



QUALITY PLAN 2022

Dial Electrical SERVICES

SITES COVERED:

National Composites centre

The national composites centre, Feynman way central, Bristol & bath science park, Emerson's green, Bristol, BS16 7FS.

NCCi,

Blenheim Building, Filton 20 Site, Golf Course Lane

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Dial Electrical Services

1. **FOREWORD AND POLICY STATEMENT**

Dial Electrical Services shall operate the contract utilising relevant parts of the Quality Manual, and Management Systems that are required for each individual site.

Dial Electrical Services are registered with Construction line, CHAS, Safe contractor, NICEIC and BAFE and make the following “Policy Statement” in keeping with our undertaking to structure operational and management policy to meet the needs of our customers.

Policy Statement

DIAL Electrical Services Ltd is committed to providing professional and efficient engineering services in harmony with the specified requirements of Clients.

A Quality Programme relevant to the Company’s organisational goals and responsive to the expectations and needs of our customers has been developed.

This Quality Programme, comprising a set of procedures specific to each site, has been defined, documented, and implemented in accordance with the relevant requirements of the BS EN ISO 9000 series of quality assurance standards.

Compliance with the documented Quality Programme is mandatory within the Company and all personnel understand and use the approved procedures for their own Division.

The Divisional Procedures are monitored by all levels of management to ensure that they are understood, implemented and maintained at all levels of the Company.

General

As part of our project management systems we have well established self-monitoring procedures for management of quality at contract location level. The procedures include identification and reporting of non-conforming work and materials. Also, at regular intervals all elements of the work receive a quality audit which covers the following headings:

- Safety
- Permit to Work
- Security
- Site Conduct/Presentation
- Emergency Call Outs
- Planned Maintenance
- Client Requisitions

- Training
- Subcontractors
- Contract Management
- Quality Assurance

A scoring system of 1 to 5 is recorded for each element. This quantifies the subjective views, which in turn enables easy assessment of how satisfactory each element is. The reports are copied to the Directors in the Bristol office, and any items requiring attention are entered into the QA procedures for action.

The regular QA audits examine all the identified measures and ensures clear explanations and actions.

Dial Electrical Services has integrated into its procedures that are considered necessary for the operation and maintenance of the services.

The plan will be aimed at the early identification of potential problems and the early resolution of actual problems or complaints. It will minimise the risk of unacceptable services delivery by preventative action whenever possible.

The plan will endeavour to promote good working relationships with an overall policy of co-operation and joint commitment to the needs of the service.

The plan will demonstrate Dial Electrical Services, commitment to quality. It will describe the resources involved in monitoring and how the staff involved with the process will be adequately trained in quality assurance matters.

The plan will describe the way in which we will carry out the following:

- Informal and ongoing monitoring through day-to-day management and supervision of the service.
- Formal monitoring checks which results in a written record of achievements.
- Responses to complaints received from the Service Controller.

Dial Electrical Services should be responsible for ensuring that services are proved to those standards in a satisfactory manner. Assessment will be by a number of methods, which include the following:

- A regular review of the Contractor's own QA system and records
- A monitoring system
- User group survey
- Complaints management

1.1 QUALITY MANAGEMENT

The Schedule and “Quality Plan” is an essential component of the contract and is a collection of documents specific to a contract that details management structure, administrative process and a schedule of the scope of contracted works.

The Quality Plan can comprise of the following elements, which are CONFIDENTIAL to Dial Electrical Services Limited.

Contract details print consists:

- A Client’s Representative (Authorised Officer)
- Correspondence Address (Invoice Address)
- Materials/Sub-Contractors “On costs”.
- Dial Electrical Services Site Representative (Location Manager)
- Number of Resident Site Operatives/by discipline
- Plant/Equipment to be Serviced
- Location of Equipment

The quality plan and monitoring system will be simple to operate and flexible enough to be able to adapt to changing needs.

The plan will include a simple written recording system indicating clear procedures and action plans.

The plan will include confirmation that management information will be produced and supplied at agreed intervals. This information will include, but will not necessarily be limited to, the following:

- Analysis of all requests for work
- Operator man hours against individual tasks
- Details of expenditure on goods/materials
- Details of new equipment
- Quality assurance records
- Summary of staff training
- Staff accident records
- Organisational chart
- Working practices
- Output evaluation criteria

In addition to the information retained on the system database, hard copy information will also form an integral part of the Contract Quality Plan, these may consist of:

- Safety Procedures
- Variations to Operating Procedures
- A copy of the Contract Agreement
- A copy of the Customer Support Information Sheet
- A Workload Schedule
- The Audit Schedule
- The Training Schedule

Inspection Reporting

The Quality Plan produced by the Contracts Manager is intended to ensure that both parties are aware of what is expected of them, how each element of the service will be provided, and who is responsible of the implementation.

Dial Electrical Services will review our standard operating procedures against the contract requirements, and will amend, adopt or develop them as necessary.

Inspection Test and Measurement Equipment

Inspection, measurement and test equipment within the division shall be defined as equipment used for carrying out certified tests in accordance with relevant standards and for which equipment current calibration certificates are maintained.

Tooling

All other meters and measuring equipment not specifically identified by the division as inspection, measurement and test equipment and used by the section in its normal everyday maintenance tasks shall be classified as tooling.

Register of Equipment

A register shall be maintained of all test and measurement equipment owned and operated by the company. This shall detail:

- Type of equipment
- Manufacturer
- Model
- Duty/capacity/range
- Calibration dates
- Equipment type

Records shall be maintained of each equipment defects and adjustments that were necessary.

Frequency of Calibration

The frequency of calibration shall be reviewed for each item of equipment with reference to the history of adjustment, reliability and frequency of use and or as recommended by the manufacturer.

Subject to the above, all inspection, measuring and test equipment used in the performance of the company's duties shall be calibrated at a frequency not exceeding five years.

Calibration Sources

The calibration of equipment shall be carried out by:

- An approved test laboratory
- The manufacturer

In either case, calibrations must be traceable to national standards.

Calibration Certification

When using inspection, measuring or test equipment such equipment must be accompanied by an up to date test calibration certificate or proof of recent test calibration.

Test Certificates and Test Results

Standard Test Certificates

Industry Standard test certificates shall be used wherever appropriate or as required by the Client. These shall be completed detailing the result of all testing carried out. Completed test certificates shall be returned to the branch office for distribution.

Non-standard Test Certificates

Where tests are carried out and no standard test certificate is available, the test and results shall be recorded on a Breakdown/additional Work sheet or Day Work sheet.

The record shall include:

- Detail of test carried out
- Detail the type of equipment used and serial number

- A statement on the condition of the plant or system under test confirming where the test was satisfactory, and plant/system remains safe for continued use/service.

QA System Corrective and Preventative Action

When an activity non-conformity (i.e. a variation with specified requirements) is identified, a QA System Non-compliance Report form shall be raised and a decision regarding the appropriate corrective and preventative action shall be made and implemented.

The detail in this section identifies the responsibilities for the actions necessary to control and record the approved corrective and preventative action, the implementation of which is mandatory for all company staff and Sub-Contractors supplying a service to a contract, system or department.

It is responsibility of all operational managers and other staff to report QA system shortcomings. Dissemination of information gained through this reporting process is the responsibility of the Quality Manager.

QA System Non-compliance Reports

- QA system deficiencies shall be reported to the relevant individual on a QA System Non-compliance Report. Each NCR shall contain the recipient's recommended corrective and preventative action.
- The Quality Manager shall liaise with the relevant recipient to assist with establishing the corrective and preventative action appropriate to the deficiency where required.
- NCR's are issued to the Quality Manager after completion of the report. If the corrective and preventative action cannot be cleared immediately, the originator will keep the original NCR and copy the report to the Quality Manager to confirm that the NCR has been raised.
- Once the corrective and preventative action has been carried out, the originator will return the original NCR to the Quality Manager who shall sign it off and add it to the DIAL register.

Control of Non-conforming Material

Purpose and Scope

This section describes the method of reporting and the corrective action to be taken in the event of a material deficiency arising within any activity.

Material is defined as material or the service or resource applied to the activities performed by the company.

Definition of Non-conforming Work

Work is considered to be non-conforming if any of the following circumstances apply and a NCR will be raised.

- If any element of the maintenance service or material does not comply with the contract specification.
- If anything included in the specification or detailed on an official instruction has been omitted.
- If the standard of workmanship is less than specified, or where this is not clearly defined in the specification, is less than the normally accepted quality for the particular type of work.
- If it fails on test, whether or not the materials were supplied to specification.

1.20 DOCUMENTED QUALITY CONTROL

Dial Electrical Services throughout the duration of the contract, will review the services for which it is responsible, both management and provision, and the process by which they are delivered. It will also take into account associated sub-contracted services, the main purpose being to provide cost effective service with minimum and measurable risk, to a high-quality standard.

The review process will not only take into account the physical aspects, by the management, supervision and support areas. All recommendations will have taken into account, short, medium- and long-term benefits.

The overall review process will include the development of measurable performance criteria, which will be used as an ongoing process to measure the effectiveness of the delivery of service. A high emphasis will be placed on both quality and value for money.

All documents in use within the company are systematically issued, distributed, and maintained up to date.

Revisions

All requests for revisions will be submitted to and discussed with the Quality Manager who will ensure that there is no conflict or duplication with the content of other procedures and that the adoptions of the revision(s) will not be detrimental to the quality of service supplied by Dial Electrical Services or the requirements of BS EN ISO 9002

Amendments

Draft procedures will be circulated to the branch manager/departmental manager for comment before being submitted to the QA Director responsible for quality for approval. The Quality Manager will be responsible for ensuring that amendments are issued and that a record of recent amendments is retained.

At the conclusion of the contract review, all recommendations will have taken into account and been measured against the following criteria:

- Financial Impact
- Service Delivery Impact
- Risk/Exposure

Recommendations will be based upon short, medium- and long-term projection to ensure their effectiveness and all recommendations put forward will have taken into account:

- Legal Requirements
- Business Risks
- Asset Protection

Traditionally, this process is developed through a series of 'Strategic Development' meetings between Dial Electrical Services and its customers - held separately from the standard Contract Review Meetings.

In terms of short, medium- and long-term projections, these are identified as:

- Short Term - Up to One Year
- Medium Term - Up to Two Years
- Long Term - Up to Five Years

For the purpose of clarifying how the reviews will be undertaken, there are two sections of each of the areas to be reviewed, the first being the objectives and the second being the methods adopted. This is merely to serve as a guide on how the review would be undertaken.

1.30 SCOPE OF WORKS

1.31 The Scope of Works for the Contract encompasses both the Operational Requirements and the periodic Planned Preventative Maintenance of all Mechanical and Electrical Services.

1.32 The sites covered and under the control of the Office are:

NCC and the NCCi

1.33 The Preventative Maintenance shall be undertaken in accordance with mechanical and Electrical Engineering Guide (MEG) and Manufacturers servicing requirements at predetermined frequencies.

1.34 All Maintenance, Servicing and operational tasks, completed in both the approved Operational and Planned Maintenance Logbooks where applicable and in the agreed Computerised Maintenance system will be recorded.

2.0 STAFFING LEVEL AND MANAGEMENT STRUCTURE

2.10 The Management Structure as listed in appendix 1 and the Staffing levels as listed in the Appendices 2 are designed to be as flexible as possible to meet the day/day operation of the contract should resources require to be moved within the proposed structure; the Contracts Manager will decide the action accordingly.

The personnel shown in the structure will be directly dedicated to the various locations and will develop and intricate working knowledge of the work locations.

The Contracts Manager will engender and encourage a spirit of open communication, loyalty, and co-operation between staff with the of achieving a confident working relationship to the benefit of the client.

The organisation chart will provide details of the reporting structure.

3.0 DUTIES OF THE CONTRACTS MANAGER

The Operations Manager is Mr Ian Davis

Telephone number 01173 050888

Mobile number 0775 2776113

A summary of the duties of the Operations Manager can be thus defined.

3.1a To manage the contract in an efficient and effective manner and meet the requirements of the Client.

3.1b To implement procedure and contract requirements

3.1c Implementation of maintenance systems, both PPM and Breakdown.

- 3.1d Plant Condition Monitoring
- 3.1e Technical Support
- 3.1f Plant performance review
- 3.1g Plant records
- 3.1h MOD ATP / Permit to Work system
- 3.1j Legal Requirements (monitoring and auditory) Health & Safety COSHH
- 3.1k Safe Working Practice
- 3.1l Planned Maintenance Reports
- 3.1m Reports including financial cost
- 3.1n Implementation of specific Site Requirements
- 3.1p The Quality Assurance Control
- 3.1q Technical library update
- 3.1r Improvement recommendations
- 3.1s Out of Hours Support
- 3.1t Liaison with client's representatives
- 3.1u Control and support for engineers and monitor quality of work and performance
- 3.1v Advise on energy monitor/saving regime.

4.0 WORKING HOURS

The supervisors and tradesmen will cover the core hours of 0800-1700 Monday to Friday as specified.

4.1 Out of Hours working / Emergency Call out Procedure

A call out rota will be introduced.

The rota will give clear instructions as to the operative on call and the uniform method to be employed to contact the operative to attend emergency works. A backup of additional cover will also be available.

The rota will cover all aspects of electrical at all locations listed below; -

National Composites centre

The national composites centre, Feynman way central, Bristol & bath science park, Emerson's green, Bristol, BS16 7FS.

NCCi,

Blenheim Building, Filton 20 Site, Golf Course Lane

Dial Electrical Services will notify client of all emergency calls received no later than 1200 hours on the next working day following the receipt of any such call(s).

Dial Electrical Services will keep a log of all emergency call(s) received and detail any response to them. This information will form part of the monthly progress meeting.

4.2 **Out of Hours**

Out of hours are defined as:

MONDAY to FRIDAY	17.00-08.00
SATURDAY THROUGH TO SUNDAY	08.00 (Sat)-08.00(Mon)

4.3 **Charge for Engineers Call Out**

As per Contract Terms charges for emergency call out will be:

Lump Sum per call out to include for up to 3 hours labour charge per operative	£TBC
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For each additional operative to include for up to 3 hours labour	£TBC
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Hourly rate of operative more than 3 hours	£TBC
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Rates to be reviewed annually.

4.4 **Call out Procedure (General)**

On receipt of the request the work will be given a task identity and details of the work recorded.

The emergency call out will be allocated to the nominated operations staff. Operation staff attending such emergency works shall in all cases ensure that the system and service are made safe and when/where possible restore normal services, ensuring that they do not represent any hazard to health.

A typical rota list will be provided.

5.0 **PLANT/TOOL AND MATERIALS**

It is a convention within our industry that all tradesmen employed own and use a complete set of hand tools for their specific trade. Dial Electrical Services will provide larger or specialised items that would be outside the normal hand tool list. Provision of such equipment by Dial Electrical Services will be by purchase or hire.

5.1 **Instruments**

All instruments used will carry current calibration certificates where appropriate copies of which will be submitted to the Client at the start of the Contract and on subsequent renewal of the certificate.

5.2 **Site Transport**

Vehicles used will be Grey vans and, in the Dial, Electrical Services livery which will make them identifiable for security.

5.3 **Site Communications**

Ease of communications with the staff is of utmost importance, therefore site personnel will have mobile telephones and/or pagers.

5.4 **Protective Clothing**

Dial Electrical Services will provide all of its staff with the necessary protective clothing for their safety and benefit. We also fully recognise the value of the presentation of our company through clean attractive work wear.

All staff are provided with various cut level safety gloves, bump cap and hard hat, goggles, safety glasses, as well as safety boots and ear defenders. In addition to the above specialist safety equipment and work wear will be provided to cater for each individual job functions' unique requirements.

5.5 **Spares and Stock Control**

Dial Electrical Services hold national accounts with a number of leading suppliers of spares and materials. This enables each of the five operating divisions of the company to make the best use of the good trade discounts from organisations whose quality standards have received our approval. A spares stock level will be maintained for each trade function and the purchase of spares for planned usage will be organised through our national suppliers.

The site Supervisors would be responsible for taking stock of any spare parts held on site upon contract commencement and the preparation of a list of recommended spares to be held in the future. Ongoing stocktaking would also be the Site Supervisors responsibility.

However, upon the start of the contract several suitable local suppliers will be identified for the various equipment and systems under our care. Naturally, the prices for the local suppliers will be higher but at times of emergencies materials may be procured from them with a much faster turnaround time.

Storage of spares for use on contract will be within the Bristol office.

6.0 HEALTH & SAFETY

All work carried out on any premises has a Health & Safety requirement. Dial Electrical Services, have a very comprehensive H&S policy and procedure and are proactive in identifying the needs and provision of all necessary advice and action to operate and maintain the buildings and their environment safety.

Each year a detailed Health & Safety audit of the site/sites will be initiated by our H&S manager. This will be followed by an action plan report that will be prepared in collaboration with the Health & Safety officials. The actions will become an integral part of the management and work activities within the contract.

The Directors of Dial Electrical Services oversees the Health & Safety of its employees in the execution of their work as a major management criterion the industry that the company operates. The very varied environment that the Company's workforce operate call for continued vigilance and training to raise the Health and Safety standards and awareness in its staff and employees.

The primary training objectives that the company promotes in its training is safe systems of work. it is the recognition that H&S at work is the practical application of common sense in the workplace against a good knowledge of the risks and hazards associated with the work.

In carrying out any work the company training stresses that the first order of any work instruction is a safe system of which to be employed in carrying out every element and task.

Modern Health & Safety legislation is following an increasing trend towards Risk Assessment of all persons and the environment in which the work takes place. The legislation is also accompanied by Approved Codes of Practice (ACOP) which detail procedure and criteria in the management of safety applied to the hazards present.

The application of the Approved Code of Practice requires the allocation of responsibility, the procedures for prevention, the frequency of inspection and the maintenance of satisfactory documentation. These procedures are reviewed as to their effectiveness, and where corrective actions are recommended and implemented, these procedures require that these actions are determined.

It is against this background that Dial Electrical Services Group Safety Department manages the changing pace of legislation and promotes the training required to keep its Managers and tradesmen informed and aware of new commitments and care of themselves, other clients and the clients employees.

6.1 **New Legislation**

DIAL ensure they are kept up to date with all new legislation by employing independent training companies where training on new legislation is filtered down through DIAL management to on site personnel and apprentices.

The new legislation that are of particular interest at this present time includes:

BS7671 18th Edition IET wiring Regulations
BS5266 Emergency lighting regulations
Manual Handling Regulations
Health Safety and Welfare
Personnel Protection Equipment
Work Equipment Regulations
Control of Waste and the Duty of Care
WEE Directives
Confined Spaces

The requirement of these regulations will be implemented. Dial Electrical Services have put into place a series of briefings for all Management to advise Manager of the changes and the interpretation applied to the Regulations.

The training of these new skills will be carried out alongside the existing programmes, and training on legislation that has been in operation for a number of years, but which remains the cornerstone of current and future H&S legislation:

Electricity at Work Act
Health & Safety at Work Act 1974
Control of Substances Hazardous to Health

The above is by no means a definitive list but it remains the objective of Dial Electrical Services to maintain a measured and effective response to these and future legislation to the benefit of its employees and clients alike.

6.2 **Environmental Issues**

6.2.1 **Environmental Policy Statement**

Dial Electrical Services, actively strive to further environmental resource conservation by exercising best management and operational practice and introducing innovative solutions. The company's policy represents an awareness of the need to reduce and control the damage done to the environment by:

The diminution of emission from environmental unfriendly products into the atmosphere or ground.

Conservation and management of energy consumption.

Reduction of wastage by recycling when practical.

6.3 **Implementation**

(a) Emission of products to atmosphere:

Incineration of waste products will conform to guidelines set out in the Clean Air Act, EEC and Government Guidelines to ensure minimum emission of environmentally unfriendly discharges.

Disposal and treatment of gaseous emissions will accord with the relevant standards and recommendations.

Where applicable emission monitoring equipment shall be installed, and equipment maintained and regularly monitored.

Where suitable alternatives exist, products or processes that present a significant environmental hazard by emissions will not be used.

(b) Discharge of waste in the ground/water systems

Where possible substances and chemical waste will be collected, and arrangements made for safe and ecological disposal.

Where possible, harmful elements of chemicals and substance will be neutralised before disposal. Any discharge into public sewers will be in line with Local Authority Regulations and relevant guidelines.

Where suitable alternatives exist environmentally unfriendly products will not be used.

6.4 **Energy Conservation**

Energy consumption will be controlled.

Existing energy efficiency measures within the Company's responsibility will be reviewed and maintained. Proposals for increased efficiency in the use of energy resources will be advised to the Client where appropriated.

The company will advise customers of changes in best practice and legislation where applicable in the use and management of energy.

6.5 **General**

Dial Electrical Services will at all times respect and adopt the goodwill and procedures already used by clients when dealing with local environmentalists, council officials and similar bodies.

6.6 **Environmental Protection Act 1990**

Dial Electrical Services policies comply fully with the Environmental Protection Act 1990 and Duty Case Code of Practice, effective from 1st April 1992.

6.7 **Control of Pollution Act 1989**

We are a licensed waste carrier company with the environment agency – our licence / registration number is CBDU151229.

6.8 **CFC Management**

The Company shall wherever practical, fully comply with the principles of the Montreal Protocol, its revision and amendments. The Company shall provide to the client advice in the economic and best practice in the management and reduction in the application and use of CFC refrigeration in accordance with this initiative.

6.9 **Environmental Management.**

The Company recognises the need to establish and maintain an environmental management system as means of ensuring that the effects of the activities confirm to its stated environmental policies.

6.10 **Energy Management and Building Management Systems**

Recognising the importance and magnitude of energy costs we have established a dedicated department specialising in the various aspects of energy Conservation, management control. The department offers a comprehensive range of service with this field and these include:

Electrical and energy monitoring
Energy saving solutions
Consultancy
Project Management
Turnkey BMS
BMS Maintenance
Contract Energy Management

As an accredited installation company, the department has in-house facilities to fully design, engineer, install and commission Energy Management System for all types of buildings.

6.11 **CDM REGULATIONS**

Where applicable Dial Electrical Services shall comply with The Construction, Design and Management Regulations, 1994, as follows:

Develop the Health and Safety plan and co-ordinate the activities of all contractors to ensure they comply with Health and Safety legislation.

Arrange for competent and adequately resourced contractors to carry out the work where is sub-contracted.

Ensure the co-ordination and co-operation of contractors.

Obtain from contractors the main findings of the risk assessments and details of how they intend to carry out high risk operations.

Ensure that contractors have information about risks on site.

Ensure that workers on site have been given adequate training.

Ensure that contractors and workers comply with any site rules which have been set out in the Health and Safety plan.

Monitor Health and Safety performance.

Ensure that all workers are properly informed and consulted.

Ensure only authorised people are allowed onto the site.

Display the notification of the project to HSE.

Pass information to the supervisor for the Health and Safety file.

Check on provision of information and training for employees and for consulting with the employees and the self-employed on Health and Safety

7.0 **SCOPE OF WORKS**

Engineering Plant Operation

Planned Preventative Maintenance

Unplanned Maintenance

Emergency Call Service

Authorised Person Responsibilities

General Matters and Management

Planned Preventative Maintenance

7.1 The periodic Planned Preventative Maintenance.

7.2 The regular examination, checking and testing including condition and efficiency monitoring of the Engineering plant to comply with the specification.

7.3 Keep clean and tidy all plant rooms and associated areas.

Unplanned Maintenance

7.4 Unplanned maintenance during operative's usual attendance at each establishment. This item shall include works falling into, but not limited to, the following categories:

Repairs of any electrical services / systems.

Emergency rectification of defects that affect the functioning of any electrical wiring.

Fault diagnosis of failed equipment / fixed wiring with recommendations as required remedial action.

7.5 **Authorised Persons Permit to Work**

Dial Electrical Services operatives will ensure a valid ATP is received prior to commencing any works, as and when required we will also obtain permits from the Clients Authorised Person and work in close co-operation with the recognised procedures prior to commencing any work in connection with the following:

- (a) Low voltage electrics
- (b) High voltage electrics
- (c) POL Systems
- (d) Pressurised systems
- (e) Confined spaces
- (f) Permit to excavate
- (h) Hot Work Permits

Dial Electrical Services will only receive a ATP / Permit to Work from the Clients AP Representative, when he is satisfied that a safe system of work is in place.

Dial Electrical Services operatives who through the client are recognised as AP will ensure that the client's procedures are fully operated.

7.6 **Method Statement and Permits to Work**

Dial Electrical Services will provide a risk and method statement for any work order, prior to commencement of the work.

Dial Electrical Services will liaise with the Authorised Person in respect of obtaining the Permits to Work.

7.7 **Inspection of Dial Electrical Services/Sub-Contractors**

Regular inspections depending on the task frequency, (daily, monthly, yearly etc) will be undertaken by the Site Supervisor/Contracts Manager and will cover all aspects of the

contracted works from PPM/remedial repairs to associated work undertaken by Sub Contractors.

8.0 MONITORING OF SUB CONTRACTORS

A list of those Sub-Contractors to be used following vetting are issued with every new contract.

All sub-contractors will be periodically monitored and assessed on service and performance of their works. The monitoring process shall evaluate the Sub Contractors ability to carry out the work in accordance with:

- Compliance with the original specification on which they have tendered.
- The appropriate standards for the work being carried out.
- Response time to emergencies and general reliability.
- Compliance with all relevant Permits to Work on Site.

During the Contract Engineers regular inspection of the site he will:

(a) Procure and check the Sub Contractors service reports and ensure that any observations by the Sub contractor relating to necessary remedial works are discussed with the Site Supervisor.

The Contract Engineer will then formulate a report confirming any such observations to the client.

(b) The site Representative will be responsible for:

(1) Visually inspecting the Sub Contractors Work, monitoring his performance against the Specification and report to the Contracts Engineer.

(2) Ensuring the Sub Contractor has correctly completed the PPM Work sheet.

(3) Checking that all relevant Sub Contractor Service Sheets are attached to the original PPM sheet.

(c) If any element of the maintenance service carried out by the Sub Contractor is considered non-conforming the Site Representative will in addition to his overall report be responsible for registering the deficiency to the Contract Supervisor/Manager on a Material Deficiency Report.

Monitoring of sub-contractors' files.

Maintaining the monitoring of Sub Contractors File which will consist of the following:

- (1) A monitoring of Sub Contractors Form for each sub-contractor scheduled to carry out work.
- (2) An overall plan of when programmed visits will take place.
This will be maintained at the front of the monitoring of Sub Contractors File.

The Monitoring of Subcontracts File will be reviewed and updated on a monthly basis.

(d) **Sub Contractors**

May be either:

- (a) Nominated and approved through inspection by Dial Electrical Services.
- (b) Alternative to (a) above would be a recommendation by the client.

Records of Sub Contractors will be monitored by Dial Electrical Services and kept on site for a period of 3 years, or less if agreed with the client.

Specialist Sub Contractors will ensure that all operatives are fully qualified and conversant with all appropriate regulations. Where a Sub Contractor has to use specialist equipment e.g. scaffold/access equipment the individual contractor will be responsible for the assembly/erection and use, together with informing Dial Electrical Services of their suppliers in order that the necessary site clearance is obtained prior to starting work. Sub-Contractors specialist plant and equipment will also be checked by the Dial Electrical Services site supervisor.

Sub-Contractor Access

All site visits will be monitored by the Supervisory Office with the sub-Contractors reporting to the Dial Bristol Office before commencing works and also on completion. Access to sites are restricted and adequate notice will be required to be given to Dial Electrical Services office to enable the correct entry/pass procedure to be adopted.

Updated details of all Sub contractors employed on the contract will be presented to Dial Electrical Services at each monthly meeting.

10.0 STAFF TRAINING, QUALIFICATIONS AND COMPETENCE

Dial Electrical Services have many long serving and established management staff and operatives who demonstrate experience, continuity, and the flexibility to accept change, which is essential in the modern business

The employment and reimbursement packages are designed to attract and retain the highest possible calibre of staff at all levels. An element of the reward package for each employee consists of a profit related bonus.

We are committed to training and have an active training programme ranging from apprentice and student apprentice through to post graduate experience.

We encourage membership of Professional Associations and provide facilities to make this achievable.

All Heads of Department and Directors are qualified in their own discipline and employ staff with the appropriate qualifying institutions.

The following is an extract on training from the Dial Electrical Services Health and Safety Manual.

The training requirements of the Health and Safety at Work Act requires the employer to consider the training needs of the individual employee in relation to his knowledge, skill and ability to perform a task and even those who appear to be well co-ordinated in their work may require training, assistance or advice to ensure correct procedures are followed.

Supervisors and staff will be professionally trained in the knowledge and application of safe practices.

The training and supervision of young people is extremely important. All young persons should be under the strict supervision of a senior manager. Their training must emphasise the need to report immediately any defects in any of the equipment they are using to ensure they fully understand the correct procedures and methods to be followed to perform a task.

Due regard will be given by management to provision of such information, instruction, training, and supervision as is necessary to ensure the health and safety of all employees.

In determining the appropriate instruction training and supervision, the following factors should be considered:

The qualifications and experience of the employee and the company training programmes. The law emphasises teaching the correct procedures, provision of the proper equipment, warning of any dangers inherent in the work and clear instructions on what to do in the event of breakdowns, emergencies, and failures.

The law does recognise that it is impossible to expect management to provide constant supervision of the work force all the time, but that the Company's general attitude to safety is the relevant factor.

All items of plant hired for use on a site must be supplied with adequate instruction by the hire company to allow the safe use of that plant. Certain items of construction plant are now covered by a CITB voluntary scheme of 'Certification of Training Achievement'. Very few of the items of plant covered by the scheme are used commonly by Dial Electrical Services, the exceptions being hoists and mobile work platforms.

Due to the infrequent use of such items of plant by individual persons it is Company policy that operators will be trained on an as required basis. Managers of contracts should therefore make provision to ensure that anyone who will be required to operate such plant is trained adequately by the Hire Company, independent training organisations, CITB or equivalent. Persons who are trained in this way should be notified to the Health and Safety Department who will maintain records of such training and issue certificates. Any other training must be agreed with the Director and the training Manager. Safety training is not a once only exercise; it must be continuous and refreshed.

10.a **Responsibilities of Operatives**

Be present at audits in order to produce the relevant file or logbook or other record.

Identify and diagnose faults on the installations and make repairs and adjustments where necessary.

Respond to emergency calls and effect temporary or permanent repairs.

Provide written or typed reports on defective plant together with a quotation for repairs and/or replacement

Carry out isolation of plant covered by this contract to allow maintenance by others when directed by staff.

Operate plant in the most efficient manner possible.

Attend and carry out tests in conjunction with visits by other inspecting organisations

Ensure all Electrical switch Rooms and Plant Rooms are kept in a safe, clean, and tidy manner at all times.

10.b **Correct use of Materials**

Where materials are used as part of the day to day maintenance procedure or in the undertaking of remedial repairs, the materials will be installed following the manufacturers recommendations, and in accordance with the current electrical/Mechanical/BSI regulation covering the article of plant/material concerned.

Where access to install material is beyond the normal working expectations, there will be a risk assessment and method statement produced, which will ensure compliance with current regulations such as Health and Safety, Confined spaces, Manual Handling, Working off Scaffolds/Towers, COSHH Regulations etc.

Materials used will be a straight replacement for the existing failed unit, and permission will be sought from Building & Property Defence Limited for the installation/use of an alternative brand, in the event of Lorne Stewart not being able to purchase genuine replacements.

10.c **Provision of Samples**

Where samples are required to be provided for the following procedures will be Adopted.

i) **Asbestos**

Samples of asbestos are to be taken by a recognised licensed Sub-Contractor under the Asbestos Regulation Guidelines. This will all be completed by ASPIRE and there LARC.

ii) **Monitoring of Air**

Specialist Sub-Contractor will provide monitoring pumps/filters which when exposed for the regulation period will be sealed and returned to Independent Laboratory for analysis. Results to be forwarded to Client within 10 days.

11.0 **Security.**

The security of the client holdings is of extreme importance, and are monitored with every new project.

12.0 KEY NAMES AND ADDRESSES

OPERATIONS MANAGER:

Ian Davis.
Dial Electrical Services Ltd.
6 Simmonds buildings
Bristol Road,
Hambrook,
Bristol
BS16 1RY
Telephone number 01173050888
Fax number 01179 573527

14.0 COMPLAINTS PROCEDURE

If a complaint/accident arises in respect of work undertaken by Dial Electrical Services or a nominated Sub Contractor, or a Sub contractor chosen by Dial Electrical Services, the following procedure shall be adopted.

- (a) Depending on the seriousness of the complaint the plant/equipment is to be isolated/locked off and not touched
- (b) A full report is to be produced by the employee/Sub contractor and presented to the Contract Supervisor Mr. I Davis.
- (c) Dial Electrical Services Ltd to be contacted to arrange a meeting to discuss the complaint/accident and the procedure to be implemented to overcome the complaint and prevent a reoccurrence.
- (d) Health and Safety executives will be called by Dial Electrical Services Ltd if the need arises.
- (e) No employee/Sub Contractor is to enter dialogue with the originator of the complaint, over damage recompense etc. The employee/Sub Contractor is to refer the complaint to the Contract Supervisor, Mr. I Davis.

15.0 LONE WORKING

Working alone presents both the individual employee and his employer with the issues of ensuring that the place of work is without danger.

As an employer, Dial Electrical Services, recognises that it has responsibility for the health, safety and welfare at work of its employees and the health and safety of those affected by that work.

Dial Electrical Services will organise and control the work of its employees that are called upon to work alone and in a solitary situation.

Employees have a responsibility to take reasonable care of themselves and other people affected by their work and to co-operate with management in the discharge of their legal obligations.

15.1 **References**

Working Alone in Safety -HSE IND(G)73L

The Health and Safety at Work Act 1974

Control of Substances Hazardous to Health Regulations 1994

The Management of Health and Safety at Work Regulations 1992

15.2 **Introduction**

There is no general prohibition on working alone but, the law requires that work should be organised and controlled such that risks are identified and eliminated or reduced so far as is reasonably practicable.

The general duties of the Health and Safety at Work Act and Management Regulations are always to be observed . These require the identification of hazards of the work, assessment of the risks involved and the devising of implementation of safe working procedures to ensure that the risks are eliminated or adequately controlled.

Where it is not possible to introduce safe working systems to overcome such risks to a lone worker, other procedures, and support and back up must be provided.

Employees must, in all such situations, gain all necessary permits to work before any task is undertaken, if applicable.

If any employee has a medical condition that makes is unsuitable for him to work in a solitary situation, he should advise his manager immediately. The manager should seek medical advice to evaluate any working restriction that may need to be applied to that employee and ensure the workplace is suitable and safe.

Training is important where there is limited supervision. Training should be provided to avoid panic reactions in uncertain situations and to ensure that all employees understand the precautions necessary before any tasks are undertaken.

15.3 Restrictions

The following are the limiting factors of operation for any employee acting as a solitary worker:

- (a) Having evaluated the risks in any installation, the employee may with due care and attention carry out only limited fault diagnostics with the installation in a live situation and only the correct test equipment and procedures must be used. the company's policy for working with electricity must be followed.
- (b) No employee is permitted to carry out **work** on an electrical installation that is live.
- (c) No entry into a confined space is permitted.
- (d) No handling of chemicals or substances that could cause injury is permitted.
- (e) No attempt to lift, carry or handle equipment that is too large or too difficult for one man to move safely is permitted.
- (f) No attempt should be made to operate controls or equipment that are beyond his scope or competence or are above the capability of one man.
- (g) A lone worker should not perform any act that may unreasonably expose himself / herself to a hazard.

In any such situation, the employee must stop work and seek advice from his supervisor.

IF IN DOUBT - ASK.

15.4 Risk assessment

- (a) In all lone working situations, the employee must:

- (b) Evaluate any possible risks every time that he enters an area, however familiar the workplace is to him.
- (c) Be aware of the precautions applicable to foreseeable emergency situations that could occur, for example, fire, equipment failure, illnesses, and accidents.
- (d) Check that the workplace does not present a special risk to the solitary worker.
- (e) Check that there is safe access and egress for one person to and from the work areas.
- (f) Check that one person can adequately carry out the work.
- (g) Check whether there is any risk from chemicals or substances that are to be used.
- (h) Check the location of the fire alarm call point.
- (i) Check the emergency exit route from the workplace.
- (j) Check the position and location of fire appliances.
- (k) Check that any communication device is available and in working order.

15.5 **Communication**

Employees must, in all situations, register in the NCCs offices before commencing any works on site.

Once this is completed, and the operatives have been issued ATPs they must Sign into any Plant / Electrical switch room on entry to the building and before commencement of work. On leaving the building, the employees must ensure that they sign out from the Electrical switch room / security log/visitors' book.

15.6 **Supervision**

Engineers receive periodic visits by their supervisor throughout the working period.

Signed;-



Print;-

Mr Ian Davis.

DIAL Director.

Dial Electrical Services