

Maintenance

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Introduction

1.1 Context

The Pharmacy Manager is responsible for the health and safety of all within the pharmacy. All maintenance work carried out within the pharmacy must be completed in accordance with this policy. All contract companies providing services to your pharmacy must be approved by Allcare Operations

1.2 Purpose

The aim of this policy is to provide managers with the knowledge required to deal with all visiting contractors effectively and to ensure that they are working safely and without putting any employees or customers under any unnecessary risk.

1.3 Scope

This policy is applicable to all managers within the company. Your maintenance company schedules and provides all maintenance for building and relevant equipment.

Procedure

2.1 Contractor responsibilities

All Contractors are required to present themselves to management prior to commencing any maintenance work.

For planned scheduled maintenance contractors must provide a date/time for their visit in advance with the pharmacy (with the exception of waste collections, washroom services and mat services as these cause no disruption to trade).

Contractors are required to carry and produce identification on request by the pharmacy.

Contractor personnel while working within the pharmacy will wear protective equipment adequate to counter the hazards of any work. The contractor will implement this safety requirement to the satisfaction of the pharmacy/maintenance company.

2.2 Equipment on site

The bringing into the pharmacy of machinery and all contractor equipment is subject to company control. Such equipment shall be placed or parked where indicated to the contractor and not left in a position where it constitutes a hazard to passing traffic or where it obstructs/blocks any operating equipment, fire equipment, hydrants etc.

No toxic, corrosive or explosive equipment or substance may be brought into the pharmacy without the company's written permission. All equipment in use in the pharmacy must be to an approved standard with a certificate of approval, which may be inspected by the pharmacy manager or the maintenance company.

2.3 Excavations

All excavations made by a contractor must be fenced with a solid fence that gives adequate protection. All excavations made by the contractor must be fenced and shored to a standard that at least meets legal requirements. Regular review of fencing must be completed to ensure safety standards are maintained.

2.4 Accidents

Contractors who suffer an accident must report to management and the first aider on site. A report on all accidents and incidents must be made on the company's online accident/incident report form within 12 hours of the occurrence. Your maintenance helpline must also be notified of any contractor incidents or accidents.

2.5 Fire

- Smoking is forbidden inside the pharmacy.
- Petrol or other volatile/flammable substances in use by the contractor must be stored as and when indicated by the company and use of these substances is subject to company control.
- The company must approve temporary buildings. In the interests of fire prevention and hygiene, a high standard of tidiness must be maintained.
- All tarpaulins, awnings or other covering in use by the contractor to be flameproof or be currently treated with flame retardant compound.
- Contractor must not tamper with or otherwise use any of the fire fighting equipment within the pharmacy except for the purpose of fire fighting.
- No work of a hot or spark producing nature to be undertaken without first obtaining a Hot Work Permit from the maintenance company.
- Should a fire occur in the Contractor's work area he should immediately notify the manager. Only after raising the alarm should he take all possible actions to kill or contain the fire. Should the general fire alarm sound, Contractors should follow the evacuation route and proceed to the assembly point.
- Any pharmacy employee is authorised to stop unsafe practices by contractor personnel. work must not recommence until the maintenance company has investigated the matter.

2.6 Hot Works

Hot Work is a phrase used to describe all operations using flame, hot air or arc welding and cutting equipment, blowlamps, bitumen boilers, grinding wheels, cutting discs and other equipment that produces heat or has a naked flame.

The Hot Work Area

The contractor must ensure that the area in the immediate vicinity of the hot work is fully secure. In particular, ensure that:-

- Before starting hot work, an area within at least 10m of the hot work process is cleared of all loose combustible material and if work is to take place on one side of a wall or partition, the opposite side is examined to ensure no combustible material will be ignited by conducted heat.
- Where combustible materials cannot be removed from the area, they are completely protected by non-combustible screens or blankets. Flammable liquids must always be removed from the area.
- Combustible floors are covered with overlapping sheets of non-combustible material.
- All wall and floor openings as well as all gaps in walls and floors through which sparks could pass are covered with sheets of non-combustible material.
- Good ventilation is provided in all areas where hot work is being carried out.
- Where work is above floor level, that non-combustible material is suspended beneath the work to collect sparks.

Setting up a Firewatch

When hot work is being carried out, a fire trained employee must be in attendance during and for one hour after the completion of the work. This employee must be provided with fire extinguishers or a small bore hose and must be trained in the use of this equipment and the sounding of the alarm.

Both the fire watch employee and the contractor carrying out the hot work know where the nearest fire alarm and telephone are located and must know what action to take in the event of a fire. They are also aware of:

- Escape Routes - Fire Points - Location of Fire Extinguishers - Alarm Call Points.
- Telephones from which the Fire Brigade(s) may be summoned.
- Means of raising alarm.
- First Aid Facilities.

The employer must ensure that warning notices have been displayed in the immediate vicinity.

2.7 Security

The manager reserves the right to search contractors working within or leaving the pharmacy.

Contractor will normally be restricted to the area requiring work. He must not enter other operating areas. Permission is required from the pharmacy for use of company facilities.

The Contractor is responsible for all employees and Sub-contractors working for them and all persons delivering material or doing business with them at the pharmacy. They are responsible for instructing all such personnel and securing their compliance with these regulations.

Additional copies of these regulations are available from the pharmacy.

Cameras are not permitted within the pharmacy without company permission.

Alcoholic drinks are not to be taken within the pharmacy and persons under the influence of drink are not allowed in the pharmacy.

The decision of the pharmacy as to whether or not any person is under the influence of alcohol is final.

All ladders, steps, lifting tackle and equipment to be clearly marked with the Contractor's name or distinguishing symbol.

2.8 Additional Support

Additional support for managers and employees is available through the following:

- Business Manager
- Health & Safety Coordinator
- Maintenance Helpline 01-2924472