



Victoria Square Site Rules & Information For Contractors & Visitors

To Be Read In Conjunction With Contractor's Handbook

Introduction

This document provides contractors and visitors with a summary of the basic site rules and information relating to Victoria Square. It should be read in conjunction with other more detailed documentation such as the Contractor's Handbook. If you require further information, contact Centre Management by visiting The Management Suite on Level 3 or call switchboard on **02890 322277**

Failure to comply with site rules and procedures, or to disregard any health & safety regulations or instructions, may result in you and/or your company being asked to leave the site and being barred from undertaking any future works. If in doubt ASK.

Site Rules And Information

1. **Appointments:** Site visits are by appointment only and should be pre-arranged with the Facilities Manager. You should not arrive unannounced.
2. **Sign in/out:** When carrying out work within the Centre either directly or indirectly, you must sign in at the Centre's Management Suite on arrival and sign out again prior to departure. If you enter the Centre via one of the Service Yards, then you must sign in and out at the Service Yard office as well. Ensure that the contact details which you provide are clearly legible.
3. **Parking:** There are no parking provisions on site for contractors and visitors. You may use the public car park operated by Q-Park, or make other arrangements.
4. **Deliveries:** Must be booked in through the Environmental Supervisor in the Service Yard. The contact number is **07501 227555**. Note that the Service Yard is for unloading / loading only and is not a parking facility.
5. **Security:** If you are issued with a swipe access card, you must ensure that you access only the areas agreed in advance with site management. Each time the card is used to open a door or you attempt to open a door, the event is registered in the Control Room. The card must be returned to Security prior to departure.
6. **CCTV:** Overt and covert CCTV is in operation throughout the Centre 24/7
7. **Conduct:** A high level of professional conduct and appearance is expected at all times.
8. **Health & Safety:** In terms of health and safety, **ALL** works must be fully compliant with statutory requirements and carried out in line with industry best practice. Risk Assessments and Method Statements must be submitted for all works. They must be site and job specific and submitted for approval at least 3 working days prior to the scheduled task. In certain circumstances where repetitive works do not change from one service visit to the next, then a less frequent submission may suffice. In any case, Risk Assessments and Method Statements must be reviewed and updated at least annually.

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9. **Permits:** These are issued and controlled by the Facilities Manager on site. You must liaise with the FM to acquire relevant permits. At least 48 hours notice is requested and RAMS are required.
10. **Hot Works:** Under no circumstances can hot works be carried out without a Hot Work Permit. At least 48 hours notice is required. Hot Work Permits will not be issued without comprehensive, site specific Risk Assessments and Method Statement.
11. **Roof Access:** This must be arranged through the Facilities Manager. A Permit To Access is required before going onto any roof area and Security Control Room must be informed. Harnesses are required on certain parts of the roof in conjunction with the life safety restraint system.
12. **Noise:** There are restrictions on noisy work. It must be carefully controlled and agreed with Centre Management in advance.
13. **Out Of Hours Working:** Work outside of normal trading hours must be organised in advance and approved by Centre Management. Security must also have been briefed.
14. **No Smoking:** There is a No Smoking policy in operation. Smoking is not permitted in any part of the Centre, including external seating areas.
15. **Toilets:** Public toilets are located on Level B1, Lower Ground and Level 2
16. **Emergency Evacuation:** On hearing the evacuation message you must immediately leave the Centre, make your way to the meeting point and report to Centre Management so that you are registered as safely evacuated. The meeting point is at the front of the Waterfront Hall unless you are instructed otherwise.
17. **Life Safety Systems:** Any works which may affect the Fire Alarm or Sprinkler system in any way, must be detailed in writing to Centre Management and authorisation obtained.
18. **Housekeeping:** The work area must be kept clean and tidy with particular emphasis on this at the end of each working day. All waste material is to be removed from site and disposed of in a properly controlled manner. No holes are to be drilled and no destructive works are permitted without the express permission of Centre Management.
19. **Damage to property:** All damage caused or discovered should be reported immediately to Centre Management.
20. **Accidents / Incidents / Near Misses:** All must be reported immediately to Centre Management. Details will be taken and an accident / incident report form will be completed by a member of the Security Team.
21. **First Aid:** Available on site. Contact Centre Management on the number below or call in with Customer Services on Lower Ground level if appropriate to do so.
22. **Contact Telephone Number:** Centre Management Switchboard **02890 322277**