim McIntyre – 0191 4930230 |
| Shop fit manager: | Lee Emerson - 07442508946 |
| Helpdesk: | 01914930228 |
| Technical services: | Darren Frost-Younger - 07799261256 |
| Centre management: | 0191 4930200 |
| H&S manager: | Glen Atkins - 07880023109 |

Site plans

Please sign in at the Retail Support Services Helpdesk. We are located on the Green Mall, First Floor beside Appearance by Cover or via Service Yard E



Contractor's activities RAM's

You must ensure your work does not cause harm or damage and you must have current risk assessments and method statements covering the your works as well as the safety of employees, clients, centre workers and the public in case they are requested by regulators.

All works must be conducted in accordance with its risk assessment and method statement documentation.

Permits or further RAMS required

If while conducting works, any of the following are required please report back to the helpdesk for further permissions:

- Hot works.
- Work on life safety systems.
- Gas safety.
- Work on the roof.
- Work on live electrical systems.
- Work within landlord plant rooms.
- Cut, core or excavating of the slab or flooring.
- Work within confined spaces.
- Crane lifts.

Security

You will be issued with a photo ID which must be visible at all times and returned to the Helpdesk upon leaving site.

Do not leave external doors open and unattended.

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

Fire and evacuation information

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 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. 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.
- Report to the fire warden at your designated assembly point.
- Do not re-enter the building or leave the assembly point.
- Contact security control when it is safe to do so.

Do not leave site without informing the helpdesk.

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.

Or

The Asbestos survey for landlord/common areas is available from the technical services manager/helpdesk/via the Acorn portal.

For 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.

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) and reporting reference must be forward to centre management.

Gas

It is a legal requirement for anyone carrying out gas work to be registered with Gas Safe Register. Only a Gas Safe registered engineer is 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.

First Aid

All construction sites 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 Queen Elizabeth, Hospital, Gateshead and Royal Victoria Infirmary, Newcastle

Service Yards

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 30 minutes 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 the staff & coach car park.
19. Unauthorised vehicles may incur a parking charge.

Waste management

All waste should be disposed of in the correct skips. 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 consumed 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.

Use of equipment

Mobile elevated platforms/scaffold - 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.

Power tools

All electrical apparatus must comply with the requirements of the Electricity at Work Regulations. 110v equipment only, must be suitable for use on site. 240v equipment strictly prohibited without prior authorisation from Technical services and will only be used if no 110v alternative available and additional safety precautions taken.

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

Access to these areas must be requested via 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.

High-Vis and Safety Footwear should be worn at all times whilst on the roof.

Fire alarms

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 RAM's for consideration.

Some plant rooms are noise protection areas - mandatory PPE is required.

Confined spaces

We have several confined spaces across site. Our scenic lift pits are considered restricted areas and will require a specialist risk assessment. If you are working in an area that you believe may be classed as a confined space, stop work and contact the technical services team.

Fire life safety systems

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.

If you are working on life safety systems, you must get permission from technical services team. 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.

Hot Works

Hot works (brazing, welding, grinding etc.) are classified as a high risk activity and will require additional approval from the Technical Services Department. Contractors will be required to upload a task-specific, suitable and sufficient risk assessment and method statement via Contractor Tracker 48 hours prior to their planned entry into site **PLEASE NOTE THAT ACETYLENE IS NOT PERMITTED ON THIS SITE**

The centre operates a fire watch procedure which requires any hot works to be continuously monitored for 1 hour after completion of the work by the contractor. The contractor must notify the helpdesk (**0191 4930228**) upon the

start and finish of their fire watch. A member of the centre's Technical Services Team will then attend the contractors work location and sign off the hot works permit. The contractor must then return to Retail Support Services desk to sign off and surrender the permit.

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 30 minutes before trade and are not allowed to commence until 30 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 are only permitted in designated areas. Anyone smoking in unauthorised areas are likely to be banned from intu sites.

Hours of work in customer facing areas

Works in customer facing areas (such as malls and car parks) are restricted to times when the areas are closed. The areas must be clean and clear 30 minutes prior to the public entering the site.

Red & Green Malls

8.30am – 21.30pm Monday – Friday
8.30am – 7.30pm Saturday
10.30am – 5.30pm Sunday

Qube, Yellow Mall and Blue Mall

8.30am – midnight Monday – Friday
8.30am – until late Saturday
10.30am – late Sunday