

PAS 82:2012

Incorporating Amendment No.1

Shopfitting and interior contracting – Management system specification



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Foreword

This Publicly Available Specification (PAS) was sponsored by the National Association of Shopfitters.¹⁾ Its development was facilitated by BSI Standards Limited and is published under licence from The British Standards Institution. It came into effect on 30 September 2012.

The National Association of Shopfitters is the trade body that represents the shopfitting and interior contracting sector. The requirements of PAS 82 have been agreed by the Executive Council of the National Association of Shopfitters.²⁾

Acknowledgement is given to the following organisations involved in the development of this PAS as members of the Steering Group:

- BRE
- Chartered Society of Designers
- CITB
- Grant Westfield Ltd
- Grigoriou Interiors Limited
- Health and Safety Executive
- National Association of Shopfitters
- Nationwide Building Society
- Newman Scott Ltd
- Target Shopfitters

Acknowledgement is also given to the members of a wider review panel who were consulted in the development of this PAS.

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This PAS is not to be regarded as a British Standard. It will be withdrawn upon publication of its contents in, or as, a British Standard.

The PAS process enables a specification to be rapidly developed in order to fulfil an immediate need in industry. A PAS may be considered for further development as a British Standard, or constitute part of the UK input into the development of a European or International Standard.

Supersession

PAS 82:2012+A1:2016 supersedes PAS 82:2012, which is withdrawn.

Information about this document

Text introduced or altered by Amendment No. 1 2016 is indicated in the text by tags **A1** **A1**. Minor editorial changes are not tagged.

Amendment A1 introduces the following principle changes:

- updates to references of Construction (Design and Management) (CDM) Regulations 2015;
- “CDM coordinator” changed to “principal designer”;
- “operative” changed to “worker”;
- updates to website and bibliography references.

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²⁾ All members of the National Association of Shopfitters are expected to comply with this PAS. As such, members have stated their commitment to promoting and maintaining excellence in all areas of work and performance together with observance of good corporate governance and in making such a commitment are entered on the NAS register of shopfitters/interior contractors.

Certification

Users of this PAS are advised to consider the desirability of third-party certification of conformity to this PAS. Appropriate conformity attestation arrangements are described in BS EN ISO/IEC 17021. Users seeking assistance in identifying the appropriate conformity assessment bodies or schemes may ask BSI to forward their enquiries to the relevant trade association.

Use of this document

It has been assumed in the preparation of this PAS that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Presentational conventions

The provisions of this PAS are presented in roman (i.e. upright) type. Its requirements are expressed in sentences in which the principal auxiliary verb is "shall".

Commentary, explanation and general informative material is presented in italic type, and does not constitute a normative element. The word "should" is used to express recommendations, the word "may" is used to express permissibility and word "can" is used to express possibility, e.g. a consequence of an action or event.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a PAS cannot confer immunity from legal obligations.



Introduction

PAS 82 is a specification for a management system relevant to shopfitting and interior contracting organisations. Compliance with PAS 82 can help demonstrate levels of corporate governance and standards that can be recognised throughout the shopfitting/interior contracting industry.

NOTE *Shopfitters/interior contractors are actively encouraged to aspire to comply with this PAS to drive continuous improvement within the shopfitting and interior contracting sector.*

Today's shopfitting and interior contracting sector embraces much more than just shops: it covers retail, financial services, leisure, hotels, restaurants, museums as well as travel. The skills required by a shopfitter/interior contractor now extend far beyond joinery since the technological landscape of shopfitting and interior contracting continues to change at a rapid pace. The business is also increasingly international.



This PAS represents an acceptance by the sector that there is a greater need for more widely accepted quality management standards throughout the industry. It is also a statement by the National Association of Shopfitters (NAS) that they are at the forefront of those standards. NAS has been in existence since 1919 and the fact that it remains totally independent of any other trade body is an indication of the importance that most shopfitters/interior contractors place on having their own representative body.

NAS, in sponsoring PAS 82, seeks to provide a level of standardization that will allow shopfitters/interior contractors to demonstrate an acceptable level of competence, professionalism and flexibility that can satisfy their niche market. PAS 82 allows NAS to demonstrate to the wider industry the advantages that a stakeholder can get from using PAS 82-compliant shopfitter/interior contractors.

PAS 82 recognises that there is not a one-size-fits-all approach to the procurement of a shopfitting/interior contracting project. The end goal, however, is that the stakeholder takes possession of a project completed on time, to specification, to cost and can be satisfied with their chosen member of the NAS.

This PAS recognises that core elements are likely to be satisfied by compliance with other standards, and other standardization documents, such as:

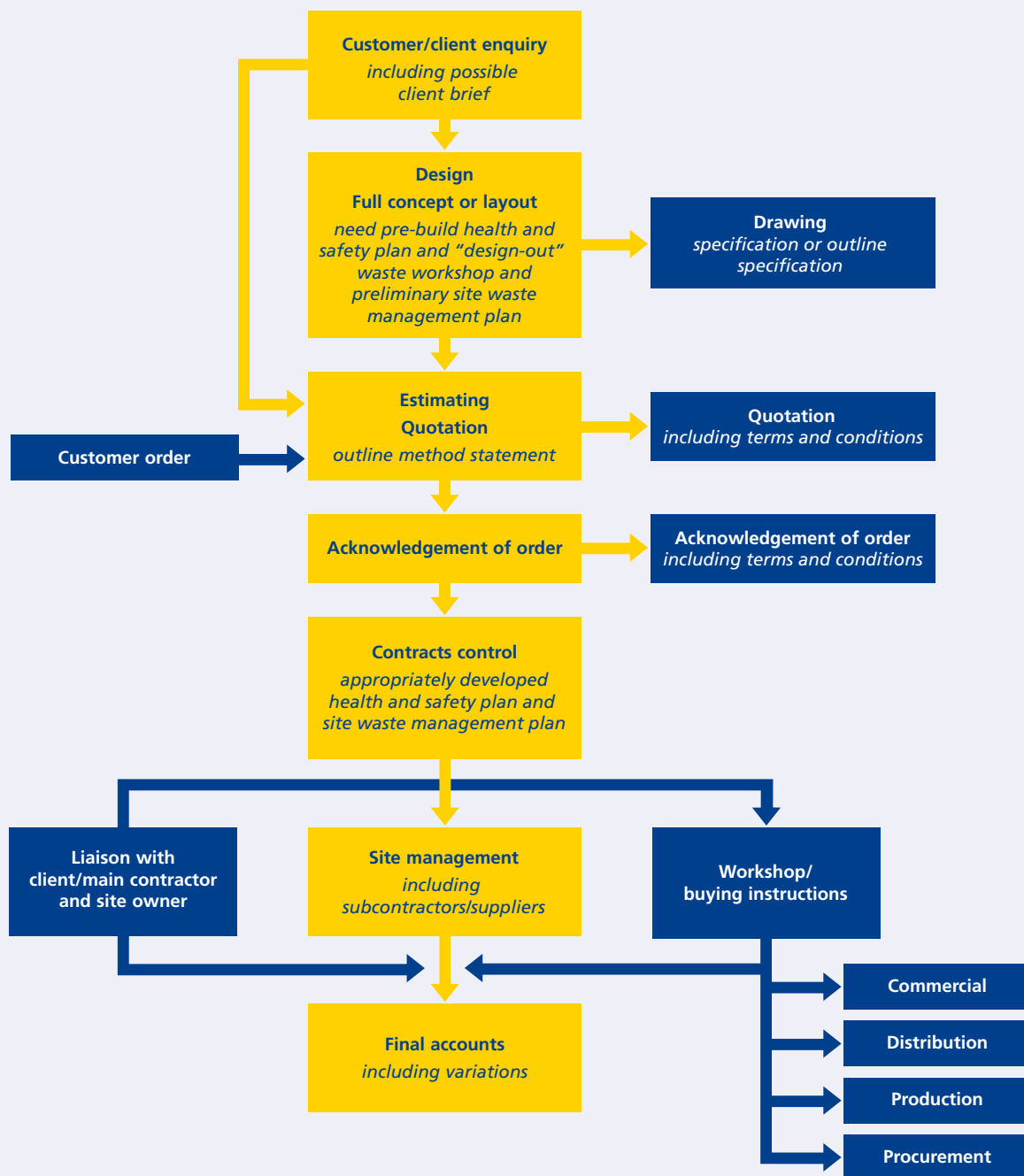
- BS EN ISO 9001, *Quality management systems – Requirements*;
- BS EN ISO 14001, *Environmental management systems – Requirements with guidance for use*;
- BS OHSAS 18001, *Occupational health and safety management systems – Requirements*;
- PAS 91, *Construction related procurement – Prequalification questionnaires*.

However, this PAS seeks to emphasise additional considerations and requirements that are specific to the shopfitting and interior contracting sector.

Figure 1 shows a flow diagram of the steps involved in the shopfitting/interior contracting procurement process.

PAS 82 will remain relevant over time in the continually evolving shopfitting/interior contracting environment. It has been developed to ensure general applicability to all companies (regardless of their size).

In order to become a member of the National Association of Shopfitters, please visit www.shopfitters.org.

Figure 1 – Simplified overview of the shopfitting/interior contracting procurement process

NOTE 1 Due to the many and complex routes of procurement associated with shopfitting/interior contracting, the term customer/client refers to the corporate body/individual who is responsible for procuring the work.

NOTE 2 The following is clearly established when entering into a contract between customer/client and shopfitter/interior contractor:

- Who will be responsible for all planning consents?
- Who will undertake the function of the principal contractor and principal designer and on what basis is the shopfitter/interior contractor appointed to the project?
- Have all statutory issues been resolved satisfactorily?

NOTE 3 The design stage includes a “design-out waste” workshop and the creation of a site waste management plan (see 8.3.1).

NOTE 4 The pre-build health and safety information can include, for example, existing drawings, asbestos survey, structural assessment and a preliminary site waste management plan.

NOTE 5 Estimators are made aware of their responsibility to procure pricing from sustainable sources and proof of custody.

NOTE 6 Attention is drawn to the Construction (Design and Management) (CDM) Regulations 2015 [1] and the roles and responsibilities therein .

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1 Scope

This PAS specifies requirements for a management system for shopfitting/interior contracting services.

It includes good practice procedures for:

- corporate governance;
- supply chain management and customer service;
- health and safety management;
- environment and sustainability;
- quality;
- training;
- innovation and value engineering.

NOTE Sources of good practice guidance on corporate responsibility, safety and environmental aspects are listed in Annex A.



2 Terms and definitions

For the purposes of this PAS, the following terms and definitions apply.

2.1 chain of custody

supply chain of certified timber from forest to customer/client where each party in the chain is certified against strict criteria, including ensuring that all certified timber is processed and stored separately from other non-certified stock and can be identified throughout processing and manufacture

NOTE Attention is drawn to the possibility of forgeries in respect of proof of custody.

2.2 competent person

person who can demonstrate that they have sufficient professional knowledge, technical skills, actual experience and authority to enable them to carry out their assigned duties at the level of responsibility allocated to them

NOTE The level of responsibility within an organisation will dictate the degree of competence required, e.g. more will be expected of managers/supervisors than a shop floor worker.

2.3 continual improvement

recurring process of enhancing any management system in order to achieve improvements in overall management performance consistent with the organisation's stated policy by both revision and innovation

2.4 corporate governance

system by which organisations are directed and controlled

[A1] [UK Corporate Governance Code, 2014] **[A1]** [2]

2.5 customer/client

stakeholders responsible for procuring the work

2.6 employer

person or organisation that uses or engages the services of another

NOTE In this PAS, this term is used to identify the shopfitter/interior contractor.

2.7 energy in operation

level of energy used by the business in the course of its operations, including gas, electricity, water and transport fuel

2.8 environment

surroundings in which an organisation operates

NOTE This includes air, water, land, natural resources, flora, fauna, humans and their interrelation.

2.9 environmental aspect

element of an organisation's activities or products or services that can interact with the environment

2.10 environmental impact

change to the environment whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects

2.11 equipment

2.11.1 personal protective equipment (PPE)

equipment (including clothing affording protection against weather) that is intended to be worn or held by a person at work and that protects him/her against one or more risks to his/her health and safety

NOTE An overview of PPE legislation is given in Annex B.

2.11.2 use of work equipment

activity involving work equipment, including starting and stopping, erecting, installing, dismantling, programming, setting, using, transporting, repairing, modifying, maintaining, servicing and cleaning

2.11.3 work equipment

machinery, appliance, apparatus or tool and assembly of components, which, in order to achieve a common end, are arranged and controlled so that they function as a whole

NOTE 1 Examples include company-purchased motor/ commercial vehicle, photocopier, planer thicknesser and scaffold tower.

NOTE 2 An overview of work equipment legislation is given in Annex B.

2.12 first aid

provision of facilities, equipment and trained personnel to treat injuries at places of work

2.13 incident

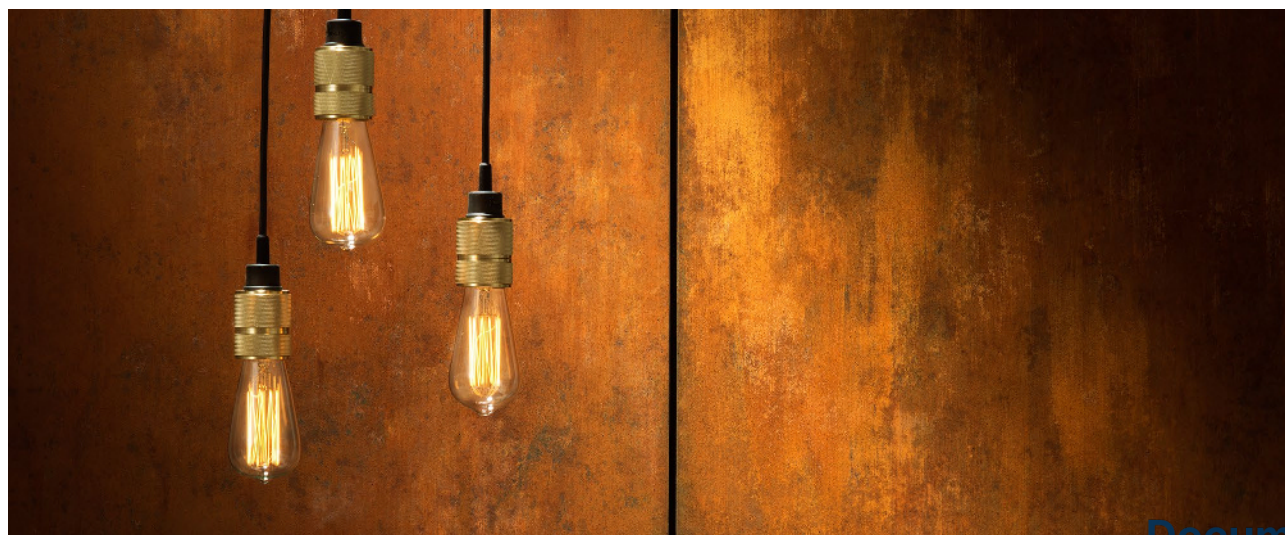
work-related event(s) in which an injury/ill health/ fatality occurred, or could have occurred

2.14 innovation

introduction of a new product, process, service, technology or idea, or the novel use of something established

2.15 interior contracting

refurbishment of offices and general fitting-out of interiors across a range of market sectors



2.16 management

collective body of people who manage or direct an organisation

NOTE In this PAS, this term is used to identify the shopfitter/interior contractor management.

2.17 method statement

document prepared by an organisation that describes, in a logical sequence, exactly how a work activity is to be carried out in a manner that is safe and without risks to health

NOTE A method statement can include a sequence of diagrams or photos.

2.18 near-miss

unplanned event that has the potential to cause illness or injury but which was avoided by the circumstances

2.19 occupational health surveillance

systematic tracking of work-related injuries, illnesses, hazards and exposures of employees who are exposed to certain health risks

2.20 organisation

administrative structure that plans and carries out activities

2.21 recognised premises

commercial premises that are capable of sustaining the business of shopfitting/interior contracting

2.22 risk assessment

process of recognising what may go wrong, taking action to prevent harm to people, property or the environment and checking that the controls put in place are effective

NOTE Attention is drawn to Regulation 3 of the Management of Health and Safety at Work Regulations 1999 [3].

2.23 shopfitting

act of installing quality, bespoke furniture and fittings and finishes into an interior environment

2.24 site owner

landlord, organisation or persons responsible for the operational management of the building in which the subject premises is located

2.25 supply chain management

delivery of quality, consumer effectiveness and economic value through integrated management of the flow of physical goods and associated information, from ethical raw materials sourcing to delivery of finished products to customers/clients

2.26 sustainability

state in which components of the ecosystem and their functions are maintained for the present and future generations

NOTE 1 In shopfitting/interior contracting, it relates to how the attributes of the activities, products or services used in this sector, or the use of the site works, contribute to the maintenance of ecosystem components and functions for future generations.

NOTE 2 While the challenge of sustainability is global, the strategies for sustainability in shopfitting/interior contracting are local and differ in context and content from region to region.

NOTE 3 The term "components of the ecosystem" includes plants and animals, as well as humans and their physical environment. For humans, this includes a balancing of key elements of human needs: the economic, environmental, social and cultural conditions for societies' existence.

[adapted from BS ISO 15392:2008, 3.20]

2.27 sustainable timber procurement

process which creates, manages and fulfils contracts relating to the provision of wood and wood products from harvested trees that are replaced by other trees, whether naturally grown or planted

NOTE Extraction is compensated for, unlike in the case of most other materials.

2.28 training

act or process of teaching stimulus response learning (skill), concept and rule learning (rule), problem solving (knowledge) and acceptable on-site behaviour

2.29 value engineering

analysis of the functions of a programme, project, system, product, item of equipment, building, facility, service performed by a qualified, competent agency or contractor personnel, directed at improving performance, costs, reliability, quality, safety, wellbeing and life cycle impacts

3 Corporate governance

NOTE Attention is drawn to the “Turnbull guidance” (the Financial Reporting Council’s 2005 document, Internal control: Revised guidance for directors on the combined code [4]), which sets out best practice on internal control for UK listed companies, and assists them in applying section C.2 of the UK Corporate Governance Code Code (A) also produced by the Financial Reporting Council in 2014 (A) [2]).

3.1 Business and professional standing

The organisation shall have a procedure in place to ensure that due diligence is paid to the appointment of any directors and executive officers such that they are legally entitled to fulfil the requirements of these positions.

NOTE Particular regard should be given to criminal and civil court action (including bankruptcy or insolvency) in respect of the business activities currently engaged in, for which the outcome was a judgement against them.

3.2 Bribery and corruption prevention

Management shall prepare and implement an anti-bribery and anti-corruption policy.

NOTE Attention is drawn to the Bribery Act 2010 [5], which specifies legal requirements for anti-corruption and anti-bribery measures.

3.3 Business risk management

NOTE Risks can come from uncertainty in financial markets, project failures (at any phase in design, development, production, or sustainment life cycles), legal liabilities, credit risk, accidents, natural causes and disasters, as well as deliberate attack from an adversary, or events of uncertain or unpredictable root cause.

3.3.1 Management shall implement a set of risk management procedures and include strategies for managing all identified risks.

NOTE 1 Risk management is a set of coordinated activities designed to direct and control an organisation with regard to risk (as defined in BS EN ISO 31000).

NOTE 2 Often the employer’s insurance broker can advise on implementing a risk management procedure.

NOTE 3 Typically the strategies will include transferring the risk to another party (e.g. insurance), avoiding the risk, reducing the negative effect or probability of the risk, or even accepting some or all of the potential or actual consequences of a particular risk.

NOTE 4 An example of the application of good risk management principles was observed in the aftermath of the Buncefield fire (a major conflagration caused by a series of explosions in December 2005 at the Hertfordshire Oil Storage Terminal) where many businesses in the vicinity of the fire emerged relatively unscathed and unaffected.

NOTE 5 Attention is drawn to Clause 7, which considers management of health and safety issues.

NOTE 6 The organisation should check with the customer/client whether restrictions, permissions and consents apply to the building and works as a key risk mitigation measure. See Annex C for a checklist of typical restrictions, permissions and consents.

3.3.2 Management shall prepare plans to minimise the impact of an accident/incident/unplanned event on the organisation’s ability to continue to meet customer requirements, and in doing so shall:

- a) identify, characterise and assess threats;
- b) assess the vulnerability of critical assets to specific threats;
- c) determine the risk (i.e. the expected consequences of specific types of attacks on specific assets);
- d) identify ways to reduce those risks;
- e) prioritise risk reduction measures based on a strategy;
- f) provide a detailed, prioritised and timetabled response procedure to an emergency situation;
- g) detail the communication and command structure to be followed;
- h) incorporate a phased recovery plan.

NOTE 1 This should include loss of personnel, IT, data loss, loss of premises/sites, phased recovery plan, communication plan and command structure.

NOTE 2 Requirements for a business continuity management system are specified in BS ISO 22301.

3.3.3 Management shall implement a system for monitoring risk management procedures on an ongoing basis and for periodically reviewing and updating that system as necessary.

3.4 Corporate social responsibility

Management shall implement programmes, policies and/or procedures to foster good community relations within the area of the organisation's operations.

3.5 Equal opportunities and diversity

3.5.1 Management shall have an equal opportunities policy that sets out its obligation to treat all people fairly and equally so that no one group of people is treated less favourably than others.

3.5.2 Management shall actively promote the equal opportunities policy through:

- a) guidance to employees/suppliers concerned with recruitment, training and promotion;
- b) guidance or policy documents concerning how the organisation embeds equality and diversity available to employees/subcontractors, recognised trade unions or other representative groups of employees;
- c) recruitment advertisements and other literature.

3.5.3 Management shall put procedures in place to demonstrate compliance with equality legislation and to ensure that all employees and members of the supply chain are eligible to work in the UK.

NOTE Attention is drawn to the Equality Act 2010 [6], which bans unfair treatment and helps achieve equal opportunities in the workplace and in wider society.

3.6 Industrial relations

Management shall have an industrial relations policy in place.

NOTE A sample industrial relations policy is given in Annex D.



4 Shopfitter premises

4.1 Organisations shall operate from recognised premises and shall ensure that the premises are capable of sustaining the purposes of their business.

NOTE Premises in this context is deemed to be land and all the built structures on it, especially when considered as a single place of business for the shopfitting/interior contracting organisation.

4.2 The organisation's trading name shall be exhibited on the exterior of the recognised premises.

4.3 Management shall ensure that the recognised premises are kept clean, tidy, safe and well maintained at all times with appropriate welfare facilities.

NOTE 1 An example office safety inspection checklist is provided in Annex E and an example workshop safety inspection report is provided in Annex F.

NOTE 2 A record of the energy and water consumption for both large equipment, lighting and small consuming items should be included in a workshop safety inspection report (see Annex F).

A monitoring system should be installed that measures daily consumption and can provide the management of the workshop with information on their energy/water reducing performance. It should also monitor the CO₂ and volatile organic compound (VOC) levels and should be linked to the ventilation system or monitored so that windows can be opened above certain levels to ensure the wellbeing of staff and to increase the performance and quality of their work.

4.4 Management shall have security arrangements that are operational at all premises.

4.5 The organisation shall have in place a document control procedure that identifies the key documents requiring control.

NOTE These key documents should include:

- national and international standards, legislation, regulations and codes of practice;
- industry- and contract-related documentation;
- personnel documents;
- documents supporting the processes within the organisation.

4.6 Management shall have in place measures or key performance indicators (KPIs) to monitor, review and continually improve how the organisation is performing.

NOTE These KPIs should relate to:

- operational factors (recognised levels of performance can be taken from, for example, Considerate Contractor);
- quality (recognised levels of performance can be taken from, for example, Constructing Excellence);
- finance;
- health and safety;
- environment (recognised levels of performance can be taken from, for example, Royal Institution of Chartered Surveyors' Ska Rating for retail and offices [7, 8], RIBA-CIBSE's Carbon Buzz [9], WRAP's Halve Waste to Landfill [10], and BRE Environmental Assessment Method (BREEAM) [11]);
- sustainability (recognised levels of performance can be taken from, for example, Ska Rating);
- customer satisfaction.

5 Supply chain management and customer service

5.1 Supply chain management

NOTE Supply chain management is a critical skill that all shopfitters and interior contractors should demonstrate awareness of since it offers better value to shopfitting and interior contracting sector customers/clients.

5.1.1 A supply chain management system shall be in place, which incorporates documented processes for at least the following:

- a) customer order management;
- b) logistics;

NOTE 1 Transport plans should be in place to demonstrate how deliveries are planned in respect of the distance travelled and frequency of journeys, with the aim of reducing CO₂ emissions. Requirements for travel plans are specified in PAS 500.

NOTE 2 Royal Institution of Chartered Surveyor's Ska Rating for retail sets out a good practice measure (D59) for reducing CO₂ emissions from road vehicle movements during construction.

- c) manufacturing;
- d) new product development;

NOTE 1 Attention is drawn to the Royal Institution of Chartered Surveyors' Ska Rating, which is an environmental assessment tool for sustainable, non-domestic fit-outs. Ska Rating for retail and offices [7, 8] is suitable for fit-out projects of any size in existing or new buildings and for one-off projects or multi-store roll out programmes. The Ska Rating framework measures the level of sustainable good practice achieved within the scope of a fit-out project.

NOTE 2 Attention is also drawn to BRE's Green Guide to Specification [12], which gives information on the environmental impacts of building materials.

- e) procurement;
- f) assessment of quality.

5.1.2 Management shall adopt the practice of supply chain management as a vital means of adding value to its customers/clients.

NOTE 1 Supply chain management commences with the supply of raw materials and proceeds through manufacturing, warehousing and distribution. Management is concerned with minimising the costs of the supply chain while maximising the value added by each of the participants.

NOTE 2 The organisation should source their supply chain through local/regional procurement to reduce the impact of transporting over long distances and to demonstrate commitment to the low-carbon agenda.

5.2 Agreements

5.2.1 Where agreements exist or are entered into, management shall incorporate any such provision of shopfitting/interior contracting services, into their standard operating procedures.

NOTE 1 Where agreements exist or are entered into, for example in a shopping centre, the shopfitter/interior contractor organisation, customer/client/tenant can come under the direct control of the landlord or their representative. The landlord's requirements in relation to the tenant and the shopfitter/interior contractor should be incorporated into the standard operating procedures of the shopfitting/interior contracting organisation. Further guidance can be sourced from the British Council of Shopping Centres at www.bsc.org.uk.

NOTE 2 The requirements of PAS 82 should be used as a minimum specification.

5.2.2 The following shall be clearly established when entering into a contract between customer/client and shopfitter/interior contractor:

- a) Who will be responsible for all statutory and contractual requirements?
- b) Who will undertake the function of the principal contractor and **A1** principal designer **A1** and on what basis is the shopfitter/interior contractor appointed to the project?
- c) Have all statutory issues been resolved satisfactorily?
- d) What, if any, comment has the local authority building control made?

5.3 Service capability

5.3.1 A customer service policy shall be in place.

NOTE 1 Guidance on what should be included in a customer service policy is given in Annex G.

NOTE 2 Shopfitters/interior contractors have the ability to work either as the principal contractor and  principal designer  or as a trade subcontractor (in the former case, providing complete coordination of trade subcontractors, labour and materials).

NOTE 3 This should also include environmental impact monitoring and indicators.

NOTE 4 Employers should consider and evaluate sustainable, low-energy means of operating equipment on site and at their premises.

5.3.2 Management shall confirm their ability and commitment to provide management information against KPIs, as may be required by the customer/client, which enable performance monitoring against each service level requirement.

5.3.3 Where the need for potential improvements has been identified these shall be recorded and action shall be taken to implement these.

5.4 On-site practice

Management shall define practices on site with respect to the following headings:

- a) considerate;
- b) environment;
- c) appearance;
- d) good neighbour;
- e) respectful;
- f) safety;
- g) responsible;
- h) accountable.

NOTE Attention is drawn to the Considerate Constructors Scheme's Site Code of Considerate Practice [13].

6 Finance

6.1 Legal responsibilities

Management shall:

- a) select accounting policies and apply them consistently;
- b) make judgements that are reasonable and prudent;
- c) state whether applicable accounting standards have been followed;
- d) take such reasonable steps as are necessary to ensure that assets under their control are managed and safeguarded effectively.

NOTE 1 Attention is drawn to the "Turnbull guidance" [4] which sets out best practice on the implementation of the internal control requirements of the UK Corporate Governance Code [2].

NOTE 2 Attention is drawn to the Construction Industry Tax Deduction Scheme (CIS 2007) [14].

6.2 Insurances

6.2.1 The organisation shall have insurance(s) cover for the business and its employees and volunteers.

NOTE These could include:

- a) commercial combined policy:
 - 1) material damage;
 - 2) business interruption;
 - 3) employer's liability;
 - 4) public and product liability;
 - 5) money;
- b) contractor's all risk policy;
- c) marine cargo policy;
- d) engineering policy;
- e) annual travel policy;
- f) motor fleet;
- g) professional indemnity insurance.

This list is not exhaustive.

6.2.2 Management shall ensure that all third party contractors have insurance cover for their respective activities.

NOTE Attention is drawn to the Provision and Use of Work Equipment Regulations 1998 [15] for both private and commercial motor fleets, to ensure that fleet policies remain valid.

7 Health and safety management

7.1 General

NOTE ^{A1} Attention is drawn to the HSE's Guidance on Regulations [16] and CITB's Guidance [30] to the Construction (Design and Management) Regulations 2015 [1] ^{A1}.

7.1.1 Management shall maintain systems to ensure compliance with all relevant legislation and codes of practice, and shall continue to work in close cooperation with employees, contractors, customers/clients, site owners and visitors to achieve a good standard of health and safety performance. This shall include the collection of information about good ideas, near-misses and incidents, and preparing a plan to improve standards where this can be achieved.

NOTE Attention is drawn to Successful Health and Safety Management 1997 [17].

7.1.2 Management shall select and use contract companies capable of conducting their business without compromising the safety or health of anyone working on or in the vicinity of a site.

NOTE The competence of organisations should be checked and individuals appointed or engaged to carry out shopfitting and interior construction work should be checked. Evidence should be collected so that a judgement can be made on performance.

7.1.3 Management shall develop programmes to improve health and safety performance and ensure that employees cooperate in these.

7.1.4 Management shall develop and maintain a responsible approach to working to current health and safety standards.

7.1.5 Management shall appoint a trained and competent site manager/supervisor.

NOTE 1 An example shopfitting/interior contracting site inspection report is provided in Annex H.

NOTE 2 Information on training courses for site managers and supervisors can be provided by ^{A1} CITB ^{A1} and National Association of Shopfitters, among other organisations.

7.1.6 Management shall put in place a procedure to assess the need for occupational health surveillance. This assessment shall be based on risk and regulatory requirements.

NOTE Attention is drawn to the Control of Asbestos Regulations 2012 [18].

7.2 Hazards

7.2.1 Management shall have a procedure to negate risk in any given work situation.

NOTE 1 Attention is drawn to Management of Health and Safety at Work Regulations 1999 [3].

NOTE 2 Guidance on the principal workplace hazards is given in Annex I.

7.2.2 Management shall provide personal protective equipment in good condition, and ensure that it is used, having considered all other controls.

7.2.3 Management shall check that contract companies have similar arrangements.

NOTE An overview of regulations for personal protective equipment and work equipment is provided in Annex B.

7.3 Information instruction and training

7.3.1 Management shall provide employees and contractors with information, instruction and training, in accordance with Annex J, for the activities in which they are involved, and maintain records of such training.

7.3.2 In respect of health and safety, management shall ensure that a competent person is able to:

- a) demonstrate that he/she knows what the regulations require of them as an individual;
- b) demonstrate understanding of what the equipment they are using is actually designed to do;
- c) demonstrate how to use equipment and check it before use and, if an employee is personally responsible, how to store, maintain and, where appropriate, formally inspect it;
- d) recognise safe and unsafe situations associated with the work they are carrying out and the equipment being used;