

**Mitigating Impact and Managing Risk -
How to plan manage and deliver
works on our campus**



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1. INTRODUCTION

The University of Exeter ('The University') aims to work collaboratively with contractors to eliminate, reduce and manage the potential negative impacts and health and safety risks posed by all types of work (maintenance, minor works, refurbishment and new build construction and IT related projects) and their effect on:

- Staff, students and visitors at the University
- The student experience and anything that can disrupt the quality of teaching and learning and student welfare
- University buildings and assets
- University operations and Intellectual Property

The application of this document by everyone, including University staff, consultants, surveyors, designers, partners and contractors, will assist in appropriately planning activities, works and projects to ensure there is no unplanned disruption to the Universities operations and business.

The University's purpose is to use the power of our education and research to create a sustainable, healthy and socially just future. In order to achieve our purpose, we will build on our strong interdisciplinary culture, to lead meaningful action against the climate emergency and ecological crisis. To make key breakthroughs to transform human health and wellbeing. To lead the progress towards creating a fair, socially just and inclusive society.

We will work together, collaboratively, sustainably and digitally, guided by our values, discovery, respect, excellence, inclusion and community. We will break down barriers, use new technologies to meet the needs of our people, and maximize our positive impact in the world.



2. SCOPE

This document should be used by everyone involved in delivering activities, works or projects, including (events, IT, surveying, maintenance and work covered by CDM), by default, their employed and contracted staff working on our Exeter campuses.

This document is intended to provide support for the planning, management and delivery of activities, works and projects. It must be read in full and its requirements understood, to assist everyone in delivering a successful outcome. Where University staff, consultants or contractors are uncertain they should ask for clarity from colleagues, Estate Services or the Safety Team, in our complex working environment, no one should assume. The information provided within this document relates to the considerations detailed in the Control of Contractors safety standards for Estate Services and College and Professional Services.

It is the responsibility of the lead contractor (on construction projects the Principal Contractor) (PC) to ensure that their supply chain is aware of and will comply with these standards. The PC should plan and sequence their works, using industry best practice to ensure there is no unplanned disruption to the University's activities.

These standards support the '[Information For Contractors](#)' web page. In addition to this general guidance further requirements may be specified. These will be detailed in writing by the University Lead commissioning the activity, work or project.

On construction projects delivered by the University these standards should be utilised across all the RIBA Plan of Works stages and shared with the consultant and design teams so the requirements can be considered at the earliest opportunity.

3. GLOSSARY

| Acronym | Meaning |
|------------------|---|
| CDM | The Construction (Design and Management) Regulations 2015 |
| CITB GE700 | Construction Site Safety – The comprehensive Guide |
| Contracted Staff | Person carrying out the activity, work or project for or on behalf of the PC |
| CPP | Construction Phase Plan |
| NJUG | National Joint Utilities Group |
| PC | The lead contractor appointed by the University to undertake the activity, work or project. On construction related activities, works or projects this is the Principal Contactor or Contractor as defined by CDM |
| PCI | Pre-Construction Information – information provided by the University to allow a contractor to plan their works appropriately |
| PD | Principal Designer - On construction related activities, works or projects this is the Principal Designer or Designer as defined by CDM |
| Project Lead | The University employee who is responsible for managing the activity, works or project as stated in the University's Health, Safety and Environment Standard for the Control of Contractors . |
| RAMS | Risk Assessment and Method Statement |
| Site Manager | The contractor's employee who is nominated and responsible for the activity, work or project. This includes responsibilities for contracted staff and site workers. |
| Site Workers | Person carrying out the activity, work or project for or on behalf of the PC |
| UoE | University of Exeter – The Commercial client |



4. PURPOSE AND USE OF THIS GUIDANCE

4.1. Application for all activities, works and projects

This document should be used by everyone planning, activities, works or projects on the Streatham and St Luke's campuses.

The purpose of this document is to provide:

- General guidance and requirements for managing the unique risks and challenges of delivering activities, works and projects at the University which go above and beyond basic legal standards
- Guidance on requirements when planning, designing or pricing activities, works and projects for everyone
- Support for collaborative working between all parties involved in the successful delivery of a works.

Review and plan the delivery of your activity, work or project so it considers, the protection of our staff, students and visitors (section 8.1) and critical University events (section 8.2).

Sections 8.3 and 8.4 highlight requirements for high risk activities and unusual hazards that are present on our campuses.



4.2 Application for Construction Works as defined by CDM

In addition to the statements this document contains:

- Specific information about the University, in support of the pre-construction information (PCI), that a construction client must provide to consultants, surveyors, designers and contractors (under CDM). Where required project-specific information and appropriate/necessary requirements will be provided to complement this document.

The Project Lead and PD must have considered this document in developing designs and drawings and specifications may highlight issues that have been identified during the design stage where additional steps may need to be undertaken to meet the standards within this document.

This document is not intended to duplicate, replace or highlight such duties contractors hold under legislation (such as CDM) or in guidance documents (such as CITB GE700). Contractors will only be selected in the first instance where they have demonstrated they have the skills, knowledge, experience and organisational capability to meet their core legal obligations. These standards are to ensure there is no unplanned disruption to the Universities activities.

Contractors must ensure:

- All prices provided for working at the University must reflect these standards.
- Tender responses should verify how the PC will meet the standards that are relevant to their element of work/ project including how their proposals may affect access and egress of the relevant building(s).
- An annotated site plan is to be developed and issued for the University approval as part of the PC's estimate, quotation or tender return. The site plan must show, but is not limited to, matters such as protective fencing, access and egress routes, delivery, drop off and storage zones, positions of vehicle/ pedestrian marshals/bankperson, footprints of scaffold, etc.

When developing the CPP and project programme contractors should pay close attention to the amount of advance notice the University requires ahead of certain high-impact, or high-risk activities. For example, road closures will require 12 weeks' notice (unless in emergency circumstances). High impact works must be programmed to avoid Open Days, Graduation, Examinations, Student Arrivals week.



5. BALANCING THE UNIVERSITY CONSTRAINTS AND EFFECTIVELY DELIVERING ACTIVITIES, WORK OR PROJECTS.

The University expects all contractors to work within the applicable constraints and to adequately manage the risks and challenges that these can create; whilst taking account of this document. The time, cost and effort of doing so is expected to be reflected in the estimate, quote or tendered price and CPPs.

An example of conflicting requirements and constraints is where the University is only able to make a small area available for site storage or compound. This may lead to a larger number of small deliveries to site or smaller skips being used that require more frequent collection. Any increased site traffic that this might generate, would be expected to be identified and documented appropriately.

All constraint impacts therefore are expected to be raised by the PC and documented. If site constraints and performance standards seem irreconcilable on a specific project these must be brought to the attention of the Project Lead during the estimate, quotation or tender process for discussion and agreement. The PC must not make assumptions that the University can or will change its operational protocols and must detail how works will be managed within their RAMS and/or Construction Phase Plan (CPP).



6. PROJECT REQUIREMENTS – (EXCLUDING MAINTENANCE CONTRACTS AND SMALL WORKS)

6.1 Definition

Due to their nature, larger capital projects are likely to be for a longer duration, present a higher risk to health and safety and have the potential to cause greater disruption. This document forms part of the estimate, quotation or tender documents which will be appended to the form of contract.

6.2 Requirements for Projects (excluding small works and term maintenance contracts)

The PC must:

- Attend a formal, minuted Pre-contract Meeting so that the Project Lead can discuss, review and agree the CPP, including environmental controls and the implementation of these standards.
- Attend weekly 'lookahead' meetings. These provide an opportunity for the Project Lead, the PC and key stakeholders to confirm or give notice of high-risk or high-impact activities and verify the arrangements that are in place to manage such activities and events.
- Provide, one day in advance of the "lookahead" meeting, a minimum 3 week "lookahead" report (a template will be provided to support this).
- Attend fortnightly Contractors Coordination Meeting. To facilitate the cooperation of all parties working, living and studying on campus for wider awareness as to all activity happening on campus.
- Submit a monthly logistics plan in the form of a site drawing. Under CDM there are legal duties for the PC to review/update the CPP and for the client to review the arrangements for managing the project. An updated site logistics plan helps to meet both duties.
- Undertake a dilapidation survey (see 8.1.11).
- All works that require a compound area must display a project notification/contact board, (refer to 8.1.16 for details).
- The University is a Client partner of the Consider Constructors scheme and encourages its contractors to register as a company rather than on a project by project basis.

6.3 Advanced Notice Periods

- A minimum of 2 weeks is required for the Project Lead to review the CPP.
- The University needs a minimum of 2 weeks advanced notice when the PC is requesting a permit for the following activities:
 - Partial or complete obstruction of access footpaths
 - Local service isolations (including of life safety systems)
 - Crane lifts – where outside of the designated site boundary
 - Work in or within 10m of student residences
 - Excavations – where outside of the designated site boundary
 - Work that may coincide with critical University events: Arrivals, Examination periods, Open days and Graduation
 - Access to roofs
 - Drone flights
 - Working outside normal operational hours. Normal operational hours are Monday to Friday 8am to 6pm or where applicable hours stated within the planning consent.
- The University needs a minimum of 12 weeks, advanced notice when the PC is requesting a permit for the following activities:
 - Full road closures on the campus highway network
 - Full closures of buildings preventing access
 - Service isolations that impact a whole building

It is likely that these significant disruptions; they will be limited to out of hours or weekends.

On successful award Construction Phase Plans Project relevant and specific requirements must be incorporated into the CPP. This should be developed to highlight any potential high-risk or high-impact activities as described in this document.

These will be reviewed by the Project Lead on behalf of the University (the CDM client). You must include an annotated site plan as part of the CPP.

Within the tender documentation dates for key events will be listed. When developing the CCP and project programme contractors should pay close attention to the amount of advance notice the University requires ahead of certain high-impact, or high-risk activities. For example, road closures will require 12 weeks' notice (unless in emergency circumstances). High impact works must be programmed to avoid Open Days, Graduation, Examinations, Student Arrivals week etc.

6.4 Permit Information Requirements

- The PC is legally required under CDM to ensure that their contractors, are applying the principles of prevention i.e. have controls and methods of work, to keep themselves and their workers healthy and safe.
- When requesting a permit the PC must provide evidence that they have reviewed the risk assessment/method statements of their supply chain and that these are designed to safeguard staff, students, visitors, University assets, operations.



7. CONTRACTOR NOTIFICATIONS FOR WORKS COVERED BY CDM

This document outlines a range of specific circumstances when the PC will need to notify the Project Lead of adverse events.

Additionally the PC is requested to notify the Project Lead of:

- Any visits to the construction/project site by any regulator e.g. HSE, EHO as soon as possible but without delay
- A report on the outcomes of these regulated site visits
- Any incident reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

8. THE UNIVERSITY'S EXPECTATIONS AND WHY

8.1 Protecting Staff Students and Visitors and their experience on our campuses

Performance Standard

8.1.1 Provide adequate site management

| What you need to know | Specific Requirements |
|--|--|
| <ul style="list-style-type: none"> • The unique challenges of working at the University, and the high standards that the University expects from suppliers, means that constant site supervision is required. <p>Key Identified Risks</p> <ul style="list-style-type: none"> • Poor site supervision can lead to poor standards in the delivery of the works both in quality and health and safety. | <ul style="list-style-type: none"> • While construction work is occurring the University expects there to be a designated site manager (or working foreman) on site at all times (this may require a nominated deputy) with designated responsibility for managing and monitoring the construction work. • Where the activity, work or project does not operate a standalone signing in procedure. The contractor must utilise the University signing in procedure. The University Lead will provide details. • The process of issuing of keys and/or ID Badges, which MUST be signed for will be provided by the University Lead. • These details should be provided to the Project Lead during the tender process and will be confirmed in the pre-tender meeting and, for projects, displayed on site notification boards. • Where the contractor is operating across more than one site, a site manager must be appointed and priced for each site. Agreement to reduce this requirement will only be made post-tender and with the written approval of the Project Lead. • The designated site manager(s) must be SMSTS and First Aid qualified as a minimum and have evidence of managing a site of similar size and complexity. • In the site manager's absence, (leave). suitable cover must be provided to fulfil the role during the period of absence. This should be agreed in advance with the Project Lead and contact details provided. And site board updated. • It is recommended that all Site Managers undertake all free online course provided by the CITB that keep them up to date with changes in regulations. ecourses.citb.co.uk/learningprograms |

Performance Standard

8.1.2 Behave in a polite and professional manner while on campus

| What you need to know | Specific Requirements |
|--|--|
| <ul style="list-style-type: none"> All contractors will often be working near staff, students and visitors. If contractors are overheard using inappropriate language, e.g. sexual, racist, sexist or in any other way discriminatory, this can cause offence and may lead people to feel unsafe or unwelcome. Whilst no offence may have been intended people can understandably still be offended. Perceived aggression or abuse actively directed at staff, students or visitors will cause fear and distress. This is considered to reflect badly on the contractor and the University. The University has a policy of zero tolerance of such behaviours. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Receipt of complaints. Breach of legislation and potential legal action. Reputational/professional damage. | <ul style="list-style-type: none"> Workers and site managers must be considerate about the language they use, particularly in public areas, including considerations to the use of the “indoor and outdoor voice.” If workers are approached by staff, students, or visitors they must respond in a calm and professional manner. The site manager should be asked to manage and resolve any incidents. If the site manager receives a complaint, or an issue is raised by staff, students or visitors it should be referred to the Project Lead. |

8.1.3 General note on protecting, staff, students and visitors

| What you need to know | Specific Requirements |
|--|--|
| <ul style="list-style-type: none"> Every day the University will host in excess of 6,000 staff, 25,000 students and many hundreds of visitors. <p>These large numbers of people mean that there are peaks of pedestrian, cycle and vehicle traffic which can far exceed levels experienced in town or city centres.</p> <ul style="list-style-type: none"> Some parts of the campus operate 24 hours such as: <ul style="list-style-type: none"> Libraries Student Residences Some Research Facilities. <p>Key Identified Risks</p> <ul style="list-style-type: none"> The risk perception/awareness of the differing campus users will pose various challenges. Children may attend campus as part of theatre performances (see 9.4.8) or other events. (9.4) Adverse weather conditions. <p>These groups are at higher risk of the danger posed by construction activities or may engage in high-spirited acts that inadvertently expose them to danger.</p> | <ul style="list-style-type: none"> These large numbers of people mean that diversions must be carefully planned (9.1.4), clearly signed and maintained. Site security should be robust to prevent unauthorised access and the PC able respond in the event of trespassers. Proposals should be included within your tender document for review and agreement. Behaviour and site management requirements are covered under 8.1.2, 8.1.8 and 8.1.24. Depending on the location/nature of contractor work, the University may require contractors to have a basic check by the Disclosure and Barring Service (DBS). If required this will be stated in tender documentation. Notify the Project Lead immediately of any incident or near miss which causes injury, damage or harm to University staff, students, and visitors, regardless of how seriousness. Notify the Project Lead immediately of any conflicts with University staff, students, visitors or local residents. The Principal Contractor is expected to monitor forecast information such as metoffice.gov.uk/weather/warnings-and-advice and take steps to mitigate any risks due to weather warning. |

Performance Standard

8.1.4 Provide delivery drivers and visitors with adequate information

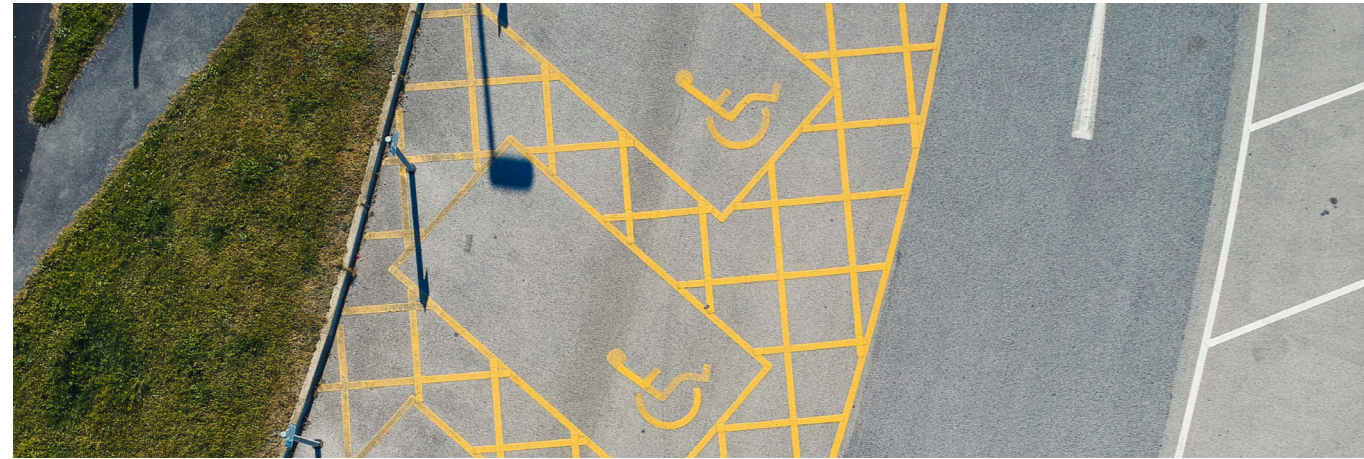
| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> • There is no campus gatehouse to direct visitors or deliveries. • Campus sites, particularly Streatham campus, are large and can be confusing to drivers who are unfamiliar with them. • Some access roads are narrow. • Without a clear delivery address vehicles can be on site for longer than necessary and are likely to cause clashes with peak traffic movements. • As a result deliveries may arrive late or park in a manner which causes a hazardous and unplanned obstruction. • Due to many concurrent projects high levels of signage can quickly lead to confusion. <p>Key Identified Risks</p> <ul style="list-style-type: none"> • Poor traffic control on campus causing inconvenience to campus users/potential of incidents. • Delivery delays may lead to programme slippage/incurring cost. | <ul style="list-style-type: none"> • We expect all visitors and delivery drivers to be given clear delivery addresses and directions (including the name of the site manager and their phone number) to reach the right location at the correct time. We strongly advise the use of 'what 3 words' to clearly identify the location for any delivery. • Ensure that engines are not left idling, minimising noise and pollution. • Drivers on campus must not exceed 20mph or the signed speed limit if lower. • Additionally, due to a lack of familiarity with sites, care must be applied in consideration of the potential longer stopping distances required. • Where relevant traffic marshals/banksman should help manage deliveries particularly in peak traffic times (see 8.1.5). • If the scale and nature of the project means that a holding area for wagons is required this should be detailed in the tender response. |



Performance Standard

8.1.5 Deliveries and traffic movements should be planned to avoid peak traffic times.

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> • Domestic traffic will be seen entering and leaving campuses from 7.30am – late evening. • Peaks of movement (on foot, cycles or in cars) are between: <ul style="list-style-type: none"> ○ 8.20 – 9.40am ○ Approx. 20 minutes past each hour from 10am – 3pm ○ 4.20 – 5.30pm <p>Key Identified Risks</p> <ul style="list-style-type: none"> • Time periods as listed above. | <ul style="list-style-type: none"> • Roads must not be obstructed at any time by delivery vehicles. • Even short traffic movements during peak periods will need more careful control and monitoring (by traffic marshals/banksmen). • HGV deliveries must be planned to avoid 8:20 – 8:40 and 9:20 – 9:40 during term time. (Dates will be provided in separate document). • Large scale construction movements should be planned well ahead of time and avoid the early and late peak University movements. |



Performance Standard

8.1.6 Maintain the condition and cleanliness of roads and footpaths

| What you need to know | Specific Requirements |
|---|--|
| <p>The high volume of people and vehicles using University footpaths and roads means that dirt or damage to surfaces, or obstructions, can rapidly expose very large numbers of people to risk.</p> <p>Key Identified Risks</p> <ul style="list-style-type: none"> Injury to persons or vehicles via trips, slips, falls. | <ul style="list-style-type: none"> An exceptionally high standard of cleanliness and housekeeping must be maintained outside site boundaries. Ideally the construction methodology (e.g. use of suitable temporary surfaces) will prevent significant quantities of mud being created. Mud should be prevented from migrating off sites through good practice cleaning down of vehicles and clearing of access routes. Wheel washing facilities may be recommended and/or required. By agreement, road sweepers may be employed where the above are likely to be insufficient. Road Sweepers are to be in good operational condition and a maximum of 3 years old to mitigate noise disruption Deliveries should only follow agreed routes through the campus. Deliveries must be planned and controlled to ensure they do not obstruct the campus road networks or pull up on footpaths. Proposed changes to University signage must be approved at least 2 weeks in advance by the Project Lead. |

Performance Standard

8.1.7 Manage diversions to prevent risks to users

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> Sometimes it is necessary to partially or completely block a road (e.g. due to a crane lift). Trying to safely divert the very large number of pedestrians, cycles and vehicles using University roads and footpaths can be very challenging. University deliveries (e.g. to shops/catering outlets or for events/performances) means that there can be large numbers of HGV on site. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Restrictions or diversions can be particularly challenging for larger vehicles. It may be necessary to undertake discussions/negotiations with University stakeholders and their suppliers to agree the route and timing of diversions. The Project Lead needs adequate time to have these discussions. | <ul style="list-style-type: none"> PC proposals should be detailed on logistics plans to aid discussions. All contractors must comply with Chapter 8 of the Traffic Signs Manual. A permit from the University is required for a partial obstruction or closure of roads or footpaths. At least two weeks' notice is required. The restriction or closure of footpaths and roads should be planned to avoid peak times as far as practicable (see 8.1.5 for peak times). Where roads are being restricted, access must be maintained at all times for HGV's and Emergency Vehicles. If this is not possible, this must be made clear when notifying the Project Lead and planning diversions. Unless notified to the contrary, the PC will be responsible for providing all diversion signage. Where possible this should be pictorial and of an approved professional standard. The PC must provide traffic marshals, if needed, to safely manage diversions. University staff are not permitted to assist with this. Temporary routes must be designed with adequate slip resistance, lighting, and consideration for accessibility and safety. Due consideration is also required to be given to the width of paths, colour contrast. Temporary routes must protect the University grounds (see 8.4.4). |



Performance Standard

8.1.8 Prevent and eliminate inappropriate parking on campus

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> There is limited parking on all of the campuses. On-site parking is for staff, students and visitors. Their inability to park may lead to missed or late attendance of lessons meetings, or events. There are a range of essential parking spaces that must be kept clear for deliveries, accessibility, emergency vehicles and coach parking associated with events (see 9.4.8). <p>Key Identified Risks</p> <ul style="list-style-type: none"> Inconvenience caused to staff, students and visitors leading to complaints. Impacts from the inability of emergency services to attend close to site in time of need. Damage to relationships with our neighbours and stakeholders. | <ul style="list-style-type: none"> The PC must prevent site workers and visitors from parking on campus. The Project Lead will advise local parking availability. The University request all PCs and their supply chain avoid parking in residential streets as it creates a high volume of complaints. The Project Lead will: <ul style="list-style-type: none"> Attempt to make enough space available for essential works vehicles within compound areas Highlight areas that could be used for deliveries. All Contractors must show proposed, temporary parking locations for deliveries, scaffolding wagons. on-site logistics plans. |



Performance Standard

8.1.9 Ensure workers are aware of our requirements

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> The University believes that people are more likely to meet (or exceed) our expectations if they understand why they are important. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Construction staff may inadvertently cause disruption, offence or complaints. In an emergency not knowing who is where on our campus and when. | <ul style="list-style-type: none"> Site workers must complete the University Contractors Induction video as part of their site induction. Site workers will be expected to complete all contractor based health and safety training (the duty of completion lies with the PC). Contracted Staff are required to sign in and sign out in. Details will be provided by the Project Lead. Site Workers should sign in and out at their project sites. Slip streaming through swipe controlled doors is prohibited. Staff must swipe through to gain access. |



Performance Standard

8.1.10 Co-operate with adjacent projects

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> The size of the University inevitably means that numerous construction projects, of varying size, occur year-round. Projects will sometimes occur near one another and may increase the risk of conflicting activities. While the University will try to manage these interfaces through sensible planning and procurement (e.g. packaging numerous projects into a larger scheme) this is not always possible. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Non co-operation/co-ordination of works by any contractors will cause or increase risk in clashes in delivery schedules, access routes, storage. | <ul style="list-style-type: none"> The Project Lead will inform the PC of known or anticipated adjacent projects during the tender process. Once on site all contractors are expected to co-operate with adjacent projects. Generally this will involve site managers talking with one another and sharing contact details. A site manager from each site will be expected to attend a fortnightly co-ordination meeting, usually on Teams, with the Project Lead and Impact Mitigation Manager. The information provided in the lookahead documents will be reviewed and shared by the Project Lead and Impact Mitigation Manager as required with other project teams. |

Performance Standard

8.1.11 Prevent, mitigate and remediate damage to University fabric and infrastructure

| What you need to know | Specific Requirements |
|--|--|
| <ul style="list-style-type: none"> Unplanned damage can lead to a range of problems, including but not limited to: <ul style="list-style-type: none"> Safety risks such as breaches to fire compartmentation or damage to floors creating trip hazards Service strikes causing injury Service strikes impacting essential services Being unsightly. Any damage must be repaired the cost of which is to be borne by the contractors. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Work may extend into areas or occur at times which present significant risks or impacts where they haven't been planned. Injury in the event of a service strike. Disruption to teaching. Disruption to examinations. Disruption to government required monitoring systems must be reinstated within 4 hours or manual measures have to be in place. Numerous health and safety risks. | <ul style="list-style-type: none"> All works must be planned. If they extend out of agreed areas or agreed times, stop and seek agreement. PC on projects must carry out dilapidation surveys to avoid future disputes. All contractors must apply suitable diligence and care to avoid unplanned damage. Unplanned damage should be reported at the earliest opportunity to the Project Lead to enable the repairs to be planned. If the damage poses a significant risk, notify the Project Lead immediately so it can be reported and rectification or alternative measures put in place immediately. If unsure PC's should report any potential issues so they can be checked and issues confirmed. As detailed later in the document, to protect certain events, there will be no dig and no shutdown periods in place. This may include preventing access to certain areas such as server rooms. |



Performance Standard

8.1.12 Only isolate or interfere with life safety systems with prior agreement

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> Life safety systems include fire detection and alarms. The nature of our research and specialist facilities may lead to rooms or areas on campuses also having specialist detection/ alarm systems for gases, oxygen levels. Capping detectors heads is deemed to be an interference. <p>Key identified Risks</p> <ul style="list-style-type: none"> Isolating or interfering with these systems without prior agreement and planning presents a significant risk to the safety/harm of people, property and research work. Potential significant risk to life, financial costs and reputational damage. | <ul style="list-style-type: none"> The management of isolations is outlined in 8.1.15 and applies to isolation or interference with life safety systems. During the pre-construction phase the Project Lead will seek to identify the potential need for isolation or interference and, where possible, will notify tendering contractors of specific arrangements that must be adopted. Arrangements to minimise this impact include but are not limited to: <ul style="list-style-type: none"> Fundamental changes to the programme/ plan of work so that isolations only need to be carried out in unoccupied buildings Sectional isolations aimed at keeping as much of the system live as possible Providing temporary detection/alarms. The Project Lead is responsible for notifying the University insurers. |

Performance Standard

8.1.13 Reduce and manage noise that could disturb teaching, learning or social activities

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> Students and staff need a comfortable acoustic environment in which to hear each other and concentrate on tasks. Some staff and students have physical or cognitive impairments or disabilities that make hearing or concentrating more challenging. Background noise on campuses is very low so normal construction noise is perceived to be more jarring/disturbing, than the same level of noise in a town or city centre. Staff and students may be based in a single location for many hours. A perceived nuisance will feel much more upsetting, or concerning, than for a 'mobile' person (e.g. a shopper). The University sees the management of noise disturbance as an issue that can only be tackled effectively through close collaboration between the Project Lead, relevant University stakeholders, designers (including principal designer) and relevant contractors. The CDM risk management hierarchy of avoid – reduce/control/ manage – pass on information must be applied to nuisances. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Inconvenience caused to staff, students and visitors leading to complaints. | <ul style="list-style-type: none"> The actions that may be specified or agreed to manage potential noise disturbance are wide ranging and could include: <ul style="list-style-type: none"> Fundamental changes to project scope (e.g. refurbishing rather than demolishing structures). Adjusting designs/methodology to allow less noisy methods (e.g. augur rather than percussive piling). Adjusting designs/methodology to make greater use of off-site fabrication/ modern methods of construction. Providing adequate space to allow noisy activities (e.g. cutting) to be undertaken away from sensitive areas. Avoid the use of horns as a means of signaling, unless in an emergency situation. Avoid idling engines, where practicable all engines to be turned off. Planning activities to occur outside term time. Booking out rooms adjacent to potentially noisy activities so that they cannot be used for teaching. Temporarily relocating staff or students. Specifying/funding out of hours work. Specifying/funding acoustic screens or barriers. Liaison with stakeholders to help manage expectations (lookahead meetings are previously discussed.) Particularly sensitive University activities are covered under 8.2. |

Performance Standard

8.1.14 Avoid disturbing occupants in student residences or adjacent residential properties between 6pm – 9am at weekends

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Many students live on the campus in student residences. Their blocks, flats and bedrooms are not just where they sleep, they are their homes and are a key part of wellbeing. We are contractually obliged to give residents 10 days' notice of disruption or a need to enter their residence. During University vacation periods residences are used for conference guests, general members of the public and remaining students. Some residential blocks are managed by 3rd party organisations who become a stakeholder for consultation. Private residential properties border our campuses. With new ways in working, it is increasingly likely that students may attend lectures remotely and spend longer periods of time in the residential properties. <p>During the exam periods which are now predominately online, students may choose take examinations in their residential blocks.</p> <ul style="list-style-type: none"> Residents will be understandably upset if construction work: <ul style="list-style-type: none"> Prevents them from resting revising or causes inconvenience If they believe a stranger has intruded on their privacy. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Complaints and damage to reputation. Potential compensation claims. | <ul style="list-style-type: none"> The restricted working hours apply to work within student residences or in the vicinity of these blocks/private residential properties, if it is considered that the work could create noise or nuisance. Works must only take place after 9am and complete by 6pm. Works should not take place on a weekend. A 10m zone around these areas is considered to be 'in the vicinity'. This can be extended by the Project Lead depending on the precise nature of the work. Monarflex, or similar, should be employed on scaffolding overlooking private rooms to prevent allegations of intrusion of privacy. 2 weeks' notice is required before work commences in, or within 10m, of student residences/private residential properties. The Project Lead must be notified in the first instance if liaison with a student residence or University neighbour is needed due potential noise. The contractor should not notify the student residence or neighbour in advance of this, or directly, unless permissions to do so are agreed. Where vehicles are fitted with reversing warning sound, this must be white noise and not beepers. Where reasonably practicable, sites must be connected to mains power and not rely on generators. Where generators are used they should be silenced and wherever possible turned off over night. During examination periods works in residential blocks are likely to be restricted and subject to permit. |

Performance Standard

8.1.15 Safeguard services and management of isolations. This includes but is not limited to water, gas and electricity

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Unplanned outages, due to service damage, or poorly managed isolations, will have a significant impact on students, staff and visitors, and will cause significant reputational and financial damage to the University. Outcomes of outages, damage or poorly managed isolation include: <ul style="list-style-type: none"> Putting entire buildings/areas of the campus out of use Damage or loss of vital equipment/research/data Costs and efforts involved in relocating or rescheduling teaching activities Disrupting critical University events (see 9.4) University information may not always completely exact/current. This can be due to incomplete historic data or current on-going works, delays on finished projects and their updates. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Potential for non-exact plans/drawings held by the University. Financial and/or reputational damage. Health and safety harm to people and property. | <ul style="list-style-type: none"> The Project Lead, assisted by the principal designer/design team, will consider available service information as designs are developed. Where it is deemed necessary, the University will commission additional investigations during the pre-construction phase. This information will be provided to tendering contractors. The PC must not rely solely on the information provided by the university and are therefore required to undertake their own investigations prior to the work commencing. Excavations are subject to an approved permit to dig. A 2 week notice period is required, in advance of a permit being issued (note buried asbestos may be found within University grounds). A plan of previous locations is available on request. The University requires at least 2 weeks' notice prior to any isolations. The Project Lead will use this time to notify the project mechanical and/or electrical engineers and agree the arrangements for the proposed isolation. The PC must notify the Project Lead immediately of any unplanned damage to utility services or the identification of asbestos. There will be periods where there will 'no dig' notices will be issued to protect key events. Details will be within the prelim documentation. Our IT systems are operational 24/7 and all works must be planned to consider how these can be protected from any damage. Any concerns must be reported immediately to the Project Lead to ensure issues are investigated and closed out. IF IN DOUBT, REPORT IT. |

Performance Standard

8.1.16 Ensure workers and compounds present a professional image

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> A professional looking site will ensure staff, students and visitors continue to see the University as a world-class institution. Staff, students and visitors are, we believe, more likely to respect site boundaries, follow alternative signage. if they think that the site appears smart and professional. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Poor professional image and reputational damage. Non-adherence to signage leading to potential further risks. | <ul style="list-style-type: none"> All contractors and their staff must wear full length trousers, tops with sleeves, and work wear (e.g. high visibility vests) identifying who they work for. Wooden hoarding must display graphics which will be provided by the Project Lead. Other site fencing, barriers and signage must always be maintained in a neat and presentable condition. Heras fences / fencing should be covered in white or branded Monarflex or equivalent. Site boundary materials should be identified in the CPP. Alternative proposals will be considered but must be agreed prior to installation. Handwritten signs are not permitted. Templates for signs will be provided to the PC at the start of the project. Except when the gate is in use, compounds must be kept secured at all times. All compounds must have an information board that lists the following: <ul style="list-style-type: none"> Name of Project Name of Contractor Name of Site Manager Name of University Project Lead 24 hour contact number in event of emergency or access requirement. |

Performance Standard

8.1.17 Maintain access for maintenance and to University Plant Rooms

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> The University has plant rooms and mechanical, electrical and IT assets (such as IT panels and server rooms or WIFI hubs) in various locations across our estate. Additionally there are security panels, CCTV cameras, bottle/oil stores, printers, fridges/ freezers, gas governor housings, general stores/plant rooms. During partial refurbishments of buildings, many (if not all) of these assets, will remain fully functional. The University undertakes a programme of inspections, planned preventive and condition-based maintenance. Despite best efforts, assets can fail suddenly (or gas bottles may run out.) The University also has several assets that require statutory inspections (typically undertaken by our insurers). The University and other personnel, always require access to these assets. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Failure of assets could prevent teaching, impact research, or make rooms or entire buildings unusable temporarily or for extended periods of time. This would lead to considerable disruption, costs and complaints. | <ul style="list-style-type: none"> In tender documents the Project Lead will seek to highlight any areas or assets that require maintenance access by University staff (e.g. to change gas bottles serving research or teaching rooms). Where feasible, the Project Lead will endeavour to highlight dates/times when routine maintenance access may be required. They will also detail who is authorised to gain access. The PC must allow access for maintenance work and University staff. This may require people to be escorted and/or inducted. If it is not possible to give access, (e.g. dangerous activities are occurring at that precise moment) we expect reasonable co-operation from the PC to facilitate the maintenance work/inspection. If access cannot be granted within the same day the Project Lead should be notified as this could lead to unanticipated risks and costs to the University. If possible, the Project Lead will seek to eliminate the need for access (e.g. by relocating assets that can be readily moved). All contractors must take all reasonable efforts to prevent damage or deterioration to University assets. |

Performance Standard

8.1.18 Reduce and manage noise and dust that could disturb teaching, learning or social activities

| What you need to know | Specific Requirements |
|--|--|
| <ul style="list-style-type: none"> Students and staff need a comfortable, acoustic and dust free environment in which to hear each other and concentrate on tasks. Some staff and students have physical or cognitive impairments or disabilities that make hearing or concentrating more challenging. Background noise on campuses is very low so normal construction noise is perceived to be more jarring/disturbing than the same level of noise in a town or city centre. Staff and students may be based in a single location for many hours. A perceived nuisance will feel much more upsetting, or concerning, than for a 'mobile' person (e.g. a shopper). The University sees the management of noise disturbance as an issue that can only be tackled effectively through close collaboration between the Project Lead, relevant University stakeholders, designers (including principal designer) and relevant contractors. The CDM risk management hierarchy of avoid – reduce/control/manage – pass on information must be applied to nuisances. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Inconvenience caused to staff, students and visitors leading to complaints. Build-up of dust and debris on buildings and windows. | <ul style="list-style-type: none"> The actions that may be specified or agreed to manage potential noise disturbance are wide ranging and could include: <ul style="list-style-type: none"> Fundamental changes to project scope (e.g. refurbishing rather than demolishing structures). Adjusting designs/methodology to allow less noisy methods (e.g. augur rather than percussive piling). Adjusting designs/methodology to make greater use of off-site fabrication/modern methods of construction. Providing adequate space to allow noisy activities (e.g. cutting) to be undertaken away from sensitive areas. Planning activities to occur outside term time. Booking out rooms adjacent to potentially noisy activities so that they cannot be used for teaching. Temporarily relocating staff or students. Specifying/funding out of hours work. Specifying/funding acoustic screens or barriers. Liaison with stakeholders to help manage expectations (lookahead meetings are previously discussed). Dust suppression systems must be proactively planned for all activities that generate dust. This includes but is not limited to water spray or extract systems. Particularly sensitive University activities are covered under 8.2. Site boundaries need to be considered to prevent transit of dust and noise. Contractors will be required to carry out cleaning outside of their site area if there is a transit of dust. Contractors should consider monitoring sound (and dust) to understand the impact outside of the site boundary. |



Performance Standard

8.1.19 Inform the Project Lead if you receive instructions from University teaching staff

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> Occasionally teaching staff will issue instructions directly to contractors, usually because a work activity is impacting on the teaching/learning experience. These incidents usually occur because: <ul style="list-style-type: none"> Work is not proceeding as planned (e.g. at a different time or using a different methodology). Teaching activities are occurring in a time or place that had not been anticipated. Planned activities are generating more noise (or other nuisances) than expected. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Impact to the programme, cost or health and safety implications. Inconvenience caused to staff, students and visitors leading to complaints. | <ul style="list-style-type: none"> The formal contract will specify who is allowed to issue such variations. Instructions given by University teaching staff must not be treated as formal variations. These comments should be passed to the Project Lead, via the site manager, for consideration. If a 'stop work' instruction has been given, halt the specific activity that has given rise to that instruction, report this immediately to the Project Lead and await further guidance. |



Performance Standard

8.1.20 Accessing and working in Laboratories and specialist areas

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Laboratories may have limited capacity. Laboratories may have sensitive testing or volatile materials/chemicals being used. The University has a moral/ethical duty of care for donated samples and legal duty to ensure their protection under HTA Laboratories contain research material, loss or damage to material could cause significant impacts to individuals or groups by delaying completion of PhD, failing to deliver grant outcomes, damage the Universities reputation. Laboratories contains research that can have direct impacts on the clinical treatments of patients so loss of research materials/ facilities may directly lead to reduced levels of patient centre. Laboratories may be licensed by the government and sensitive to noise, dust and vibration. | <ul style="list-style-type: none"> Access must be pre-arranged and booked via the Lab Manager. The Lab Manager will book an access slot using Cluster Market to ensure capacity levels aren't breached. This will be booked by agreement with the UoE Project Lead. All work must be pre planned and agreed to ensure the necessary measures are in place. The Lab Manager will confirm what can and cannot be undertaken. Your equipment may need to be sterilised for up to 2 hours before it is taken into a laboratory. This will be confirmed and arranged by UoE Project Lead. Where required you will be escorted in specialist spaces or labs. You will receive a briefing from a member of Technical Services Staff of how to conduct yourself in the lab and the specific risks for that area. |

Performance Standard

8.1.21 Prevent disruption or loss of research, equipment, materials and data

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> The University has a number of critical facilities that contain many hundreds of thousands of pounds worth of equipment, research, materials and data. Examples of critical facilities include: server rooms, samples stored in freezers, unique prototypes, particularly hazardous or valuable substances. Some research/data has been collected over years, if not decades. Research can contain sensitive information and will often be irreplaceable. Research can be internationally important and undertaken with (or funded by) third parties, including NHS, Health Charities, Pharmaceutical companies or governments. In some circumstances, loss of these facilities would be devastating. Even temporary or partial loss of facilities or data can set back research programmes which may be time sensitive. Many of the performance standards help safeguard these facilities (e.g. by avoiding fire or disruption to services). <p>Key Identified Risks</p> <ul style="list-style-type: none"> Loss of crucial equipment, research, materials and data could expose the University to huge financial losses, reputational damage and legal action in civil or criminal courts. | <ul style="list-style-type: none"> The Project Lead will work with University stakeholders to identify any specific controls that are needed to help safeguard research, data and equipment. These will be explained in tender documents. Examples of controls, which are in no way comprehensive, could include: <ul style="list-style-type: none"> 'enabling works' to relocate or protect (e.g. enclose) critical facilities special inductions for working in some areas the need to use specific working practices in some areas (e.g. relating to personal protective equipment or personal hygiene) heightened levels of dust control strict enforcement of no-go areas disclosure and barring service checks provision of back-up generator your involvement in contingency planning workshops (to agree emergency actions if damage/loss occurs) changes to lookahead meetings (e.g. more frequent or with a wider number of stakeholders) heightened monitoring. Due to the sensitivity of some of our research and materials, you will not always be told why such controls are needed. |



Performance Standard

8.1.22 Prevent cigarette smoke/vaping fume entering buildings

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Second-hand cigarette smoke is a nuisance and a health hazard. The changing health habits of young people mean that most of our University population are non-smokers and will find smoke particularly disturbing. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Smoking materials pose and potential ignition source and fire risk. Inconvenience caused to staff, students and visitors leading to complaints. | <ul style="list-style-type: none"> The University prohibits smoking within 5m of buildings. Larger sites should have designated smoking points. Cigarette butts should be disposed of safely and responsibly, not thrown into skips, or onto University landscaping. |

Performance Standard

8.1.23 Respect University facilities. This includes but is not limited to shops, cafes and toilets.

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Staff, students and visitors will expect to be able to use clean and tidy welfare facilities (toilets, catering facilities.) Some University welfare/catering facilities are a central hub for prestigious events at the University, for example the Forum on our Streatham Campus but this could apply to any of our facilities. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Inconvenience caused to staff, students and visitors leading to complaints. | <ul style="list-style-type: none"> The Project Lead will identify University welfare/catering facilities that are approved for contractor use or will agree the requirement and location for the contractor to provide their own facilities. Where the contractor can share the University welfare facilities (e.g. during short projects involving 'light' work such as redecorations) the Project Lead will highlight which facilities can be used and any times when they should be avoided. Welfare facilities within a project location (e.g. inside an area undergoing refurbishment) will normally be made available for the exclusive use of the contractor. Cleaning arrangements for exclusive use facilities must be agreed and they must be clean and presentable at handover. Contractors based on the Streatham campus, could also be directed to use welfare facilities located at Streatham Farm. When using shared facilities all contractors must be clean/presentable. |

Performance Standard

8.1.24 Respect the Environment

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> • Staff, students and visitors expect to see a litter free campus. • Waste generates further waste and copycat behaviour. • Incorrect and/or unrecorded waste disposal, which will not be captured on your site waste management plan. <p>Key Identified Risks</p> <ul style="list-style-type: none"> • Damage to the flora and fauna due to loose waste. • Damage to trees that have TPOs. • Risk of encouraging fly tipping. • Complaints and reputational damage due to general littering. • Water run-off from sites. • Accidental spills. | <ul style="list-style-type: none"> • At the end of each shift you must remove any and all waste from site to your van or to the nominated site skip for correct disposal. Do not use University waste bins or skips unless written permission is provided. • Adopt an approach that ensures good housekeeping is a priority on the site. • At the end of the project or to hand back the Project Lead will check the area of the site compound, access/egress routes and work area. The contractor will be required to remove any waste identified. • Principal Contractors will be required to produce a record of waste produced from the project for the Project Lead. • Consider your work area and keep it clean and tidy. Leave your waste in the designated place. Ensure the supply chain is not littering by their parked vehicles. • Refer to this link to see which trees on our campuses are subject to TPOs and cannot be removed or damaged. Exeter TPOs and Conservation Areas (arcgis.com). You may need to create a user account to access this information. • Works must be planned to ensure there is no run off from sites into the University water courses. • Consideration must be given to the proactive protection of highway drainage. |

Performance Standard

8.1.25 Phased handovers must be managed to control risks to staff, students and visitors



Performance Standard

8.1.25 Phased handovers must be managed to control risks to staff, students and visitors

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> • Specialist contractors may be contracted in addition and direct by the University to install specialist equipment. This may create a situation where at least two projects are occurring in close proximity. • For academic or commercial reasons, research or teaching activities may need to commence while some elements of construction work are ongoing. <p>Key Identified Risks</p> <ul style="list-style-type: none"> • The creation of potential hazardous situation with significant interface issues. • University staff/students passing through a live construction site. • Building services (including life safety systems) only partially commissioned. • Potential health and safety risks harm to people and property. | <ul style="list-style-type: none"> • At the tender stage the Project Lead will notify the contractor of any known strategies/assumptions that exist in relation to concurrent project works and phased handovers. • In the pre-construction phase the PC is asked to take a solution-focussed and collaborative approach to the development of these strategies. • These strategies are expected to evolve throughout the construction phase and are to be approved and documented. |



8.2 Preventing Disruption to Critical University Events

Performance Standard

8.2.1 General note on University events

| What you need to know | Specific Requirements |
|--|---|
| <p>This section details the events that have particular significance for University staff, students, and visitors. This section of the standards explains why the event is relevant, when (broadly) they occur and any specific steps that need to be taken to prevent disruption.</p> <p>Key Events:</p> <ul style="list-style-type: none"> • Graduation – July 1 week: 3,000 people per day on campus. • Open Days – 4 per year (May/June, September and October): 12,000 visitors to campus. • Examinations – January 1 week, May, 4 weeks, August 2 weeks. • Arrivals weekend and Fresher’s Week – mid September: 7,000 arrivals on campus over one weekend with events continuing throughout the week. High volumes on campus unfamiliar with surroundings and routes they should take. • Clearing – 1 week mid August. • Offer Holder Visitor Days – 10 per year, February and March: 1,500 visitors to campus. | <ul style="list-style-type: none"> • During the tender the Project Lead will provide the location, dates/times and implications of any special events that are relevant to your work. • During some events work may be required to cease on site. The PC is expected to use this information and allow for any stoppages in the tender response. • Additional permits to work may be required during known events and will be subject to a minimum of two weeks’ notice. • Standards of work, behaviour and site security must be maintained 24 hours a day. 7 days a week. |

Performance Standard

8.2.2 Prevent disruption to Graduation

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> • Graduation is the culmination of a student’s time at University. • Many thousands of students come together with peers and family to celebrate their achievements. • For many this will be their last day at the University and one of their most treasured memories. • The University wants to avoid any disruption (including having construction workers/sites appearing in the back of the thousands of photographs that will be taken on that day). • Graduation ceremonies are generally held in January and July each year and cover a 1 – 6 day period. <p>Key Identified Risks</p> <ul style="list-style-type: none"> • Inconvenience caused to staff, students and visitors, leading to complaints. | <ul style="list-style-type: none"> • Generally no construction work is permitted during Graduation dates (exceptions would include emergency repairs). If projects are allowed to continue, all works must be within the site boundary. There will be strict limitations on delivery vehicles on campus. • All work during a Graduation ceremony, will be subject to a permit, which gives greater consideration to the impact. • Standards of work, behaviour and site security must be maintained 24 hours a day 7 days a week. • Contractors must not use public areas during Graduation and site hi-vis PPE must be removed when walking to/from site. • If Contractors must be in public areas, contrary to our usual requirement, they will be given specific instructions by the Project Lead. • Dates will be confirmed with the academic calendar included in your tender and indicative for future years on large projects when dates are not yet known. |



Performance Standard

8.2.3 Prevent disruption to Open Days

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Open days can attract over 10,000 visitors (prospective students and their parents). They are held across the full site of all campuses. Additional traffic including coaches may be present on site at core times. <p>Key Identified Risks</p> <ul style="list-style-type: none"> If the day is a bad experience, students could decide not to study at the University. There is likely to be increased traffic and footfall on roads and pathways. | <ul style="list-style-type: none"> Generally no construction work is permitted during open days. If projects are allowed to continue, all works must be within the site boundary. There will be strict limitations on delivery vehicles on campus. All work during an open day will be subject to a permit which gives greater consideration to the impact. Dates will be confirmed with the academic calendar included in your tender and indicative for future years on large projects when dates are not yet known. Standards of work, behaviour and site security must be maintained 24 hours a day 7 days a week. Contractors must not use public areas during open days and site hi-vis PPE must be removed when walking to/from site. If Contractors must be in public areas, contrary to our usual requirement, they will be given specific instructions by the Project Lead. |

Performance Standard

8.2.4 Prevent disruption to Exams (and associated revision)

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> Most courses require students to complete exams. Their grades and conferment can be largely, or entirely, dependent on their performance. Exams and revision demand intense concentration and are a time of heightened anxiety for staff and students. Exams occur three times a year as a minimum in, January, May – June (and August for deferred exams.) <p>Key Identified Risks</p> <ul style="list-style-type: none"> Noise which disrupts exams or revision could lead to complaints. Students could apply to have disruptions considered creating significant additional anxiety and workload for staff and students. Lower grades or non-conferment could affect students' progress. | <ul style="list-style-type: none"> Generally no construction work is permitted in the vicinity of exams or locations designated for revision. Generally, a 10m zone around these areas is considered to be 'in the vicinity'. However, this could be extended (or potentially reduced) depending on the precise nature of the work. Work will only be allowed if a permit has been specifically approved during this time. Examinations are held in person in large and small examination halls/rooms. Examinations are held online - students may take exams on campus in study areas and/or in their residential areas 24/7 during the examination period. A no dig/no shutdown policy will be in place during the examination period to ensure there is no risk of disruption to the IT infrastructure. In emergency situations permits may be issued refer to 8.3.3. |



Performance Standard

8.2.5 Prevent disruption to fresher's/welcome week

| What you need to know | Specific Requirements |
|--|--|
| <ul style="list-style-type: none"> This is the first weekend/week when students arrive for the start of the new academic year and, for some, the start of their time at the University. There are numerous events and induction activities throughout the week (day and night) and footfall is consistently high. It is a time of particular excitement and or anxiety for some students. Freshers' week takes place in mid – September. <p>Key Identified Risks</p> <ul style="list-style-type: none"> A bad experience during this week can set a negative tone for the rest of that term, if not for the whole academic year. A poor experience may also lead to staff, students and visitors raising complaints. There is likely to be increased traffic and footfall on roads and pathways. | <ul style="list-style-type: none"> Works on arrivals weekend may be restricted due to the volumes of visitors on campus. PC to provide a Toolbox talk to all site staff and delivery drivers that there will be people unfamiliar with the grounds and routes will be on campus. The contractor must inspect the site and security arrangements daily, even if no work is proceeding. |

Performance Standard

8.2.6 Prevent disruption to Clearing Week

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> Clearing week is when A level students, who have not attained a confirmed University place, contact the University to find and apply for a place on a course. If critical services (IT, power.) are disrupted students will not be able to contact the University to find and apply for places on courses. Clearing takes place in mid-August. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Reduced confirmed offers, and resultant impact on University finance. A poor experience may also lead to staff and students raising complaints. Additional distress for students who could be detrimentally affected. | <ul style="list-style-type: none"> Generally, the University prohibits any digging during Clearing Week to avoid damage to underground services. If the Project Lead deems that excavations could proceed e.g. the dig is in a location known to be free of services, a permit to dig will be required (see 8.3.3). A greater degree of assurance is expected and more detailed ground investigations evidenced. If work is occurring in, or adjacent to, areas/buildings where clearing offices are based, the Project Lead will detail any constraints and restrictions during this time. The type of work which may still proceed during this time will generally be activities that are unlikely to generate noise or other nuisances. |



Performance Standard

8.2.7 Prevent disruption to Offer Holder Visitor days

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> • These days allow 'A' level students to visit, meet staff. • These are up to 2500 of the highest performing students who are likely to have offers from other institutions. • A bad experience during the visit could lead them to select an alternative place to study. • Offer Holder days take place during the Spring Term, specific dates will provided in your contract prelims. <p>Key Identified Risks</p> <ul style="list-style-type: none"> • Reduced confirmed offers impact on University finance. • A poor experience may also lead to staff and students raising complaints. • There is likely to be increased traffic and footfall on roads and pathways. | <ul style="list-style-type: none"> • Standards of work, behaviour and site security must be maintained 24 hours a day 7 days a week. • If work is occurring in, or adjacent to, areas/buildings where presentations will be taking place, the Project Lead will detail constraints and restrictions which may cover: <ul style="list-style-type: none"> ○ timing of traffic movements ○ timing of work (potentially prohibiting all work at certain times) ○ use of welfare/catering facilities • The type of work which may still proceed during this time will generally be activities that are unlikely to generate noise or other nuisances. |

Performance Standard

8.2.8 Prevent disruption to events and performances on our campuses

| What you need to know | Specific Requirements |
|---|---|
| <p>On our Streatham Campus</p> <ul style="list-style-type: none"> • Events are held regularly in the Great Hall during the day and in the evenings throughout the year with up to 1800 visitors. • Exeter Northcott Theatre runs shows throughout the year often with Wednesday and Saturday matinee performances. The pantomime season in December attracts large school audiences during the day often arriving in a fleet of coaches which park on Stocker Road. • Other theatre audiences can include coaches of school children. • The capacity of the Theatre is 460 and the audience will typically be members of the public. • Some wedding events are held in Reed Hall which typically take place on weekends and extend into the evening. <p>Across all of our Campuses</p> <ul style="list-style-type: none"> • Venues can host large scale sports events. • Venues can host conferencing events throughout the year <p>Key Identified Risks</p> <ul style="list-style-type: none"> • A lack of awareness in site users of risk posed by construction activities. • There is likely to be increased traffic and footfall on roads and pathways. • A poor experience may also lead to staff and students raising complaint. | <ul style="list-style-type: none"> • Standards of work, behaviour and site security must be maintained 24 hours a day 7 days a week. • If your works are occurring in or adjacent to areas/buildings where events/performances will occur, the Project Lead will detail constraints and restrictions which may cover: <ul style="list-style-type: none"> ○ timing of traffic movements ○ timing of work (potentially prohibiting all work at certain times) ○ the type of work which may still proceed during performances and events, which will generally be activities that are unlikely to generate noise or other nuisances • Where works are undertaken at our Sports Facilities Topsham and Duckes Meadow there will be alternative arrangements, this will limit works on Wednesdays and weekends – these will be detailed in the prelims. • Where works take place at the Streatham Sports Park there may be additional limitations on works on Wednesdays and weekends – these will be detailed in the prelims. |

8.3 Managing high risk activities

Performance Standard

8.3.1 Crane lifts may only proceed subject to a permit to work

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> All contractors will already recognise that lifting operations pose a considerable risk to buildings/infrastructure and people in the vicinity. Some crane operations necessitate road/footpath restrictions or closures (see 9.1.3/4) which can impact on staff, students and visitors. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Potential health and safety risks harm to people and property. | <ul style="list-style-type: none"> Advise the Project Lead (starting at the tender submission stage) when and where cranes might be used identified by the use of a site logistics plan (site plan to include any oversail lines). The Project Lead will seek to provide as much information as possible about the proposed locations. The PC must undertake their own, detailed analysis of ground conditions. The expectation is that crane lifts will be managed as contract lifts and contractors must use their own safe system of work which must include a suitable lifting plan Where outside a site boundary crane lifts are subject to a permit issued by the University. In these circumstances the University is primarily focussed on the protection of staff, students, buildings. This permit is in addition to the contractor's safe system of work and lifting plan. A minimum of 2 weeks' notice is needed of crane lifts. The Project Lead must be notified in the first instance if liaison with a University neighbour is needed due to oversailing. The contractor should not notify the neighbour in advance of this, nor directly, unless permissions to do so are agreed. |

Performance Standard

8.3.2 Scaffolding operations must be carefully planned

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> Inconsiderately parked scaffolding wagons could restrict or block roads for significant periods (see 9.1.2). Scaffolding can be the most visible part of the project and scaffolding contractors can be overheard (see 9.3.1, 9.3.3). <p>Many of our sites are sloping or require scaffolding to be erected next to or above pedestrian routes.</p> <p>Key Identified Risks</p> <ul style="list-style-type: none"> Unauthorised access onto scaffolding presents significant risks. If the site is elevated and exposed to exceptionally high winds. Offence and complaints received of poor behaviour. Professional reputational damage to the University, contractor and/or subcontractor. | <ul style="list-style-type: none"> All scaffolding contractors must be NASC approved to assure the University that the scaffolding contractors are competent to plan and undertake scaffolding operations. Scaffolding must be designed and installed to meet NASC current standards for guidance on protection of the public (SG34). Scaffolding operations are to be included in the site logistics plan (e.g. proposed extent of scaffolding, location of wagons and access routes by workers). All reasonable efforts must be taken to prevent unauthorised access onto the scaffold. Access onto the scaffold must be fenced either within a hoarded compound or by heras fencing. The removal of ladders and the use of ladder guards, to prevent unauthorised access should also be considered. Consideration of noise and potential additional impact of the occupiers of the building must be considered and a plan to reduce these impacts should be included in the scaffolding plan. Company banners or advertising must not be placed on scaffold, small signage may be acceptable subject to Project Lead approval. |



Performance Standard

8.3.3 Excavations may only proceed subject to a permit to work

| What you need to know | Specific Requirements |
|--|---|
| <ul style="list-style-type: none"> On occasions work may require excavations outside of site boundaries may cause disruption to footpaths. <p>Information provided at tender stage may have been limited to within the red line of the project.</p> <p>Key Identified Risks</p> <ul style="list-style-type: none"> All contractors are expected to recognise the risk that excavations present to underground services and to University grounds. | <ul style="list-style-type: none"> A University Permit is required before excavation works can commence. A minimum of 2 weeks' notice of excavations is needed. For more requirements please refer to 8.1.1, 8.1.3, 8.1.4, 8.1.5 and 8.1.15. Contractors must also comply with NJUG guidance for working around tree roots. There should be no mechanical excavation or plant within any tree canopy and no excavation within 1m of any tree trunk. (Details will be provided separately). There will be periods where 'no dig' notices will be issued to protect key events. Details will be within the prelim documentation. |



Performance Standard

8.3.4 Prevention of Fire

| What you need to know | Specific Requirements |
|---|--|
| <p>Projects will often take place in partially occupied buildings where a contractor is given part of or a whole floor of a building.</p> <p>Contractor's site compounds may impact access/egress to buildings.</p> <p>Key Identified Risks</p> <ul style="list-style-type: none"> Changes to building access routes short or long term closures of corridors. Unauthorised 3rd party access to sites. | <ul style="list-style-type: none"> Clear protocols to be agreed pre-commencement for works where buildings are partially occupied. A Fire Safety Plan must be included with the Construction Phase Plan. Works to be phased to install fire protection measures at the earliest opportunity. Engage with Devon and Somerset Fire and Rescue Service where a project changes routes to/from buildings or access/egress points. Where internal routes need to be changed this must be done in approval with the Project Lead to ensure that fire escape routes including travel times are considered. Materials should be stored externally. If materials must be stored internally this is only in agreement with the Project Lead. Skips must be secure. Skips should be enclosed and lockable. Where this is not reasonably practicable they must be secured within a fenced area. Skips must be placed in an agreed location and a minimum of 6 metres from any building. |

Performance Standard

8.3.5 Manage risks presented by hazardous substances in pipework or flues

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> Hazardous substances may be stored in teaching/research areas or in storage facilities (e.g. freezers). Contractors may also encounter hazardous substances in: <ul style="list-style-type: none"> Drains carrying hazardous waste (e.g. from lab benches or fume cupboards) Waste traps associated with these drains Gas pipework (e.g. containing oxygen or hydrogen). Some substances are flammable, some could asphyxiate (suffocate) workers Ducts from fume cupboards (which discharge on or near some roofs) External roofs due to extract or exhaust systems <p>Even if pipes/ducts are out of use residues may still be present.</p> <p>Key Identified Risks</p> <ul style="list-style-type: none"> Falls from height. Unplanned release of gas/chemical. Service strike. | <ul style="list-style-type: none"> A permit is required to access roofs. A minimum of 2 weeks' notice is required. In part, this is because of the potential need to consider hazardous extracts. Risk assessments and method statements should clearly address the specific working methods required for work being carried out on, or these facilities. <p>An accident/incident which occurs, including spills/un-planned release/accidental damage/environmental damage, should be reported immediately to the Project Lead.</p> |



8.4 Other and Unusual Hazards

Performance Standard

8.4.1 General note on unusual hazards campuses have

| What you need to know | Specific Requirements |
|---|--|
| <p>Due to the age of the University estate and the nature of our activities, the campus has a number of unique hazards.</p> <p>Exposure to/releasing these hazards pose a risk to the workers involved, but could also present risks to staff, students, buildings. and are likely to create significant additional costs and delays to a project.</p> <p>Key Identified Risks</p> <ul style="list-style-type: none"> Unplanned release of asbestos Service strike Damage to structural elements. | <ul style="list-style-type: none"> The Estate Service Project Lead will endeavour to provide as much information as possible about known, relevant hazards in or adjacent to work areas. All reasonable efforts will be taken in the pre-construction phase to avoid or mitigate these risks. If these hazards are relevant, the CPP should set out the general arrangements for preventing/managing the risk of harm. Risk assessments and method statements should address the specific working methods to avoid or manage the risks. |

Performance Standard

8.4.2 Manage risks presented by asbestos in buildings and in the ground

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Many of our buildings were constructed before 2000 when asbestos containing materials were used as building products. The University has a comprehensive asbestos management plan and management surveys. The University will review this information and the extent of the work to determine whether further refurbishment and demolition surveys are needed. Some construction waste containing asbestos (e.g. off cuts), has been found in the ground around some buildings in Streatham. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Unplanned release of asbestos. | <ul style="list-style-type: none"> If asbestos is present, the Project Lead will determine the approved methods and procedures for its management. In line with HSG 264, we seek to use refurbishments to remove all asbestos from the project area, but this is not always practicable. A specialist contractor will be directly appointed by the University to remove or remediate the asbestos and generate a 4-stage clearance certificate. Occasionally and by agreement the PC will be asked to manage the asbestos removal The PC must ensure that all contractors working on buildings built before 2000 have up to date UKATA accredited Asbestos Awareness Training. The University emergency action poster includes action to be taken in the event of unplanned discovery of, or damage to, known or suspected asbestos. |

Performance Standard

8.4.3 Safeguard protected species and trees

| What you need to know | Specific Requirements |
|---|--|
| <ul style="list-style-type: none"> The large size of the campus, and the large green spaces, varied habitats, proximity to rivers. attract a wide variety of animals, including protected species. Disturbing these species is an offence. Some of the site trees have tree preservation orders (TPOs). <p>Key Identified Risks</p> <ul style="list-style-type: none"> Damage to protected species. Damage to tree with protection order. Loss of habitat. | <ul style="list-style-type: none"> Reference is to be made to section 8.4.5. The Project Lead will take specialist advice, or commission further surveys, if it is foreseen that work will interfere with protected species or trees. The contractor must prevent unplanned disturbance to protected species. The contractor must report unplanned disturbance immediately to the Project Lead. Refer to the NJUG guidance which is included within a separate appendix of your tender documents. |



Performance Standard

8.4.4 Prevent, mitigate and remediate damage to University grounds

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> The University grounds (i.e. lawns, trees, ponds and other areas of planting and green space) have won numerous awards and are a major attraction to prospective students, staff and visitors. Some specimens are incredibly rare and exist in a biodiverse eco system. Damage to the grounds could lead to irreplaceable losses of some plants/trees and animal protected species habitats. We must safeguard root protection zones, as well as canopies of trees. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Loss of habitats and rare species causing damage to the biodiverse environment. Negative impact to current award status of the grounds. Negative impact on reputation and ability to attract students/staff/visitors. | <ul style="list-style-type: none"> Organise site logistics (site compounds, traffic routes, temporary diversions.) to prevent damage to the grounds. During the pre-construction phase, the Project Lead, assisted by the principal designer/design team, will consider space requirements/site logistics and will convey this information during the tender process. If it appears necessary to store materials on University grounds, or cause unavoidable damage, the Project Lead will seek permission from the University Grounds Team and will share any specific requirements to: <ul style="list-style-type: none"> Limit the damage caused (e.g. minimising the area and duration that materials are stored on grounds, or advising of root protection zones that must not be disturbed). Agree how the grounds are to be remediated. A baseline specification is included separately within the tender information, should requirements be above and beyond this they will be separately noted. |

Performance Standard

8.4.5 Use of drones on campus

| What you need to know | Specific Requirements |
|---|---|
| <ul style="list-style-type: none"> Drones are classified as “small unmanned aircraft”. All drones regardless of size have to be registered with the CAA. Drones are used on campus for a variety of uses including surveying of buildings, filming of sports events, promotional material & research. Drones emit noise that has been proven to make concentration more difficult. Filming using drones of people without their consent breaches privacy laws. Details of all drone flights must be added to the UoE Campus Activity Planner for communication to all stakeholders at least two weeks in advance. <p>Key Identified Risks</p> <ul style="list-style-type: none"> Drone contacting overhead power lines, which could cause fire, injury or death to anyone nearby. Injury to persons or damage to property caused by loss of control of the drone. Noise causing disruption to teaching or impacting on the student experience. Filming from drones breaching personal privacy. Drone flights impacting on environmentally-sensitive areas on campus | <ul style="list-style-type: none"> You must apply for a Drone Flight Permit at least two weeks prior to any flight taking place. You must supply the following documentation before any permit will be issued: <ul style="list-style-type: none"> Name, contact details & CAA Licence of pilot Insurance certificates Type, weight of drone, CAA Registration certificate Location/ Reason for flight/ Date/Time/ Height of drone flight Flight plan showing map of take-off/ landing & flight path, cordoning Detailed site/job specific RAMS – Emergency Plans & contact details Numbers of spotters/ assistants required Incident reporting procedure CAA, Police etc. Approval as required Failure to provide this information in a timely-fashion will result in refusal of permission to fly or delay of the flight. |

