**CONTENTS**

|  |  |
| --- | --- |
| 1 | Introduction |
| 2 | Vehicle condition (Mobile technicians only) |
| 3 | Vehicle / Facility Inventory |
| 4 | Safe use of equipment |
| 5 | Tool calibration |
| 6 | Portable Appliance Testing |
| 7 | Ladder safety |
| 8 | First aid |
| 9 | Firefighting equipment |
| 10 | PPE |
| 11.1 | Hazard / Risk reporting |
| 11.2 | Defect reporting |
| 12 | Procedures manual inspections and reviews |
| 13 | Records of change |
| 14 | **Safe Systems of Work** |
| 14.1 | Air Filter Replacement |
| 14.2 | Changing Light Bulbs |
| 14.3 | Changing battery and Pads in AED’s |
| 14.4 | Checking escape routes and fire doors are clear of obstruction |
| 14.5 | Cleaning and disinfection of shower heads and hoses |
| 14.6 | Cleaning blocked toilet |
| 14.7 | Emergency lighting testing |
| 14.8 | External grounds duties |
| 14.9 | Fire alarm testing  |
| 14.10 | Legionella testing |
| 14.11 | Moving office furniture |
| 14.12 | Painting |
| 14.13 | Portable Appliance Testing |
| 14.14 | Repairing doors and closers |
| 14.15 | Snow clearing and gritting |
| 14.16 | Testing ceiling pull switches for disabled toilets, etc. (Low risk) |
| 14.17 | Visual checks of firefighting equipment (low risk) |
| 15 | **Risk Assessments** |
| 15.1 | Basic carpentry |
| 15.2 | Electrical extension leads |
| 15.3 | Electric drilling |
| 15.4 | Electric power tools |
| 15.5 | Entry into plant / switch rooms |
| 15.6 | Hand tools |
| 15.7 | Ladders |
| 15.8 | Lone working |
| 15.9 | Low Voltage electrical work, including inspection and testing |
| 15.10 | Manual handling |
| 15.11 | Noise |
| 15.12 | Outdoor working |
| 15.13 | Podium step platforms |
| 15.14 | Pressure Systems |
| 15.15 | Road vehicles |
| 15.16 | Safe isolation of electrical supply |
| 15.17 | Slips, trips and falls |
| 15.18 | Stress |
| 15.19 | Step ladders |
| 15.20 | Vibration |
| 15.21 | Working at Height |
| 15.22 | Working in car parks and roadways |
| 15.23 | Hazard / Risk report form |
| 16 | **COSHH Risk Assessments (Overview)** |
| 17 | **MSDS** |
|  | **PURPOSE** | **BRAND** | **NAME** |
| 17.1 | Adhesive | Diall | Carpet & vinyl adhesive |
| 17.2 |  | Diall | Super glue |
| 17.3 |  | Draper | Heavy duty spray adhesive |
| 17.4 |  | Evo-stik | Carpet adhesive |
| 17.5 |  | Evo-stik | Impact liquid adhesive |
| 17.6 |  | Evo-stik | Multi-purpose impact instant contact liquid adhesive |
| 17.7 |  | Evo-stik | Multi-purpose impact instant contact spray adhesive |
| 17.8 |  | Evo-stik | Weatherproof wood adhesive |
| 17.9 |  | Evo-stik | Wood adhesive |
| 17.10 |  | Howdens | Mitre bond adhesive |
| 17.11 |  | Howdens | Mitre bond activator |
| 17.12 | Adhesive cleaner | Evo-stik | Adhesive cleaner, 191 |
| 17.13 | Caulk | Dulux | Decorator’s caulk |
| 17.14 |  | Soudal | Painters caulk |
| 17.15 | Chalk | B&Q | Blue chalk |
| 17.16 | Cleaner | Brillo | Glass and stainless-steel cleaner |
| 17.17 |  | Diall | White spirit |
| 17.18 |  | Hammerite | Brush cleaner and thinners |
| 17.19 |  | Manger’s | Sugar soap concentrate |
| 17.20 |  | Maxima green | Catering zone bactericidal cleaner |
| 17.21 |  | Maxima green | Glass, window, VDU trigger spray |
| 17.22 |  | Siroflex | Trade strength PVCU cream cleaner |
| 17.23 | Filler | Terraco | Skim fill |
| 17.24 | Foam | Diall | Expanding foam |
| 17.25 | Lubricant | Comma | Spray grease |
| 17.26 |  | Ever build | All-purpose silicone spray |
| 17.27 |  | WD-40 | WD – 40 |
| 17.28 | Metal polish | Brasso | Metal polish |
| 17.30 | Paint | B&Q | QD eggshell white |
| 17.31 | Paint | B&Q  | Colors one coat gloss |
| 17.32 | Paint | B&Q | QD colors one coat black gloss |
| 17.33 |  | B&Q  | QD Eggshell PBW interior wood & metal |
| 17.34 |  | Dulux | PBW |
| 17.35 |  | Dulux trade | QD Eggshell |
| 17.36 |  | Dulux trade | QD gloss |
| 17.37 |  | Hammerite | Direct to rust metal paint |
| 17.38 | Primer | Diall | Wood primer and undercoat |
| 17.39 | Sealant | Diall | All-purpose sealant |
| 17.40 |  | Ronseal | Damp seal |
| 17.41 |  | Ronseal | One coat damp seal |
| 17.42 | Silicone | Soudal | Bathroom |
| 17.43 |  | Soudal | Multi-purpose silicone |
| 17.44 | Stain Block | Ronseal | One coat stain block |
| 17.45 |  | Zinsser | Primer, sealer, stain killer |
| 17.46 | Varnish | Dulux | Interior QD varnish, clear satin finish |
| 17.47 | Wood filler | Ever build | Multi-purpose wood filler |
| 17.48 |  | Metrolux | Multi-purpose wood filler |
| 17.49 |  | Ronseal | Multi-purpose Wood filler |
| 17.50 | Wood polish | Cif | Wood polish |
| 17.51 | Wood repair | Colron | Liquid scratch cover |
| 18 | **Training records** |

1. **INTRODUCTION**

The purpose of this document is to provide Space Solutions Facilities Management Technicians with the most up to date information, resources, instruction, training, equipment, supervision and support to enable them to perform their duties safely. Policy as regards to the Health and Safety Management System remains the same.

PLAN

FM Technicians are required to visit a multitude of client locations and perform a wide variety of maintenance tasks. In planning, we are required to establish, implement and maintain a procedure for ongoing hazard identification, assessment of any risk and determine any necessary control measures in order to ensure these tasks are performed in a safe manner and that no one is exposed to a potential hazard. To this end, the ‘Hierarchy of Control’ will be used. We will firstly look to eliminate the hazard and risk. Where this is not practicable, we would attempt to substitute for a less hazards, place engineering control measure, utilise any administrative controls and then consider PPE as a last resort. Roles and responsibilities to help facilitate the plan are described above.

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name** | **Address** | **Contact Details** |
| Client | All |   |   |
| Facilities Management | Space Solutions | Bishop House50 Carden PlaceAberdeenAB10 1UP | 01224 218 500 |
| Duty Holder *(Ensuring the Risk Assessment is carried out by a Competent Person)* | FM H&S Manager | Bishop House50 Carden PlaceAberdeenAB10 1UP | 01224 218 500 |
| Competent Person (Sufficient authority, knowledge and experience to help undertake measures needed) | Facilities Manager |   |   |
| Facilities Coordinator, Responsible Person |  TBC |   |   |
| Contracted Plumber (Verified competent and able to assist in repair or replacement) | TBC |  |  |
| Contractors |  TBC |   |   |
|   |    |   |

*Figure 1: Roles and Responsibilities*

A plan to monitor and measure performance will also be in place in order to confirm Space Solutions is complying with legislation and best practice, that its staff are complying with legislation and company procedures and to look for ways to continually improve safety.

Methods to monitor and measure include reviewing accident, incident and near-miss reporting, health and well-being surveillance, visiting and observing and customer feedback.

In the event of an emergency whilst at a client’s location, FM Technicians will have been inducted and are required to comply with emergency protocols as directed by that client. FM Technicians are to contact and inform the FM Office Manager as soon as safe to do so, inform them of the incident, confirm they are safe and if they are well enough to proceed.

The FM H&S Manager is to keep H&S legislation up to date and inform those concerned of any changes which may affect FM Technician operations.

DO

Tasks carried out by FM Technicians and in consultation with them, any foreseeable potential hazard has been identified. Risks have been evaluated and measures to control any potential exposure have been agreed.

There are requirements for FM Technicians to maintain their vehicle and equipment, follow their Safe Systems of Work and adhere to the control measures in Risk Assessments. Where situations do not allow for the full compliance of the above, the FM Office manager and FM H&S Manager are to be informed.

Adequate resources, including competent advice where needed, is to be made available along with the right tools and maintained equipment to do the job.

Information, training and instruction will be available to help ensure everyone is competent to carry out their work.

|  |  |  |
| --- | --- | --- |
| **WHO DOES WHAT** | **PROCESS** | **DOCUMENTATION** |
| Client | Instructs Space Solutions / FM By Design to perform maintenance tasks on their behalf. | Buildings document |
| FM Office | Obtains information on task(s) Informs FM H&S Manager |  |
| FM H&S Manager | Assesses tasks for any hazards, considers any risks, recommends control measures where required, informs, trains, instructs and supervises where required. Monitors and reviews for compliance and opportunities for improvement. |  |
| FM Office | Requests information on any manufactures instructions |  |
| Client | Provide manufacturer’s instructions etc. | Client information |
| FM Office | Create registry / inventory of equipment | Register of equipment |
| FM Office | Create schedule of inspections, testing etc. | Weekly, Monthly, Quarterly, Six monthly and Annual job sheets. Vehicle and equipment inspection. |
| FM Office | Create schedule of external auditing | External audit schedule |
| FM Office | Create schedule of external testing | External testing schedule |
| FM H&S Manager | Ensure staff are trained and competent | O-Las / competency matrix |
| FM Technicians | Perform duties including testing etc. as per schedule and in line with relevant training, Safe Systems of Work, Risk Assessments and COSHH / MSDS requirements | Job card or CAFM system instructionSafe Systems of WorkRisk AssessmentsCOSHH / MSDS information |
| FM Technicians | Record findings on forms provided at premises and inform FM Office. | Vehicle, equipment Weekly, Monthly, Quarterly, Six monthly and Annual check sheets |
| FM Technicians | Report any concerns, issues, faults, accidents, incidents and near-misses to FM Office Manager. | Accident reportIncident reportNear-miss reportNon-compliance report |
| FM Office | Report any H&S concerns, issues, faults, accidents, incidents and near-misses to FM H&S Manager. | Accident reportIncident reportNear-miss reportNon-compliance report |
| FM H&S Manager | Check and resolve (as far as reasonably practicable), any Health, Safety or Welfare concerns. Informs RIDDOR where required. | As required |
| FM Office | Send Customer Service Questionnaires and collate information received | Customer Service Questionnaire |
| FM Office | Ensure testing equipment is calibrated as per manufacturers recommendations | Register of calibration equipment and planner |
| All | Record and report any issue affecting our ability to provide our service  | Non Conformance Report (NCR) |
| FM H&S Manager | Review, investigate and resolve any NCR | NCR |
| FM H&S Manager | Monitor, measure and review process and results | Audit reports |
| External source | Review external audit results | From auditor |
| FM H&S Manager | Act on external audit results (if applicable) | Generic |
| FM H&S Manager | Be alert to any changes in law etc. and inform others if required. | Online sources, subscriptions |

*Figure 2: Process Approach / who does what*

CHECK

Incomplete or incorrect records are unacceptable as they are misleading and do not do justice to the effort put in to achieve standards. Each inspection record includes spaces for comment and tells you to check that all the boxes are complete. Do make use of the comments space and double check the form, otherwise the records will have gaps and whoever is responsible for auditing will concentrate on what is missing and would not give credit for the work that has been done.

Supervision will be carried out to measure performance and safety compliance.

Auditing of inspection checklists, accident / incident and near-miss reporting, non-conformance reports and any customer feedback will be undertaken.

Accidents, incidents, near-misses and customer feedback will be investigated in order to prevent reoccurrence and improve service.

ACT

Having reviewed performance and learned from accidents and incidents, ill-health data, errors and relevant experience (including from other organisations), plans, policy documents and risk assessments will be revisited to see if they need updating.

Any lessons learned, including from audit and inspection reports will be communicated.

Safe working practices depends on maintaining high standards, together with well trained and competent staff.

ASK

If you have any difficulties with the forms or do not understand the tasks, ask the FM Office Manager

LOG INSPECTION

Anyone inspecting this log (either as part of the Management Control System or not) is invited to make an entry in the ‘Inspection of Log Book’ record.

1. **Vehicle Condition**

This section focuses on ensuring the vehicle is maintained and safe. It contains a record of weekly vehicle inspection checks. FM Technicians (with vehicles) are required to check their vehicles weekly and help ensure they are well maintained to prevent risk of vehicle breakdown and inability to meet client needs. FM Office Management are required to ensure these checks are being performed.

1. **Vehicle / Facility inventory**

An inventory of contents is required in order to control maintenance, inspection, testing, calibration out of use dates, etc. This will include:

* Hand tools
* Battery tools
* Power tools
* Ladders
* Personal Protective Equipment
* First aid equipment
* Firefighting equipment

1. **Safe use of equipment**

This section is for the housing of any operating instruction manuals for the equipment being used by the FM Technician and also houses a working equipment toolbox talk.

1. **Tool calibration**

This section is for the recording of any calibration required on the tools in use.

1. **Portable Appliance Testing**

This section is for the recording of Portable Appliance Testing that is required on any equipment used by the FM Technician.

1. **Ladders**

This section is for the recording of checks which are required under the Work at Height Regulations 2005. This also houses toolbox talks for step-ladders and ladders.

1. **First aid**

The first aid kit and eye wash bottle will have expiry dates due to the nature of their contents. It is important to check these are in date on a regular basis and change when required. This section also houses a first aid aide-memoire.

1. **Firefighting equipment**

As some COSHH materials used by FM Technicians are classed as flammable, the risk assessment has indicated that firefighting measures are recommended. To this end, FM Technician vehicles are to be fitted with fire extinguishers. FM Technicians are to be given training in the form of a toolbox talk and a record of monthly checks on the serviceability of the fire extinguisher is to be carried out. Yearly inspections are to be performed in line with Bishop House.

1. **PPE**

PPE is to be worn and cared for as trained. Any defects or loss is to be reported to the FM service desk.

1. **Hazard / risk / defects reporting form**

Should any H&S related concerns be noted, please inform the FM Office Manager, using the forms included, who will advise the FM H&S Manager where required.

1. **Log book / COSHH / MSDS inspections and reviews**

Anyone inspecting this log (either as part of the Management Control System or not), or reviewing the COSHH Risk Assessments is invited to make an entry in the ‘Inspection of Log Book’ record in this section. Any issues such as non-conformance can be addressed using the Non Conformance Report system in line with our Quality Management System. Relevant documents are available in the system database.

1. **Records of change**

For the purpose of recording any changes to policies, procedures, assessments, etc.

1. **Safe Systems of Work**

Any tasks which may involve a notable risk must have a Safe System of Work with which you must be familiar with. Should you feel the task is unsafe, you are entitled to stop or refuse and seek guidance from the FM service desk or you’re FM H&S Manager. This sections contains a Safe System of Work for a variety of tasks carried out by the FM Technicians.

1. **Risk Assessments**

Any tasks which may involve a notable hazard must have a Risk Assessment with which you must be familiar with. Should you feel the task is unsafe, you are entitled to stop or refuse and seek guidance from the FM service desk or you’re FM H&S Manager. This sections contains a Risk Assessment for a variety of hazards identified during tasks carried out by the FM Technicians.

1. **COSHH – Risk Assessments**

All products which contain hazardous substances must be assessed to ensure the hazard is as low as possible. This section contains a pictogram overview COSHH Risk Assessment which quickly shows how to use the product safely and what PPE if any to use. Should you require any other products, you are to ensure FM service desk provides the appropriate Assessment and MSDS.

1. **Material Safety Data Sheets (MSDS)**

This section contains a MSDS for all products. MSDS and the Assessment will explain how to use the product safely and what PPE if any to use. Should you require any other products, you are to ensure FM service desk provides the appropriate Assessment and MSDS.

1. **Training**

FM Office Management and FM Managers with FM Technicians based at their location are required to help ensure FM Technicians have appropriate levels of information, training, instruction and supervision in order for them to perform their duties in a safe manner.

Once the FM Technician Safe Operating Procedures document has been issued and explained, a signed statement from those using is required to confirm:

* They have been given the training on the topic detailed below.
* They have understood the training.
* They have had the opportunity to ask questions during the training.
* They will familiarize myself with the contents, policy, procedures discussed in the training.
* They are competent to undertake the task, role, responsibility.
* They will make all efforts to comply with any requirements laid out in the training.