

Canary Wharf Management

# CWG/Contractors Handbook



CANARY WHARF  
MANAGEMENT

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# 01 / Introduction

This document sets out the requirements that apply to you as a contractor, working on behalf of Canary Wharf Management Limited (CWM), Tenant Services and all other Canary Wharf Group subsidiaries (with the exception of Canary Wharf Contractors).

All contractors must provide site and task specific risk assessments and method statements. The information contained in this handbook provides an overview of key health and safety requirements, however there may be more that apply – please speak to your contract manager for further information.

Contractors working on the estate are working within a busy community – 120 000 visitors and tenants are near to your place of work. CWM recognises the vital role that contractors play in helping to keep Canary Wharf a safe place for these people.

For this reason CWM will only engage competent, pro-active, and responsible contractors.

We believe healthy, well informed and resourced contractors are motivated and engaged to deliver an excellent service to all of our stakeholders, throughout all of our businesses.

The aims and objectives specifically related to contractors working on behalf of CWM:

- Ensure that you carry out your works in a safe and competent manner
- Ensure that you comply with CWM safe requirements of work

Adherence to the standards and procedures within this manual are a part of our safe systems of work. These standards are a condition of contract and an absolute requirement.

If, during your time on the Estate, you happen to notice any potential hazards (for example spillages, loose cobblestones, lights not working) – please contact a member of security or the Estate Control Centre (0207 418 2999) so that CWM may quickly remedy the problem for the benefit of everyone and to avoid potential injuries.

If you have any questions regarding the content of this Handbook please discuss this with your contract manager or alternatively you can contact [safety@canarywharf.com](mailto:safety@canarywharf.com)





# 02/Acronyms

ACMs	Asbestos Containing Materials
CDM	Construction Design and Management Regulations 2015
Child/Children	Persons under the age of 16
CSCS	Construction Skills Certification Scheme
CPCS	Construction Plant Competence Scheme
CWC	Canary Wharf Contractors
CWG	Canary Wharf Group
CWM	Canary Wharf Management
CWM Contract Manager	The person employed by CWM who has awarded the contract to the contractor
H&S	Health and Safety Team
HSE	Health & Safety Executive
LEIA	Lift and Escalator Industry Association
MEWP	Mobile Elevating Work Platform
PASMA	Prefabricated Access Suppliers and Manufacturers Association
PAT	Portable Appliance Test
PPE	Personal Protective Equipment
RAMS	Risk Assessments & Method Statements
RCD	Residual Current Device
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
SSD	Secondary Safety Device
SWL	Safe Working Load
Young Person	Persons 16 or over, but under the age of 18
SSiP	Safe Systems In Procurement
SSSTS	Site Supervision Safety Training Scheme
HRRB	High Rise Residential Building





# 03/Personal protective equipment PPE

You must wear suitable PPE – maintained in a clean and good condition. As a minimum the following is required:

- Appropriate high visibility clothing
- Slip resistant shoes with anti-piercing soles and steel toes

#### Task specific:

- Safety glasses/goggles/visors – where there is a risk of dust, debris or liquid entering the eye
- Gloves/gauntlets – where irritation or cuts may occur (mandatory for work on lifts and escalators) or during exposure to chemicals
- Hard hat/bump cap – where there is a chance of being struck on the head from an object falling, your head coming into contact with a protruding object or from another person moving materials around the site
- Dust mask/respirator – for activities involving the decanting of hyperchlorite or chemicals that could create toxic gases or during activities where excessive dusts are produced
- Ear plugs/defenders – where there is danger of hearing damage due to excessive noise
- Coveralls – for activities that are particularly dirty





## 04/SSiP

All contractors who undertake physical works on the Estate must be accredited to a registered SSiP scheme (e.g. SafeContractor, CHAS). Failure to be accredited may result in you being prevented from carrying out your work.

Examples of physical works include (but are not limited to) anything that:

- Physically alters any part of the estate – no matter how minor
- Causes contractors to come into physical contact with employees, tenants or visitors
- Introduces a new hazard into the estate which could cause injury to CWG employees, tenants, visitors and members of the public – including stage construction, working at heights, laying of cables; and
- Gives specialist technical advice that could have a material effect on the estate or our employees, tenants and visitors – including the designing of features, taking of lab samples for analysis etc.

**Excluded activities include:**

- Photographers who use only a tripod
- Deliveries
- Person giving specialist technical advice which does not have a material effect on a member of the public, employees or tenants – including updating of software (unless that software controls physical features such as barriers, magnetic locks on doors, emergency lighting)

Your CWM contract manager will keep a record of contractors who are deemed 'supply only'. The H&S team may review this list and advise your contract manager that accreditation is required.



**Important**

The company named on a Permit to Work must be accredited.



# 05/Use of subcontractors

## YOU ARE NOT PERMITTED TO USE SUB-CONTRACTORS WITHOUT THE EXPRESS PERMISSION OF CWM

- The sub-contractor is not permitted to begin work on site until CWM has authorised the appointment
- CWM reserves the right to refuse the appointment of sub-contractors if CWM believe that the sub-contractor does not have adequate resources

The sub-contractor will be fully managed by you and a representative of your organisation must be present on site at all times.

The sub-contractor's clothing will clearly identify them as being a sub-contractor (i.e. employee uniforms must have the name of the direct employer).

When applying for Work Permits/Work Authorisation – the sub-contractor must be listed on the permit. I.e. “XXXX – working on behalf of XXXX”.

Failure to do so will result in the halting of work until a correct Work Authorisation/ Work Permit can be arranged.

# 06/Training & competency

## CANARY WHARF TRAINING

CWM may host specific safety-training sessions at your place of work (e.g. area inductions, fire awareness, behavioural safety etc). Your employees must attend these training sessions when requested by CWM. Contractors will be required to meet the cost of any training by CWM (if applicable)

All contractors are required to provide a Canary Wharf site specific induction to their employees and to maintain records of induction and training provided.



## MINIMUM TRAINING STANDARDS

Where you see this symbol it indicates that you must hold a specific qualification. This standard is detailed on page 50.

Depending on the task it is likely that you will require other qualifications or training as identified by your RAMS.

In all projects that fall under CDM regulations, a relevant CSCS card is mandatory for each contractor.

## SITE SUPERVISION AND CONTRACT MANAGEMENT

Where two or more operatives are working on a project you must have a single nominated site supervisor. This person must be present on site at the time the work is being undertaken.

All site supervisors and contract managers must have completed suitable health and safety management training. This will help ensure all activities are planned and undertaken with health and safety considerations from the outset.

If an operative has been promoted to the position of supervisor/manager they must receive a relevant qualification within 3 months following their appointment.



Where you have non-English speaking operatives, you must provide sufficient translators/ interpreters to ensure that effective communication between the contract staff and CWM can be maintained.

### Important

For the ease of communication, at least one person with conversational English is required to be available at all times.

Evidence of attendance at an exam/test will only be accepted for three months from the date of examination. Following this point full Accreditation is expected.







# 07/E-permit documentation required

## TWO WEEKS BEFORE: CONTRACTOR PRE-APPROVAL

All contractors are required to register with the ePermit system and gain pre-approval. To gain pre-approval you must be able to provide the following documentation:

- Public Liability Insurance (£10 million)
- Employers Liability Insurance (£10 million)
- Professional Indemnity Insurance (£10 million)
- SSiP Accreditation

For assistance in setting up account on the e-permit system, please contact the FM Helpdesk email ([fm.helpdesk@canarywharf.com](mailto:fm.helpdesk@canarywharf.com))

## ONE WEEK BEFORE: WORK AUTHORISATION

All contractors are required to apply for a Work Authorisation.

**This will show:**

- The work that you have been requested to do – and when it will happen
- Parking requirements

You are NOT permitted to do work outside of that detailed on the Work Authorisation.

**Your Risk Assessments & Method Statements must:**

- Have contact details for the Emergency Control Centre (ECC) - 020 7418 2999
- Provide exact instruction on evacuation routes and assembly point
- Be site specific

## ONE WEEK BEFORE: PERMIT TO WORK


High hazard work (eg. WAH, hot works) also requires a Permit to Work. The ePermit system will prompt you to indicate that you are required to apply for a Permit to Work as well as the Work Authorisation.



### Important

Emergency and urgent works that fall outside of the minimum time periods indicated above will be considered on an individual basis.





# 08/ Applying for work authorisation & permit to work

## TWO WEEKS BEFORE: CONTRACTOR PRE-APPROVAL

You are responsible for submitting project specific RAMS.

Essential documentation includes:

- Fire Risk Assessment
- Site and task specific risk assessments
- COSHH risk assessments
- Fire Action Notice + Fire Assembly Area
- Reference to the Estate Control Centre
- Details of any requirements for isolations of fire alarm or sprinkler systems
- Reference to any requirement to apply for Permits To Work (hot work, confined spaces etc)
- Information on how emergency situations will be managed and First Aid provision
- A list of key personnel involved in the project



### Important

CWM will view your RAMS in order to confirm that you have identified a suitable safe system of work. This is not a technical review of the work that you will be carrying out and Canary Wharf will not assume responsibility for the suitability of the RAMS.

## PERMITS TO WORK

All project work is subject to a Work Authorisation – further hazardous/disruptive works are controlled by an additional Permit to Work.

These include the following:

- Hot work
- Fire system impairments
- Work in confined spaces – chambers, sprinkler or water tanks, vats, silos, trenches, pipes, sewers, flues, wells, lift shafts or other similar spaces
- Working at Height
- High Voltage Electrical Works
- Low Voltage Electrical Works
- Work on or near live electrical systems



# 09/Arriving on site

Contractors employed on long term contracts working on day-to-day tasks (e.g. daily waste collection, security guarding) do not require a Work Authorisation.

## WORK AUTHORISATION – ON THE DAY

Each day you must contact your CWM contract manager to receive a copy of your Work Authorisation.

You must have a Work Authorisation before you commence work.

Work Authorisations will only be issued to the named contractor and identification must be presented.

When works have been completed, you must contact your CWM contract manager so that they are aware you have left site.

If you fail to collect or return your Work Authorisation, you will be required to explain the reasons to the issuing Department and may be prevented from undertaking further works on the Estate in future.



### Important

For all departmental arrangements, please speak to your CWM contract manager

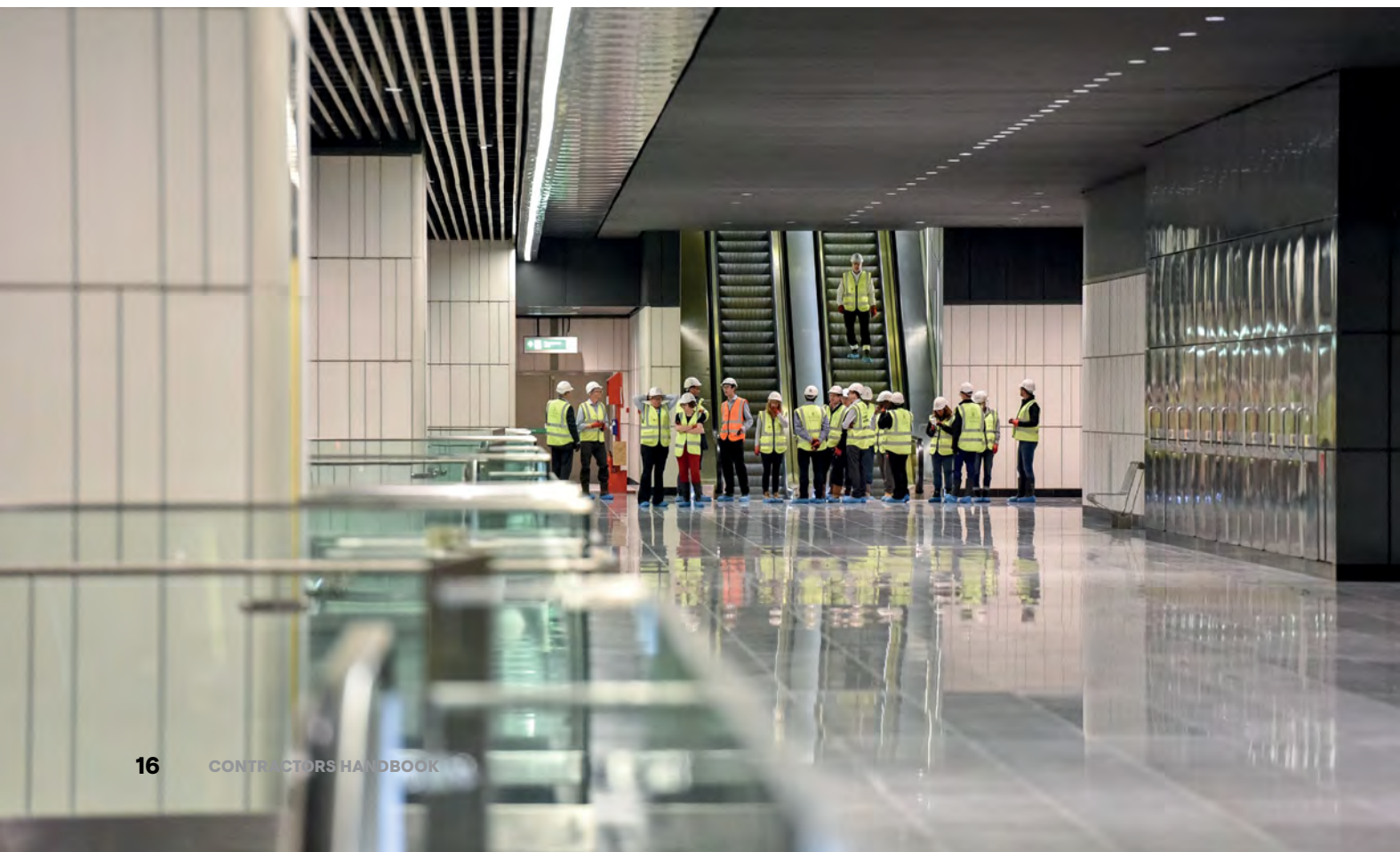
## FOR WORKS ABOVE GROUND (STREET LEVEL)

CWM operates a parking management policy.

All contractors should utilize the existing Canary Wharf underground parking - exceptions may include if your vehicle is oversized or you need access to specific tools or equipment. This should be discussed and agreed with CWM contract manager.

## CONTROL OF DELIVERIES

Liaise with your CWM contract manager to discuss delivery of materials onto site.







# 10/Children, young persons, first aid & welfare

## CHILDREN

A child is a person who is under the age of 16. You are not permitted to allow children to work on CWM projects.

## YOUNG PERSONS

You are not permitted to allow young persons (16 – 18 on the day that they will be on site) to work on a CWM project without a suitable risk assessment first being in place.

## FIRST AID

You must provide a suitable number of First Aiders appropriate to the type of work that you are carrying out and the hazards of the work. You must also provide all of your first aid supplies.

CWM will not provide first aiders for your work.



### Important

As a minimum there must be one emergency First Aid at Work trained person available at your works location at all times.

## WELFARE FACILITIES

Your CWM contract manager will arrange suitable welfare facilities.

## DEFIBRILLATORS

CWM have provided a number of portable, battery operated, semi-automated defibrillators located throughout the Estate. The defibrillator possesses an automated voice messaging system that will guide you as to the appropriate course of action.

A map is provided at the rear of this book.



# 11/ Site induction & security

## SITE INDUCTION

You are responsible for attending an estate induction that is specific to Canary Wharf prior to commencing work. All contractors are required to provide a Canary Wharf site specific induction to their employees and to maintain records of induction and any other training provided.

Your CWM contract manager can help you with arranging your estate induction.

## SECURITY

You are required to prevent unauthorised access into your work area at all times. Any opening in hoardings or traffic barriers must be supervised.

You are required to supply your own barriers.

## ESTATE SECURITY

All persons entering or working on CWM projects are to comply with all requests and instructions from security officers. All members of your workforce and staff are required to carry identification with them at all times.

Your CWM Contract Manager will explain if a CWM Pass is required. Where a CWM Pass is issued it must be carried with the individual at all times and returned at the end of the contract.

CWM utilises BS7858 for the vetting of contractors. Any contractor wishing to use subcontractors must meet the same standards.

# 12/ CDM 2015

Where requested by the Principal Contractor and Principal Designer you must provide information in a timely manner.

## PRINCIPAL DESIGNER AND DESIGNERS

### Designers – Health and Safety File

This includes (but is not limited to):

- A brief description of the work carried out
- Any residual hazards which remain and how they have been dealt with (for example surveys or other information concerning contaminated land; water bearing strata; buried services etc)
- Key structural principles (for example, bracing, sources of substantial stored energy - including pre- or post-tensioned members) and safe working loads for floors and roofs, particularly where these may preclude placing scaffolding or heavy machinery there
- Hazardous materials used (for example lead paint; pesticides; special coatings which should not be burnt off etc.)
- Information regarding the removal or dismantling of installed plant and equipment (for example any special arrangements for lifting or other special instructions for dismantling etc.)
- Health and safety information about equipment provided for cleaning or maintaining the structure
- The nature, location, and markings of significant services, including underground cables; gas supply equipment; fire-fighting services etc
- Information and as-built drawings of the structure, its plant, and equipment (for example, the means of safe access to and from service voids, fire doors, etc.)

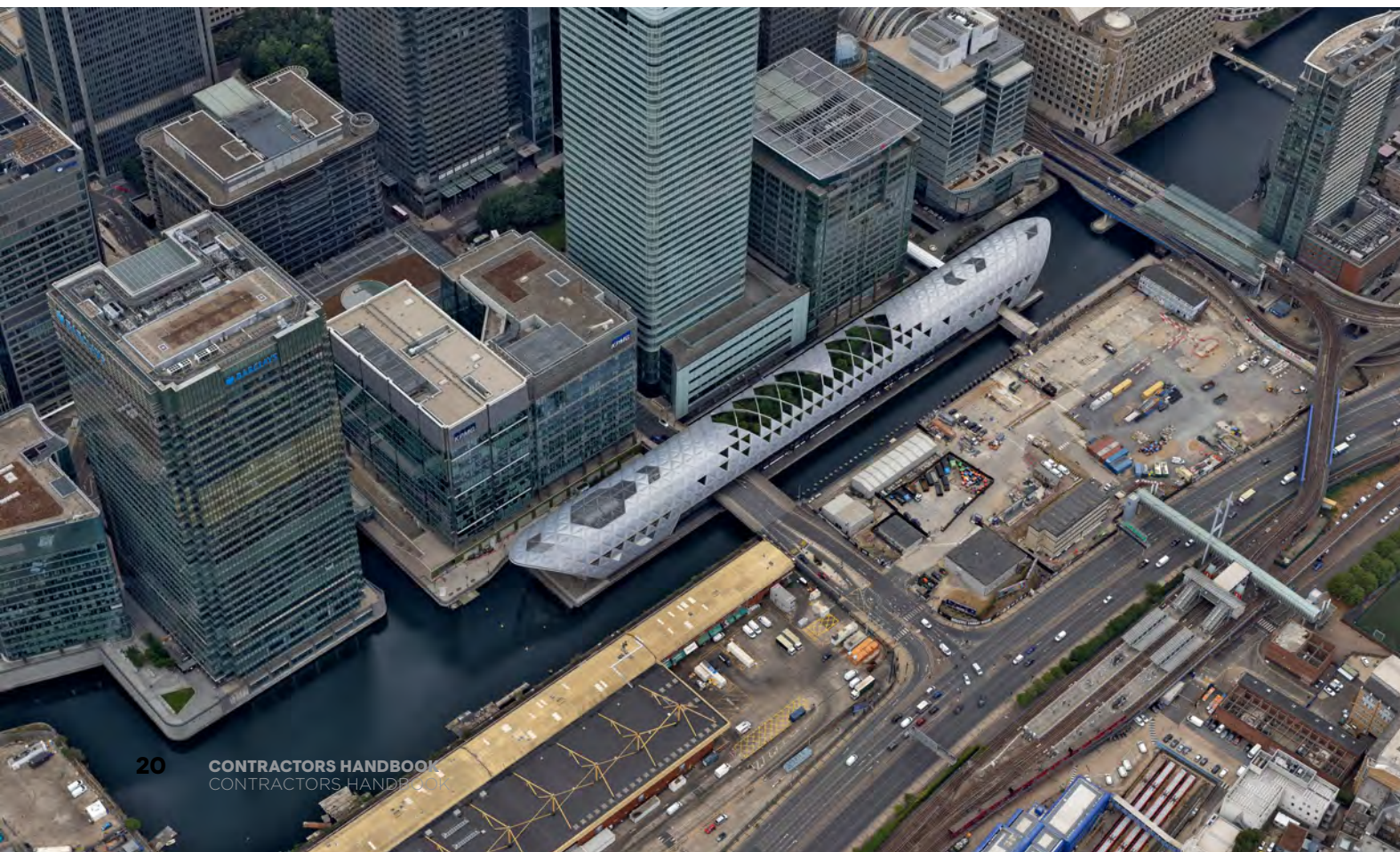
## PRINCIPAL CONTRACTOR AND CONTRACTORS

### Contractors – Construction Phase Plan

Your construction phase plan must be specific and indicate any areas of inter-dependency where one task requires the co-ordination of others.

### Traffic Management/Logistics Plan

Where moving materials through public areas you must detail how you will segregate the movement of vehicles and materials from pedestrians. Information regarding lay-down, materials storage and arrangements must be agreed prior to project commencement and detailed within relevant site layout drawings – including the use of banksmen.







# 13/On site

## WELFARE FACILITIES (HOUSEKEEPING)

Where you fail to maintain your welfare areas to an acceptable standard, CWM may demand immediate cleaning/maintenance. Under no circumstances are tools, plant, flammable substances, or materials to be stored in welfare facilities.

## FIRE PREVENTION

You must comply with the Regulatory Reform (Fire Safety) Order 2005, Regulations 38 to 41 of the CDM Regulations 2015, and the Joint Code “Fire Prevention on Construction Sites (The Joint Code of Practice on the Prevention from fire on construction sites and buildings undergoing renovation)” (HSG 168).

Where hoarding is erected as a part of your work and/or you are carrying out work in an area separated from CWM activities (i.e. during a floor fit out) – the Principal Contractor is responsible for developing and holding on site the Fire Risk Assessment for your work activities. The Fire Risk Assessment must be held in your work area.

## FIRE EXTINGUISHERS

You are responsible for providing a suitable number of fire extinguishers for all works carried out in your demise OR where an isolation of the fire system has been applied.

The fire extinguishers must be serviced (commissioned) by a competent person in line with BS 5306-3: 2017

## DRUGS & ALCOHOL

Canary Wharf has a zero-tolerance policy towards drugs and alcohol. Any contractors found to be under the influence of either will be removed from site.

## NOISE

You are required to inform CWM of any work that may create a nuisance noise. This includes work on roof tops as noise travels some distance from the roof. A schedule will be created with you to ensure that our visitors and tenants are not inconvenienced.

Further information on restrictions to noisy works can be found in the London Borough of Tower Hamlet’s publication “Code of Construction Practice”, Section 5 Noise And Working Hours.



## LIGHTING

You are required to provide suitable and sufficient lighting for your activities. Halogen lights are not permitted on CWM Projects.

## ELECTRICAL TOOLS & PORTABLE ELECTRICAL APPLIANCE TESTING

Battery powered tools should be used wherever possible. Where electric tools are required they must be operated on the reduced voltage of 110 volts. Additional protection should be provided by the use of residual current devices (RCD) or earth leakage circuit breakers. All electrical hand tools will be either earthed or double insulated. Transformers that are used to reduce current must be centre tapped to earth.

All portable electrical hand tools must be PAT (portable appliance test) tested before being brought onto the estate. Evidence must be held on site.

## ADVERSE WEATHER AND ENVIRONMENTAL ISSUES

Environmental issues may include rain, flooding, snow, ice, fog, strong winds, sun glare or extreme temperatures. Work must cease on scaffoldings, roofs or other elevations during high winds or during adverse weather.



## WASTE

You hold the responsibility for disposal of waste:

- Where project work is carried out within a hoarding or barrier you must make arrangements for the removal of all wastes. You must hold records of waste movements for a minimum of two years in line with Duty of Care requirements
- Combustible waste should not be stored in your work area - you must arrange for its removal as soon as possible
- Where you are engaged on a daily basis to provide services to CWM you must comply with the CWM waste management system

Failure to do so will result in a financial penalty being applied to your contract

## SMOKING

Canary Wharf has designated smoking zones – contractors are required to use these zones. A map is provided in the rear of this book.



### Important

Do not dispose of cigarette butts on to the grass or into gardens as these can only be removed by hand

## DANGEROUS GOODS

### (PETROL, DIESEL, LPG AND HYPOCHLORITE)

Contractor vehicles can only carry small amounts of dangerous goods; up to 2 x 20L of diesel, up to 1 x 20L petrol, up to 2 LPG cylinders (less than 12.5kgs). Carrying mixed loads of dangerous goods may also constitute a breach of regulations, so you may only carry petrol OR gas and ensure containers are approved and stored correctly.

The movement of hypochlorite on the estate is controlled. Any incident where hypochlorite is spilled or accidentally mixed with other chemicals must be reported to the ECC immediately.



# 14/Storage of oils & spill control

## STORAGE OF OILS

You must comply with environmental regulations for the storage of oils, ensuring that tanks and containers are correctly bunded (at least 110%) and are suitably protected and located.

## SPILL CONTROLS

You must have adequate spill control protocols and measures to contain and manage spills within your work area.

Where oils and chemicals will be stored on site, you must conduct and communicate a risk assessment to ensure that drains, water outlets and other areas of concern are identified and suitable controls implemented.

Your staff and sub-contractors must be aware of these protocols and have received a level of training that is appropriate to the nature of activities conducted on site.

# 15/Driving on the estate

## DRIVING ON SITE

- You are required to give way to security officers, cyclists and pedestrians at all times
- Drivers are asked to be particularly careful at morning and evening rush hour
- The speed limit through the estate is 20mph

## VEHICLE IDLING POLICY – TWO MINUTES

In order to minimise the impacts of vehicle emissions on poor air quality on the Estate, all contractor vehicles should be idled for no more than two minutes unless it is deemed essential for carrying out duties or in conflict with the vehicle manufacturer's manual.

## VEHICLES OVER 3.5 TONNES GROSS WEIGHT

- Prominent warning signs for vehicle turnings are fitted to vehicles (with regard to cyclists)
- Side under-run protection for HGV
- Class V and VI Mirrors for HGV
- The nearside Audible left turning warning – on HGV vehicles and certain plant vehicles when the left turn signal is engaged, an external alarm will sound a warning to other road users on the nearside

## ADVERSE WEATHER CONDITIONS

In snowy and icy conditions, drive with care – even if the roads have been treated. Stopping distances can be up to ten times greater than on dry roads.





# 16/Prohibited equipment

## The following appliances are not permitted on site:

- Toasters
- Radios other than as part of the site communications system
- Radiant space heaters unless with the consent of CWM
- Heaters without thermal overload
- Multi-way plug and socket adapters
- 3KW heaters used in conjunction with a 13-amp plug and socket – fixed heaters must be wired directly into the wall socket
- Tubular heaters not fitted with a wire cage
- Portable and hand held tools for use with voltages above 110v-unless no alternative equipment is available, and providing the equipment is centre tapped to earth
- 240V chargers for cordless power tools are only permitted following approval by CWM management and only then in agreed designated locations
- Halogen lights



# 17/Barriers and signage

You must maintain safe working areas at all times by deploying safety barriers and signage to warn pedestrians of hazardous situations.

Barriers must have a TOP and BOTTOM rail. Barriers must be suitable for the environment and for the types of work being undertaken. Details on approved barriers can be obtained from your contract manager.


You are responsible for supplying your own equipment.

Your works area must be completely enclosed – a vehicle may form part of the barrier arrangement.

Temporary traffic management systems implemented on the Estate or on any public roads must adhere to New Roads and Street Works Act 1991, Chapter 8 of the Traffic Signs Manual 2009 and CWM Work Authorisation system.







# 18/Lifting & excavating, mobile plant, equipment

## LIFTING OPERATIONS

If you are performing a lift, you are responsible for producing the RAMS (lifting plan), planning the lift, providing appropriate PPE and ensuring a safe system of work. This responsibility cannot be moved to another contractor. Every lifting operation (routine or non-routine) must be planned by a competent person; appropriately supervised and carried out in a safe manner.

Where it is necessary to lift persons, the lifting equipment selected must be designed for lifting persons.

All lifting equipment must be subject to a thorough working inspection and test as required under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). Evidence of this may be requested by CWM prior to the work commencing.

Excavators intended for lifting operations and with a rated lifting capacity of more than 1000kg (or an overturning moment in excess of 40,000Nm) must be fitted with check valves (hose burst check valves) on the main boom hydraulic cylinders; and acoustic or visual rated capacity indicators/limiters.

If you wish to bring mobile cranes onto CWM projects the location, date and time for crane mobilisation must be agreed between CWM Project Managers and the Infrastructure Department. Form F-HS-04.09 (Mobile Crane Request Form) must be completed and submitted prior to a permit being issued.

## USING EXCAVATORS AS CRANES

The safe working load (SWL) must be marked on the machine or be displayed in the cab. Where relevant there must also be clear information available to the operator regarding the SWL at different operating radii.

Where the manufacturer stipulates that the stability of an excavator is dependent upon the use of outriggers, blades or the locking of oscillating axles, these must be used as indicated and should be fitted with suitable interlocking devices, so that in the event of a hydraulic failure during a lifting operation they remain in position.



## MOBILE PLANT & EQUIPMENT

Plant and MEWP's must carry your (or your sub-contractors) identification.

Vehicles that will be used on public roads must satisfy all legislation in terms of lighting, number plates, MOT certificates etc. Manufacturer's recommended maintenance and inspection regimes should be followed and evidence of maintenance and inspections made available to CWM on request.

**All mobile plant such as dumpers, excavators, articulated haulers etc., must be fitted with:**

- An orange/amber flashing warning light which must be fully operational and in use at all times when operating on site
- All mobile plant must be fitted with an automatic audible reversing alarm.

Where required, rollover protective structures (ROPS), falling object protective structures (FOPS) and seat belts are to be fitted to mobile plant

All drivers and operators of mobile plant and equipment must be competent to perform their duties. CWM require that all plant and vehicle operators are members of the Construction Plant Competence Scheme (CPCS) or equivalent.

It is your responsibility to ensure that your operators have and can produce in-date competence/accreditation cards.

## MOBILE ALUMINUM ACCESS TOWERS

Erecting, altering or dismantling any mobile scaffold tower requires a recognised training certificate/card. e.g. PASMA, CITB, City & Guilds accredited. Certification must be provided via the ePermit system.

You must ensure that your towers are clearly identified as belonging to you - this can be achieved by the use of the scaff-tag or other proprietary methods. All mobile towers are required to be scaff-tagged by a competent person.

## MOBILE ELEVATED WORK PLATFORMS/CHERRY PICKERS/SCISSORS LIFTS/PAVS

Any person operating a MEWP must have received training which is recognised by the International Powered Access Federation (IPAF) or equivalent and be currently valid - or be in receipt of a current CPCS card issued by CITB for that particular MEWP. Please note that all Push Around Vertical (PAV) machine users will be required to have attended a recognised training course and produce certification to that effect.

All operators of and all operatives working from MEWPs will have been trained in the use of fall prevention/arrest equipment, with regards to use, maintenance, storage and inspection of such equipment prior to accessing any MEWP.

If a plant hire company is providing the MEWP, additional familiarisation training must be provided to the operator(s) from the supplier prior to using the equipment. This is in addition to (not instead or in place of) IPAF or CPCS training.

Procedures for the rescue of an operative trapped in a MEWP should be detailed within the task risk assessment.

## EXCAVATOR QUICK HITCHES (THE USE OF)

If you use quick hitch devices you will ensure the following precautions are in place and these precautions are detailed within a risk assessment as control measures:

- Excavator operators must be competent to use the specific hitch on the machine they use
- The manufacturer specified retaining pin must be available on the machine.
- Operators must only use pins designed for this specific use
- Supervisors/Managers of the operations involving quick hitches must carry out random checks to ensure the precautions are being implemented
- Ad-hoc replacements of pins with large bolts, wire or other substitutes must not be undertaken in any circumstances







# 19/Scaffolds



**Minimum Training Standards.**  
Please refer to page 50.

## **SCAFFOLD FALL PREVENTION/ARREST EQUIPMENT**

Any personnel working above grade level, on or near unprotected edges must wear fall prevention/arrest equipment (harness with suitable lanyards).

CWM recommends that contractors follow the National Access & Scaffolding Confederation's (NASC) publication SG4:15 (Preventing Falls in Scaffolding Operations)". Under no circumstances is any person involved in scaffold erection, alteration or dismantling permitted to work alone.

## **TRANSPORTING SCAFFOLDING**

The throwing of scaffold material downwards is strictly prohibited, as is the practice of throwing materials upward. Fitting bags and stillages are to be used for the movement of scaffolding materials.

## **SCAFFOLD INSPECTIONS**

Scaffolds must comply with BS EN12811-1:2003. Scaffolds must also be inspected in accordance with Regulation 12(10) of the Working at Height Regulations 2005.



# 20/COSHH, glazing, holes & voids, road works, water

## COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)

COSHH Registers must be available on site and detail every product on site. COSHH Assessments and MSDS sheets must be held for all products being used wherever suitable non-hazardous alternatives cannot be used.

## ASBESTOS

Asbestos has been found in limited quantities in Canary Wharf. When you apply for Access or a Permit you will be advised if the area you are working in is likely to contain asbestos and receive information on the location and type of asbestos as identified in the Asbestos Survey.

## GLAZING PANEL INSTALLATION

All glazing panel installation must be undertaken using dual circuit vacuum lifters. All glazing panels must also be fitted with a secondary safety device (SSD) prior to being lifted into position. The purpose of the SSD is to retain the panel in the unlikely event of both circuits on the vacuum lifter failing.



## HOLES AND VOIDS – INCLUDING FLOOR TILES

If you create holes and voids whether temporary or as a part of the permanent works you have the responsibility to ensure that they are adequately protected to prevent the falls of personnel, materials and/or plant and equipment.

## ROAD WORKS

All road works on CWM projects must be undertaken in line with the requirements of the New Roads and Street Works Act 1991 and industry best practice. All those involved in road works must be able to suitably qualified and competent. If you are undertaking road works you will be required to provide CWM with copies of the relevant training certificates.

## WATER (WORKING IN OR NEAR)

You must assess your work activities to establish a safe method by which the work can be carried out. The use of life vests may be required.



# 21/ Highly flammable liquids & gases, oxyacetylene

The use of highly flammable liquids and materials is not permitted on site. If you wish to bring highly flammable liquids onto a project you must first liaise with your CWM contract manager and agree suitable control measures for the storage and use of such materials. Unauthorised materials found on site will be immediately removed.

The storage of highly flammable liquids on the project must be kept to the absolute minimum and removed from site as soon as possible. CWM must be informed of your plans to store large amounts (over 50L) of flammable liquids on site.

Any small amounts of flammable liquids to be kept on site should be kept within a cupboard or container which is of a fire resistant construction. Any cupboard or container used to store flammable materials should have the appropriate signage Highly Flammable Liquids / No Smoking or Hot Work.

Non-compatible and flammable substances should be stored separately. Appropriate drip trays / bunding should be fitted into all storage cupboards / containers.

The use of tar boilers must be agreed with CWM site management. The use of tar boilers requires a Hot Work Permit.

All flammable gas cylinders must be removed at the end of the working day. It is prohibited to keep additional or unnecessary cylinders (including empty ones) at the workplace.

Cylinders when in use on site must be secured in an upright position and must be fitted with the correct regulator, hoses, crimped connections and where used with burning/welding gear, gauges and flashback arrestors.

Suitable fire extinguishers must be provided, adjacent to where highly flammable gasses are stored or used.

The use of LPG as a fuel within an office or welfare facility is prohibited other than in exceptional circumstances and where used the cylinder must be secured outside. Only fires with automatic cut out and securely guarded are permitted.

Adequate high and low level ventilation must be provided in all cases.

## OXYACETYLENE

You are not permitted to use oxy-acetylene gas because of its potential to become unstable in an overheating/fire situation.







# 22/Working at height and confined spaces

## WORK AT HEIGHT PERMIT

A Working at Height Permit is required if you are working ABOVE an area where another person/equipment could pass underneath. This includes (but is not limited to):

- Window washing
- Crane operators
- Use of scaffold

A WAH permit is not required for a short duration task on a ladder (under 30 minutes) in a low-risk environment.



## ESCALATORS & LIFTS

Escalator and lift installation contractors must ensure adequate control measures are put in place to manage the risk of falls from height and adhere to the Work at Height Regulations (2005).

Your CWM contract manager will provide information if your works fall under the Construction Design and Management Regulations 2015.

Lone working on escalators and lifts is strictly prohibited.

Apprentices and mates may only work under the supervision of qualified (NVQ Level 3) engineers.

## FALLS FROM VEHICLES

You must ensure that a safe system of work is in place to prevent falls from the backs of vehicles especially during loading and unloading operations.

## SAFETY HARNESSES (THE SAFE USE OF FALL PREVENTION/ARREST EQUIPMENT)

Any operative using a safety harness must have received training on its safe use, inspection and storage.

Any fall prevention/arrest equipment that is defective must be immediately withdrawn from service. You must record details of thorough examinations and any maintenance carried out. These records must be kept available for inspection as required by CWM.

## CONFINED SPACES

All personnel who enter a confined space must have had the appropriate training and be considered medically fit to undertake such works. You may be required to provide documentary evidence that suitable training has been carried out with those involved.

A rescue plan must be approved before works commence and this must be communicated to all staff involved. Appropriate gas detection must be worn whilst working in the confined space. All confined space works must be undertaken in accordance with the Confined Spaces Regulations 1997.

A CWM confined space permit must be authorised before any work in a confined space commences.



# 23/Hot work permits

## HOT WORK PERMITS

Hot work are any activities that will generate heat, flame or a large amount of sparks.

Activities that fall into this category include (but are not limited to) welding, grinding, cutting, burning, the use of blowtorches and tar pots.

If there is any doubt as to whether an activity will require a Hot Work Permit, refer to your CWM contract manager for further advice.

- Hot Work Permit will not be issued for multiple locations
- A Hot Work Permit can be issued for a maximum period of twelve (12) hours and must be returned at the completion of the Fire Watch each day

Hot Work Permits must be kept at the work area where the works are taking place and held by the operative(s) undertaking the Hot Work.

The supervisor who has been issued with the Hot Work Permit will brief the operatives under their control on the requirements of the RAMS and the specific precautions required by the hot work permit.

Once the briefing has taken place the supervisor will complete the questions asked in the permit and sign to confirm their intention to adhere to the safe systems of work identified in the above documents.

## FIRE WATCH

A condition of your Hot Work permit is to carry out a fire watch where the hot work have taken place to ensure no risk of fire exists. The time period for the fire watch is a minimum of ONE hour.

Following the post Hot Work area check, you must return the Hot Work permit to the issuer.

## FIRE SYSTEM PERMITS

Any isolation of the Fire System requires the notification of insurers and confirmation that hazardous work is not occurring at the same time – for this reason all Fire System Impairments must be applied for using the ePermit system. Unauthorised isolation (covering heads etc.) is not permitted under any circumstances.

Contractors who paint over detector heads, sprinklers or fire door edges will be required to return to site to rectify their work.





# 24/Tools, air hoses, drills

## CARTRIDGE FIXING TOOLS

Cartridge operated tools will only be operated by trained competent persons, who will be in receipt of a record of training achievement provided by a recognised training provider.

Operatives will at all times whilst operating a cartridge powered tool wear appropriate high impact eye protection along with ear and head protection.

## COMPRESSED AIR HOSES

All hoses must be securely fastened together with proprietary non-slip couplings, or restrained by restraining wire slings that will prevent 'whipping' should the hoses part.

## DRILLS

To avoid incidents arising from drilling into and through core/riser/lift walls/soffits/floors, you must have established the thickness of the material & how far you will be drilling into the material.

Where the intention is drill into and not through the material, only drill bits that are not longer than the depth of the hole being drilled are to be used.

Where materials are to be drilled through, you must liaise with your CWM contact and agree safe methods of work.





# 25/Electricity

People working on electrical equipment, machinery or installations must be competent to do so, and work within the guidance of The Electricity at Work Regulations 1989.

## TEMPORARY ELECTRICAL SUPPLIES

CWM must be consulted on your electrical requirements. You must ensure that all temporary electrical systems are installed and commissioned by competent persons and certificates are produced on commissioning and thereafter every three months following inspection of site electricians.

Where appropriate, you must comply with HSG 141 "Electrical Safety on Construction Sites".

## WORK ON / TEST ELECTRICALLY ISOLATED EQUIPMENT & ESSENTIALLY LIVE EQUIPMENT

You must detail how your organisation carries out Lock Out Tag Out (TOLO).

## ELECTRICAL ISOLATION / ELECTRICAL ENERGISATION

Only UK Power Networks (UKPN) are permitted to work on high voltage equipment across the estate.

Access to LV and HV rooms requires a special Permit to Work, this does NOT permit a person to carry out work in the rooms unless agreed.

## ELECTRICAL CABLES - REMOVAL BY NON-ELECTRICAL PERSONNEL

Where non-electrical personnel are required to remove electrical cables following isolation, it will be your responsibility to prove beyond reasonable doubt that circuits identified have been securely isolated or proved dead.

## PERSONAL PROTECTIVE EQUIPMENT

Suitable PPE must be worn in switch rooms, substations or electrical risers and includes (but is not limited to) flame retardant overalls and insulated safety shoes.



### Important

In the event of an incident involving electricity, work must stop immediately and the area made safe. Contact your CWM contract manager or Security as soon as possible for further advice.



# 26/Contractor safety management

## SAFETY SITE VISITS AND REPORTS

It is a mandatory requirement that your health and safety representative visits the project(s) site periodically.

Where you have a significant number of employees coupled with a high risk factor, CWM may request that you provide a full time safety manager/officer.

Following a site visit, your safety advisor should produce a report for the site management. A copy of the report should be forwarded to the CWM contract manager and [safety@canarywharf.com](mailto:safety@canarywharf.com).

## HEALTH & SAFETY COMPLIANCE AUDIT

Health and safety compliance will be assessed by your CWM contract manager and CWM H&S team through unannounced site inspections.

They will conduct a detailed audit that will include (but is not limited to) H&S documentation, signage, fire prevention, PAT testing checks and use of suitable PPE.

Following this inspection a report will be automatically emailed to you and your CWM contract manager.

You are expected to resolve any non-compliance – if you are struggling to do so please discuss with your contract manager.

# 27/Accident, incident reporting

All incidents and accidents that result in injury or loss/damage to the physical property must be:

- Reported to the Emergency Control Centre - 0207 418 2999
- Reported to the CWM Contract Manager
- Recorded within a CWM accident report book

## RIDDOR AND SERIOUS NEAR MISS INCIDENTS

Where a Reportable Incident (as defined under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) occurs, you will also be required to report these incidents to the HSE.

Every effort must be made to try to maintain the incident location for further inspection by CWM.

Following a Reportable Incident a joint investigation will be carried out. The investigation will be carried out by a mixture of the following:

- CWM H&S
- CWM Contract Manager
- Contractor site manager/supervisor
- Contractor Safety Specialist

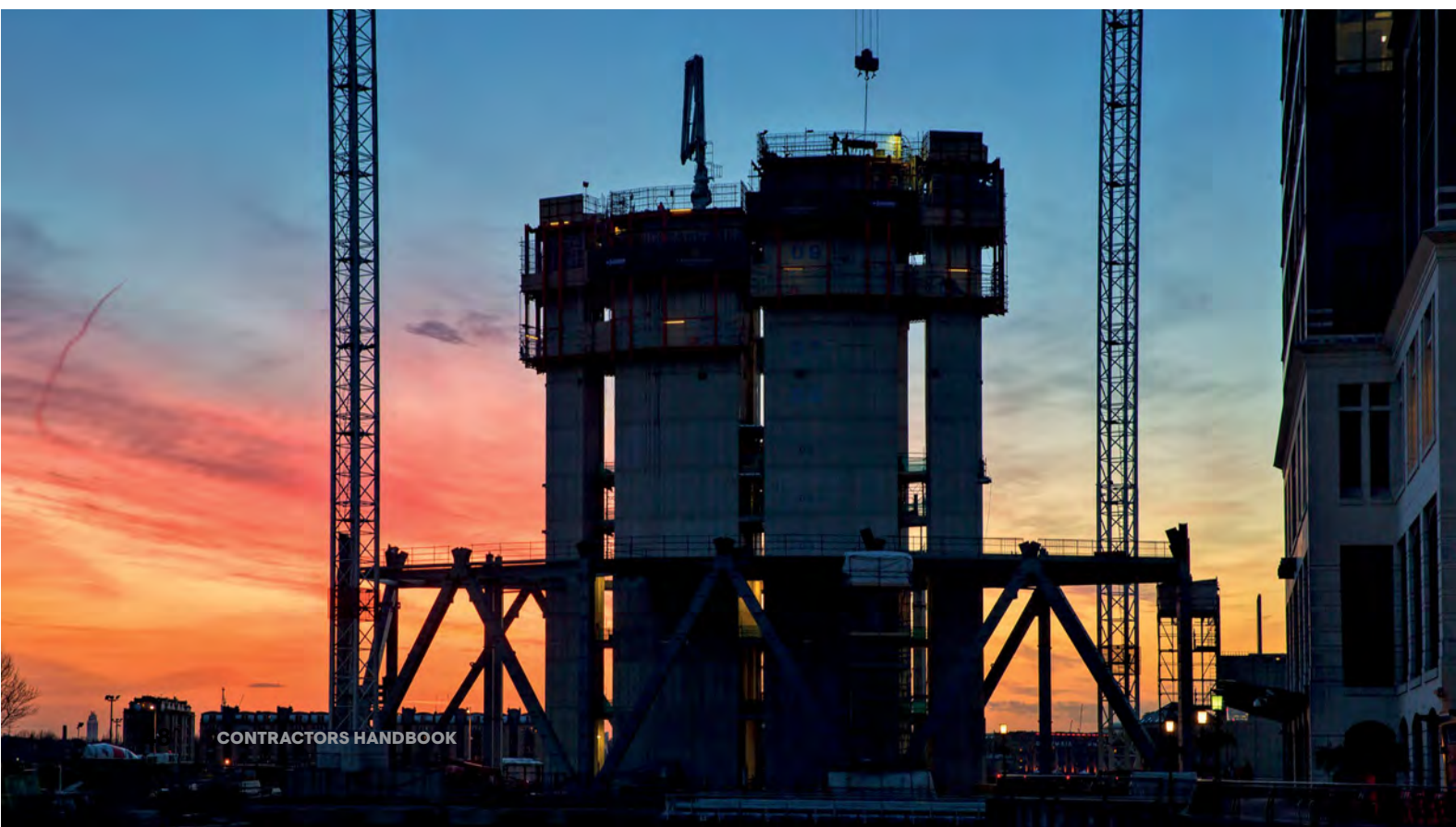
A preliminary report must be issued to CWM by the contractor within 24 working hours of the event occurring.

As a part of the investigation CWM may ask to interview the individuals involved – all reasonable endeavours must be made to arrange this. Failure to provide suitable access may result in contract breach.

A meeting will be arranged with senior management of both CWM and the respective contractor.

Following the meeting, the contractors will issue a full report to CWM H&S and CWM Contract Manager, which will establish facts, root causes and proposed measures to prevent a reoccurrence.

Any accidents, incidents or dangerous occurrences that are not reported will be taken extremely seriously and may be considered a breach of contract.





# 28/Red, yellow cards

## CWM OPERATE A YELLOW AND RED CARD WARNING SYSTEM.

A yellow card may be issued for a minor or persistent safety offences – usually following a verbal warning. Two yellow cards issued to the same contractor within a six month period will lead to a red card being issued.

### Examples of where a yellow card could be issued may include (but are not limited to):

- Continued non-use of PPE
- Working outside the requirements of a work permit
- Entering restricted areas without authorisation
- Working in an unsafe manner

A straight red card will be issued for serious safety breaches – examples of where a red card could be issued may include (but are not limited to):

- Possessing or being under the influence of alcohol or illegal drugs
- Acting in an aggressive, threatening or anti-social manner
- Putting yourself or others at risk of serious injury through reckless behaviour
- Operating plant or machinery without relevant training or qualifications

As a minimum, a yellow card will see the recipient removed from site for 24 hours (or Monday if the card is issued on a Friday). CWM reserve the right to determine the length of any suspension period associated with a yellow card.

Upon returning to site, the recipient of the yellow card must attend a meeting with the issuer of the card – and the relevant CWM contract manager. The purpose of the meeting is to discuss the reasons for the transgression and to seek a commitment to improved compliance from the individual(s) involved.

If a red card has been issued, site access will be removed for a period to be determined by the CWG Director of Health and Safety. The employing trade contractor and individual(s) involved must attend a meeting with the issuer of the card, the relevant CWM contract manager and the CWG Director of H&S to discuss whether or not it is possible to re-commence works on CWM projects.

Appeals regarding the issue of red cards must be in writing and submitted by the employing contractor within 48 hours of the issue of the card. After review, CWM's decisions will be final in regard to the card and the conditions imposed.







# 29/ Building Safety Act 2022

The Building Safety Act 2022 places responsibilities on any person undertaking works on high rise residential buildings (HRRB).

HRRBs are defined as being at least 18 metres in height - or 7 storeys.

Contractors carrying out works in HRRBs are required to ensure that their staff are competent to do so and that the golden thread of information relating to the works is provided to building management or the CWG Building Safety Manager.



#### **Important**

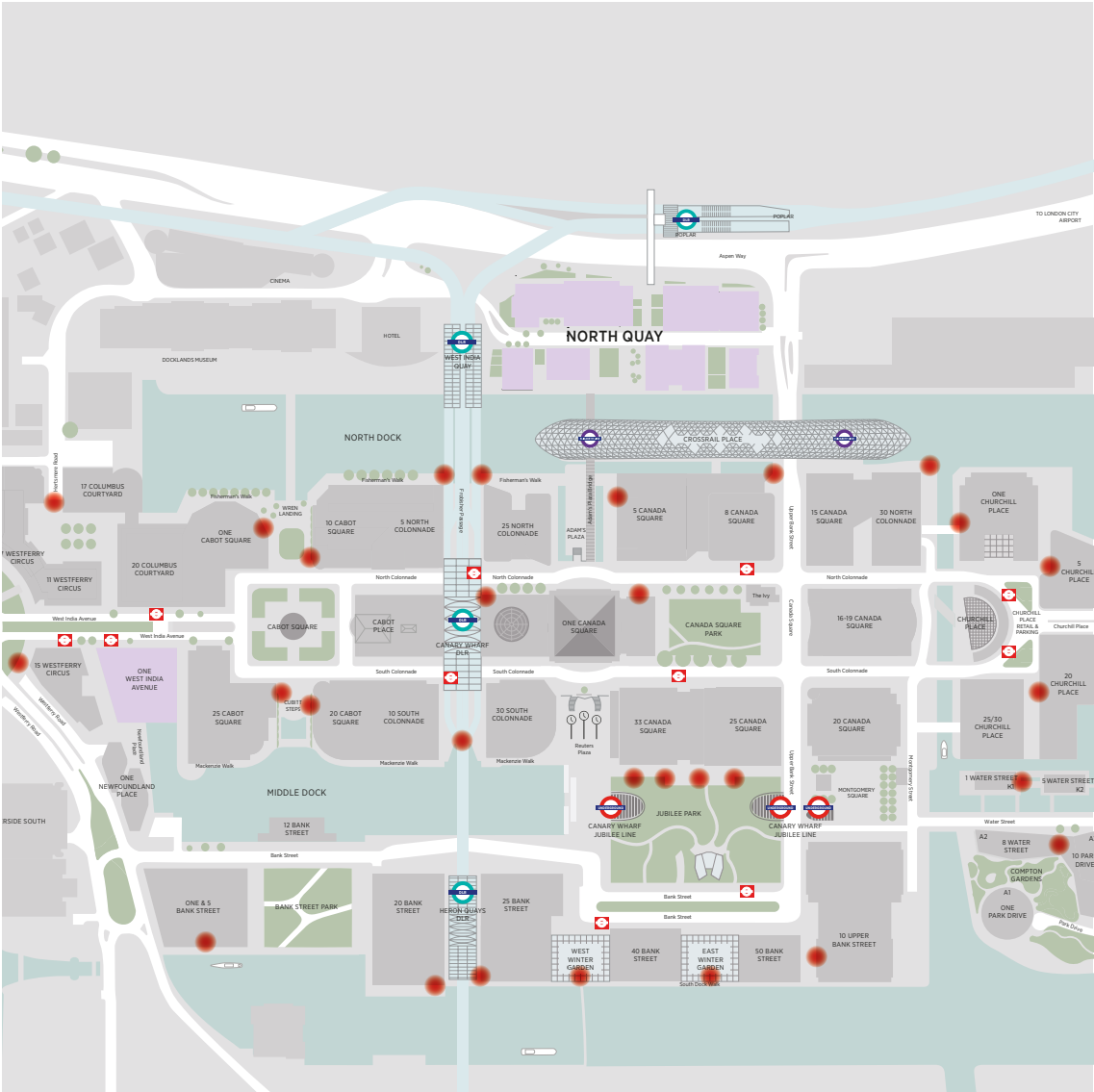
Refer to your CWG contract manager for further information.



# 30/Minimum training standards

Training	Role	Section	Comment
CITB Site Management Safety Training Scheme (NVQ),	Site Supervisor/Manager	6	
IOSH Managing Safely certificate	Site Supervisor/Manager	6	
NEBOSH Certificate General, Fire or Construction	Site Supervisor/Manager	6	International will not be accepted
Level 4 NVQ and above for Construction Management or equivalent	Site Supervisor/Manager	6	
CITB Site Supervisors' Safety Training Scheme (SSSTS)	Site Supervisor/Manager	6	
NVQ Level 3 Diploma in Construction Site Supervision	Site Supervisor/Manager	6	
ECITB (CCNSG) Supervisors Safety Passport	Site Supervisor/Manager	6	
Scaffold NVQ Level 2	Scaffolder	19	
Enrollment in Scaffolder Registration Scheme	Trainee / Labourer	21	
Level 3 NVQ and above / J-Modules (recognised by LEIA)	Lift and Escalator Engineer	22	

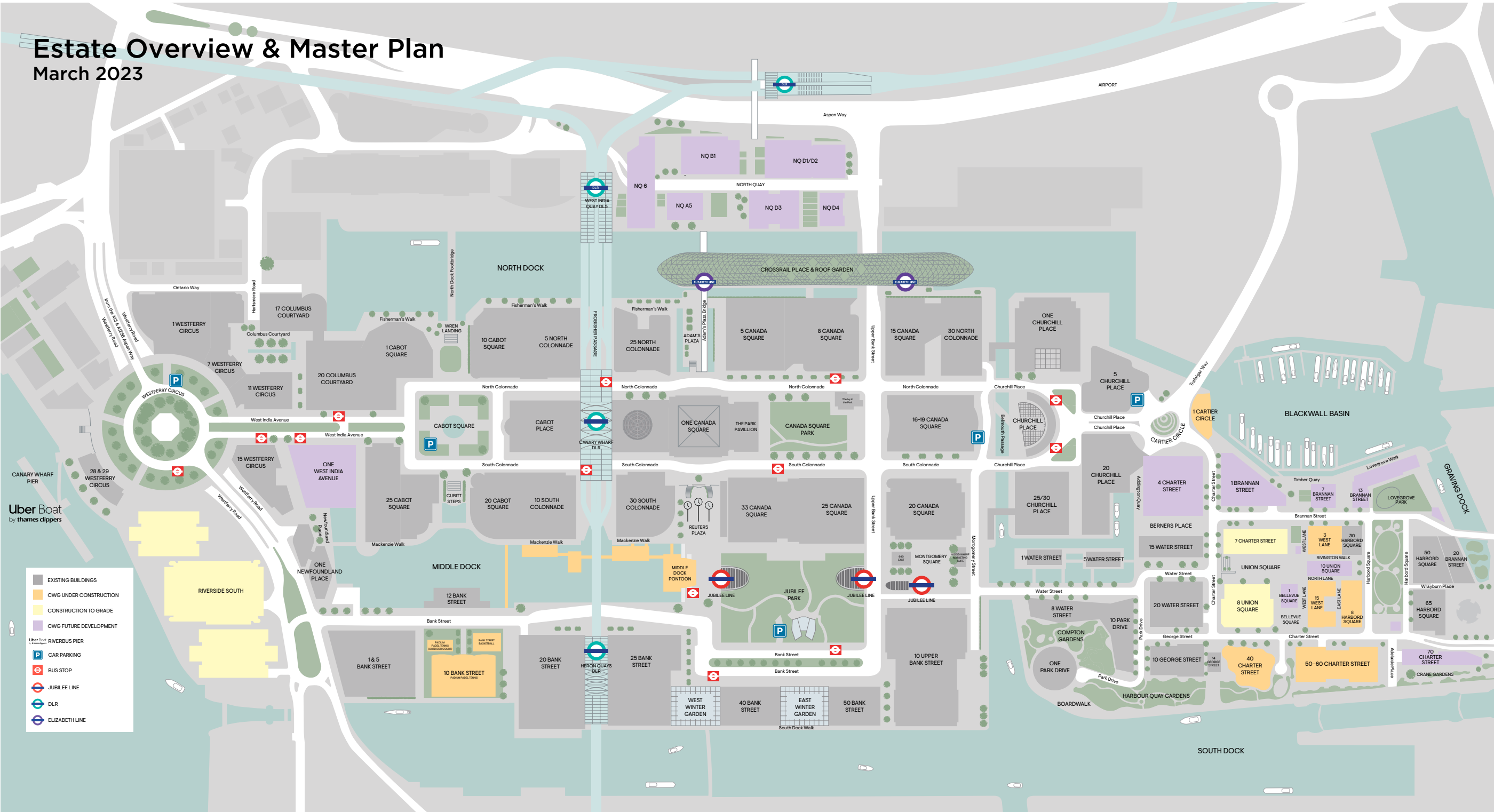
# 31/Smoking zones





# 32/Estate Plan

This map is for illustrative purposes only and not to scale.  
Naming within the New Phase is subject to approval





# 33/Defibrillator map

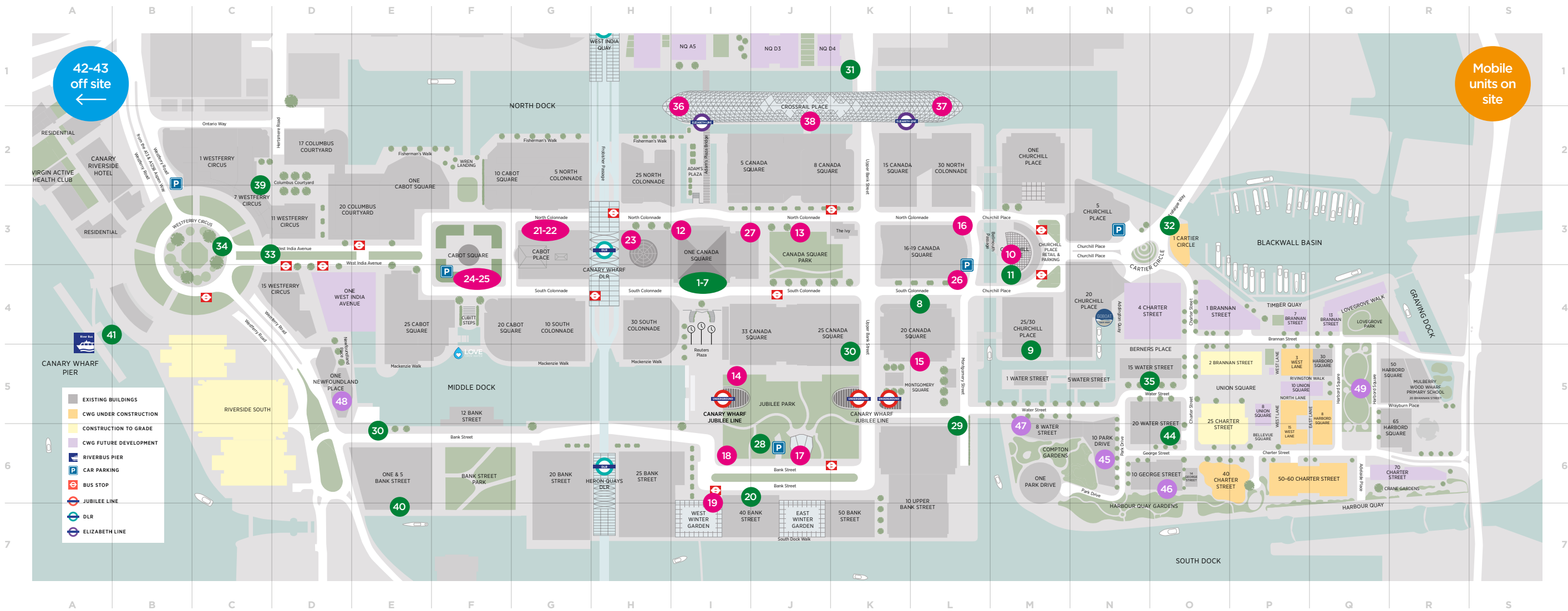
- 1. One Canada Square - Defib 1, Courier Room I4
- 2. One Canada Square Lobby - Defib 2, Behind South Desk I4
- 3. One Canada Square - Defib 3, Level 31 South Side Office I4
- 4. One Canada Square 30th Reception - Defib 4, Cupboard I4
- 5. One Canada Square - Defib 5, Level 5 Kitchen I4
- 6. One Canada Square - Defib 7, Service Road Office I4
- 7. One Canada Square - Defib 9, M2 Plant Room I4
- 8. 20 Canada Square - Defib 34, ECC Main Control Room L4
- 9. 25 Churchill Place - Defib 6, Level B2 Control Room Office M5
- 10. Churchill Place - Defib 17, Opposite Joe and the Juice M3
- 11. Churchill Place - Defib 39, Security Office 5 M4
- 12. Canada Place Mall - Defib 8, Whittard of Chelsea I3
- 13. Canada Place Mall - Defib 10, Boots J3
- 14. Canada Place Mall - Defib 11, Bottom of DSS Link Escalator I5

- 15. Canada Place Mall - Defib 12, by Notes Coffee L5
- 16. Canada Place Mall - Defib 13, by KPMG retail entrance L3
- 17. Jubilee Place Mall - Defib 14, by Starbucks J6
- 18. Jubilee Place Mall - Defib 15, by Jubilee Dry Cleaners I6
- 19. 40 Bank Street - Defib 16, Inside Orbica by Urban Green J7
- 20. 40 Bank Street - Defib 18, Ground Floor Reception J7
- 21. Cabot Place Mall - Defib 19, Opposite Zara G3
- 22. Cabot Place Mall - Defib 20, Next to Penhaligon's G3
- 23. Cabot Place - Defib 40, by Malin+Goetz I3
- 24. Cabot Place Car Park - Defib 21, Level 2 Car Park Entrance F4
- 25. Cabot Place Car Park - Defib 53, Pass Office F4
- 26. Canada Place Car Park - Defib 22, Level 1 Car Valeting L4
- 27. Canada Place Car Park - Defib 23, Level 1 Near Cycle Cage I3
- 28. Jubilee Place Car Park - Defib 24, Level 1 Barrier J6

- 29. Truck Tunnel Barrier - Defib 26, Vehicle Check Point L6
- 30. Heron Quays / Bank Street Barrier - Defib 27, Vehicle Check Point E6
- 31. Upper Bank Street Barrier - Defib 28, Vehicle Check Point K1
- 32. Cartier Circle Barrier - Defib 29, Vehicle Check Point O3
- 33. Cooks Close Barrier - Defib 30, Vehicle Check Point C3
- 34. Westferry Barrier - Defib 31, Vehicle Check Point C3
- 35. Wood Wharf - Defib 32, Infra Management Office O5
- 36. Crossrail Place (West Side) - Defib 35, Big Easy I1
- 37. Crossrail Place (East Side) - Defib 36, Escalator L1
- 38. Crossrail Cinema (Downstairs) - Defib 37, Lobby J2
- 39. B2 Security Office - Defib 38, B2 Control Room C2
- 40. 1-5 Bank Street - Defib 43, Building Security Room E7
- 41. Canary Wharf Pier - Defib 45, By the Pier Office A4
- 42. Southbank ECC, Defib 41 - OFF SITE

- 43. 20 York Road, Defib 42 - OFF SITE
- 44. 20 Water Street - Defib 46, Security Office O6
- 45. 10 Park Drive - Defib 48, Reception N6
- 46. 10 George Street - Defib 49, Concierge Room O6
- 47. 8 Water Street - Defib 50, Concierge Room M6
- 48. 1 New Foundland - Defib 51, Management Office D5
- 49. Harbord Square - Defib 52, Management Office Q5
- 50. Company Vehicle (Mobile Defib 44)
- 51. Company Vehicle (Mobile Defib 25)

Office Retail Off Site Residential Mobile







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