

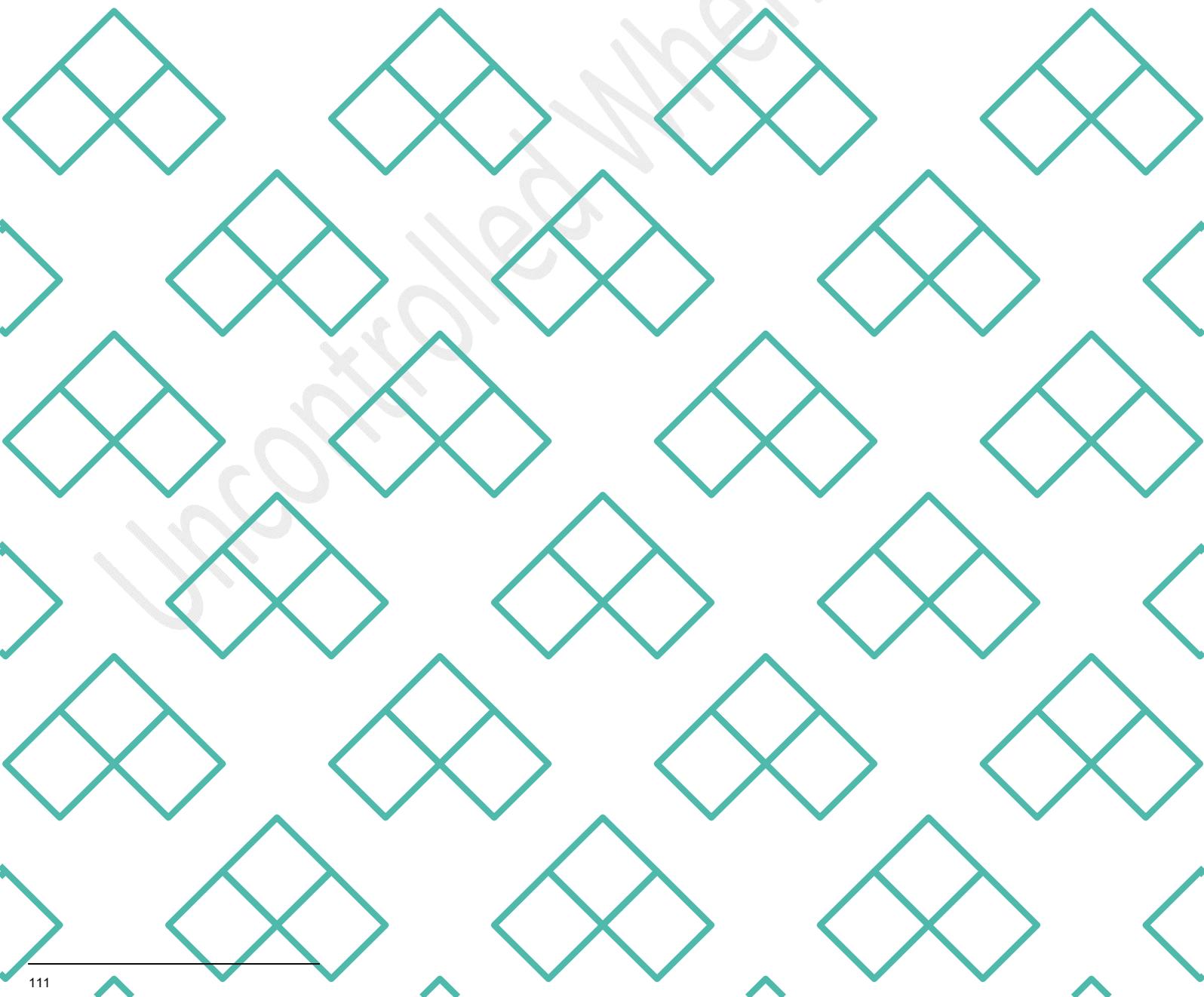


London Luton Airport

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# Contractor Code of Practice

February 2026





<b>Contractors Code of Practice (CCoP)</b>	<b>Document Ref: CCoP-001</b>
<b>Document Owner – Control of contractor’s office manager</b>	<b>Version: 02 Issued: February 26</b>

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## SECTION 1.

### 1.1 Introduction and Purpose

The purpose of this document is to provide information and instruction to Contractors of the minimum operational health, safety, environmental and quality standards and procedures to be observed whilst conducting work activities, on any premises owned or under the control of London Luton Airport Operations Limited (LLAOL).

When employing contractors, both the client and the contractor have legal responsibilities under Health and Safety at Work, etc. Act 1974. Each party has a shared duty of care to safeguard, as far as it is reasonably practicable, the health, safety and welfare of employees and others who may be affected by the work activities (e.g. other people on site, the public) and must comply with all applicable statute, legislative requirements.

Where no specific legislative requirements exist, the Contractor must comply with guidance provided by relevant British Standards, HSE Guidance Notes and Codes of Practice or industry standards as a minimum. The Contractor shall also comply with the airport bylaws and all relevant Airport Directives.

The Contractor Code of Practice applies to all construction and/or maintenance activities regardless of size or value.

The Contractor Code of Practice is built around the control of Contractors working on LLA infrastructure. All information provided is to ensure that Contractors have access to the information required to successfully operate within an airport environment and is aimed at ensuring that Contractors are following safety guidelines set by the HSE and governing bodies.

The Contractor shall be responsible for ensuring compliance with this document through provision of information, instruction, training and supervision across its workforce for all LLA projects undertaken, including the activities of their appointed subcontractors, consultants or visitors. Contractors are required to demonstrate that this Code of Practice has been suitably disseminated, briefed and communicated accordingly.

LLA reserves the right to manage any Contractor on site via the Contractor Management System (CMS) database, which tracks works, insurances, competencies and essential training requirements for specific tasks.

The Contractor Code of Practice uses a Plan, Do, Check, Act system to ensure procedures are adhered to.

<b>Plan</b>	<ul style="list-style-type: none"> <li>• Prior to work starting, use of the Contractor Management System database to validate contractor’s insurances, competencies, RAMS and any other documentation.</li> <li>• Use of the Contractor Management System to raise, approve and issue works.</li> </ul>
<b>Do</b>	<ul style="list-style-type: none"> <li>• Ensure that supporting documentation (including Work Authorisation and Permits) is issued correctly and that on-site operatives are aware of content and have readily available access when required.</li> </ul>
<b>Check</b>	<ul style="list-style-type: none"> <li>• LLA to inspect active Contractors for documentation to support the works as described. The inspection processes used are there to ensure that the Contractors are following the information given to them, ensuring the safety of themselves, airport staff and passengers.</li> </ul>
<b>Act</b>	<ul style="list-style-type: none"> <li>• Take actions accordingly depending on the findings of inspections and audits.</li> <li>• Report good practice and follow up negative findings.</li> <li>• Use the Contractor Management System database to complete the works electronically using supporting signed documentation.</li> </ul>

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## 1.2 Terms and Definitions

Within this Code of Practice, the following terms and definitions apply.

<b>Term</b>	<b>Definition</b>
<b>COCO</b>	Control Of Contractors Office
<b>AM</b>	Airport Manager
<b>AMN</b>	Airport Management Notice
<b>AOCC</b>	Airport Operations Control Centre
<b>Company Representative</b>	A nominated employee of LLA authorised to issue Work Authorisations/Permit to work and who is competent to do so, is the representative who is responsible for collating the Safety related documents for the Client. (see also Work Sponsor)
<b>Contractor</b>	Any person or company contracted by LLA working within premises owned or operated under the control of LLA. can be identified as: LLA Contractor LLA Employee LLA Concessionaire Contractors The Contractor as defined under CDM may undertake the role and responsibilities of <i>Principal Contractor, Contractor or Principal Designer</i>
<b>CMS</b>	Contractor Management System Database (Concerto)
<b>Construction Phase Health and Safety Plan (CPP)</b>	Key document prepared by the Principal Contractor prior to commencement and proportionate to the size and scale of works. CPP must be communicated to Contractors detailing name and contact details of responsible project team members, overview of project, management arrangements and risks involved, key dates, specific tasks, phases and the completion in order that works can be planned and managed effectively
<b>Escort</b>	A nominated Employee of LLA / Concession / Contractor authorised to accompany access to areas of works within the airport infrastructure. Escorts provided are strictly prohibited from further involvement in work activity including assistance in loading / unloading of vehicles.
<b>GX Team</b>	Guest Experience Team
<b>High Risk Permit to Work</b>	A high-risk permit will be required if an assessment of the associated risks carried out following examination of the contractor’s method statement indicates that there is a risk of a hazard such as a fall from height, hot works, Confined Spaces or any other high-risk activity.
<b>LLA</b>	London Luton Airport
<b>LSS</b>	Life Safety Systems
<b>OCC</b>	Operations Control Centre

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### Terms and Definitions Continued...

<b>Term</b>	<b>Definition</b>
<b>Risk Assessment and Method Statement (RAMS)</b>	<p>Key document prepared by the Contractor outlining method and safe system of works and control measures implemented to minimize risks or where possible, eliminate them in relation to activity to be undertaken stating the procedures to be applied to the works within LLAOL premises.</p> <p>Details should include:</p> <p>Clearly defined roles of all Appointed Person(s) and responsibilities together with airport contacts.            Site setup, signage, works organisation and arrangements.            Safe operation and maintenance of equipment            Emergency procedures and contingency plans where appropriate            The RAMS should be written for and used as a site document and briefed to and understood by the site workforce</p>
<b>TSD</b>	Technical Services Department
<b>Work Authorisation (WA)</b>	A Work Authorisation is mandatory for all activities that involve maintenance or construction work by external contractors and must be approved and issued by an LLA Company Representative prior to commencement of work activities.
<b>Work Sponsor</b>	A nominated representative of LLA (or concessions) responsible for the management and instruction of works.

### 1.3 The Construction, (Design and Management) Regulations 2015

As Client we have a number of responsibilities to fulfil and manage. With contractual control we can appoint designers and contractors to carry out and manage projects on our behalf, enabling them to do so by providing sufficient time and resources to plan this work.

Any preconstruction information required for these projects will be shared with designers and contractors to ensure any risk can be identified and mitigated where possible. This also provides the opportunity to engage with all stakeholders the work may have an impact on the operation of their departments.

Where the scope of work falls within the definition of these regulations a range of other actions may be required including (not exhaustive)

- Appointment of Principal Designer
- Appointment of Principal Contractor
- Notification of work to the HSE
- Development of a Construction Phase Health & Safety Plan and its continual review
- Documented application of site rules
- Adequate welfare provisions
- Co-ordination of (other) contractor’s activities

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Provision of a Health & Safety File (including as built drawings and a range of safety information related to the construction) Appointment of Principal Designer and Principal Contractor

The following outlines the responsibilities of Principal Contractors and Contractors in accordance with the regulations and what they must do to comply with the law to ensure projects are carried out in a way that secures health and safety

The Principal Contractor Must:

- plan, manage, monitor and coordinate the entire construction phase
- take account of the health and safety risks to everyone affected by the work (including members of the public), in planning and managing the measures needed to control them
- liaise with the client and principal designer for the duration of the project to ensure that all risks are effectively managed
- prepare a written construction phase plan before the construction phase begins, implements, and then regularly review and revise it to make sure it remains fit for purpose
- have ongoing arrangements in place for managing health and safety throughout the construction phase
- consult and engage with workers about their health, safety and welfare
- ensure suitable welfare facilities are provided from the start and maintained throughout the construction phase
- check that anyone they appoint has the skills, knowledge, experience and, where relevant, the organisational capability to carry out their work safely and without risk to health
- ensure all workers have site-specific inductions, and any further information and training they need
- take steps to prevent unauthorised access to the site
- liaise with the principal designer to share any information relevant to the planning, management, monitoring and coordination of the pre-construction phase

Contractors include sub-contractors, any individual self-employed worker or business that carries out, manages or controls construction work. They must have the skills, knowledge, experience and, where relevant, the organisational capability to carry out the work safely and without risk to health.

Contractors and the workers under their control are most at risk of injury and ill health from construction work. Contractors therefore have an important role in planning, managing and monitoring their work to ensure any risks are controlled.

Contractors on All Projects Must:

- Plan, manage and monitor all work carried out by themselves and their workers, considering the risks to anyone who might be affected by it (including members of the public) and the measures needed to protect them
- check that all workers they employ or appoint have the skills, knowledge, training and experience to carry out the work, or are in the process of obtaining them
- make sure that all workers under their control have completed the LLA Contractor induction and undertaken a suitable, site-specific induction, unless this has already been provided by the Principal Contractor.
- provide appropriate supervision, information and instructions to workers under their control
- ensure they do not start work on site unless reasonable steps have been taken to prevent unauthorised access
- ensure suitable welfare facilities are provided from the start for workers under their control, and maintain them throughout the work

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In addition to the above responsibilities, contractors working on **projects involving more than one contractor** must:

- coordinate their work with the work of others in the project team
- comply with directions given by the principal designer or principal contractor
- comply with parts of the construction phase plan relevant to their work

Where a contractor is **the only contractor working on a project**, they must ensure a construction phase plan is drawn up before setting up the site.

<b>For Further Information and Guidance Please Refer to the below (available on request)</b>
HSP 029 Construction (Design & Management) and Building Regulations – Client Duties

## 1.4 LLA Directives

These documents contain specific instructions relevant to work carried out within the airport boundaries. It is the duty of the Company Representative and all Contractors to ensure that directives relevant to the work are fully adhered to. The following types apply: -

- Airport Instructions and Directives
- Business Ethics policy (November 2019)
- Airport Byelaws
- Any other regulations issued by LLA that are applicable to the works

Directives and policies relevant to the work will be made available to Contractors by the Company Representative.

### 1.4.1 Business Ethics Policy

London Luton Airport is committed to ensuring full compliance with all relevant anti-bribery and corruption laws and regulations including the Bribery Act 2010. Its Business Ethics Policy extends to all the company’s business dealings and transactions in all countries in which it operates.

This policy outlines the level of conduct that the business expects from all employees when engaging with colleagues, contractors, business partners, shareholders and our customers to ensure ethical and lawful behavior in business interactions. This policy provides guidance on

- Anti-Bribery
- Gifts and other benefits
- Hospitality
- Conflicts of interest
- Donations

It is the intention of the company that this policy supports employees in making ethical decisions when conducting business activities with third parties. We encourage people to report any suspicious activity which may violate this policy confidentially through the HR Department, or the CEO or Chairman.

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## 1.5 Contractor Induction

LLA have produced an in-depth Contractor Induction package to cover our requirements, information, and processes for working safely at LLA. These details but is not limited to; how to access site, what behaviors we would expect from our contractors and how to safely manage your works and report any near misses, accidents or incidents while working on our infrastructure. Access to site is not permitted without successful completion of the Contractor induction.

To Initiate the online Contractor induction process, the following information is required to be sent by the Control of contractors office (coco@ltn.aero) for each individual candidate.

- First name of candidate
- Surname of candidate
- Mobile telephone number
- Email address
- Job title

All inductees are required to have their own individual email address, as this address will be where the link for the Induction will be sent from our third-party provider ‘My Ethos’. It is recommended that the online introduction is completed where possible via laptop or PC. Successful completion of LLA Contractor Induction requires a minimum 80% pass score.

The Control of contractor’s office tracks all Contractor Induction links issued and validates the induction score upon completion.

Contractors must ensure that work is adequately always supervised including “out of hours” working. The supervision of young people or those new to the site or the airport is particularly important and should be recognised in risk assessments. Emergency or unplanned work may require additional supervision and additional induction training. Please also refer to 3.30 TSD Contractor Performance and Sanctions.

## 1.6 Inspection of the Worksite

The Contractor shall provide regular inspection of the worksite by competent, professional health, safety and environmental personnel with direct reporting of unsatisfactory conditions to the senior management team. In addition to this, the Contractor is to nominate a competent person to inspect the workplace during each working period or shift and keep a record that this has been done. Records may be inspected by the LLA Company Representative.

LLA utilise multiple inspection and auditing systems to ensure that active Contractors working on LLA infrastructure are adhering to our procedures and guidelines. This information is controlled and is actioned accordingly.

The Contractor shall allow the LLA Company Representative and/or LLAcompetent person to inspect the site, site offices, and working and storage areas. The Contractor will carry out at their expense reasonable requests deemed to be necessary because of such inspections. Such inspections shall not relieve the Contractor of their responsibilities.

Contractor Continuous Improvement Inspections are undertaken by the control of contractor’s office and will consist of a scored evaluation of contractor performance on an ongoing basis. This will be sent to the contractor by email in a PDF format with positive or negative findings.

The evaluation measures key work activities against a set criterion to determine compliance with regulatory requirements and industry standards.

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## SECTION 2 – DOCUMENTATION

### 2.1 Objective

Prior to a Contractor being allowed to carry out works on Company Premises the Contractor must satisfy London Luton Airport Operations Limited, that they will employ adequate Health and Safety resources to complete the work safely and without undue risk to the business. This will normally be achieved via the Construction Phase Health and Safety Plan and/or via documented method statements, risk assessments, insurance provisions, etc. as defined by CDM.

### 2.2 Approved Contractor/Framework (Directly engaged LLA Contractor)

All Contractors are required to complete the LLA Contractor Induction to be registered on the Contractor Management System (CMS) Database and generate Work Authorisations and High-Risk Permits to Work for approval by LLA prior to commencement of work activities whether they are employed by the Airport, Concessionaire or Principal Contractor to ensure that the site operates safely and securely. Contractors at the airport can be identified as:

- LLA Contractor Staff Operatives
- LLA Employees
- LLA Concessionaire Contractors

All of which must follow this Code of Practice when raising and conducting work. Areas that are subject to the Code of Practice are as follows:

- Airside/Landside operational areas
- Airside/Landside concessionaire units
- Airside/Landside Plant rooms
- Airfield parameters
- Other LLA owned buildings
- Offices
- Roads and pedestrian walkways/access routes
- Service Roads
- Greenery and Vegetation
- Car Park Areas

To receive approved contractor status, the Contractor is required to hold valid membership of the Safe Contractor scheme to assess financial, insurance, technical and legislative controls systems are in operation.

All works, which may influence LLA systems detailed below, will require insurance approval from LLA control of contractor’s office and will be uploaded to the CMS database to support the work authorisation / permit. Any Contractor that does not have the correct levels of insurance, will not be able to conduct works at LLA. Please refer to Appendix 3 for full details of required insurance cover limits.

- Fire systems – this is inclusive of all fire alarm points and detectors and sprinkler heads
- Life safety systems –emergency lighting, emergency signage
- Fixed electrical systems – inclusive of all electrical systems, power and lighting
- Specific Permits as detailed below
- Buildings and infrastructure –Any works which will create a breaking of the floor, wall or ceiling of the unit (Wall fixing of small items is permitted if risk and method statement details this)

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Once these documents have been received and validated by the control of contractors office (coco@ltn.aero), the Contractor will be added to the system as an LLA Approved/Framework Contractor

The contractor will be deemed to have accepted the rules of this Code of Practice once they are engaged to undertake works. This acceptance means they have understood and agreed to abide by the contents of the Code of Practice.

LLA reserves the right at any time to rescind, with immediate effect, the Approved Contractors status, should the Contractor, his staff or any sub-Contractor breach any Health & Safety Legislation, LLA Health and Safety or Security Rules and Regulations, or Code of Practice/Permit to work instructions.

### 2.3 Infrequent / Emergency Use Contractors

Where extreme instances arise, i.e. it would not be practicable or meet operational needs, non-Approved Contractor’s may be employed temporarily providing the minimum requirements for Health, Safety and insurance are met. This is to be considered as an exception and shall be subject to the written approval of the respective LLA Senior Manager / Airport Manager. Where appropriate daily insurance cover may be considered depending on the work involved. For further information, contact the LLA Legal Team on [ltn.legal@ltn.aero](mailto:ltn.legal@ltn.aero).

Approved regular Contractors or those bringing in infrequent subcontractors to carry out emergency works should seek to ensure that they can provide a full pass escort from within their resource for the duration of work activity.

### 2.4 Risk Assessment and Method Statements

Risk assessments identify hazards which require suitable and sufficient controls to be put into place and managed accordingly. There is also a legal requirement (Reg 3 Management of Health & Safety at Work Regulations) that requires the employer to assess the risk to the Health & Safety of their employees and to anyone else who may be affected by their undertaking or work activity.

Before any work commences on site the Contractor shall nominate a competent person to be responsible for coordinating risk assessments of all operations and ensuring that appropriate control measures are established and incorporated into safe systems of work or method statements. This person will be an appropriate manager from the Contractor. All method statements shall be developed in a reasonable time to allow co-ordination of hazardous works by Contractors. These assessments shall be in writing and shall include but not be restricted to the following activities:

- Major construction or maintenance works
- General public and third-party safety
- Location of site access/egress
- Vehicle movements on and off site
- Vehicle/pedestrian separation
- Temporary services distribution (application to construction only)
- Siting of static plant and equipment
- Scaffolding
- Trench/ground works
- Confined spaces
- Delivery, storage, movement of materials or plant
- Storage, use and disposal of substances/chemicals hazardous to health – including Asbestos.
- Noise
- Working at height
- Excavations and (underground) services clearance

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- Manual handling
- Use of portable equipment including hand tools
- Emergency arrangements / procedures including evacuation routes
- Fire
- Site hoarding
- Contaminated ground
- Airside working
- Waste management controls

Risk assessments are to be made available to the LLA Company Representative. Review by the LLA Company Representative will not relieve the Contractor of their safety responsibilities i.e. to eliminate or reduce risks to as low as is reasonably practicable. Where a control measure indicates that a task specific method statement is needed, this must be:

- Completed in time to allow co-ordination of activities to take place
- Recorded to enable inspection and review to take place
- Reviewed and re-circulated if the scope or nature of the work changes
- Available at the site location and completed and communicated to the operatives doing the work

## 2.5 **Concerto - Contractor Management System (CMS)**

In accordance with this document all contractors will utilise the Contractor Management System (CMS) to generate Work Authorisations (WA) and High-Risk Permits to Work on behalf of London Luton Airport (LLA). In doing so, the CMS supports LLA to meet regulatory and legislative requirements.

Access to the Contractor Management System is permitted by the control of contractor’s office via the following <https://lla.concerto.co.uk/login.aspx> and received via a welcome email from Concerto containing login details..

From here you will gain access to your contractor company account. You may then begin to Submit Work Authorisations and Permits for the works you will be undertaken. The Approval Process is as follows:

- |                                     |                 |
|-------------------------------------|-----------------|
| • Creation/Submission of WA/Permits | Contractors     |
| • Fundamental review                | LLA             |
| • Authorisation of Works            | Work Sponsor    |
| • Issue of Work                     | Work Sponsor    |
| • Commencement of Works             | Contractors/LLA |
| • Completion of Works               | Work sponsor    |

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To ensure the LLA CMS operates efficiently, there are several supporting documents that must be uploaded and stored correctly within its framework. These supporting documents ensure that the company/person either completing or authorising the WA or Permit, can guarantee all areas of the work being undertaken will pass any assurance/compliance audit.

The list below contains the minimum system requirements to ensure contractors/concessionaires meet our assurance needs:

- Provide scanned copies of Training certifications held by employees working at LLA (i.e. IPAF, PASMA, JIB ECS Card, CSCS)
- Provide full company address, contact details and who is/are the nominated Company CMS administrators.

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- Have Completed LLA Contractors Induction (monitored and verified by LLA)
- Provide scanned copies of all Insurances required to work at
- Provide scanned copies of all documentation to justify Authorised Person and Person in Charge certification
- Provide valid email addresses to upload to the LLA CMS to ensure WA and permit notifications can be seen.

Failure to provide any of the above may result in any WA or Permit request being declined.

<b>For Further Information and Guidance Please Refer to:</b>
CCOP-UG001 Contractor Management System (Contractor Access) CMS User Guide

### 2.5.1 CMS Work Authorisation

LLA uses Work Authorisations (WA) to track and manage works that have been organised by Contractors. All Contractors will be given to access the CMS to create a Work Authorisation to cover all works at LLA.

Work Authorisations are used to ensure safety for staff, passengers and the Contractors themselves. This system is a fully mobile application, and all requests can therefore be held electronically. These can also be printed from the system, if required.

A Work Authorisation (whilst non-exhaustive) is mandatory for all activities that involve maintenance or construction work by external contractors and must be approved and issued by an LLA Company Representative prior to commencement of work activities. Work Authorisations should be accompanied by supporting CPP / RAMS documentation to enable an assessment of risks to be made and to specify control measures which will be put in place to minimise risk and ensure safe working practices.

Submission of a Work Authorisation must be at least 5 working days prior to start of work. The maximum length of time any Work Authorisation will be approved or issued in 3 Calendar months.

A separate Work Authorisation will be required for each Contractor who will undertake works and for each job that will be undertaken. If a Contractor is, for example, undertaking a complete shop re-fit then this could be classified as one job. If they are installing new machinery and will also be undertaking Portable Appliance testing, then 2 Work Authorisations should be completed.

The Work Sponsor must ensure that the Contractor obtains the necessary Pass(es) to access the site. (Further information relating to Passes can be sought from the ID Centre.)

Once the works have been completed, it is the Contractor’s responsibility to access the CMS to complete the “Clearance of Work” the works, for the works to be “Cleared”. The Contractor must ensure that the area of works is fully operational (where possible) and safe. All tools and materials have been removed from the area. And any additional High-Risk Permits have been “Cleared”. LLA will then review the works and once happy the works have been “Cleared” sufficiently, “Complete” the works from the system.

<b>For Further Information and Guidance Please Refer to the below (available on request)</b>
CCOP-UG002 Creation & Management of Work Authorisation CMS User Guide

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## 2.5.2 CMS Work Authorisation Override Facility

Any Contractor wishing to conduct works at LLA that are purely non-physical/non-intrusive in nature and can demonstrate their works will not affect or alter the infrastructure of the airport and/or its systems, will not require a Work Authorisation to allow works to be undertaken. RAMS documentation will be required to be submitted to LLA for approval in all cases to support the work activity with all work activities taking place under escort from an LLA Company representative.

The types of activities covered under this override;

- Consultancy/Surveying (non-intrusive works, i.e. Quotations/Estimates providing product Information)
- Re-evaluation of pre-existing surveys (re-inspections)
- Data Transfer (system updates to Information Management Systems, Electronic Point of Sale (EPOS))
- Any other Consultancy or Surveying work that are of an intrusive nature will require a WA, such as providing product demonstrations of electro/mechanical equipment/systems

At all times the contractor must be escorted or be in possession of their own full security pass and must receive a site-specific safety brief from the Area Owner/Work Sponsor.

If a contractor is found to be working outside the scope of this specific agreement they will be removed from site and face a Contractors Code of Practice Management review.

## 2.6 CMS High Risk Permit to work

A high-risk permit to work will be required when work of a hazardous nature is to be undertaken. Works of a hazardous nature are deemed to include-

- Hot Works
- High Voltage Work
- Working at Height
- Work in Confined Spaces
- Isolation of Services/ electrical Install works
- Life safety Systems
- Roof access
- Service isolation
- Service clearance

All works which may influence LLA systems detailed below will require approval from LLA Technical Services Department.

- Fire systems – this is inclusive of all fire alarm points and detectors and sprinkler heads
- Life safety systems –emergency lighting, emergency signage
- Fixed electrical systems – inclusive of all electrical systems, power and lighting
- Specific Permits as detailed below
- Buildings and infrastructure –Any works which will create a breaking of the floor, wall or ceiling of the unit (Wall fixing of small items is permitted if risk and method statement details this)

Permits should be requested via the Work Authorisation held within the CMS Database. Some Permits may be issued to cover several days, where others can only be issued for a maximum of 24hrs from start of works. A Permit to Work is mandatory for all High-Risk activities defined by

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London Luton Airport. This process applies to all airport occupants operating in any area which LLA has any control over. The 24hr maximum permits are;

- Hot Works
- Life Safety Systems
- Work in Confined Spaces
- Roof Access

*Please refer to Appendix 2 for details of LLA authorised persons to approve and issue permits.*

<b>A suite of information is available from TSD detailing further information on individual permitting requirements and creation as follows:</b>
CCOP Permit 001 – Confined Space Entry Permit
CCOP Permit 002 – Hot Work Permit
CCOP Permit 003 – High Voltage Work Permit
CCOP Permit 004 – Life Safety Systems Work Permit
CCOP Permit 005 – Low Voltage Work Permit
CCOP Permit 006 – Pressurised Gas Systems Work Permit
CCOP Permit 007 – Roof Access Work Permit
CCOP Permit 008 – Service Clearance Work Permit
CCOP Permit 009 – Work at Height Permit
CCOP-P-001 High Risk Work Permit Procedure
CCOP-P-002 Asbestos Management Procedure
CCOP-UG001 Contractor Management System (Contractor Access) CMS User Guide

## 2.7 Issuing Work Authorisations / Permit to Work

An electronic or hard copy of the Work Authorisation / High Risk Permit to work, together with the associated Risk Assessments/Method Statements, MUST be kept with the Contractor at ALL times whilst on site. These can be requested at any time by any LLA member of staff. Failure to produce the document/s at the time of request may result in the Contractor being required to immediately stop work, at their own cost, until the relevant documents are produced. All Contractor personnel must check-in and out of site via the CMS database against their approved Work Authorisation held on the system.

Prior to issuing a Work Authorisation the ‘Work Sponsor’ shall ensure that the Contractor has provided suitable and sufficient risk assessments/method statements, which include the risks inherent within the works to be undertaken. The Contractor should also provide evidence of competency for all operatives engaged in the works to be undertaken (e.g. copies of training certificates, CITB/CTA training cards etc. should be available).

The Contractor shall comply with all details, including precautions and controls, contained within the Work Authorisation / High Risk Permit to Work.

### 2.7.1 Extension of Permit to Work/Work Authorisation

If for any reason a Work Authorisation or high-risk permit requires extension to complete the works, a written justification must be forwarded to the Work Sponsor prior to expiry of the original permit. If the justification is accepted the Work Authorisation may then be extended. This would be extended by completing the current Work Authorisation within the system and replicating to create a new authorisation showing the extended dates.

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### 2.7.2 Emergency Work Authorisation / Permit to work

If emergency work is required to make a dangerous situation safe within 2 hours of failure, the contractor must notify TSD who will appoint a liaison to work with the contractor and their Health and Safety representative to ensure the work is closely monitored and completed in a safe controlled manner.

In an ‘emergency’ a dynamic risk assessment will be undertaken, and close supervision will be required as the primary control measure. In addition, post works debrief will be undertaken between stakeholders to identify and record lessons learned, these will be reviewed during the next Framework contractors meeting.

An emergency Work Authorisation will be issued if works are required to start between 2 and 4 hours of failure. An Emergency Permit to work for High-Risk activities can be Issued at the time of works by the Technical Services Department Management/Senior Engineering.

In the case of HV/LV Permit to work, the HV & Generator companies are on a 2 Hour contractual call out, however a HV/LV permit to work must be approved and issued prior to contractor call out.

Where emergency works are required a dynamic Risk Assessment/Method Statement (RAMS) will be required to completed and submitted to the LLA Company Representative for approval.

### 2.8 Concessionaires

Concessionaires are required to undertake their own Contractor Approval process etc. (as required by law) and appoint Contractors to undertake any works on their behalf. It is recommended that Concessionaires maintain an Approved Contractors List (further assistance, guidance and checklists can be found – [www.hse.gov.uk](http://www.hse.gov.uk) - HSG159 Managing Contractors). They must also ensure that relevant insurance coverage is in place for the scope of works and in accordance with Annex 2.

It is important to note that a Contractor should have an approved and issued Work Authorisation in place for each Concession they will be working for

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**SECTION 3 - LLA SITE RULES**

**3.1 Site Access**

Access to site will be restricted to locations detailed on the relevant Work Authorisation / High Risk Permit to work. No deviation to the routes or locations detailed will be permitted without the authority of the LLA Company Representative.

All Contractor personnel must check-in and out of site via the CMS database against their approved Work Authorisation held on the system using the below QR Code:



**For Further Information and Guidance Please Refer to the below (available on request)**  
CCOP-UG004 Contractors Site Access User Guide

**3.2 Car Parking**

Contractor parking is located in the Mid Term Car Park. Contractors are authorised to park within the Mid Term Car Parks for a discounted tariff.

The process for contractors to follow in order to receive discounted tariff structure:

- Contractor lists vehicles involved as part of the request for a Work Authorisation.
- Registration numbers are included in the Work Authorisation issue.
- The contractor presents both Work Authorisation and car park entry ticket at the end of shift to Priority Parking staff in Mid Stay office. The APCOA team will verify details and apply the tariff, contractors can then make the payment at a pay station or exit.

Tariff will NOT be applied if the registration numbers are missing from work permit or ticket is incorrect. NO ticket will be validated without seeing a Work Authorisation first.

Contractors are prohibited from parking at TSD Hangar 24 unless they undertake work within the Hangar and are authorised to do so.

**3.3 Transport**

Drivers of vehicles and mobile plant shall have been trained in the use of that piece of equipment and have the relevant certificate to show that they are competent in its use.

No vehicle will be driven on site without the authority of the Company Representative. Contractors must keep to the designated routes and only park in areas allocated to them. All vehicles on site must conform to the same standards of safety and maintenance as would be expected of a vehicle which is used.

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### 3.4 Security Passes

Full security passes can and will take up to 2 months to process due to the information required. It is the contractor’s responsibility to commence this process and complete their contracted works.

All Contractors requiring access to Airside areas must apply to the Client/Company Representative for the necessary Security Passes.

For further instructions with regards the process of completing your application for a security pass, please contact [jdunit@ltn.aero](mailto:jdunit@ltn.aero).

#### 3.4.1 Visitor Passes

Visitor passes for one off or infrequent visitors (such as, but not limited to, engineering, maintenance, work experience, school parties, absence cover or training visits):

- 1-7 days (maximum) visitor pass;
- Break of 3 calendar days between passes;
- Can only be issued for maximum of 14 days in a rolling calendar year for any individual.

Temporary passes for those providing training or services over a number of weeks (including contractors and regional managers), seasonal employees or those waiting for a permanent airside pass:

- Applicant to provide evidence that a UK CRC / DBS has been applied for when they make their temporary pass application. If they do not provide satisfactory evidence, then the pass must be refused;
- 1-14 days pass can be issued upon successful ID check and confirmation that a UK CRC / DBS is in progress;
- 15-60 days pass can be issued but only upon production of a valid UK CRC / DBS, again, accompanied by ID;
- A person can only be issued with a pass for a maximum of 60 days in a rolling calendar year (e.g. if a person has already exhausted their 60 days’ allowance they cannot apply for another pass until the rolling year is complete.)
- In exceptional circumstances, an emergency extension can be granted by the airport for an additional 14 days over the 60 days limit, subject to a risk assessment and notification to the CAA.

Passes (visitor or temporary) will apply to the individual and not the sponsoring organisation.

**For Further Information and Guidance Please Refer to the below (available on request)**

CCOP-P-003 – Security Pass Information (Temporary ID)

#### 3.4.2 Escorting

All visitors / temporary pass holders must be accompanied by a full security pass holder (LLA employee / Contractor) authorised to accompany and provide escort to areas of works within the airport infrastructure. Escorts are strictly prohibited from further involvement in work activity including assistance in loading / unloading of vehicles.

The following ratios are required to be adhered to when providing escort:

- 1:3 for temporary pass holders;
- 1:6 for visitor pass holders;

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- There will be a training requirement for all escorts;
- At the start of their escorting duties, all escorts must read and sign a document that outlines their responsibilities as an escort;
- At the end of their escorting duties, all escorts must sign a document to confirm they have properly supervised those they are escorting (irrespective of whether they are visitor or temporary pass holders).

### 3.4.3 Redundant Passes

All passes no longer in use / required must be returned to TSD or Security ID Unit.

## 3.5 Airside Entry

Access to Airside areas will be via a security check point.

### 3.5.1 Security Access Points

- Zone 2 Staff Access
- Goods In (Undercroft)
- Security Gate 5 (Apron Access)
- Security Gate 6 (Fire Station)
- Security Gate 9 (Apron Access)

All personnel must wear appropriate hi-visibility clothing

All personnel will submit themselves, their toolboxes, materials, and vehicles for search by security staff, refusal to be searched will result in access being refused and security passes being revoked. The person refusing to be searched will be required to leave LLA property and the Contractor notified that that person will not be allowed on any LLA site in the future.

Tools permitted Airside will only be those deemed necessary for the work to be undertaken and where tools deemed excess these maybe refused entry by Security staff. Contractors must hold a valid, in date Tools of Trade permit if they wish to bring tools into airside areas. Tools of the Trade permit can be obtained by applying to the I D Centre.

Contractors may be required, if challenged to demonstrate the need for such tools by means of method statement or risk assessment evaluation. Tools must be kept secure at all times and any unsecured tools will be confiscated. Any breaches of current Airside Legislation or persistent infringements of tool security requirement may lead to the contractor being removed from site and their airside pass withdrawn.

## 3.6 Airside Vehicular Access

### 3.6.1 Insurance

Insurance as referred to in Aviation/public/employer liability in [Appendix 3](#). Only vehicles with the correct commercial insurance and authorised by the Supplier are permitted to drive airside, even those being escorted. Any vehicles on a domestic insurance are prohibited from entering or driving airside.

### 3.6.2 Vehicle Airside Permits

All vehicles must display an appropriate Airside Access Permit. Permits can be requested from the Motor Transport Team Tel No. 01582 395090). Before a Vehicle Airside Permit is issued, evidence of the vehicle’s mechanical fitness will be required.

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Visiting Contractors making a one-off delivery can gain admission airside under escort by signing out a visitor’s board from security gatehouse No. 5 and No 9. For the avoidance of doubt any delivery will be undertaken and covered by the contractor and his insurance company.

### 3.7 Driving Airside

#### Escorted

All Contractors vehicles entering Airside areas must be escorted by qualified personnel who have completed the Apron or Maneuvering Area Driving Course as appropriate. Contractors may apply for their own personnel to be trained to the relevant levels depending on the area of work. This can be discussed and agreed with the Client/Company Representative. The escorted party must have the correct commercial insurance in place as domestic insurance will not be sufficient.

#### Driving Passes

If required an Apron Driving Pass (ADP) can be requested, the Contractors Personnel will be required to take a short course of instruction followed by an examination via AIRDAT (Telephone 01227 200066 Email [help@airdat.org](mailto:help@airdat.org), Website [www.airdat.org](http://www.airdat.org)) before bringing vehicles or plant Airside. ADP Holders are not permitted to drive vehicles in the Aircraft Maneuvering Zone.

A Maneuvering Area Driving Permit (MADP) is required for driving in the Aircraft Maneuvering Zone. MADP’s may be issued if required once ADP’s have been obtained at the discretion of the AIRDAT and following further instruction and examination.

### 3.8 Personal Protective Equipment (PPE) and Clothing

Contractors are required to present themselves with clothing clearly showing the Company’s logo and be in good, clean order. LLA requires that the list detailed below is mandatory unless the contractor has reviewed and provided a risk assessment removing a particular PPE requirement

- Hi-Viz waistcoat/jacket
- Safety Shoes

With further consideration to be given and detailed with the contractors RAMS for works that may require, but not limited to the below

- Hard Hat
- Ear defenders
- Gloves
- Eye protection

As a minimum all contractors accessing site must be wearing appropriate protective footwear. This is defined as arrival at site and not the defined site within the terminal or building. On arrival appropriate safety footwear will need to be put on before any further access to site is progressed.

Adequate arrangements are to be made by the contractor for the storage, cleaning, maintenance, and replacement of PPE.

No works are to be carried out within any equipment, which contains live parts above 50 volts with greater than IP2X access (Protection against approach by fingers cannot be penetrated by a solid object 0.79 in. (12mm) or more in diameter), unless suitable PPE is used. The minimum requirement for PPE within these locations is a face shield and electrician’s gloves, rated above the expected voltage to be found inside the live equipment.

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Contractors must take all reasonably practicable steps to ensure that PPE is used correctly by operatives. This will require the provision of information, instruction and training to staff. PPE selection, training, provision, storage and maintenance must also be managed if “labour only” Contractors are used.

High visibility clothing to UKCA / EN471 Standard is mandatory when working Airside, or externally in accordance with Road Traffic Regulations when working on or within highways, footpaths, car parks etc. Banksman shall wear distinguishing clothing when performing their duties.

All work clothing should be suitable for the works to be undertaken, and the environments being worked in. Short sleeve t-shirts and shorts are permitted, with contractors ensuring they have included the requirements within their risk assessments and method statement documentation.

### **3.9 Cameras, Radios, Personal Audio Equipment and Televisions**

No cameras, portable radios, personal audio equipment or televisions will be allowed on site without permission of the Company Representative.

No person shall operate or use a radio transmitter or receiver which may affect the operation of any communication or navigation system at the airport. Reference shall be made to airport directives. Details of radios (operating frequencies and outputs) which Contractors may wish to use must be submitted to the LLA Company Representative for approval.

Private equipment requiring an electrical mains supply will meet the requirements of the Electricity at Work Regulations and is to be “Portable Appliance Tested” by a competent person, and equipment must carry evidence of testing.

### **3.10 Non-English-Speaking Personnel**

The Contractor shall ensure that ALL employees fully understand site safety requirements and their duties covering safety, health and welfare whilst on site. This shall include any emergency procedures such as fire drills. The language needs of non-English speaking personnel must be adequately catered for during induction, briefing and other training and supervision.

### **3.11 Damage to Company Property**

The Contractor and their employees must inform the Company Representative immediately of any damage to Company property whether it is accidental damage or incurred by the Contractor’s employees during contract work or damage incurred by others.

Damage to an aircraft, property or other facilities within the Airport which is subsequently found to be caused by a Contractor or their employees who did not report the incident, will lead to the suspension of all works by the Contractor on the Airport, and the impounding of all vehicles and equipment pending a full investigation.

To report an incident please use the following numbers

- LLA Airport Operations Control Centre (AOCC) on Tel No. 01582 395525.
- LLA Technical Services Department (TSD) on Tel No. 01582 395366

### **3.12 Water Systems**

Unless by the prior written agreement of the LLA Maintenance Operations Manager, Contractors shall not interfere with any water systems.

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All work to such systems must be carried out by competent persons in accordance with current legislation, Department for Environment, Food and Rural Affairs Guidance and the Water Industry regulations, in such a way as to avoid contamination of the system.

Contractor’s attention is also brought to the LLA Legionella Management Plan, a copy of which can be obtained from LLA Technical Services Department.

### **3.13 Re-Use of Metal Drums**

Metal storage drums or barrels should not be re-used but removed from site in a proper manner – preferably by the manufacturer of the original contents. Attempts to re-use drums may lead to serious hazards during purging (pollution) or cutting (explosion risk).

### **3.14 Frangible Surfaces**

Frangible surfaces adjacent to or within any works shall be made inaccessible by means of suitable barriers and adequate signage in accordance with current British Standards

### **3.15 Work Involving Radioactive Substances**

Radioactive sources may need to be brought onto site for non-destructive testing or road construction purposes (radioactive dosimeters or nuclear gauges).

Contractors must comply fully with the requirement of the Ionising Radiation Regulations and the ACOP and the work must be carried out with the full knowledge and the consent of the LLAOL Company Representative. Over exposure to ionising radiation may occur if unsuitable working techniques are followed and therefore stringent precautions are required.

Appointment by the employing supplier of a radiological protection adviser and on-site radiological protection supervisor to ensure compliance with local rules.

Local rules setting out a description of the work, procedures to be followed and emergency procedures

Site radiography is only to be carried out by suitably qualified persons

Maximum protection via shielding wherever possible (or barriers otherwise) is to be provided to reduce the risks to all on site. Suitable storage of any radiological equipment is also required.

The Principal Contractor will have responsibilities to ensure all of the above is arranged even if a specialist contractor is also required.

### **3.16 Competence & Training**

Contractors shall ensure that all employees (directly or indirectly employed) possess the necessary competencies to carry out their particular tasks and duties. All Contractors are required to complete and pass the Online Contractor Induction with a score of over 80% before permission is granted to undertake works on LLA controlled infrastructure

There are a number of current schemes, such as the Construction Skills Certification Scheme (CSCS), which are recognised and acknowledged by LLA as suitable competencies.

*See Appendix 2 - LLA Authorised Persons & Recognised Accreditation / Qualification & Registration Schemes*

### **3.17 Contractors Appointed Persons**

Contractors should identify persons responsible for the co-ordination and safety management of the following activities. (This may include but is not limited to:)

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- Project Risk Assessments
- Task Risk Assessments and Method Statements (RAMS)
- Control of Substances Hazardous to Health (COSHH)
- Noise control
- Scaffolding
- Lifting appliances
- Excavations
- Temporary works
- Crane co-ordination
- Hoists
- Cartridge appliances
- Abrasive wheels
- Gas detection equipment
- First aid
- Fire precautions including emergency procedures.
- Hot works
- Environmental issues

### 3.18 Toolbox Talks

“Toolbox talks” relevant to the work activities to be conducted should be briefed at regular intervals by the Contractor to maintain high levels of safety awareness and to advise employees of changing circumstances and work progress. Short talks should be delivered by a competent person on relevant topics in an appropriate environment to enable questions and discussion from their audience. Toolbox talks should be signed and dated by all attendees to acknowledge participation and understanding. Topics may include:

- Risk assessment and method statements specific to the work
- Use of hand tools and power supplies
- Management, supervision and employee’s duties
- Use and availability of personal protective equipment
- COSHH (Control of Substances Hazardous to Health)
- Project specific emergency procedures
- Manual handling
- Fire training
- Learning points for accident/incidents
- Working at height
- Airside working
- Waste management and recycling
- Pollution control, storage of chemicals and spill response
- Air quality and dust
- Noise and disturbance
- Ecology
- Housekeeping
- Slips, trips and falls

On larger projects/maintenance activities it is expected that toolbox talks are given on a minimum weekly basis and records kept by the Contractor.

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### 3.18 Airport Security

Contractors are expected to be familiar and comply with all appropriate LLA Directives regarding Airside or landside security, obtaining the security information packs and satisfying all requirements for the management of temporary or permanent passes for staff or vehicles.

### 3.20 Limitations of Access – Terminal Areas

The Contractor must keep the Company Representative informed of the location and nature of the works underway. This includes details of the start on site or completion of the work together with any changes required to site boundaries or access needs for deliveries, storage or safe working. If a contractor has a specific need to store materials/equipment in the undercroft must first obtain authority from the GX Team via the undercroft usage and storage request form available from [gxm.team@ltn.aero](mailto:gxm.team@ltn.aero)

### 3.21 Control of Deliveries to Site

The arrangements detailed provide the expectations placed on all contractors whether they are employed by the Airport, Concessionaire or Principal Contractor to ensure safe, effective and secure delivery operations. The logistics for the control of contractor deliveries must be included and adhered to within documentation submitted to the CMS system including method statement, risk assessment and lifting plans.

Applicable delivery areas include the following:

- Airside/Landside operational areas
- Airside/Landside concessionaire units
- Airside/Landside Plant rooms
- Airfield parameters
- Other LLA owned buildings.
- Offices
- Roads and pedestrian walkways/access routes
- Service Roads
- Greenery and Vegetation
- Car Park Areas

In order to deliver goods Contractors will be required to visit premises controlled by LLA. The safety of everyone at these premises, including people visiting the site, is the responsibility of LLA. However, all Contractors are individually responsible for ensuring the planning, cooperation, communication and exchange of information with LLA about the main risks involved, and effectively controlling any risks potentially imported onto the infrastructure and to reduce them as far as is reasonably practicable.

LLA requires all contractors to assess safety arrangements for all deliveries before orders are taken or placed to reduce risk and prevent deliveries being delayed or sent back.

Contractors are required to include details of delivery arrangements within their Risk Assessment / Method Statement submission via the LLA Contractor Management System (CMS) as part of the Work Authorisation process. This ensures LLA can provide approval and confirmation of logistical information to check that safety arrangements are suitable before authorising a particular delivery. Any subsequent change to the agreed scope must be informed to the LLA Work Sponsor to be confirmed and reapproved by LLA in advance of delivery activity via the CMS system. The contractor must ensure that upon arrival at site a dynamic onsite risk assessment is conducted prior to performing any loading / unloading activity.

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Should a delivery arrive on site with an unauthorised change to the agreed delivery method the LLA Work Sponsor must be informed immediately, and the delivery halted and must not proceed any further (and may in some instances be turned away). Only where under specific agreement of the Work Sponsor accompanied by a formal dynamic risk assessment completed by the Contractor to mitigate risk and ensure safe delivery will the Contractor be permitted to continue and perform any loading / unloading delivery activity.

In some situations, other parties may be involved. For instance, a Contractor who arranges for a third company to provide the goods, who in turn arranges for a hauler to make the delivery. Such complex arrangements can easily go wrong due to misunderstandings and failures in communication. The dangers of this should be considered before entering these arrangements with the Contractor providing coordination and assurance that all reasonable steps to co-operate to achieve a safe delivery plan have been observed through submission of documentation via the CMS system.

Contractors must ensure that work is adequately always supervised including “out of hours” working. Please note; LLA staff / escorts are strictly prohibited from further involvement in work activity including assistance in loading / unloading of vehicles.

### **3.22 External Site Notice Boards**

All construction projects which have barriers or hoardings must have a noticeboard near the entrance to indicate the following:

- Principal or main contractor (contact details)
- LLA project manager (contact details)
- Terminal duty manager (if applicable) (contact details)
- Operations Duty Officer (if applicable) (contact details)
- Other key contractors
- Emergency Arrangements
- Site Check-in / Out QR Codes

Both normal and out-of-hours telephone numbers must be stated.

### **3.23 Compounds Licensing**

Contractors must note the Compound Licensing requirements are in operation at London Luton Airport. Contractors wishing to tip spoil in this area must get approval from the Sustainability team prior to excavating any materials and comply with any requirements issued. Materials not notified to the Sustainability team will be refused access and sit under the contractor’s responsibility to dispose of.

### **3.24 Access for Emergency services**

Emergency services access (fire, ambulance etc.) must always be identified in the Construction Phase Health & Safety Plan and on site. These areas shall be maintained, kept clear of obstruction at all times and signed accordingly.

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### 3.25 Site Access, Vehicles and Pedestrians

All companies operating vehicles airside must obtain an Airside Licence in accordance with LLA established procedures. Airside driving by Contractors will only be permitted to those who have been trained, examined through the procedure specified within the airport directives.

In accordance with airport directives, the contractor shall only propose drivers who can meet the medical requirements for normal colour vision. Contractors shall ensure that all vehicles comply with an MOT standard. When airside, vehicles may only be parked within the confines of a site compound.

Contractors shall ensure that safe routes are maintained for the access and egress of pedestrians and vehicles to all areas of work and that all personnel are made aware of these routes. These routes shall be level, free from obstruction and positioned on well consolidated ground.

### 3.26 Demolition

Before work commences the site must be surveyed (this must also include detailed checks on LLA Asbestos register. If site is identified on register as containing or suspected to contain Asbestos Containing Materials (ACM), then refer to Section 5.5 of this document. For non-ACM works a Risk Assessment/method statement reviewed by the LLA Company Representative. The site of the demolition activity is to be enclosed by a close-boarded hoarding at least 2.4 metres high, or other means agreed with the LLA Company Representative.

Where the work may affect operational areas, steps must be taken to minimise and contain the effects of smoke, dust, noise or vibration which may arise. Space restrictions will apply to most airport work sites and Contractors must arrange regular, possibly daily, removal of spoil, redundant materials and debris to avoid dangerous accumulations or obstructions.

A copy of the demolition method statement shall be made available on all sites and all operatives must have received instruction and briefing on its content and signed to confirm their understanding and acceptance of conditions. Full and detailed mitigation of Foreign Object Damage prevention measures will be required where works are in the vicinity of aircraft operations.

**For Further Information and Guidance Please Refer to the below (available on request)**

CCOP-P-002 Asbestos Management Procedure

### 3.27 Baggage Trolleys

Airport baggage trolleys are provided for passenger use only and are not to be used by any Contractors to transport materials or equipment on sites or around the airport.

### 3.28 Verbal, or Physical abuse towards staff or customers

LLA does not tolerate any form of abuse towards its staff or customers. Any personnel that have been found to be involved in any form of abuse of any form will be subject to a management review and could be subject to removal from site and LLA contractor database.

### 3.29 Management of Contractors at LLA and Safe Working Rules

Safe behavior is a requirement of working for London Luton Airport. As part of the Contractor Code of Practice, all Contractors are required to work in accordance with our Safe Working Rules. These rules are in place to keep contractors, members of the public and staff safe and must be followed.

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All LLA employees and Contractors are empowered to personally intervene and stop any one from working if they feel a situation or behaviour may be unsafe. In this instance, please inform an LLA manager/supervisor immediately. Ultimately if unsure about stopping works; advice/guidance should be sought from a GX Manager or Airport Manager. This must then be escalated to the Technical Services Department who control the management of Contractors within 24 hours.

Typical examples of unsafe acts are;

- Staff working without completing LLA Contractor induction
- Unable to produce Work Authorisation / High Risk Permit to work on site
- Unable to produce Risk assessments and Methods Statements
- Incorrect equipment being used for works
- Poor site safety which has the potential to endanger members of the public/staff/other contractor or themselves.

Breach of the Safe Working Rules and / or any other situation or behaviour deemed unsafe will result in the application of a yellow or red card warning sanction.

# Our Safe Working Rules

**Safe behaviour is a requirement of working for London Luton Airport. These rules are in place to keep us safe and must be followed. We will all personally intervene if we feel a situation or behaviour might be unsafe.**

### Working Responsibly

- ✘ Never undertake any job unless you have been fully inducted and trained and competent to do so
- ✔ Always ensure work is properly planned and supervised
- ✔ Always ensure that you have been fully briefed and understand work activities and emergency arrangements before you start work.
- ✔ Always ensure work and storage areas are left secure and tidy. Keep access routes clear and ensure all waste is removed and suitably disposed of
- ✔ Always check-in and out of site via the CMS database when working on LLA Infrastructure
- ✔ If you notice a problem, don't ignore it. Report it to your supervisor immediately.

If in doubt, ask!

### Working at Height

- ✔ Always ensure that the risks from working at height have been assessed, and appropriate work equipment is selected and used.

### Work Authorisation

- ✔ Always ensure a valid work authorisation is in place and suitably approved and issued with operatives attending site named within the WA before you start a job
- ✔ Always ensure the correct high risk permits are raised and available on site before you start a job

### Use of Equipment

- ✔ Always use equipment that is fit for its intended purpose
- ✔ Always ensure all equipment has undergone the required testing, inspection and checks are carried out prior to use
- ✔ Always wear the correct PPE that is suitable for the task



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### 3.30 TSD Contractor Performance and Sanctions

All Contractors are required to provide their employees and subcontractors with adequate information, instruction, training and supervision in order for them to carry out their work safely in accordance with Section 2 of the Health and Safety at Work Act and The Management of Health and Safety at Work Regulations.

As such, we regularly monitor Contractor activities through site walkaround / safety tour and near miss reporting to ensure provision is evident when working on our infrastructure. Where positive behaviours are observed, or activities are deemed unsafe the TSD Department have introduced a Contractor performance and sanction card system to recognise positive safe behaviours and address concerns and deficiencies as appropriate.

A safety hierarchy has been applied to support the issue of performance and sanction cards with yellow (concern) cards issued to individual Contractor Operatives for minor unsafe acts and red (deficiency) cards to be issued directly against the Contractor for serious unsafe acts or for failure to rectify a minor unsafe act issued to their operative.

Recommended issue of red, yellow or green cards may be notified to the Operative / Contractor by the Work Sponsor / Contract Owner or member of the TSD Compliance or Engineering / management team directly on site and followed up via email to [coco@ltn.aero](mailto:coco@ltn.aero). The Contractor Compliance Manager will then raise an initial formal written notification (see Appendix 4)

<b>Green Card</b> <b>(Positive)</b>	issued to an individual operative or Contracting Company to recognise high standards of safety, behaviour, performance, or going the extra mile
<b>Yellow Card</b> <b>(Concern)</b>	Issued to an individual Operative (Contractor informed) in response to minor unsafe act
<b>Red Card</b> <b>(Deficiency)</b>	Issued to Contractor in response to serious unsafe act or failure to rectify a minor unsafe act

Formal written notification will remain on file and 'live' for a period of twelve months from the date of issue. The status of all cards issued to Contractors and actions taken will additionally be recorded to provide a clear status record and will be reviewed during the monthly TSD Risk Management Group Meetings. Notifications (red, yellow or green) will form part of the monthly TSD Contractor League Table.

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## Green Card (Positive)

**A Green Card may be awarded where Contractors have ‘gone the extra mile’ and / or exceeded our expectation.**

- LLA seek to actively encourage and promote positive safety and quality, behaviors and performance.
- The total number of Green Cards issued to a Contractor will be formally recognized over a 12-month period.

- Examples of Green Recognition (Not Exhaustive)**
- Positive safety behaviours observed
  - Quality of workmanship
  - Thorough investigation, preventive action, training, communication and shared learning following incident
  - Identifying a significant health, safety or environmental risk or improvement
  - Demonstration of alignment with Safe Working Rules
  - Demonstration of alignment with LLA Values (The LLA Way)
  - Positive feedback received (Concessions, Guests, LLA Staff)

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## Yellow Card (Concern)

**A Yellow Card will be issued to an individual contractor operative for committing or failing to report any minor unsafe act.**

- In the event of a yellow card, the Contractor Compliance Manager will be informed, and formal notification of a Yellow (Concern) card issued to the Operative via the Contractor as the Employer.
- TSD will remove the Operative from the relevant Work Authorisation / Permit in place and the Operative will be required to re-complete the Contractor Induction before returning to work.
- The Work Sponsor / Contract Owner will be required to conduct a follow up visit in order to ascertain the full nature of non-compliance and determine whether any further action is required.
- In the event that **TWO** Yellow Cards are issued to the same individual operative OR **THREE** Yellow Cards issued in total within a 6-month period to any individual operatives from the same Contractor the following process will apply:
  - The Contractor will be invited to attend a Panel Review Meeting (see 3.31) convened with the Work Sponsor / Contract Owner, Contractor Compliance Manager, Senior Engineer and an Independent Impartial Manager within LLA.
  - The Contractor will be required to provide evidence that the Operative has read and understood the CCoP and demonstrate additional robust / proactive measures taken to prevent recurrence since the initial transgression was raised such as communications, toolbox talks, shared learning and re-training.
  - Following provision of the above evidence, the Contractor will be required to produce a detailed action plan addressing transgressions and processes to prevent further reoccurrence and will be subject to increased monitoring and surveillance over an agreed period.
  - Failure to adequately provide evidence to demonstrate sufficient measures were taken following the initial transgression will lead to a Red Card being issued against the Contractor

### **Examples of Yellow Card Transgressions (Not Exhaustive)**

- RAMS, Work Authorisation, Permit not available / briefed on site
- Failure to Check-In / Out of Site more than once in a 3-month period
- Pre-use checks of equipment not completed / ladder not tagged and in use
- Insufficient/out of date Portable Appliance Testing (PAT) of contractor equipment
- Insufficient/incorrect/poorly signed or positioned guards and barriers
- Unauthorised access to an LLA energy source or services, failure to follow LLA procedure on safe isolation.
- Breach of fire walls without notifying LLA
- Unauthorised storage of material
- Speeding of Vehicles on LLA Infrastructure
- Minor breach of Safe Working Rules (See 3.29)

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## Red Card (Deficiency)

**A Red Card will be issued to a contractor for committing or failing to report a serious unsafe act, or failure to rectify a minor unsafe act within agreed timelines or in the event of injury to a member of staff, other contractors, passengers/pedestrians. Or causing significant damage to LLA or its tenants/lodgers/buildings or equipment**

- Breaches in current security legislation, misuse of Individual Access passes, Tools of Trade permits, contractor induction process or failure to follow any reasonable request from LLA Operational staff will deem the contractor’s staff and contracting Company in breach of the Contractor Code of Practice resulting in immediate Red Card and Panel review.
- In the event of a red card decision, Work Authorisation may be placed on hold whilst a formal investigation is carried out.
- Red (deficiency) cards will always be subject to investigation and attendance at a Panel Review Meeting convened by the Work Sponsor / Contract Owner, Contractor Compliance Manager and an Independent Manager within LLA. All Panel Review Meetings will be minuted and where deemed appropriate, sanctions applied.
- Possible sanctions may include a period of probation with a detailed action plan, possible removal from site for a period of 1 to 12 Months or even possible removal of passes and an indefinite ban and removal from the airport approved Contractor list. LLA Legal and Procurement teams may also be invited to provide guidance on any proposed sanctions prior to decision.
- If three red card warnings are issued within a 12-month period, this may jeopardise any future works by the Company involved. The decision will be formally discussed via Panel Review Meeting.

### **Examples of Red Card Transgressions (Not Exhaustive)**

- Contractors found to be attendant on site without an approved and issued Work Authorisation / Permit or induction will be required to stop work immediately
- Failure to adhere to the agreed scope of works within approved Work Authorisation / Permit or RAMS documentation
- Failure to report an accident, incident or near miss to LLA within 24hrs
- Unauthorised removal of any physical lock-off associated with LLA procedure on safe isolation of equipment and energy source.
- Failing to comply with legislative requirements and standards
- Failure to listen and treat LLA employees and Guests with respect will be treated seriously; this is reflected in an immediate Red Card and Panel review.
- of the incident.
- Serious breach of Safe Working Rules (See 3.29)

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### 3.31 Panel Review Meetings

The purpose of the Panel Review Meeting is to provide an independent and fair method of governance in the review of transgressions as part of the Contractor sanction system. The Panel Review team will consist of Work Sponsor / Contract Owner, Contractor Compliance Manager, Senior Engineer and an independent and impartial Manager. LLA Legal and Procurement teams may also provide guidance on any proposed decision

Panel Review Meetings will be scheduled to take place following investigation into the issue of a second yellow (concern) card or following the issue of any red (deficiency) card to discuss and review the application and issue of Contractor sanctions. All Panel Review Meetings will be minuted to ensure a clear record of proceedings and level of transparency.

Contractors should ensure that in advance of the meeting they are able to provide supporting evidence to the Contractor Compliance Manager to present to the Panel Review Team for review and discussion. This will be used as a demonstration of the Contractors existing mechanisms in place to fully ensure compliance with this Code of Practice including evidence of its dissemination and communication as well as supervision and training of workforce operating on LLA infrastructure.

The Contractor may additionally be asked to produce a detailed action plan addressing transgressions and processes to prevent further reoccurrence.

Any Red (deficiency) card sanctions to be enforced will be notified in writing and include the Contractor’s right to appeal the decision within 10 days. Appeals will be reviewed by an independent Senior Manager within LLA. The outcome of the appeal will be deemed as final.

Possible Red (deficiency) card sanction outcomes from the Panel Review Meeting may include:

- A period of probation with a detailed action plan and increased surveillance and monitoring.
- Possible removal from site for a period of 1 to 12 Months
- Possible removal of passes and an indefinite ban and removal from the airport approved Contractor list.

Formal written notification will remain on file and ‘live’ for a period of twelve months from the date of issue.

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## SECTION 4 - PROCEDURES

### 4.1 Initial arrival on site (for works in the Terminal buildings, Airside and Landside)

All Contractors conducting works at LLA, will be required to sign- in once they are on site and sign out before they leave.

This will be facilitated via the ‘Check In’ and ‘Check Out’ functions of LLA Contractor Management System (CMS). The requirement will be to input details of arrival and subsequent departure against the approved Work Authorisation. The check in / out functions can be accessed by scanning the appropriate QR Code or using hyperlinks to the remote forms using a computer or mobile device.



The ‘**Check In**’ or ‘**Out**’ functions will send an email notification to a selected group including TSD and Guest Experience notifying them of your attendance. If required, an LLA representative may attend your location of works.

The Contractor must keep the Company Representative informed of the location and nature of the works underway. This includes details of the start on site or completion of the work together with any changes required to site boundaries or access needs for deliveries, storage, or safe working. If a Contractor has a specific need to store materials/equipment in the Undercroft must first obtain authority from the Guest Experience Duty Manager via the Undercroft usage and storage request form available from [guestexperience.manager@ltn.aero](mailto:guestexperience.manager@ltn.aero)

When leaving site, any Contractor that has ‘Checked in’ will need to “Check Out” to remove their live on-site status. Upon check-out the Contractor will also provide any comments regarding the works carried out. By checking out the Contractor will be confirming that upon leaving site, the work area has been tidied and left safe and free of equipment and tools.

All passes must be visibly always worn by the Contractor while on site, temporary pass holders must be always escorted. Daily pre-task assessment briefing should be conducted and recorded prior to commencement of works to reiterate activities to be carried out, current site conditions, potential hazards, cooperation and coordination arrangements / subcontractors on site and reminder of emergency and escorting arrangements.

Contractors must be able to demonstrate that a valid Work Authorisation / High Risk Permit is in place in respect of the work to be carried out

**For Further Information and Guidance Please Refer to the below (available on request)**

CCOP-UG004 Contractors Site Access User Guide

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## **SECTION 5 - WORKING PROCEDURES**

### **5.1 Contractors General Plant, Equipment, Machinery and Tools**

All equipment provided shall be suitable for the use for which it is intended. Contractors shall ensure that site plant and equipment is inspected and thoroughly examined at regular intervals by people who are competent and authorised to do so and that records of such examinations are maintained in a register, available for examination by the LLA Company Representative upon request.

When selecting equipment, the Contractor shall consider the working conditions, potential site hazards and airport operations. The Contractor shall ensure that the plant, equipment or service is not used for any purposes other than those it has been specifically designed for.

Contractors should consider nuisance control measures to prevent disturbances to other airport users or those who may be affected by works activities e.g. noise reduction measures, wheel washing facilities, dust laying.

The use of petrol-driven plants (excluding staff cars) or equipment shall be prohibited at all locations on the site unless written permission is obtained from the Company Representative 5 days prior to work starts. As a minimum the following details should be provided as part of the permission request.

- All petroleum stored on site must be kept to absolute minimum and stored securely using UN approved containers
- Petroleum is to be always stored away from the immediate area of work
- All equipment complies with, and is used and maintained in accordance with manufacturers’ guidelines
- Evidence of user competence can be clearly demonstrated
- All Risk assessments and Method Statements provide clear direction in the safe use and emergency precautions to be taken.

If permission is given to use petrol/petrol powered equipment then a representative of LLA must be present during its use, if for any reason doubts are raised about its use then all works must be stopped and reviewed prior to restarting.

All moving plant shall have an audible warning that operates automatically when in reverse and a flashing hazard warning beacon.

Contractors shall provide a banksman whenever plant or equipment is being moved where others are or may be working or when the operator does not have a clear view around his plant or equipment.

If any vehicle or plant taller than the maximum headroom restriction is to be used within the airport boundaries the working height of the plant or vehicle shall be notified to the LLA Company Representative.

#### **5.1.1 Cartridge Appliances**

Cartridge Appliances are only to be used by properly trained persons who shall possess a certificate stating which tools they are competent to use. All tools and cartridges shall be stored in a secure place when not in use and a register kept controlling their issue. Tasks involving the use of any cartridge appliances (such as HILTI, SPIT etc.) must be properly risk assessed before instructions are given for site operation.

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**5.1.2 Testing, Commissioning and Maintenance of Temporary Plant & Services**

As with other aspects of construction or installation work the Contractor is required to conduct risk assessments and develop measures to eliminate or adequately control risk. The Contractor shall appoint an authorised person who will be responsible when appropriate for issuing a Work Authorisation / High Risk Permit to work prior to any commissioning or maintenance operations.

All plant and equipment shall conform to current European Union/British Standards. Documentary evidence shall be supplied, and copies passed to the LLA Company Representative.

Prior to any plant, equipment or service being put into use the Contractor shall ensure that it is safe for the plant, equipment or service to be energised.

**5.2 Fire Precautions**

The Company Representative / Work Sponsor will ensure that Fire Precautions for the particular site of contracted work is explained to the Contractor, including the location of the fire assembly points etc.

The Contractor must ensure that all employees and sub-Contractors employed on site are fully acquainted with the above.

No connection shall be made into, or water drawn from fire hose points or hydrants for any reason unless Authorisation has been obtained from the LLA Company Representative / LLA incumbent water services provider.

Signs indicating escape routes and emergency telephone numbers must be clearly displayed in appropriate locations.

LLA Buildings have specific Fire Strategies and Evacuation Orders and any activity that may impact on this must be properly planned and controlled. Re-routing existing fire escape routes or the use of existing routes/rendezvous points for sites must be agreed with the LLA Company Representative.

Contractors may need to provide information to LLA or their employer and put in place control measures so that the requirement of the Regulatory Reform (Fire Safety) Order and Fire Precautions (Workplace) Regulations are met.

All Contractors should note the existence of fire barriers or fire walls within the buildings and ensure that where these are perforated or disturbed in any way, they are made good to the satisfaction of the Company Representative and Terminal and Building & Facilities Manager and the Life Safety Senior Engineer, thereby maintaining the building integrity in case of fire.

No works are to commence without the prior approval of the Life Safety Senior Engineer.

<b>For Further Information and Guidance Please Refer to the below (available on request)</b>
CCOP Permit 002 – Hot Work Permit
CCOP Permit 004 – Life Safety Systems Permit

**5.3 Fire Wall Penetration**

All contractors are responsible for ensuring that all wall penetrations are effectively fire stopped in accordance with Building Safety Act and the Regulatory Reform (Fire Safety) Order. This means using approved fire stop materials and installation methods to seal off these openings and maintain the fire resistance rating of the building.

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Fire stop penetrations are not optional; they are crucial for the safety and integrity of any structure. Failure to properly fire stop penetrations can lead to devastating consequences, including the rapid spread of fire, loss of property, and endangerment of lives.

Fire stop penetrations are designed to prevent the passage of flames, smoke, and toxic gases through openings in fire-rated walls, floors, and ceilings. These penetrations could be gaps around pipes, con-duits, cables, ducts, or any other penetrations through fire-resistance rated assemblies.

As part of the “Work Authorisation” process, the Contractor must inform the Technical Services Department of any wall penetration to take place that could compromise the integrity of any fire compartment and detail within the “description of works” section of the Work Authorisation, the location and reasons for the penetration, penetration size, upload of drawings, installation methods and competence of installation technician.

Immediately following works, Contractors must additionally also inform TSD of any new installations / penetrations via [coco@ltn.aero](mailto:coco@ltn.aero) and include details of the location and materials used. Failure to install correct fire stopping will be deemed to be non-compliant with rectification required at the cost of the installation Contractor. LLA have appointed an approved fire compliance contractor to undertake ad-hoc inspections to ensure compliance is maintained.

**For Further Information and Guidance Please Refer to the below (available on request)**

CCOP-UG002 Creation & Management of Work Authorisation CMS User Guide

#### **5.4 Site Welding (Requirements other than Hot Works)**

Contractors shall ensure that any welding operations are screened or carried out in such a way as to prevent the flashes from this process being seen by pilots in aircraft on the taxiways or adjacent parking aprons, and to protect other operatives and persons immediately adjacent to the operations, from the effects of arc eye.

The risk of falling or windblown hot debris must be assessed and adequate measures put in place to prevent fire hazard. On completion of any welding works the area must be carefully inspected by the Contractor (for up to one hour) to ensure that the risk of secondary burning is eliminated.

Welders may be exempt from wearing high visibility jackets during welding activity. However, if they are working airside and/or adjacent to plant or vehicles the Contractor MUST provide other control measures to safeguard against injury risk from not being seen.

#### **5.5 Liquid Petroleum Gas, Bottled Gas and Highly Flammable Liquid Storage**

None of the above shall be taken into Airport buildings without the permission of the Company Representative.

Contractors shall make adequate arrangements for the safe use and storage of LPG and other gas cylinders. Cylinders are not to be stored near any source of heat and must be properly secured during contract work. All main valves on cylinders must to be shut off when not in use. Signage must be provided to indicate the presence of LPG storage to aid incident management such as fire or evacuation.

The use of Acetylene and/or Oxy-Acetylene at London Luton Airport is strictly prohibited. However special dispensation maybe sought from the Airport Life Safety Senior Engineer if there is no-suitable alternative available.

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Fuel containers must be of the correct type and clearly labelled and stored in accordance with the appropriate HSE guidance notes. All fuels must also be stored as per the Pollution Prevention Guidance published by the Environment Agency

## 5.5 Asbestos

Prior to submitting any Works Authorisation (WA) / High Risk Permit to Work in areas which are known or presumed to hold Asbestos Containing Materials (ACM) a Contractor must review the latest Asbestos survey via the Contractor Management System (CMS).

The respective Asbestos survey(s) must be downloaded and reviewed prior to WA submission. The contractor has a duty to read and understand the survey(s) contents, once these have been reviewed, they must be attached to the WA, by attaching the survey(s) the contractor acknowledges the contents and will comply with its findings, ensuring all employees are made aware of its contents.

All areas not recorded on the survey must be presumed to contain ACM’s and therefore engagement with LLA Appointed Person(s) is essential prior to any works starting.

Any planned works where a requirement exists to breach or alter a materials surface must be notified on the WA / High Risk Permit’s Scope of works as REFURSHMENT OR DEMOLITION REQUIRED.

No WA or High-Risk permit is to be approved or issued without prior consent of TSD Management / Senior Engineers / Appointed Person.

<b>For Further Information and Guidance Please Refer to the below (available on request)</b>
CCOP-P-002 Asbestos Management Procedure
CCOP-UG002 Creation & Management of Work Authorisation CMS User Guide

## 5.7 Waste Disposal

The burning of waste material is prohibited on Company premises. Contractors shall be responsible for the safe and proper disposal of waste arising from activities under their management. Therefore, Contractors must adhere to the waste hierarchy, and duty of care documentation must be available for audit on request. Where significant waste streams are generated a waste management plan should be shared with and approved by LLA prior to commencement of works.

Discharging of oil or other pollutants to any drains, gullies or soak-away is expressly forbidden. Contractors shall be responsible for any damage or contamination caused by waste on site and shall bear the full cost of any remedial measures that the responsible authorities or the LLA Company Representative may direct.

Food waste from site welfare facilities or other accommodation must be properly stored prior to disposal so as not to attract vermin.

Enclosed skips should be used at all times, both landside and airside, sited in positions agreed with the LLA Company Representative. Depending on the circumstances it may be necessary to use lockable skips, and this should be agreed. Use of airport compactors for the disposal of construction/maintenance waste is not permitted.

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### 5.8 Works on Roofs or at Height

All work on roofs must be in accordance with Health & safety Guidance (HSG) 33 - Health & safety in Roof work. A specific Risk Assessment shall be provided in accordance with the Working at Height Regulations.

Before working on any roof, the roofing material must be identified; guidance should be sought from the Company Representative regarding the weight bearing capabilities of the roof.

Safe access to the workplace must be provided which should include, the wearing of harnesses, proper access to height, the use of crawling boards, crawling ladders, handrails and toe boards etc. as appropriate. No working at height should commence without risk mitigation measures being in place.

Materials shall be prevented from falling and notices warning of overhead work, displayed at ground level when appropriate. Waste delivery to ground must be controlled.

<b>For Further Information and Guidance Please Refer to the below (available on request)</b>
CCOP Permit 009 - Work at Height Permit
CCOP-Permit-007 – Roof Access Permit

### 5.9 Safety Harnesses & Lanyards

Contractors shall make safety harnesses/lanyards and training available for all employees who work where there is a risk identified in accordance with the Working at Height Regulations. LLA stipulate in their Health & Safety procedures that a harness and lanyard must be used when working with some types of Mobile Elevating Work Platform (MEWP)

The below must be followed

Wearing a Harness and Lanyard is Mandatory when working in any of the following boom/bucket type MEWP

- 1b Category MEWP
- 3b Category MEWP



**Static boom**



**Mobile boom**

For works in a Mobile Vertical MEWPS that ascends and descends over the chassis and is adequately guarded, will not require the use of a harness and lanyard. These include

- 1a Category MEWP
- 3a Category MEWP
- Push Around Vertical (PAV)

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**Static vertical**



**Mobile vertical**



**Push Around Vertical**

For further information and guidance with working on MEWPS please contact the Technical Services Department.

The use of abseiling techniques as access for any activity will be considered on application to the LLA Company Representative. No work of this kind will be undertaken before agreement on appropriate safety controls is reached.

### 5.10 Barriers, Hoarding, Fencing, Screens and Notices

The Contractor shall supply and erect barriers, guards, fencing and screens. These barriers and precautions should reflect the nature of the risk regarding the works; this is to protect the public and other personnel from the activities being conducted. Tensator Barriers are strictly forbidden to safeguard/cordon any maintenance or construction area. Hard solid throughout barriers must be in place as a minimum and positioned securely. Best practice would be Chapter 8 barriers. For Assurance processes all barriers, hoarding, screens and notices must have all associated issued Work Authorisations/Permit located in a prominent position.

Wherever barriers, guards and screens are erected, suitable notices shall be displayed to denote the hazard within the Restricted Area. These shall conform to the Health and Safety (Safety Signs and Signals) Regulations 1996 and be erected in an approved safe manner.

The Contractor must not move any barriers, guards, screens or notices without permission of the Company Representatives, unless the barrier has been erected by the Contractor themselves or instructed to do so by an LLA representative.

When the use of site hoarding has been agreed, the contractor must comply with the direction stipulated within LLA Health and Safety Procedure 23 (HSP023).

All full site hoardings/enclosures will need to be routinely maintained/check to ensure the structure is sound and safe for its purpose. This will be actioned by the contractor with whom the site is under control of. Evidence of this check may be requested on routine contractor management audits.

**For Further Information and Guidance Please Refer to the below (available on request)**

HSP 023 Hoarding Policy

### 5.11 Scaffolding and Safe Means of Access

Temporary means of access and scaffold structures shall comply with the requirements of H&SAWA 1974 and the Construction (Health, Safety and Welfare) Regulations.

Scaffolders employed by the Contractor shall produce evidence of competence under the CITB's Construction Industries Scaffolders Record Scheme or produce evidence of other approved training. All scaffolding erected at LLAOL must have a visible method for identifying the following:

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- Date of erection (and by whom)
- Owner (name & contact number)
- Safe Bearing Load (in tonnes)
- Date of last inspection (and by whom)
- Method of notifying “Out of Use”

This information must be provided on all access points and be readily visible and legible. Systems such as “Scafftag” or similar shall be used. Contractors must keep a scaffolding register to record all weekly and other inspections. The register will be inspected during any contractor audit conducted by the company.

## **5.12 Cranes, Lifting Tackle, Machines and Hoists**

Only properly tested and marked lifting tackle and machines must be used. The Contractor must satisfy the Company Representative that all lifting tackle and machines comply with the relevant statutory provisions and shall make available certificates and inspection records when required. A copy of the examination and insurance certificates shall be kept on site.

Crane drivers and slingers should meet the training requirements in HSR Guidance Note HSG 39. All work should be in accordance with Lifting Operations and Lifting Equipment Regulations (LOLER).

No crane, drilling rig or piling rig will enter any site without permission of the Company Representative. The Contractor must first obtain a permit from the Airport Operations Department (for both airside and landside plant).

Routine lifting operations which are a little more complex may, depending on the circumstances, need to be planned each time the lifting operation is carried out. If using crane based lifting equipment such as HIAB, Tower, truck mounted, rough terrain, loader or overhead then specific information must be clearly documented on the Work Authorisation and High-Risk Permit.

The respective Works Sponsor/Project Manager/Supervisor or delegated representative must attend a pre-start meeting to ensure all aspects of the works are initiated in a safe, controlled manner.

The plan for any lifting operation must address the foreseeable risks involved in the work and identify the appropriate resources (including people) necessary for safe completion of the job. Factors to include may be any or all of the following:

- Working under suspended loads
- Visibility
- Attaching / detaching and securing loads
- Environment
- Location
- Overturning
- Proximity hazards
- Derating
- Lifting people
- Overload
- Pre-use checking
- Continuing integrity of the equipment and/or load

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### 5.13 Electrical Equipment

The Contractor will be responsible for providing and maintaining the installation, repair or modification on the load side or any point of supply made available by LLA and shall take all reasonable precautions to ensure the safety of the persons on site in accordance with The Electricity at Work Regulations. The Company Representative may require the disconnection or alteration of any parts which are considered to be dangerous.

Electrical distribution installations provided on site are to comply with the requirements of the latest edition of the IEE Wiring Regulations (BS7671), which must be understood and applied to all relevant works.

Supplies to portable, electrically powered tools and temporary site lighting, where practicable, must be reduced to 110 volts or less. Contractors shall ensure that only equipment designed for operating at supply voltage is used on site. All portable electrical equipment must have an in-date PAT test visible, or the items will be removed from site.

Where supplies greater than 110 volts have to be used the need must be justified and supported by a method statement before permission is obtained from the LLA Company Representative. The tool shall be protected by a Residual Current Circuit Breaker (RCCD) and/or Residual Current Breaker with Overcurrent (RCBO) and regularly checked and documented by a competent person. The power cable between the equipment and the outlet must be as short as reasonably practicable on all Electrical equipment greater than 110v to ensure damage to the cable caused by other activity is minimised.

Contractors shall ensure that all tools and distribution equipment, including cables, plugs etc. are complete and examined for signs of damage or wear prior to use. Worn or damaged equipment is to be taken out of service. Trailing cables across operational or public areas is not permitted.

110V distribution equipment and cable covers, including lighting festoons, must be routed and adequately supported to avoid creating hazards on site or damage to the cable equipment. N.B: All work on LV and HV Electrical Equipment is subject to Work Authorisation/Permit to work systems.

### 5.14 Hazardous Substances

LLA employees, contractors, 3<sup>rd</sup> parties and visitors have the potential to be exposed to a variety of hazardous substances in the workplace such as; chemicals, solvents, dusts etc. which under certain circumstances can have a harmful effect on their health or the environment.

Hazardous substances can cause harm by entering or coming into contact with the body in a number of ways; absorption (i.e., through the skin) inhalation (breathing in) swallowing or direct harm at the point of contact (dermatitis after contact with cement for example). Harmful substances can also cause occupational diseases which might only appear later and not be apparent at the time of or immediately after exposure (i.e. asbestosis).

All Contractors shall comply with the Control of Substances Hazardous to Health (COSHH) Regulations, and the appropriate Approved Code of Practice drawn up by the Health and Safety Commission. Any Chemicals being stored must be in accordance with Pollution Prevention Guidance published by the Environment Agency

All Contractors must properly manage the use of such materials ensuring that adequate controls are put in place. This may mean agreeing the use of a substance with the LLA Company Representative so as not to cause nuisance or harm to any building occupants. Substances classified as toxic, very toxic, corrosive, flammable or explosive must be managed in this way. Any chemicals or potential pollutants should be handled in such a way as to minimise the risk of spillage or accidental escape.

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All COSHH tasks either large or small will require a COSHH risk assessments created by the contractor and approved for use on LLA infrastructure for the work requested.

COSHH assessments will be supported by the manufacturer’s material safety data sheet (where applicable) and adequate to the risk and likely exposure levels of works being undertaken. Control of COSHH items for the work will follow the risk assessment principals as defined by the HSE

In order of priority:

1. Eliminate the use of a harmful product or substance and use a safer one.
2. Use a safer form of the product, eg paste rather than powder.
3. Change the process to emit less of the substance.
4. Enclose the process so that the product does not escape.
5. Extract emissions of the substance near the source.
6. Have as few workers in harm’s way as possible.
7. Provide personal protective equipment (PPE) such as gloves, coveralls and a respirator. PPE must fit the wearer.

If control measures include 5, 6 and 7, make sure they all work together.

#### **5.14.1 Housekeeping/Storage of COSHH Materials**

The first principle of safe storage is to always replace the lids of tins and containers whilst working or storing; this reduces the risk of evaporation into the work or storage area. This also reduces the risk of spillage and environmental harm if the container is accidentally knocked over.

COSHH must be stored in bunded containers that are labelled with the appropriate hazard symbols. Containers must be stored away from drains and protected from vehicle collisions. Bunds must be kept free of rainwater. Drip trays must be used if it is necessary to transfer chemicals from one container to another (such as during re-fuelling) or if there is risk of spillage for any other reason (e.g., during maintenance operations).

Oils and fuels must be stored in compliance with The Control of Pollution (Oil Storage) (England) Regulations. The bund must have sufficient capacity to contain 110% of the tank capacity or 25% of the total volume if multiple containers are stored together (whichever is largest). Hoses and connection points must be contained within the secondary bund, and drip trays used where this is not possible during operation. The container must be kept locked when not in use and must be kept in good condition to prevent the release of oil. Flammable and highly/extremely flammable items will require special storage arrangements as specified in the Dangerous Substances and Explosive Atmospheres Regulations. Keep vehicles and storerooms tidy and return all substances to the stores when you have finished using them or store them safely in your vehicle.

LLA premises provide hot and cold running water and soaps for the normal washing of hands, face and forearms. If working in remote areas, additional PPE is required to be provided by your company representative. Personal hygiene is important where any work involves contact with contaminated areas that contain disease-causing organisms.

As part of any site setup, spill kits should be provided and accessible if they are deemed appropriate for the work. This will be identified by the contractor before the initial site setup. Any waste generated will be disposed of in the correct manner. For more information on this, please contact the LLA environmental team.

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### 5.15 Excavations

Excavations shall be carried out in compliance with the Construction (Health, Safety and Welfare) Regulations and the Guidance contained in BS 6031.

Prior to the commencement of excavation work, the position of all underground services must be established. Employees at the work site MUST be provided with a drawing showing the position of services and openings, together with a method statement for the work.

Be aware that a confined space may be created by excavations and would therefore require a specific High-Risk Permit to work. Lights shall be used to mark the edge of excavations and openings. These lights, whether airside or landside, shall not conflict with airport operations. Where there may be a risk, approval should be sought from the LLA Airfield Operations department.

Due to danger to and from underground services, the driving of any item into the ground is classified as an excavation all work within 3 metres of 11kv or 415v cables or gas mains MUST be hand dug and where reasonably practicable the services must be isolated. Service clearance must be sought from LLA before any excavation can commence.

### 5.16 Guarding of Machinery

As per the Provision and Use of Work Equipment Regulations and the Health and Safety at Work Act, all machinery and plant brought onto site by the Contractor, should be fully and appropriately safeguarded to protect personnel.

### 5.17 Transport

Drivers of vehicles and mobile plant shall have been trained and deemed competent in the use of that particular piece of equipment and have the relevant certification available upon request.

No vehicle will be driven on site without the authority of the LLA Company Representative. Contractors must keep to the designated routes and only park in areas allocated to them. All vehicles on site must conform to the same standards of safety and maintenance as would be expected of a vehicle which is used on the public roads. Passengers must not be carried on vehicles unless specifically designed for the purpose.

### 5.18 Noise

All Contractors shall comply with the requirements of The Control of Noise at Work Regulations, and appropriate Code of Practice for Noise Control on Construction and Demolition sites and information/directives given by the LLA Company Representative. The Contractor shall ensure that attention be given to the following control measures:

Assessments shall be carried out by a competent person to quantify the level of noise generated as a result of noisy activities such that the workforce can be adequately informed, instructed and control measures implemented.

Where particularly noisy works are being undertaken which may disturb neighboring properties, a works schedule must first be agreed with LLA.

All diesel plant (and petrol plant where permitted), shall be fitted with a correctly maintained and effective exhaust silencer. The specification of plant and equipment shall include noise suppression through damping, lagging, screening or absorption walls. If fitted with acoustic covers these must be closed when machines are in use.

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Machinery used intermittently shall be shut down in the periods between works or throttled back to a minimum. All pneumatic tools shall be fitted with noise reduction equipment to ensure noise is reduced to acceptable levels.

The contractor must also warn his employees of the hazard of aircraft noise. Ear protection shall therefore be made available to employees in accordance with the Noise at Work Regulations. Contractors are reminded that they are responsible for providing and ensuring the use of suitable hearing protection by their employees and their sub-contractors.

If any of the following apply then a risk assessment and role-based noise exposure assessment must be completed, made available to affected staff and reviewed annually:

- The noise is intrusive – for example, as noisy as a busy road, aircraft noise, machinery etc. – or worse than intrusive, for most of the working day;
- Employees have to raise their voices to carry out a normal conversation when about 2 m apart for at least part of the day;
- Employees use noisy powered tools or machinery for more than half an hour each day;

Contractors must ensure that they:

- Provide employees with hearing protectors if they ask for them and their noise exposure is between the lower and upper exposure action values;
- Provide your employees with hearing protectors and make sure they use them properly when their noise exposure exceeds the upper exposure action values;
- Identify hearing protection zones, i.e. areas where the use of hearing protection is compulsory, and mark them with signs if possible;
- Provide your employees with training and information on how to use and care for the hearing protectors;
- Ensure that the hearing protectors are properly used and maintained.
- Make sure the protectors give enough protection – at least to get below 85 dB at the ear;
- Target the use of protectors to the noisy tasks and jobs in a working day;
- Select protectors which are suitable for the working environment - consider how comfortable and hygienic they are;
- Think about how they will be worn with other protective equipment (e.g. hard hats, dust masks and eye protection);
- Provide a range of protectors so that employees can choose ones which suit them.
- Make sure that provided protectors do not cut out too much noise - this can cause isolation, or lead to an unwillingness to wear them;
- Do not make the use of hearing protectors compulsory where the law doesn't require it;
- Do not have a 'blanket' approach to hearing protection - better to target its use and only encourage people to wear it when they need to.

Action Levels

An action level is basically a noise exposure level at which employers are required to take certain steps to reduce the harmful effects of noise on hearing. There are two main action levels for continuous Noise:

- The lower exposure action value is a daily or weekly average noise exposure level of 80 dB, at which the employer has to provide information, risk assessment and training and make hearing protection available.
- The upper exposure action value is set at a daily or weekly average noise exposure of 85 dB, above which the employer is required to take reasonably practicable measures to reduce noise exposure, such as engineering controls or other technical measures. The use of hearing

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protection is also mandatory if the noise cannot be controlled by these measures, or while these measures are being planned or carried out.

- Finally, there is an exposure limit value of 87 dB, above which no worker can be exposed (taking hearing protection into account).

**For Further Information and Guidance Please Refer to the below (available on request)**

CCOP-P-004 Noise Procedure

## 5.19 Housekeeping & Welfare Facilities

The general tidiness of all sites where a Contractor is working shall be the responsibility of the Contractor and sites must be always kept in an orderly condition. All working areas, gangways and stairways must be kept free from obstruction. Where it is necessary to remove handrails etc., to facilitate construction or refurbishing work, the contract working areas shall be securely fenced and made safe by the Contractor.

The Contractor will be responsible for ensuring that the area of works is left clean and tidy when the works are complete and shall provide such labour and equipment as necessary to facilitate this.

Please be advised that any work carried out within the Plant Room area must be meticulously documented within the Plant Room Logbook (see also 5.19.1). All Contractors must ensure that all plant rooms are left tidy after use with all unwanted materials and waste removed.

Contractors should provide and maintain adequate welfare accommodation (areas for refreshments, changing, toilets, showers, smoking, drying and provision of first aid resources) and allow full use of such accommodation to all persons on site whether directly employed or not.

Contractors are not permitted to bring, buy or consume intoxicating liquors or drugs on site. If we suspect you are working under the influence of either you will not be permitted access to undertake works and will be removed from site (further details are available within Online Contractors Induction).

Contractors are required to ensure that their workforce are fit to undertake the required work activities and that they have been made aware of the use of any prescription or over the counter medication prior to commencement of work

Public restaurants are not to be used by Contractors staff, unless the staff are clean and appropriately dressed. Hi-visibility vests should be removed if using public restaurants. Where it is not practicable to provide site facilities e.g. for smaller projects, alternative arrangements must be made e.g. shared facilities. The size and capacity of such facilities should accommodate all on site. Facilities are to be run and maintained to a high standard as part of an excellent working environment i.e. operated to a suitable standard for any level of operative or management.

The Contractor shall construct any temporary site accommodation and offices in accordance with the Fire Certificate (Special Premises) Regulations.

**Important Notice: Water obtained from the Airport fire hydrant is unfit for human consumption and should not be used for any purpose including drinking. Contractors shall ensure that this is drawn to the attention of all employees including any subcontractors.**

Birds are a potential major hazard at the airport. The Contractor must take steps to ensure that kitchen and canteen waste is stored and disposed of in such a manner that it will not attract birds or

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vermin. Where a Contractor has noted the presence of birds, rodents or insect pests then the LLA Company Representative must be notified.

### 5.19.1 Plant Room Logbooks

All contractors working in Plant Rooms must ensure the assigned plant room logbook is completed to include the below information and maintain a clear record of all activities undertaken

- **Date and Time:** Record the exact date and time when the work was started and completed.
- **Personnel Involved:** List the names of all individuals who participated in the work.
- **Description of Work:** Clearly outline the nature of the work performed.
- **Equipment Worked On:** Provide details of any equipment that was maintained during the work.
- **Observations and Issues:** Note any observations made or issues encountered including whether the work was completed or if further action is required.

### 5.20 Courtesy

It is expected that all Contractors, sub-Contractors and other employees will always act in a courteous and polite manner.

### 5.21 Company Notices

The Company's notices or announcements regarding Safety, Security, Fire Precautions and any other matters which are displayed on site must be strictly adhered to.

### 5.22 Losses

The Company cannot be held responsible for any losses of machinery, plant, personal possessions or property belonging to the Contractor or their employees howsoever arising.

### 5.23 Airport Directives / Bylaws

The Contractor must comply at all times with any Airport Directives or Instructions issued from time to time by the LLA Company Representative as appropriate, and abide with the bylaws of the Company, copies of which are available from the Client if required. Strict compliance, with low visibility procedures (refer to the Aerodrome Manual) or evacuation procedures, is paramount at all times.

### 5.24 Work on (or in the vicinity of) Fire Alarm Installations or other Life Safety Systems

Before commencing work, the Contractor shall identify the location of fire alarms etc. and associated cabling.

Where isolation of essential fire alarms is required, approval **MUST** be sought from the LLA Company Representative. Failure to obtain this approval could result in installation faults or isolation of parts of the system which may be an offence under the Regulatory Reform (Fire Safety) Order or the Health & Safety at Work Act. Any act which affects the effective operation of a fire alarm system in an occupied building can clearly have very serious effects on the building safety.

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Working practices in the vicinity of operational fire alarm circuits (usually fire alarm cables have red outer sheath), life safety systems e.g. smoke extract systems, emergency lighting must avoid the risk of cutting, crushing or excessive pulling of these cables. Fire alarm devices and cabling must be protected at all times and during all stages of work.

All works that occur within the airport that introduce dust, heat or smoke must follow the LLA permit application procedure. Once Life Safety Systems (LLS) permits have been identified within the scope of the works being undertaken, a LSS Permit will therefore be required. If the requirement has been identified before the submission of the works package, then the LSS can be requested at the time of the Work Authorisation (WA) submission or throughout the WA duration as detailed below.

On arrival to work area, the GX Manager must be contacted before works commence. This will be to isolate the identified devices within the Issued LSS Permit. The isolation will be carried out by the Guest Experience Team via the Airport Operations Control Centre (AOCC). Works may commence until this isolation has been confirmed

**For Further Information and Guidance Please Refer to the below (available on request)**

CCOP Permit 004 – Life Safety Systems Permit

## **5.25 Protection and Maintenance of Overhead and Underground Services and Mains**

There is a considerable network of underground/overhead services at the Airport and particular care is necessary to avoid damage to or risk from overhead electricity and telephone lines, gas, water and fuel mains, drains and other services.

- Local service clearance procedures must be followed for any proposed excavation works.
- Services clearance should be sought from LLA Company Representative before any excavation is commenced.
- All works within 3 metres of 11kv and 415v or gas mains MUST be hand dug and where reasonably practicable the services must be isolated.
- Employees engaged in such work MUST be provided with plans or drawing together with a method statement for the work.
- In the event of any damage to mains or services, Contractors shall immediately make the area safe and notify the LLA Company Representative and owner of the service.

Before commencing any excavations outside the airport boundaries, the Contractor shall contact all service companies to establish the location of buried services. Such works as necessary shall be carried out in accordance with the relevant service company’s procedures. Documentary evidence verifying the services clearances shall be made available to the LLA Company Representative upon request.

Newly installed or excavated but previously uncharted buried services are to be properly protected and identified, and accurate plans provided to the LLA Company Representative on completion of the works.

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## SECTION 6 - EMERGENCY PROCEDURES

### 6.1 Fire

Upon discovery of a fire, Contractor's employees working near the fire should raise the alarm immediately by calling the County Fire Brigade on 9-999, and the Airport Fire and Rescue Service on 01582-395200 (or 5200 from an internal phone). If it is safe to do so, then attempt to extinguish the fire.

In the event of an emergency or fire drill evacuation they should leave the area in which they are working via the safe exit route, and report to the nearest "Assembly Point". The Contractors nominated person will conduct a 'roll call' of all his employees on site and report his findings to the 'Assembly point Marshall' at the Assembly Point. The use of any firefighting equipment must be reported to the Company Representative.

### 6.2 Oil/Fuel Spillage

In the event of any oil or fuel spillage, immediate action must be taken to contain the area affected. The Contractor must notify the Operations Control Centre (OCC) on (01582) 395525 of any spill.

If contractors are storing fuel or refueling on site that they put a spill kit nearby so that they can contain a spill. However, should the spill be extensive, or there is ANY risk of fire, the Airport Fire Station must be advised first by contacting 01582 395200 (emergency number only).

Clean-up operations must be carried out in the approved manner (details of which are available from the Operations Centre) but in no circumstances should oil or fuel be washed down or be allowed to enter any drains or gulleys. Failure to comply with this procedure could lead to prosecution.

### 6.3 Accidents, Incidents, Near miss and Dangerous Occurrence reporting

In addition to the Contractors own obligations under RIDDOR, the following must be reported as defined in the table below:

Type	Notification Timescale	To be Notified
RIDDOR Reportable	Immediate	LLA H&S Team & TSD Compliance
Lost Time Incident	Immediate	LLA H&S Team & TSD Compliance
Accidents, Incidents & Near Misses which do not meet the above criteria	Within 7 days of event taking place	LLA H&S Team & TSD Compliance

The following emails must be used when notifying of any event described in the above table:

- [LTNHealthandSafety@ltn.aero](mailto:LTNHealthandSafety@ltn.aero)
- [Coco@ltn.aero](mailto:Coco@ltn.aero)

**Where immediate assistance is required, please contact the Airside Operations Team on 01582 395525**

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**ACCIDENT**

an accident is a separate, identifiable, unintended incident, which causes physical injury. This specifically includes acts of non-consensual violence to people at work. Injuries themselves, e.g. ‘feeling a sharp twinge’, are not accidents, there must be an identifiable external event that causes the injury, e.g. a falling object striking someone. Cumulative exposures to hazards, which eventually cause injury (e.g. repetitive lifting), are not classed as ‘accidents’ RIDDOR only requires you to report accidents if they happen ‘out of or in connection with work’. The fact that there is an accident at work premises does not, in itself, mean that the accident is work-related – the work activity itself must contribute to the accident. An accident is ‘work-related’ if any of the following played a significant role: the way the work was carried out any machinery, plant, substances or equipment used for the work or the condition of the site or premises where the accident happened

**INCIDENT**

an event that results in loss, property damage (fabrication or plant/equipment etc.), business interruption or environmental event such as chemical spillage etc.

**NEAR MISS**

an event/condition that, while not causing harm, has the potential to cause injury, ill health, damage to property, plant, equipment or the environment.

An example of a near miss could be an evident trip hazard such as a protruding carpet tile, a spill on the floor or a faulty/damaged piece of equipment that could result in harm if circumstances were different.

All Fault, Near Miss and Hazard Observation reporting should be made where possible via the Airport Community App which can be downloaded from relevant App Store in IOS and Android using the below QR Code.

The Airport Community App also provides access to emergency numbers, Airport Management Notices (AMN) and other useful airport information.



**DANGEROUS OCCURRENCE**

incidents with a high potential to cause death or serious injury, but which happen relatively infrequently

All Accidents, Incidents, near miss and Dangerous Occurrences must be reported to a relevant member of LLA staff or your work sponsor in order to progress the information on Opscom. Failure to report any event within 24hrs could result in access being revoked, and/or contractor removed from site dependent on the severity.

Contractors must comply with the requirements of the Health and Safety (Miscellaneous Amendments) Regulations. Prior to work commencing, the Contractor will ensure they have adequate medical and First Aid services available and will have undertaken a first aid needs risk assessment to confirm provision and availability of adequate resources (including portable first aid kits and emergency first aid trained staff as appropriate).All Employees working for the Contractors must be made aware what medical facilities are available, where they are situated and action to be taken in the event of an emergency.

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## SECTION 7 - AIRSIDE SAFETY REQUIREMENTS

### 7.1 General Rules

No work is permitted to commence without prior inspection and approval of the Operations Duty Manager (ODM). The ODM is to be contacted prior to work starting each day and again before the contractors leave site or on completion of the works.

- All works shall be inspected at regular intervals by Airfield Operations staff
- The ODM shall make an inspection at the end of each day/nights work.
- Contractors are not permitted to leave site until a safety inspection has been made.
- Sponsors are responsible for providing escorts for contractors operating airside.

The wearing of High Visibility clothing is Mandatory for all persons that operate in external airside areas. The minimum standard of high visibility clothing is a yellow waistcoat incorporating retro - reflective materials that meets the standard EN-471. In accordance with LLA policy, High-visibility waste coat/jackets must be kept fastened closed at all times

- No FOD shall be permitted during works and worksite housekeeping must be maintained to the highest standard at all times.
- No direct communications with ATC shall take place by contractors or their sponsor without prior approval of LLA.
- No contractor or sponsor shall enter or leave the nominated works site unless it is by the planned and authorised route.
- The contractor is responsible for ensuring that the work area is clearly marked and marking equipment, e.g. cones, barriers etc., are of the approved pattern and available in sufficient quantities.
- All equipment provided for demarcation and lighting shall conform to the minimum legal safety standards for public areas. However, items such as cones, barriers and signs shall be sufficiently weighted and secured

The above list is not exhaustive but should be used as guidance to the minimum standards required. Each task may have specific requirements to ensure the safety standards are adhered. Full compliance with all relevant Instructions is an absolute requirement.

Full compliance with all relevant Instructions is an absolute requirement.

### 7.2 Safety Instructions

Contractors shall comply with the current Operations Safety Instructions (OSI) Temporary Operations Instructions (TOI). The LLA Company Representative shall ensure that the Contractor is aware of and are provided with copies of all appropriate documentation.

Any contractors carrying out works which involves the use of cranes must receive prior permission from LLA. Details should be submitted to LLA at least one month in advance of any proposed crane operations. Full details of this process can be found in OSI 053-24 Operation of Cranes (available upon request).

### 7.3 Aircraft Operations

Works may take place in close proximity of aircraft movements either under flight paths or adjacent to taxiways and aprons. Contractors shall comply with the instructions of the ODM regarding movement of lorries, construction plant etc., so as to prevent interference with aircraft or other traffic using the airport.

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In complying with the instructions of the LLA Company Representative regarding flying and traffic control arrangements, Contractors shall provide flagmen and warning signs or operate schemes for the control of traffic or as may be required by the LLA Company Representative.

During the hours of darkness, i.e. 30 minutes after sunset until 30 minutes before sunrise or in conditions of low visibility, all working areas must be lit. They are to be lit by obstruction lights at a maximum spacing of 3m. The obstruction lights are to be of an approved pattern. In addition to this Contractors attention is drawn to the following hazards:

- Noise – see protection against aircraft noise (section 5.18)
- Suction and Blast – Contractors employees shall be warned of the danger of aircraft suction and blast, particularly those working in close proximity to aircraft. Contractors shall take all necessary steps including posting of lookouts to prevent injury to employees.
- Visibility – Additional caution shall be exercised in reduced visibility conditions. Special instructions for working in poor visibility are contained in airport operational safety instructions.
- Litter - Contractors shall take all necessary measures to keep sites tidy and prevent rubbish and debris blowing away. Food waste that may attract birds (hazardous to aircraft movements) must be properly controlled.
- Site Lighting – Contractors shall ensure that any site lighting provided for works during hours of darkness will be positioned and directed so as not to represent any hazard to airside operations. These matters require consultation with and subsequent permission from the ODM and the LLA Company Representative.

#### **7.4 Airside Accidents**

All airside accidents incidents and dangerous occurrences involving injury to personnel or any damage to aircraft, vehicles, plant and structures shall be reported immediately to LLA Airport Operations Control Centre (AOCC) on tel. no. 01582 395525.

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## APPENDIX LIST

- 1 Supporting Procedures and User Guides Index
- 2 LLA Authorised Persons and Recognised Accreditation / Qualification and Registration Schemes
- 3 London Luton Airport Insurance Requirements
- 4 Contractor Card (Red / Yellow / Green) Formal Notification
- 5 Contractor Continuous Improvement Review Best Practice Guidance

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## APPENDIX 1 Supporting Procedures and User Guides Index

<b>Document Reference</b>	<b>Title</b>	<b>Version</b>	<b>Date</b>
CCOP-P-001	High Risk Work Permit Procedure	01	July 2024
CCOP-P-002	Asbestos Management Procedure	01	July 2024
CCOP-P-003	Security Pass Information	01	July 2024
CCOP-P-004	Noise	01	July 2024
CCOP-Permit-001	Confined Space Entry Permit Procedure	01	July 2024
CCOP-Permit-002	Hot Work Permit Procedure	01	July 2024
CCOP-Permit-003	High Voltage Work Permit Procedure	01	July 2024
CCOP-Permit-004	Life Safety Systems Work Permit Procedure	01	July 2024
CCOP-Permit-005	Low Voltage Work Permit Procedure	01	July 2024
CCOP-Permit-006	Pressurised Gas Systems Work Permit Procedure	01	July 2024
CCOP-Permit-007	Roof Access Permit Procedure	01	July 2024
CCOP-Permit-008	Service Clearance Work Permit Procedure	01	July 2024
CCOP-Permit-009	<u>Work at Height Permit Procedure</u>	01	July 2024
CCOP-UG001	Contractor Management System (Contractor Access) CMS User Guide	01	July 2024
CCOP-UG002	Creation and Management of Work Authorisation CMS User Guide	01	July 2024
CCOP-UG003	Creation of High-Risk Work Permit CMS User Guide	01	July 2024
CCOP-UG004	Contractors Site Access User Guide	01	July 2024
HSP 023	LLA Use of Hoarding Policy	07	July 2023
HSP 029	LLA Construction (Design and Management) and Building Regulations Procedure – Client Duties	02	06/06/24
HSMP 013	LLA Working on Principal Contractor Sites	05	31/05/22
ENVMP11	Contractors Compound Position Statement & Procedure	03	10/07/24
TSD 11.6	Plant Room Standards	01	27/11/254

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## APPENDIX 2 Authorised Persons & LLA Recognised Accreditation / Qualification & Registration Schemes

### Authorised Persons

Work Authorisation can be completed by all parties (including work sponsors) trained and qualified as a user within the CMS Database by the TSD Compliance Team. The below LLA personnel are authorised to approve and issue high risk permits as follows:

<b>Permit Type</b>	<b>Authorised Person</b>
<b>Hot Works</b>	<ul style="list-style-type: none"> <li>• Fire Safety Officer Rescue and Fire Fighting Services (RFFS)</li> <li>• Airport Managers</li> <li>• Guest Experience Managers</li> <li>• Operations Duty Officer</li> <li>• Qualified TSD Senior Engineers</li> </ul>
<b>Work in Confined Spaces</b>	<ul style="list-style-type: none"> <li>• Senior Life Safety Engineer</li> <li>• Qualified TSD Senior Engineers</li> <li>• Contractor Compliance Manager</li> <li>• RFFS (Emergency Situations Only)</li> </ul>
<b>High Voltage</b>	<ul style="list-style-type: none"> <li>• Airfield Services Senior Engineer TSD</li> <li>• Electrical Services Senior Engineer</li> <li>• Electrical and Baggage Handling System Manager</li> </ul>
<b>Isolation of Services / Electrical Install Works</b>	<ul style="list-style-type: none"> <li>• <u>Airfield</u> Qualified TSD Senior Engineers</li> <li>• <u>Buildings</u> Mechanical &amp; Electrical Senior Engineer TSD</li> <li>• <u>Life Safety</u> TSD Senior Life Safety Engineer Building Services Senior Engineer Fire Safety Officer RFFS</li> </ul>
<b>Working at Height</b>	<ul style="list-style-type: none"> <li>• Qualified TSD Senior Engineers</li> <li>• Senior Life Safety Engineer</li> <li>• Contractor Compliance Manager</li> </ul>
<b>Emergency Permit to Works</b>	<ul style="list-style-type: none"> <li>• Airport Managers</li> <li>• Qualified TSD Senior Engineers</li> <li>• Senior Life Safety Engineer</li> <li>• Contractor Compliance Manager</li> </ul>
<b>Service Clearance</b>	<ul style="list-style-type: none"> <li>• Qualified TSD Senior Engineers</li> <li>• Senior Life Safety Engineer</li> <li>• Contractor Compliance Manager</li> </ul>

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<b>Permit Type</b>	<b>Authorised Person</b>
<b>Life Safety Systems</b>	<ul style="list-style-type: none"> <li>• Senior Life Safety Engineer</li> <li>• Qualified TSD Senior Engineers</li> </ul>
<b>Roof Access</b>	<ul style="list-style-type: none"> <li>• Senior Life Safety Engineer</li> <li>• Qualified TSD Senior Engineers</li> <li>• Contractor Compliance Manager</li> </ul>

### **LLA Recognised Accreditation / Qualification and Registration Schemes**

- Construction Skill Certificate Scheme (CSCS)
- Construction Plant Competence Scheme (CPCS)
- National Plant Operators Scheme (NPORS)
- Construction Industry Scaffolders Record Scheme (CISRS)
- New Roads and Street Works Act (NRWSA)
- Joint Industry Board (JIB)
- British Institute of Cleaning Science (BISC)
- Centre for Window and Cladding Technology (CWCT)
- National Inspection Council for Electrical Installation Contracting (NICEIC)
- British Locksmiths Institute
- British Locksmiths Association
- City & Guilds 6055 - Lead Workers Certificate
- Engineering Construction Industry Training Board (ECITB)
- Heating and Ventilation Contractors Associated (HVCA)
- Gas Safe Register
- Building Engineering Services Scheme (CITB)
- Steeplejack & Lighting Protection Training Group
- Electrical ECS card (17<sup>th</sup> Edition)
- Certificate of Competence for Demolition Operatives (CCDO)
- Concrete Repair Association (CRA)
- Spray Concrete Association (SCA)
- Drilling & Sawing Association (DSA)
- City & Guilds Street Work Excavation & Reinstatement
- Construction Skills Register (CSR) (N. Ireland)
- Construction Skills Register (CSR) Electrical Training Trust
- Licensed Asbestos Removal Contractor (LARC)
- Asbestos Removal Contractors Association (ARCA)
- SafeContractor Scheme
- Building Engineering Services Association (BESA)
- United Kingdom Accreditation Scheme (UKAS)

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### Appendix 3 - London Luton Airport Insurance Requirements

Type of Insurance	Type of Insurance Required	Minimum Insurance Level Required
		If the minimums are insufficient to cover the value and risks of an operator’s or supplier’s operations, the insurance levels should be increased.
Airside public liability insurance	Operators or suppliers operating airside (including groundhandlers) whose work is of a high value, could cause damage to high value assets or possess a risk to critical airport operations.	£100m airside public liability insurance. Including cover of at least: £100m per claim, £100m for all claims in aggregate annually, and £100m in respect of liabilities covered under the war and allied perils extension.
	Operators or suppliers operating airside in external areas (including the apron, taxiway and runway) in close proximity to aircraft.	£50m airside public liability insurance. Including cover of at least: £50m per claim, £50m for all claims in aggregate annually, and £50m in respect of liabilities covered under the war and allied perils extension.
	Operators or suppliers operating airside in external areas (including the apron, taxiway and runway) but not in close proximity to aircraft.	£30m airside public liability insurance. Including cover of at least: £30m per claim, £30m for all claims in aggregate annually, and £30m in respect of liabilities covered under the war and allied perils extension.
	Operators or suppliers operating airside within the terminal (with only limited apron access for deliveries).	£20m airside public liability insurance. Including cover of at least: £20m per claim, £20m for all claims in aggregate annually, and £20m in respect of liabilities covered under the war and allied perils extension.
General public liability insurance	Operators or suppliers operating landside (including in the car parks) except if the operator or supplier is a recruitment agency or an individual contractor (see below).	£10m general public liability insurance. Including cover of at least: £10m per claim, and £10m for all claims in aggregate annually.
	Recruitment agencies and individual contractors operating landside	£1m general public liability insurance. Including cover of at least: £0.5m per claim, and £1m for all claims in aggregate annually.
Employers’ liability insurance	Operators and suppliers operating at the airport.	£10m employers’ liability insurance. Including cover of at least: £10m per claim, and £10m for all claims in aggregate annually.  Except if no more than 5 workers will attend the airport, in which case such cover can be reduced to at least: £5m per claim, and £5m for all claims in aggregate annually.
Professional Indemnity insurance	Suppliers providing LLA with professional, consultancy or design services.	£1m professional indemnity insurance. Including cover of at least: £0.5m per claim, and £1m for all claims in aggregate annually.  Except if the supplier is providing legal or financial advice, or construction designs, in which case such cover must be increased to at least: £5m per claim, and £5m for all claims in aggregate annually.

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Type of Insurance	Type of Insurance Required	Minimum Insurance Level Required
Products liability insurance	Operators and suppliers which alter, repair, install, supply or sell physical goods at the airport.	<p>If the minimums are insufficient to cover the value and risks of an operator’s or supplier’s operations, the insurance levels should be increased.</p> <p>£10m product liability insurance.</p> <p>Including cover of at least: £10m per claim, and £10m for all claims in aggregate annually.</p> <p>Except if the supplier or operator is primarily supplying goods which there is no risk of such goods (or a defect in such goods) causing a moderate or serious personal injury, in which case such cover can be lowered to at least: £0.5m per claim, and £0.5m for all claims in aggregate annually.</p>
Vehicles insurance	Operators and suppliers whose operations involve a substantial number of vehicle movements at the airport or who drive airside.	<p>Fully comprehensive vehicles insurance.</p> <p>Including cover of at least: unlimited cover for personal injury caused to a third party, and in respect of property damage £10m per claim, and £10m in aggregate annually.</p> <p>Except that:</p> <p>coach and bus operators must have specialist coach and bus vehicle insurance with the same minimums.</p> <p>taxi operators licenced by LLA must have specialist public hire vehicles insurance with the same minimums; and</p> <p>operator’s driving airside must obtain a vehicles insurance extension to their airside liability insurance with the same minimums as are required by that airside public liability insurance policy except (except cover for personal injury which must be unlimited).</p>
Motor trade insurance	"Park & Ride" operators and "Meet & Greet" operators at the airport.	<p>Fully comprehensive motor trade insurance.</p> <p>Including cover of at least: unlimited cover for personal injury caused to a third party, and in respect of property damage £10m per claim, and £10m for all claims in aggregate annually</p>
Contractors all risks insurance	Operators and suppliers which undertake substantive construction works projects at the airport.	Contractors all risks insurance for at least the full re-instatement value of the relevant works at the airport.
Cyber liability insurance	Suppliers that hold a substantial amount of data on behalf of LLA, or who provide remote or cloud-based IT systems to LLA.	<p>£1m cyber liability insurance.</p> <p>Including cover of at least: £1m per claim, and £1m for all claims in aggregate annually.</p>
Business contents insurance	Retail concessionaires at the airport.	Business contents insurance for at least the full re-instatement value of all of the operator or supplier’s fixtures, fittings, stock and equipment located at the airport.
Aviation liability insurance	Aircraft operators at the airport.	The minimum level of aviation liability insurance required by law
Environmental impairment insurance	Operators and suppliers where there is a risk that they might cause a moderate to high level of environmental damage in the course of their operations at the airport.	<p>£3m environmental impairment insurance.</p> <p>Including cover of at least: £3m per claim, and £3m for all claims in aggregate annually.</p>

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**Expired Insurances** - If a Contractor/Concessionaire insurances lapse on LLA CMS the system will send notification, and their accounts will be de-activated and will only be re-activated when in-date and valid insurances are updated on the system. This can be done directly on the system by the contractor, or a copy provided via email to [coco@ltn.aero](mailto:coco@ltn.aero)

**Sub-Contractor Insurances** - If a Contractor/Concessionaire raises a WA/Permit which requires the use of sub-contractor(s) to complete works, they to annotate in the purpose field of the WA/Permit whether they are working under the Contractors/Concessionaire insurances or their own.

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**APPENDIX 4 - Contractor Card Formal Notification**

# Contractor Card Formal Notification

In accordance with Section 3.30 of the Contractor Code of Practice a formal card notification has been issued to the below Contracting Company / Individual.

Card Type	<input type="checkbox"/>	Red
	<input type="checkbox"/>	Yellow
	<input type="checkbox"/>	Green

The level of notification is based upon the type, frequency and severity of the event

Name of Contracting Company			
Name of Contracting Operative (Where Applicable)			
Reported By (Name / Role)		Date	
Issued By (Name / Role)		Date	
Work Sponsor (Name / Role)		Date	
Work Authorisation / Permit No. (Where Applicable)			

**Event Details**

Location of Event	
Date of Event	
Details of Event	
Reason for Notification	
Immediate Action Taken	

**This written notification remains live for 12 months from date of issue**

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**APPENDIX 5 TSD Contractor Weekly Site Returns**

Contractor		WA No.	
Operatives		Permit Type / No.	
Location		Date W/E	
Activity			

Please complete and return the below to coco@ltn.aero on a weekly basis in respect of works undertaken based upon singular specific work authorization (not site-wide activities).

Weekly Return Type	Yes	No	N/A	Comments
Daily Pre-Task Briefing				
Confirmation of PPE Check				
Confirmation of Pre-Use Equipment Check				
All Ladders, Towers and podiums, inspected / checked Scaff tags in place and in date				
All Plant / Leads PAT Certified				
Any new materials on site requiring COSHH Assessments (Provide Copy)				
New Fire Stopping Penetrations (Include details of material / location)				
Confirmation of Waste Disposal method / Type of waste generated				
Weekly Site H&S Inspection (Provide Copy)				
Toolbox Talks (Provide Copy)				
New Starters on Site - Competency Records				
Near Miss Reported (Provide details)				
Accidents / Incidents Reported (Provide details)				
Other				

I confirm all information provided is correct

Name		Job Title	
Signature		Date	

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## APPENDIX 6 Contractor Continuous Improvement Review Best Practice Guidance

### Contractor Continuous Improvement Review Best Practice Guidance

Action Scores (1 Very poor - 5 Excellent)				
1	2	3	4	5
Very Poor	Poor	Non-conformance	Good	Excellent
Severe sub-standard action or condition with the potential to result in fatal or major injury, or serious damage to equipment, infrastructure or environment	Sub-standard action or condition with the potential to result in any injury or minor damage to equipment, infrastructure or environment	Below standard action or condition which, whilst not resulting in injury or damage, falls below the requirements and standards	Actions or conditions have adhered to legislative and industry standards	Actions or conditions have exceeded legislative and industry standards
Stop operations and rectify immediately – inform management	Action within 24 hours or as per agreed requirements	Action within 3 days or as per agreed requirements	Maintain standards, improve wherever possible	Maintain standards and promote within LLA

Actions allocated with a score of 5 are deemed as 'excellent' and demonstrate controls in accordance with the CCoP and exceeding legislative and industry standards. The below is to be used as a non-exhaustive example to provide guidance and assist when listening, recognizing and recording potential areas of best practice against the criteria to achieve an 100% score

No.	Criteria	5. Excellent
1	Check Site Sign-In / PreTask Assessment	All staff signed in, daily pre-task assessment briefed, and dynamic assessment of daily site conditions conducted and available on site. Evidence of site-specific induction.
2	Check Work Authorisation and Permits	Work Authorisation and any associated permits valid for scope of works, briefed and displayed on site / made available to site team
3	Check Construction Phase Plan / RAMS – Awareness of Hazards	CPP / RAMS available on site, briefed and acknowledged by site team to confirm understanding and staff interviewed and able to confirm site hazards

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<b>No.</b>	<b>Criteria</b>	<b>5. Excellent</b>
<b>4</b>	Check Deliveries to Site / Storage of Materials	Deliveries and storage of materials in accordance with 3.21 of CCoP. Storage areas and plant rooms kept tidy with signage to confirm Contractor details. Contractor demonstrates regular inspection of storage areas. Deliveries planned and managed effectively with materials transported safely to and from the work location.
<b>5</b>	Check Welfare Arrangements	Welfare and facilities arrangements in accordance with 5.19 of CCoP and role, responsibilities under CDM. Arrangements within RAMS / CPP documentation and briefed to site team.
<b>6</b>	First Aid, Fire & Emergency Arrangements	Provision of first aid trained staff (including mental health), Signage in place to show names and contact details of emergency trained staff, airside operations and emergency action to be taken. Fully stocked and in-date first aid kit (including eyewash) within work area, first aider easily identifiable (has armband / sticker on hard-hat). Fire arrangements briefed to include nearest firefighting equipment, escape route and muster point.
<b>7</b>	Check Training /Skills Cards / ID	Training in accordance with 3.16 of CCoP. Evidence of valid competence required to fulfill work scope and mitigate potential hazard areas available on site, uploaded to CMS / provided to TSD. Evidence of specialist training within work remit. Availability of training matrix for site team.
<b>8</b>	Briefing and Communication / Toolbox Talks	Evidence of pre-task briefing, regular toolbox talks, task briefings, Airport bulletins, AMN signed, dated and acknowledged by site team to confirm understanding. Noticeboard or site file containing site organization, emergency contacts, HaSaWA poster, insurances, site plan, site rules, LLA Safe Working Rules, Check-in / Out QR Codes
<b>9</b>	Check Site Security (Barriers, Hoarding, Signage etc.)	Security, barrier and signage in accordance with 3.4, 3.19, 3.5.1 and 5.10 of CCoP (where applicable to works), Evidence of site inspection, Site team displaying appropriate security pass correctly. Consideration given to guests and others safety around site area.
<b>10</b>	Check Housekeeping	Housekeeping in accordance with 5.14.1 and 5.19 CCoP (where applicable to works). Included as part of regular site inspection and additional safety tours / checks conducted prior to start and finish of works. Organised work area.
<b>11</b>	Access / Egress	Access / Egress in accordance with 3.25 of this CCoP (where applicable to works), routes clearly defined within CPP / RAMS and briefed to staff. Appropriate signage where required.
<b>12</b>	Check PPE/RPE	PPE in accordance with 3.8 of CCoP (where applicable to works). Documented site checks of PPE / RPE including hard-hat expiry, evidence of PPE training, kit bags provided.

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<b>No.</b>	<b>Criteria</b>	<b>5. Excellent</b>
<b>13</b>	Portable Tools	Portable tools and equipment in accordance with 5.1 and 5.13 of this CCoP (where applicable to works), clearly labelled with evidence of test and inspection available. Suitably stored and evidence of pre-use check prior to use.
<b>14</b>	Slips Trips and Falls	Work area clear of slips, trips and falls / site hazards. Safety tours and inspections regularly conducted. Training and awareness available to team (e-learning / TBT)
<b>15</b>	Manual Handling	Manual handling risk assessment conducted, Evidence of manual handling training, Use of mechanical aids / innovation to reduce manual handling risk on site, TBT
<b>16</b>	COSHH	COSHH in accordance with 5.14 and 5.14.1 of CCoP (where applicable to works). Valid COSHH Assessments provided to LLA and available with supporting MSDS on site. COSHH briefing carried out to site team, availability of spill kits and training on spillage awareness, Contact details for Airside Operations in event of spillage readily available. All COSHH materials segregated and stored in suitable containment, signage in place.
<b>17</b>	Noise/Hand Arm Vibration	Noise controls in accordance with 5.18 of this CCoP requirements, noise monitoring and assessments conducted and suitable protection in place. HAVS exposure monitored and assessed with suitable controls in place and staff briefed and understand limits.
<b>18</b>	Lifting Operations and Equipment	Lifting operations, equipment and accessories in accordance with 5.9 and 5.12 of CCoP (where applicable to works), Approved lifting plan in place and competent operators in place. Evidence of LOLER examination and staff understanding of requirements. Confirmation of visual inspection within pre-start briefing.
<b>19</b>	Traffic Management / Vehicles	Approved traffic management plan in place. Vehicle management in accordance with CCoP requirements (where applicable to works),
<b>20</b>	Plant/Machinery	Plant managed in accordance with 5.1 of CCoP (where applicable). All plant and machinery has evidence of valid pre-use and statutory inspection available on site
<b>21</b>	Excavations/Earthworks/Services	Excavations in accordance with CCoP requirements (where applicable). Soil examination undertaken, recycling / re-use of excavated material, visible runoff, calculations, design / drawings available on site, arrangements briefed to site team and demonstration of awareness.

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<b>No.</b>	<b>Criteria</b>	<b>5. Excellent</b>
<b>22</b>	Temporary Works	Scaffolding in accordance with 5.11 of CCoP. Evidence of scaffolding inspection recorded on Scafftag every 7 days plus additional daily checks, safety tours and work site inspection encompassing arrangements available, Colour coded tagging system used i.e. Yellow tags if additional safety is required to use inspected scaffold, Red tags if scaffolding incomplete or deemed unsafe. Site team made aware of arrangements. Evidence of Temporary Works Supervisor / Coordinator / BS 5975 training
<b>23</b>	W@H/ Scaffolds/Edge Protection/Platforms	Working at height with the appropriate permit in place and in accordance with 5.8 and 5.11 of CCoP (where applicable). Working at Height hierarchy of control established effectively with evidence of statutory and pre-use examination of working at height equipment and accessories, approved rescue plan in place. Evidence of briefing and communication to site team.
<b>24</b>	Ladders / Podiums / Steps	Evidence of Ladder examination at 3 monthly periods, Ladders clearly tagged. Pre-use inspection recorded.
<b>25</b>	Confined Space	Evidence of valid confined space permit in place with arrangements suitably planned, assessed and briefed to site team and displayed. Evidence of testing and inspection of confined space entry equipment and monitors, approved rescue plan in place
<b>26</b>	Waste Management	Waste disposal in accordance with 5.19 CCoP (where applicable), waste carrier licence accessible by the site team.
<b>27</b>	Demolition Works	Demolition in accordance with 3.26 CCoP requirements demolition plan available on site and briefed to site team
<b>28</b>	Environmental/Spill Control/Ecology	Site specific environmental aspects and impacts register, environmental controls and mitigation available on site and briefed to site team. Evidence of Environmental training and communications for site team. Spillage in accordance with 6.2 of CCoP (where applicable)
<b>29</b>	Fitness for Work, Health and Wellbeing	Evidence of Fatigue Management / Fatigue Risk Assessment monitoring of travel time and / or provision of accommodation (where required), Drugs and Alcohol Policy / Screening, Staff access to EAP, Fitness for work declaration recorded prior to commencement of work
<b>30</b>	Overall Safety Behaviors / Attitude	Clear demonstration and examples of awareness, understanding and willingness shown by site team. Evidence of accident / incident / near miss reporting, awareness of LLA reporting mechanisms in the event of an emergency, evidence of download and use of Airport Community App. Behaviours in accordance with 3.29 and 3.30 of CCoP

