



Health & Safety Handbook

Applicable to **external
companies (contractors) (*)**
undertaking work in the Cedefop
premises

The purpose of the “**Contractor Health and safety Handbook**” is to draw external companies’ attention to a number of measures taken in the interests of all stakeholders.

They constitute a reference document containing useful information for all companies required to undertake work in the Cedefop premises.

Every effort has been made to explain the local site rules and legal obligations of Contractors, Sub-Contractors and their employees whilst working in the Cedefop premises. It is the Contractors’ responsibility however, to abide by relevant occupational safety and health legislation and ensure that they operate in a manner that does not endanger or cause harm to themselves or others.

*** External company or Contractor:**

a company that has a contract with Cedefop – or one of its service providers – that is required to work from time to time on site but does not have a structure in place the whole year round in the Cedefop premises.

The following external contractors are excluded from this manual: i) Information Communication Technology (ICT) Helpdesk .ii) ICT consultants in-house or on visiting basis iii) other ICT external staff that offer programming or similar services

Cedefop link person or Responsible Officer:

The Facility Manager or a member of the Facilities team.



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2. HOW TO PREPARE FOR THE WORK TO BE UNDERTAKEN

2.1 Basic security rules

Parking areas, access times and other practical arrangements must be determined with the Cedefop link person.

Upon arrival at the site, each worker will receive an access badge in exchange for proof of identity. Each time they enter or leave the site, they and their equipment may have to pass through security checks, e.g. security doors, scanners.

Contractors, Sub-Contractors and their employees needing to access Cedefop after normal working hours (i.e. before 8:00 am and after 8:00 pm weekdays and at all times on weekends and Cedefop Public holidays) should contact the Responsible Officer within a reasonable time of requiring such access. The Responsible Officer will endeavour to make arrangements for access to the site, and inform the Contractor of such arrangements. Contractors, Sub-Contractors and their employees working after normal working hours are required to liaise with the Responsible Officer and must report to Security upon arrival and also departure from Cedefop.

Any information received, whether directly or not, shall be strictly confidential. Any supplies and other items made available by Cedefop shall remain the property of Cedefop and must be returned to it upon completion of the work.

2.2 Basic safety rules and responsibilities

External companies must apply general health and safety principles. Systematic risk analyses and measures favoring collective protection over individual protection, for instance, shall be required.

External Companies must, so far as is practicable, provide and maintain a working environment in which people are not exposed to hazards.

In particular, External Companies shall:

- provide a safe workplace and safe systems of work so that as far as practicable, they, their Sub-Contractors, employees and others are not exposed to hazards;
- provide their Sub-Contractors and their employees with information, instruction, training and supervision to enable them to work in a safe manner;
- consult and co-operate with their safety and health representatives in matters related to safety and health at work;
- ensure plant is installed or erected so it can be used safely.

All staff must be qualified for the tasks to be carried out, be medically fit and have up-to-date training.

Employees assigned to high-risk tasks must be medically fit for the risk(s) involved and, where applicable (electrician, forklift truck operator, cherry picker operator, etc.), in possession of written authorization from their employer. Any lending of equipment must be subject to a prior written procedure between the various parties concerned.

2.2.1 To be made available on site

- Suitable tools and equipment that are EU Compliant and in good condition (including extinguishers and marking devices).
- Decent, clean work clothing, suited to the tasks to be carried out.
- Personal Protection Equipment (PPE) that is EC-compliant, suited to the tasks to be carried out and the work area (footwear, goggles, harnesses, etc.).
- Mandatory documents: authorisations, permits etc.

2.2.2 Order, cleaning up & waste management

Systematically put in place signs and notices in the appropriate areas, to be removed immediately after the work has been completed.



Workers shall at least once a day and in any event at the end of their shift:

- clean their work areas and dispose of all waste,
- tidy away tools and materials to ensure that no obstructions are caused.



Waste must be collected and sorted in accordance with the relevant regulations and Cedefop procedures. This must be coordinated with the Cedefop link person.



2.2.3 Delivery and storage

Requirements must be indicated as soon as possible and the storage areas must be determined in advance with the Cedefop link person.



Chemicals (including paint, thinners, etc.) must be stored in labeled containers that are in good condition, as provided for in the regulations. Liquids must be placed in holding tanks. **Safety data sheets** must be provided to Security, via the Cedefop link person, before the items arrive on site.



Waste must be stored in suitable containers. Storage must not obstruct passageways or emergency exits. Gas cylinders must be transported and stored in accordance with the rules (valve caps, trolley or rack, etc.).

2.2.4 Handling and lifting

Mechanical handling shall be preferred to manual handling. Before any handling operation, find out about permissible loads



and observe them.

Lifting machinery (cherry pickers, forklift trucks, etc.) must have up-to-date operating permits and have been subject to periodic checks. A copy of the machinery's safety register must be made available on site.

All users must have written authorization from their employer on the basis of suitable training.

Before cranes can be used, a **crane erection plan** must be drawn up and submitted.

2.2.5 Working at height

Collective protection (work platforms, scaffolding, etc.) shall be the preferred option. Where this is not possible, a **safety harness** must be worn. Workers must receive the appropriate training and the anchorage points must be defined in advance by the foreman or a competent representative of the company.



Scaffolding

EC-compliant scaffolding that is properly designed, constructed and maintained must be suited to the work to be carried out. The scaffolding must be erected and taken down by qualified workers in accordance with the safety rules and will be inspected before it is used by a competent person from the company. The manufacturer's technical data sheets must be made available.

Cherry pickers

The remarks above concerning lifting equipment also apply here.



Ladders

Use only suitable EC-compliant ladders, in good condition, with non-slip feet.

Position them at the correct angle (65°-75°).

Prevent ladders from slipping, being knocked over, toppling over or digging in.

Ladders should only be used occasionally for work at heights < 7m, with tools that do not have to be held with both hands and weigh < 10kg.



2.2.6 Asbestos

The Responsible Officer will advise the Contractor or Sub-Contractor of the location of any known asbestos at the worksite in relation to the works. If the Contractor finds any other suspected asbestos material at the worksite it should be brought to the attention of the Responsible Officer who will determine a course of action. Contractors, Sub-

Contractors and their employees shall not disturb, cut, grind, use high pressure equipment or conduct any work on asbestos products unless they are approved asbestos Contractors engaged specifically to repair, maintain or remove asbestos material.

2.2.7 Fire or other work involving naked flame

All activities involving a naked flame such as oxygen cutting and welding are allowed indoors provided that the necessary extinguishers are provided. During such work, remove or protect combustible materials. The above mentioned activities **are forbidden outdoors in Greece from the 1st of May till the 30th of October** unless a fire permit is obtained.



Do not ignore electrical risks!

All Cedefop portable and extendable fire fighting appliances (hose reels, hydrant points) must be left at their designated locations with unobstructed access. The Contractor, Sub-Contractor and their employees must:

- Abide by all permits and 'Smoking Policies';
- Not use heat sources or ignition devices in and near areas where there are flammable and combustible materials;
- Know how to raise the alarm including calling Security Officer on 2310 490 007-092, -138,-060 or security booth 2310 490 112 outside working hours.
- Maintain standards of house keeping which prevent the accumulation of combustible or flammable materials;
- Store and use flammable liquids and gases appropriately and in accordance with safe operating procedures;
- Store combustible materials where they are unlikely to be ignited or contribute to the spread of fire;
- Maintain equipment so that the build up of heat or spark discharge is eliminated.

2.3 Rules specific to Cedefop premises

Cedefop premises are made up of operational administrative buildings requiring special precautions to ensure that the facilities can continue to be used with minimum disruption to resident staff. Companies working in the premises are subject to Health and Safety at Work requirements and comply with internal organizational requirements (formal events, etc.)

Services isolation

Before isolating any service such as electricity, gas, water, data or communications, the Contractor shall obtain an approved permit through the Responsible Officer. Existing services to Cedefop premises must not be shut down, disconnected or in any way altered without prior approval of the Responsible Officer and/or Building Operations Personnel. Interruptions to services are to be kept to a minimum and only at such times as agreed to by Cedefop. Ensure that all tagging is removed at the completion of works.

Site boundaries

Worksite boundaries may be specified in the Contract or by agreement between the Responsible Officer and the Contractor. Worksites are to be clearly defined with an agreed site boundary. Boundaries must be erected PRIOR to work commencing. The boundaries will be constructed according to the circumstances and nature of work taking place and must include fixed fence panels, barricades, warning signs and/or other agreed methods. Star pickets and bunting must not be used. If work is being undertaken in a pedestrian way, hazard warning signage or traffic cones must be used to warn pedestrians. In determining worksite boundaries every effort shall be made to minimise disruption to the normal activities in the area whilst ensuring the safety and health of Cedefop's personnel and the Contractor, Sub-Contractors and their employees. Any damage caused by the Contractor outside the designated worksite must be immediately made good to the satisfaction of the Responsible Officer and the Cedefop Facilities Manager. Where a doorway, passageway, emergency exit, access to, or egress from a building will be affected due to the works, alternative routes must be provided, signed, and notice must be given to the Responsible Officer, building occupants and users. Wherever practicable these alternative routes should allow for people with disabilities.

Work affecting the comfort and safety of others

Any kind of disturbance (**noise, dust, vibrations, etc.**) is prohibited between 8 a.m. and 8 p.m. Monday to Friday without a written derogation from the Facilities manager. Compliance with this rule is of paramount importance.

Work areas that generate dust must be sealed off to prevent it from spreading. Requests for the fire detection system to be disabled must be to the security Officer. The detectors must also be systematically protected in coordination with Security.

Designated restricted areas

Cedefop has designated restricted access areas. Unauthorised entry to these areas is strictly prohibited.

Where it is necessary to enter a designated restricted area the contractor will notify the Security Officer who will make the necessary arrangements prior to the commencement of works and appoint a point of contact for the Contractor for this area. It is the Contractors responsibility to liaise with the nominated Cedefop staff prior to commencement and on completion of works.

Excavation and trenching

Underground surveys should be undertaken by the Contractor or Sub-Contractor to identify any underground obstacles, prior to excavations beginning. Any underground obstacles so identified must be brought to the attention of the Responsible Officer before work continues and is to be used to identify and assess the necessary course of action. Underground obstacles identified in such surveys must be included in 'as built drawings' provided to the Responsible Officer on completion of the work.

Non-smoking area!

All buildings and other enclosed areas (including underground garage and outdoor car parks) are non-smoking.

Logistics areas (changing rooms, rest rooms, etc.) and other equipment (handling gear, extinguishers, etc.) must be provided by the company. Depending on availability and with the prior approval of the Cedefop link person, some of this equipment, other installations and supplies (goods lifts, elevators, electricity and water supplies etc.) may be made available by Cedefop.

Parking spaces cannot be guaranteed (availability, accessibility, etc.). **All parking requirements must be notified during the work preparation phase.**

The location of spaces used for any construction, the places for the unloading and storage of building material, the places for the storage and disposal of waste and debris and the location of installation and equipment will be determined and pointed out from the Cedefop link person.

2.4 Specific rules for technical work to be carried out

2.4.1 Technical staff access request and associated data

The company shall be liable for the dangers that its work involves and the measures required to protect its staff, other users of the site and the property.

Before any work can be carried out on site, a technical staff access request form must be completed by the Cedefop link person as soon as possible and no later than 48 hours before the work starts.

Furthermore, the operating procedure, risk analysis and other mandatory administrative supporting documents (authorizations, certificates, etc.) must be made available on site.

To enable workers to take into account the specific features

of the Cedefop, a number of documents may be consulted upon request, in particular:

→→ Operating permits from the Environment and Labor Ministries

→→ Contractor Health and safety Handbook

→→ “As built” dossiers comprising plans, permissible loads, partitioning, etc.

2.4.2 Coordination of work

The Cedefop link person shall be responsible for coordinating the various contractors. The company may be required to appoint a qualified contact person who speaks English fluently.

Each company shall be responsible for coordination with and between its own subcontractors. It must organize the work in such a way that no worker is left on their own in an isolated area.

Depending on the nature and scale of the project, a Health and Safety Officer may be required on behalf of the contractor. He/she shall draw up the General Health and Safety Plan concerning the project tailored to the risks and work concerning them.

3. WHAT TO DO WHEN ON SITE

A badge shall be issued to company staff that has been declared in advance when they enter the site at the start of the work period in exchange for valid identification. This badge shall be returned at the end of the work period or at the end of the day at the latest. For long-term work, permanent badges may be requested.

3.1 Before starting work

3.1.1 Managing information

A meeting of the Contractor, the Facilities Manager, the Security Officer and other Cedefop Representatives shall be held to ensure all parties are fully informed of the requirements and undertakings prior to the commencement of the works.

The company shall consult in advance the documents provided by Cedefop and shall make available for consultation all documents for which it is responsible.

3.1.2 Staff training

In order to raise the awareness of all its staff members, every worker assigned to Cedefop premises shall first be given a safety briefing by their employer, focusing in particular on the rules applying to the site and the specific risks identified.

3.1.3 Useful Numbers

Cedefop telephone centre: + (30) 2310 490200

Cedefop security booth – 24/7 + (30) 2310 490112
Cedefop Security Officer & Facilities Manager:
+ (30) 2310 490007

3.2 While the work is being carried out

Observe the following points in particular:

- Raise the alarm in the event of an **incident/accident, complication or newly identified risk** (unscheduled work alongside other contractors, discovery of asbestos, etc.);
- Heed signs, maximum height limits and other rules on movements within the building, including in car parks



- Fluorescent vests must be worn in car parks and other parts of the site used by vehicles;
- Look-outs to be used during construction/handling equipment maneuvers, etc.
- Access to all technical or sensitive areas must be arranged via the Security Officer.



Any person who fails to observe the safety or security instructions given by Security or the Cedefop link person shall be ejected from the site at their company's expense

3.3 When the work is finished

- Pay special attention to the above mentioned paragraph 2.2.2 about Order, cleaning up and waste management
- Always inform the Cedefop link person and Security when the work has been completed.
- Acceptance of the work via the Cedefop link person.
- Return badges, documents and other Cedefop property.
- Hand in certificates and other work documents made available.
- Update the various “as built” plans in accordance with the work carried out.

4. IN THE EVENT OF AN EMERGENCY

IMPORTANT TELEPHONE NUMBERS



Emergency number-Security Guard	112
Security Booth	031
Security Officer	092 and 007
Back-up Security Officers	138 and 060
Ambulance Service	9-166
Police	9-100

Action in the event of fire

If you discover a fire

- Immediately raise the alarm by activating the nearest fire alarm (see emergency evacuation plans).
- If possible, tackle the fire with the appliances provided: do this only if it is a small fire, and provided you have been trained; otherwise do not take any risks.

If the alarm rings

- Immediately leave the building via the normal escape route and exit (see emergency evacuation plans). Do not wait for confirmation that the alarm is genuine.
- Go to the designated assembly point (in front of the security booth) and wait there for further instructions from Security Officer.
- Do not stop to collect personal belongings.
- Do not run.
- Do not use the lifts.
- Do not re-enter building without permission.

Fire wardens assist with the evacuation of staff, children, contractors and visitors; they check that the building is empty and that all fire doors, doors and windows are closed.



