

## Centre Rules

### 1. OBLIGATION ON CONTRACTORS

#### 1.1 HEALTH AND SAFETY & FIRE SAFETY

- 1.1.1 Contractors must provide Portable Appliance Testing (PAT) certificates and any other certification as required for all electrical equipment used by the Contractor on intu's premises.
- 1.1.2 Contractors must comply with intu's fire and evacuation procedures and make all of its personnel aware of fire exits, fire alarm points, and the location of fire fighting equipment, first aid points and evacuation points.
- 1.1.3 Contractors must report any incident, accident or dangerous occurrence (which occurs within the installation or as a result of the Contractors' activities) which is required to be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 to both the relevant authorities and to intu as soon as possible.
- 1.1.4 Where a RIDDOR report is made, the Contractor must provide a print out of the report (F2508) to intu.
- 1.1.5 Contractors must record any accident which is required to be recorded in the Contractors' accident book.
- 1.1.6 Contractors must contact intu security immediately should an accident occur which requires first aid.
- 1.1.7 Contractors must as a minimum have an appropriately stocked first aid kit within their installation and a person appointed to take charge of first aid arrangements.
- 1.1.8 Contractors must exercise all reasonable care and skill in order to avoid exposure to risk to any persons within the Contractors' designated space or who may otherwise be affected by the Contractors' activities.
- 1.1.9 The Contractor is to be responsible for all persons who are within the Contractors' designated space or who may be or who are affected by the Contractor's activities.
- 1.1.10 Contractors must provide risk assessments (including fire risk assessments) and method statements for all of the Contractors' activities, to include all aspects of the operation of the installation and where applicable, the construction, dismantling and final removal of any installation.
- 1.1.11 The Contractor's activities must be conducted in accordance with its risk assessment and method statement documentation and any deviation must be notified to intu as soon as possible.
- 1.1.12 Where a Contractor provides and installs any structure or other items for use with its activities these must be fit for purpose and in compliance with EN or BS standards, maintained in good repair, not pose any risk to the individuals involved, and comply with all applicable laws and with intu's standard terms and conditions. For Contractors who construct installations, a completion certificate confirming these points in writing must be submitted once an installation is in place.
- 1.1.13 The installation and the activities of the Contractor's staff must be organised in such a way so as not to restrict access to fire exits, impede the operation of smoke curtains, and/or impede the free flow of pedestrian traffic around the centre.

- 1.1.14 All materials used by the Contractor must comply with applicable national fire safety requirements.
- 1.1.15 The Contractor must provide an appropriate number of fire extinguishers to be contained within its installation.
- 1.1.16 The Contractor must construct its installation in such a way to ensure that the sensors, smoke detectors or sprinkler systems of the premises will be effective and not impeded in any way.
- 1.1.17 Any electrical supply leads should be incorporated inside the designated space, taken either from below or above and any cables that run along the floor must be firmly taped down to prevent any potential trip or shock hazards.
- 1.1.18 Contractors may only connect electrical appliances to power sources provided where appropriate testing (including PAT) has been undertaken and certification provided to intu beforehand.
- 1.1.19 The Contractor is not permitted to use any pressurised flammable gas cylinders, flammable liquids or any other activities which emit smoke, vapour or odour into the centre.
- 1.1.20 Cylinders for the storage of compressed air, oxygen, hydrogen or other gases or liquids under pressure are not permitted without the written permission of intu. If permission is required from local authorities to have any such items, then this must be obtained and a certificate evidencing permission provided to intu 14 days prior to the use of such items.
- 1.1.21 The Contractor will only use oxygen-filled promotional balloons if required, under no circumstances will hydrogen/helium balloons be permitted and any oxygen cylinders must be secured in a suitable bottle, trolley or stand.
- 1.1.22 Any mechanically propelled vehicle such as a motor car or motor cycle required for an installation will only be allowed into intu's premises when the fuel tank is empty and the battery is disconnected. Lockable fuel caps must be fitted. Additional caution must be used where the vehicle is Hybrid or Electric and only Qualified Vehicle Engineers can disable such vehicles.
- 1.1.23 The wheels of any such vehicle must be placed on protective mats and a drip tray placed under the engine. The vehicle must be kept locked when unattended with the handbrake applied and all the windows shut. Chocks should be placed under the wheels where deemed necessary.
- 1.1.24 Any vehicle provided by the Contractor must be pushed into position by the Contractor's staff. It cannot be driven through the Mall.
- 1.1.25 The Contractor's staff must be made aware of who to contact in the event of an accident, incident or fire.
- 1.1.26 Where fencing is required to prevent access or to demarcate the boundary of an installation, it should be as secure as possible, either by fixing to other parts of the installation structure or by use of weighted pillars. It must be Child Proof, sufficient so that hands, feet and limbs cannot get through the fence, or topple if climbed.
- 1.1.27 All fencing should be affixed with signage stating DO NOT CLIMB.
- 1.1.28 Contractors must conduct safety inspections of installations prior to opening and on a daily basis and must notify intu of any non-compliance or other safety issues arising.
- 1.1.29 Where required, Contractors must provide an adequate number of stewards or security staff for the management of persons visiting the installation.

## 1.2 INSTALLATIONS INVOLVING FOOD AND DRINK

The authorised reference document is contained on the system, if printed out, this is an uncontrolled copy



- 1.2.1 Any food or drink that the Contractor intends to provide for sale or distribution must be approved by intu in advance.
- 1.2.2 Any provision of such items must comply with food safety standards and the requisite levels of hygiene and cleanliness must be adhered to, intu reserves the right to charge for any cleaning that it may be required to do.
- 1.2.3 Where food is prepared or served within an installation, hot and cold running water must be available for hygiene purposes.
- 1.2.4 There must be separate sinks to wash hands and food in.
- 1.2.5 Any cooking equipment must incorporate splash guards to ensure that members of the public cannot be harmed.
- 1.2.6 Any hot surfaces must be labelled as such.
- 1.2.7 A space of two feet must be maintained between members of the public and any cooking area.
- 1.2.8 Any sharp cooking utensils such as knives must be secured and kept out of reach of the public.
- 1.2.9 Contractors must provide copies of food hygiene certificates and any relevant licenses prior to opening such food outlets to the public.
- 1.2.10 Contractors must provide the public with relevant food allergy guidance.

### 1.3 INSTALLATIONS INVOLVING FAIRGROUND RIDES

- 1.3.1 Any Contractor submitting plans to provide an installation involving fairground rides must have an appropriate person with membership of the Showman's Guild throughout the duration of the installation and evidence of this must be provided to intu prior to opening and subsequently on request.
- 1.3.2 No alcohol or tobacco products or live animals are permitted to be offered or given away as prizes.
- 1.3.3 Copies of all ride inspection reports must be submitted to intu 14 days prior to the opening of a fairground ride.
- 1.3.4 A plan showing emergency access routes to and around all rides must be provided.
- 1.3.5 Rides can only remain open and operational for the time periods agreed by intu

### 1.4 GENERAL

- 1.4.1 The Contractor will keep the Designated Space clean, tidy and presentable at all times and shall only use the installation in the manner which has been agreed with the Contractor.
- 1.4.2 The Contractor will ensure, unless agreed in writing otherwise with the Customer, that the installation is adequately staffed during centre opening hours.
- 1.4.3 The Contractor will ensure that any audio equipment situated in the Designated Space does not exceed the noise levels agreed with the Customer.
- 1.4.4 The Contractor will not cause excessive noise or any vibration and shall not display video in the Designated Space unless the content has been previously agreed with the Customer.
- 1.4.5 The Contractor will ensure, unless agreed in writing otherwise with the Customer, that the installation is not permanently fixed to the Site and causes no damage to the Site. Any

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damage which occurs will be rectified at the Contractor's expense including all costs, expenses or loss of revenue sustained by the Customer as a consequence.

- 1.4.6 The Contractor will not use live animals without the express consent of the Customer.
- 1.4.7 The Contractor will only sell or distribute products or other items (including marketing materials) as agreed in writing with the Customer at the time of application for the installation (unless the Customer's express consent is obtained) and shall agree the content of any products or literature permitted to be distributed in connection with the installation with the Customer prior to the opening of the installation.
- 1.4.8 The Contractor will obtain the written approval of the Customer of a plan setting out the layout, dimensions, materials and equipment, structures, signage, graphics, design and colour scheme for the installation at least one month prior to the installation being constructed.
- 1.4.9 The Contractor will provide to the Customer in advance of the opening of the installation maximum and minimum numbers of personnel and the names of those person(s) who will be responsible for the installation (one of whom will be present at the installation at any time it is open to the public).
- 1.4.10 The Contractor will ensure that the framework of the installation is not visible to the public.
- 1.4.11 The Contractor will comply with the Customer's permit to work system, including without limitation, in relation to the construction and dismantling of the installation, which shall only take place during the agreed period of time and in accordance with agreed access and egress arrangements.
- 1.4.12 The Contractor will not, without the prior written approval of the Customer, install any gas appliances within the installation or display any flashing lights, signs or notices within the Designated Space.
- 1.4.13 The Contractor will complete all documentation provided by the Customer (including the necessary permit to work documentation) to a standard acceptable to the Customer.
- 1.4.14 The Contractor will promptly, following the expiry of the agreed period of time, remove the installation.
- 1.4.15 The Contractor will ensure that its staff maintain an appropriate standard of dress and presentation at all times.
- 1.4.16 The Contractor will comply with all rules of the centre and its staff will not eat or drink within the Contractor's designated area.
- 1.4.17 A contact name and telephone number must be provided to intu for a senior person at the Contractor who will be available in case of emergency.
- 1.4.18 The Contractor will bag and place all refuse as directed by intu.
- 1.4.19 In the use of any Wi-Fi service available at the Centre, the Contractor shall comply at all times with any terms and conditions as may be required for the use of such Wi-Fi and, in addition, the Contractor agrees that any such use of the service is on an 'as is' and 'as available' basis and at its sole risk, and intu is not liable for any loss suffered as a result of using it or relying on it.



## Service yard guide

### Contractors – retailer and landlord instructed

**It is the responsibility of store managers, centre management and shop fit managers to communicate these rules to their contractors:**

1. 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).
2. If space is available and with prior approval from centre management, a lockable covered skip may be positioned in a service yard.
3. 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.
4. No item must be placed in an unauthorised area in such a way that it is possible to cause harm to another.
5. 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.
6. 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.
7. 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.
8. 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.
9. Any deliveries to an intu site for contractors working for tenants must be provided with, and abide by the rules for delivery contractors.
10. Vehicles delivering equipment/supplies for contractors will be allowed a short duration to unload and move vehicles to public car parks, for centre specific timings ask at centre. 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.

#### **Service yards – general site rules:**

- All speed restrictions and safety signage must be strictly adhered to.
- Always use pedestrian walkways/stairs where available and avoid using the vehicle and forklift manoeuvring areas as a means of access/egress.
- High visibility vests/jackets must be worn at all times.
- Do not obstruct pedestrian routes or fire escapes.
- Report all accidents/incidents/near misses/medical emergencies or unsafe acts/conditions immediately to security control.
- Smoking is only permitted in designated areas.
- Obey/abide by instructions given by intu staff.
- Children and animals are not permitted in delivery vehicle cabs.

**Failure to comply with these rules could result in exclusion from all intu sites.**

Below is the Site specific information that will be issued to Contractors / visitors when they sign in at the intu Chapelfield Hub. This is in addition to the Centre Rules above.



## Visitors Information

By signing in with the Hub, this confirms that you have read, understood and agree with the content of this Passport to Safety issued to you.

By accepting this pass you agree to abide by its requirements. Failing to do so could lead to you being asked to leave the site.

Your visitor pass must be visible at all times. Once you have completed your work, please sign out at the Hub and return your pass.

Thank you.

**The Hub: 01603 753349**  
**Control Room: 01603 753341**

## General Information

### Attending/leaving site

You should not start any works until you have signed in at the Hub and before leaving site you **MUST** sign out and return your pass.

### Parking on site

No parking is available on site. 45 minutes will be permitted to park within the service yard to allow for the loading and unloading of work equipment and materials. After the allotted time all vehicles must be removed from site.

### Smoking

Smoking is **not** permitted within any area of Chapelfield shopping centre, including e-cigarettes.

### Housekeeping

We all have a duty to maintain our workplace to a reasonable standard. Ensure that your workplace is maintained to avoid fire, slips, trips or falls etc. Fire exits and service corridors must be kept clear at all times.

**FAILURE TO DO SO WILL RESULT IN WORKS BEING SUSPENDED.**

### Welfare facilities

You can use the toilets located in the retail unit if available.

Landlord facilities are located in the Service Yard or the back of house corridors.

There are no provisions made for changing clothes within the centre.

### COSHH

Any chemicals or substances harmful to health must be provided with the relevant COSHH assessments. Without this, **YOU ARE NOT AUTHORISED TO WORK ON SITE.**

### Alcohol & illegal substances

Anyone under the influence of alcohol or illegal substances will be asked to leave site and /or may be reported to the police.



## Working at intu Chapelfield

### Contractors on Site

Works must be carried out by operatives that are trained and are considered competent for the task. Where requested, training certificates must be provided for any specialist work.

### Service Yard

Hi-Vis vests must be worn when in the service yard unless you keep to the designated walk ways. There are Hi-Vis vests at all service lift cores that may be used. Please ensure that they are placed back into the cages prior to leaving the service yard.

### Permits to work

Permits to work will be issued via the CTracker system. Any works deemed high risk following receipt of the Access Request will generate its own permit. All work activities carried out by contractors on site must be covered by a public liability policy and copies must be attached during CTracker registration.

Should a permit to work be required to be issued the following documents must be provided during the Access Request;

- Risk Assessment
- Method Statement

These must be site specific and have been read and understood by all staff working on site.

### Asbestos

There is no asbestos within Chapelfield shopping centre.

### Storage of materials

Materials must be kept clean and tidy and only stored within your designated area. Unless by prior arrangement, this will be within the retail unit you are working in.

**UNDER NO CIRCUMSTANCES CAN MATERIALS BE STORED OR WORKS BE UNDERTAKEN WITHIN THE SERVICE CORRIDORS.**

## General Information

### Accidents, incidents & near misses

During the course of your work, should an incident, accident or near miss occur, please inform the Hub. This will enable us to record and assess the details. Should it be required, please put in place control measures to prevent a re-occurrence.

In the event of first aid treatment being required, intu Chapelfield may have staff on site who can Assist. If not, we will liaise to ensure that help is obtained.

During any major works, it will be the responsibility of the main contractor to ensure first aiders are available.

### Waste

It is your responsibility to ensure your waste is removed safely and correctly from site. The centres bins are for retailers only.

### Hours of work

The following works must be undertaken outside of normal trading hours:

- Life safety systems
- Works that involve working on the mall (i.e. signage)

All other works can be undertaken during normal trading hours provided that the work will not impact the operation of any other retailers or customers.

### Trading Hours

Day	Open	Close
Monday	09.00	18.00
Tuesday	09.00	18.00
Wednesday	09.00	18.00
Thursday	09.00	20.00
Friday	09.00	19.00
Saturday	09.00	19.00
Sunday	09.00	17.00

These times are subject to change during Christmas, bank holidays and promotional events.

Please refer to our website for up to date information.



## Fire Safety

### In the event of a Fire

If you discover Fire, activate the nearest Call Point.  
If you hear a fire alarm, exit via the signed routes and proceed to the evacuation meeting point at Coburg Street located outside off South Lane entrance – please see map below.

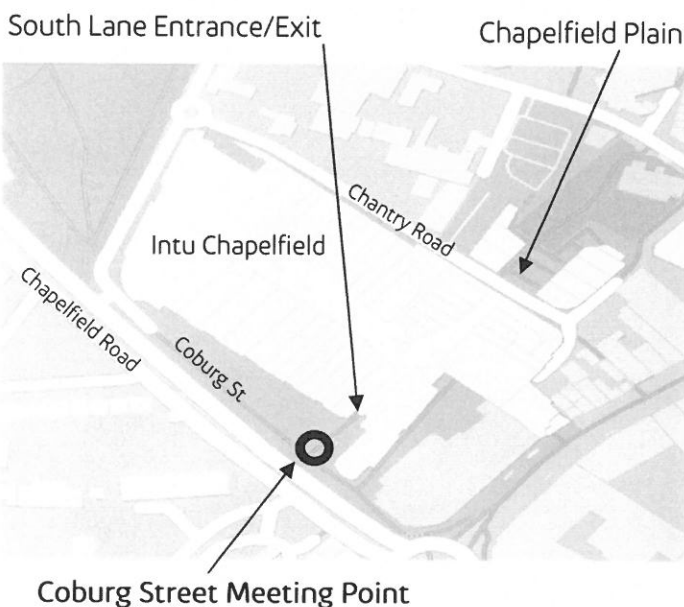
### Alarm

The Evacuation alarm is a repeating multi-tone sounder followed by a pre-recorded message.  
When working within the windcatcher (on roof level) the evacuation indication will be in the form of a flashing red beacon.

### Evacuation procedures

In the event of the alarm sounding in your area, secure your work area, ensure no members of the public are within and proceed to the evacuation point by the nearest exit. Do not return until you are instructed to.

### Evacuation point map



## Key Centre Managers

All can be contacted on: 01603 753344

General Manager	Paul McCarthy
Marketing Manager	Sheridan Smith
Operations Manager	Jo Bates
Technical Services Manager	Karl Walker
Security Manager	Brian East
Environmental Services Manager	Ryan Marshall
Health & Safety Manager	Paul Johnson
Business Support Manager	Rachel Guymer

## The Hub

01603 753349

The Hub Location:- Dining Terrace (DT) - through the silver doors by Ed's Diner.

### Site/permit specific Instructions

Please detail below if there is any information that should be recorded (i.e. Location restrictions, agreed parking arrangements etc).

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