

The Galleries Bristol

CONTRACTOR HEALTH AND SAFETY GUIDE

**This Guide Contains
IMPORTANT EMERGENCY PROCEDURES
And should be read by all contractors**

UPDATED: February 2022

The Galleries Shopping Centre Contractor Health and Safety Guide

1. INTRODUCTION

Welcome to The Galleries Shopping Centre.

The purpose of this document is to inform Retail Managers of relevant information concerning the Shopping Centre.

The success of The Galleries Shopping Centre depends on mutual co-operation and trust between all parties. The Centre Management team are always available and prepared to listen to your views and comments, but sometimes it may be necessary to refer matters to the lease or licence documentation and what are called the 'Landlord and Tenant' obligations. Some of the more important obligations or covenants are referred to later.

2. MANAGEMENT ADMINISTRATION

The General Manager for the Galleries Shopping Centre is David Wait and the address of the Centre Management Office is:-

The Galleries Centre Management Office
25 Union Gallery
Broadmead
Bristol
BS1 3XD

Tel: (0117) 9290569

Your Centre Management team member's are:-

David Wait	General Manager
Paul Britton	Soft Services Manager
Andy Gregory	Service Support Manager
Rodney Gould	Service Support Manager

3. TRADING HOURS

The Centre's normal trading hours are:-

Monday-Saturday	0900 hrs- 1800hrs
Sunday	1030 hrs - 1700 hrs
Bank Holiday	1000 hrs - 1700hrs

Please note these hours will change during seasonal times; we are not open Christmas Day or Easter Sunday. Any excessively noisy works must be completed outside of these hours

4. NO-SMOKING POLICY

All of The Galleries property including basement, all car park areas, East/ West terraces and public walkways on to Merchant Street are now No Smoking.

5. SECURITY

The Galleries Shopping Centre is security manned 24 hours per day with officers on duty in all areas throughout the day. If an officer is unfortunately not available and you require emergency security assistance you should contact the Control Room on (0117) 9277873 or alternatively Centre Management on (0117) 9290569 and ask to be put through to Security.

The security control room is located in the basement service area and all contractors must report there prior to any shop fitting works. All contractors must fill in work permits based on the type of works they will be completing. Any works that effect the Galleries fire or sprinkler systems, any works outside of the shop unit or any works that effect normal operations of the centre must be accompanied by full risk assessments, method statement and company liability insurance details. This information should be emailed through prior to works commencing to the Deputy Operations Manager - nancy.painter@galleriesbristol.co.uk

6. SPRINKLER CONNECTION

Any works which will necessitate the isolation and draining of any part of the Centre's sprinkler system must be carried outside of normal working hours.

Under no circumstances are any areas to be left out of operation outside normal trading hours, a responsible person must be in attendance at all times and adequate fire fighting equipment is to be made available.

Since the system is charged, connections to the Tenant's system can only be carried out by arrangement and with approval of the Centre Management and the Landlord's Insurers

Any alterations to the existing sprinkler installation, the incoming supply must be frozen using liquid nitrogen by a reputable pipe freezing company. Upon completion of alterations the tenants' system must be backfilled and pressurised to 14 bar for two hours, which must be witnessed by a Landlords' representative. After the connection is made, the system must be backfilled to mains pressure.

7. FIRE ALARM

Before any disconnection or isolation of a fire panel is made to facilitate repairs, testing, shopfitting or alterations, Centre Management must be informed with two working days notice given. Isolation is to be made at the shop unit panel and not the Centre's main panel.

Fire Alarm engineers must report to the Management Suite in order to **complete a permit to work before carrying out any works on shop unit fire alarm panels**. All connections to the Landlords' fire alarm installation shall be made via the interface unit (I.F.U) provided by the Landlord in each shop unit. This must be identified and access maintained for periodic maintenance by the landlord.

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The Tenant shall be responsible for connecting his own fire alarm installation (break-glass units, heat detectors etc) to the I.F.U via his own fire alarm panel. This will relay any alarm signal to the Landlords' installations.

Technical Specification

The interface panel is normally located above the rear door to the unit, where all connections to the Centre's system will be made.

Fire & Sprinkler Interfacing: The tenant must supply a fire panel with a minimum of four zones to accommodate the following:-

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1. 1st Stage output (Smoke / heat detectors)
2. 2nd Stage output (Break glass units)
3. Sprinkler flow switch (Activating 2nd stage relay)
4. Incoming bell line from landlords system. (Non-latching)

8. ACTION ON DISCOVERING A FIRE

Should the automatic detection system within your shop unit, or elsewhere in the Centre, fail to set off the alarms, the alarms can be manually activated by breaking the nearest break glass call point and evacuate the Centre immediately. Only if there is time, dial 999 and inform the Fire Brigade that there is a fire at The Galleries Shopping Centre.

Under normal circumstances, the Shopping Centre alarm systems will initiate an alert message or an evacuation message according to the circumstances and the Security Control Room, upon receiving notification from the detection systems, will immediately call the Fire Brigade.

9. ACTION IN THE EVENT OF A FIRE

Fire within a Shop Unit

On hearing the below alarm within your shop unit, all staff, contractors and customers should be aware that an evacuation is possible.

'Attention please. Attention please. We are investigating an alarm condition. It may be necessary to evacuate the building. Please listen for further announcements'.

On hearing the following message, which is broadcast throughout the Centre malls and common areas, everyone should leave the Centre via the nearest available safe route:-

'Attention Please. Attention Please. This is an emergency. Please leave the building immediately. Please leave the building immediately by the nearest exit. Do not use the lifts or escalator'

This message is followed by a continuous tone and then the message is repeated.

Please note we have a PA system outside of the Main Entrances, this is to communicate with Shop Staff and Members of the Public. The following Two announcements will be made.

This is a public announcement. The Shopping Centre is temporarily closed while we investigate an Alarm Condition. Please listen for further announcement.

This is an information announcement. Could Galleries Shop Managers Please report to Security. The Shopping Centre will be open to the Public soon. Thank you for your Co-operation.

Should the Centre be evacuated, security staff will assist in ensuring that customers and staff have vacated the premises.

The assembly points for the physically challenged, elderly and young are on the ground floor at the base of the clock, and on the middle floor at Management reception (refuge area).

ONCE ALL YOUR STAFF HAVE BEEN ACCOUNTED FOR, YOU MUST REPORT TO CASTLE PARK "TENANTS MARSHALL POINT", WHICH IS OVER THE FOOT BRIDGE FROM THE EAST TERRACE AND INFORM THE MEMBER OF CENTRE MANAGEMENT STAFF THAT THEIR SHOP UNIT IS CLEAR. THE REPRESENTATIVE FROM CENTRE MANAGEMENT WILL BE WEARING A 'RED HAT' FOR EASY IDENTIFICATION.

10. FIRE PRECAUTIONS AND MEANS OF ESCAPE

PLEASE DO NOT OBSTRUCT ANY OF THE MEANS OF ESCAPE WITHIN YOUR SHOP UNIT OR IN THE SERVICE AREAS. TO DO SO WILL NOT ONLY BE IN CONTRAVENTION OF THE FIRE REGULATIONS, BUT MAY JEOPARDISE LIFE.

Centre Management will be very vigilant on this point.

Good standards of housekeeping are required to ensure that rubbish does not accumulate and emergency exits are kept clear and well signed at all times.

All contracted staff are to acquaint themselves with the nearest means of escape from the rear of their premises (if applicable). Two alternative routes should also be identified should one not be available during an emergency.

11. ROUTE TO THE BUILDING FOLLOWING AN EMERGENCY

Under no circumstances can the building be reoccupied until the emergency is over. A public address announcement will be made when it is safe to re-enter the building and all staff should therefore remain close to the evacuation point, but not within the building itself.

12. ACCESS OUT OF HOURS

The public doors to the Centre open at 09.00 hrs Monday to Saturday and 1030 hrs on Sunday.

Access out of hours for contracted staff will be through the basement service area off of Fairfax street. Parking for up to 2 cars/vans can be arranged for the duration of your shopfit (subject to available space)

13. REFUSE / SKIP ARRANGEMENTS

Bin stores are located in the rear service corridors. Your staff should take refuse, segregated cardboard and wet waste and place in the appropriate marked bins. Centre Management's cleaning staff will then take the bins to the basement area to dispose of the refuse. Bulky items such as shop fittings may not be disposed of via the bin stores. You must make your own arrangements to remove such items.

Skips may be placed with prior arrangement from Centre Management subject to available space. The contractor is entirely responsible for all rubbish during the shop fit and at the end of the works the allocated areas must be left clean, tidy and free of any rubbish

14. SHOP FITTER'S SITE OPERATIVES

All current Health and Safety at Work Regulations including Construction (Design and Management) Regulation (CDM 2015) must be observed and Tenants must advise the Landlord's Tenant Representative of their appointed Planning Supervisor

- a) There will be no cooking or storage of food on the premises.
- b) There will be no sleeping on the premises.
- c) Site operatives will use the toilet accommodation to the unit, where provided.
- d) Site operatives must clear rubbish from the unit and place in suitable bags; the bags are to be placed in skips.
- e) No alcohol is permitted on the premises.
- f) Welfare facilities are not available on site.

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15. SAFETY PRECAUTIONS**

It shall be the Tenant's contractor's/Planning Supervisor's responsibility to ensure all reasonable precautions are taken in fitting-out to provide a safe system of working.

This is especially important with regard to hot work and all such works shall be undertaken in areas which have been cleared of combustible materials and where suitable hand fire fighting equipment is available, provided by the Tenant's contractor. A permit to work must be issued by Centre Management prior to any hot work.

The contractor/shopfitter is to comply with all current Health and Safety Regulations and the Construction (Design and Management) Regulations 1994.

During shopfitting, the Tenant or shopfitter is required to provide at least one fire extinguisher (or more, to the Fire Officer's requirements) and situated immediately within the hoarding.

A First Aid kit is to be held on site.