



BICESTER
VILLAGE

Directory

Emergencies 999

Nearest Hospital 0300 304 7777

John Radcliffe
Headley Way
Headington
Oxford OX3 9DU



Local Council 01295 227 001

Cherwell District Council

Gas Emergencies 0800 111 999

National Grid

Site Security 01869 366 301

Operational Queries 01869 329 371

Property Management Desk



Introduction

The purpose of this Contractor Handbook is to provide contractors with essential information and guidelines to ensure successful collaboration with our organisation. It covers various aspects of contractor responsibilities and expectations, including safety, quality, communication and legal compliance, and is intended to be distributed to all contractors undertaking, or intending to undertake any work on site.

Bicester Village adopts a 'four pillars mindset':

Real Estate: We create and operate spectacular settings

Retail: We are retailers working for retailers

Hospitality: We put the guest at the heart of every decision we make

Curation of Experience: We create memories through spectacular experiences

In order to achieve the above, we need to achieve the best standards in health, safety and security. Contractors should therefore familiarise themselves with the contents of this handbook, referring to specific sections as needed, and adhere to the guidelines laid out. It is the also responsibility of the contractor, when sub-contracting any work, to ensure that any sub-contractors also adhere to these guidelines.

Failure to adhere to the information and guidelines laid out in this handbook may result in the issue being referred to our Contractor Review Board, and a contractor(s) being asked to leave site immediately with the potential of a permanent ban and/or contracts being cancelled.

The handbook does not attempt to impart knowledge or instruct contracting companies about things that are inherently part of their trade competency, or for which they have a legal obligation.

The requirements laid out in this handbook are not exhaustive, so please ensure you take the time to look at the requirements of any relevant health, safety and security legislation.



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Control of Contractors

Once you've been appointed, you will be briefed by a Bicester Village representative on the requirements contained in this handbook. At the earliest opportunity, all necessary information relating to safety hazards created by our site activities will be shared with you (see Site Information section below).

Site Information

It is the responsibility of your Bicester Village representative to give you the right information at the right time to safeguard the health, safety and security of our guests, contractors and our employees in Bicester Village throughout your work.

The following information may be provided upon request:

- Site Drawings and Plans
- Landlord's Asbestos Register
- Hazard Register
- Trading hours

Requirements for Contractors



1. Supervision and Competency

You must appoint a named, competent supervisor to be responsible for safety and to act as your representative on site. Self-employed individuals can nominate themselves.

The contracting company must ensure that their people are suitably trained and competent before starting any work at Bicester Village. The contracting company must receive adequate instruction for all jobs with regard to health, safety and security, and have the necessary equipment and protective clothing to carry out their work safely as identified within their Risk Assessments and Method Statements.



2. Risk Assessments & Method Statements (RAMS)

You are responsible for ensuring that a suitable Risk Assessment and Method Statement is in place for all work activities. Please note that other contracting companies may be involved in the work area.

When asked, you will need to provide copies of your RAMS, and any other relevant safety or security documentation e.g. training certificates or proof of competency.

All significant findings and control measures identified through this process must be communicated to all your employees, (including subcontractors), and comprehensively implemented. Significant findings should also be shared with other people who might be affected. All applicable Building Legislation/Code requirements must be adhered to in the design, build, refurbishment or modification to any of our structures.



3. Site Access and Induction

Prior to attending site, you are to confirm via email that you have read and understood this handbook as part of the induction process. All employees and sub-contractors must always sign in and out when visiting and working at Bicester Village. Site access must be arranged using our Contractor Site Access Request (CSAR) form and submitted to BVSiteAccess@ValueRetail.com along with all relevant documentation. Upon site access approval, our Security team can then issue you a contractor pass every time you attend site. You must adhere to the site-specific health, safety and security rules listed opposite:

- You must not smoke within any of the units at Bicester Village. Smoking is only allowed at the rear of each unit in the service yard areas. The cigarette bins that are provided must be used to deposit cigarette butts
- You must not sleep on site or leave vehicles on site overnight.
- You must not prepare or consume any food within a unit. It is the responsibility of the main contractor to provide appropriate welfare facilities.
- You must not use any device that generates heat or sparks without a valid Hot Works permit.
- You must not prop open or use the front door of a unit during trading hours.
- You must not tamper with any window coverings within Bicester Village.
- You must wear appropriate PPE within your working area and in the service yards at all times.
- You must not park vehicles outside of designated areas where they may cause a nuisance or obstruction.
- You must store all ladders and mobile towers appropriately, ensuring they are locked off to prevent any unauthorised access.
- You must use ladders that have a valid inspection sticker in place, and they must be suitable for the task-at-hand with three points of contact.
- You must not allow unauthorised access to the unit within which you are working. A sign-in book is required to ensure all visitors to site are recorded. In addition, all authorised visitors must wear the appropriate PPE in order to gain access to any work space.
- You must not alter any structural aspect of the building without prior permission from Bicester Village.
- You must not dispose of waste using any wheelie bin that is owned by Bicester Village.
- You must not undertake any works within guest areas of a unit during trading hours.
- You must inform the Asset Management & Facilities team of any defects or damage to Bicester Village.



4. High-Risk Permits

High-risk activities at our premises must not be carried out without permit approval.

It is your responsibility to highlight any high-risk works using the CSAR form, ensuring the completion of any required permits documentation, and to liaise with the Asset Management & Facilities team to ensure that the proposed work can be completed safely in accordance with the conditions of the permit.

The following information may be provided upon request:

- Roof access
- Work in any confined spaces
- Fire alarm isolation
- Hot works
- Electrical works

Other high-risk activities that do not require a permit but do require a task-specific Risk Assessment include, but are not limited to:

- Asbestos operations
- Work on lifts
- Excavation works
- Work on, or with, generators and/or UPS systems
- Demolition operations
- Working at height
- Working near water or roads
- Landscaping



5. Designated Work Areas

Suitable measures to secure work areas from unauthorised access should be outlined in your task-specific method statement.



6. Fire Prevention

Fires can be caused by the neglect or misuse of electrical wires, fittings and equipment. That could mean overheating circuits, poor wiring, over-loading extension leads, using unauthorised electrical appliances and fitting the wrong rating of fuse. To help prevent the outbreak of a fire:

- Electrical equipment should be inspected regularly
- Wiring or fitting faults must be reported and repaired promptly
- Before leaving site you must ensure that all ignition sources and all electrical apparatus has been switched off, where applicable

No hot works may take place unless absolutely essential and alternative options must be exhausted before a Hot Works Permit can be considered. Notification of any hot works required must be given 48 hours prior to visit and approval granted before hot works commence;

When completing works that may compromise the integrity of the fire compartmentation, (like HVAC or electrical works), steps must be taken to ensure that any holes and/or gaps are filled with sufficient material so as to not affect the fire resistance rating. The fire resistance ratings for walls and roofs varies, but the minimum rating ranges from between 30 minutes and two hours.

Smoking is still a major cause of fire. Cigarette butts must be fully extinguished and discarded safely.

Particular care should be taken with highly flammable materials such as glues, solvents, and chemical and gas cylinders. These must be kept in a separate lockable storage area and identified in the task-specific risk assessment.



7. Tools and Equipment

All tools and equipment must be operated and maintained in accordance with the Provision and Use of Work Equipment Regulations (PUWER)

All portable electrical work tools/equipment should operate from a 110v transformer (or local equivalent), or be battery powered. If you can't do this, 240v (or local equivalent) portable electrical work tools/equipment must only be used under the direct supervision of a competent person and be fitted with an appropriate Residual Current Device safety cut-out.

All portable electrical work tools / equipment should be periodically tested and carry a valid test label.

You must supply your employees with appropriate personal protective equipment and you are responsible for its correct maintenance and inspection.

No tools or equipment should be left unattended.

MAINTENANCE

It's your job to make sure that any tools or equipment are maintained in a safe working condition, in line with manufacturers' guidelines. If your tools or equipment are found to be unsuitable or in an unsatisfactory condition, you will be asked to stop work immediately.

INSPECTION

All tools and equipment used by a contracting company must be periodically inspected in accordance with manufacturers' guidelines and all relevant legal requirements.



8. Electrical Safety

Where an electrical contractor has been appointed under contract by Bicester Village, they shall require the contractor to comply with:

- IET Wiring Regulations BS 7671 (current edition inclusive of any amendments)
- Bicester Village electrical safety rules for low voltage systems
- Any instruction issued by Bicester Village authorised/competent person(s) in accordance with the electrical safety rules for low voltage systems
- Bicester Village's Permit to Work System
- The Control of Contractors Health and Safety Policy and Guidance

You must take reasonable steps to carry out electrical work safely, in particular, all electrical works pertaining to the landlords infrastructure. Relevant post work documentation must be provided (e.g. Minor Electrical Works Certificates, Electrical Installation Certificates, Periodic Inspection/Test Reports etc) as per local legal requirements/standards.

Bicester Village should be notified if the contractor opts to use apprentices for any work within the landlords demise.



9. Live Electrical Working

Live working should be avoided at all times. However, there are situations where live working is unavoidable. The Electricity at Work Regulations carry a general prohibition on live working, however it sets out the provisions for such activities in the event that:

- It is unreasonable in all the circumstances for the system to be dead
- It is reasonable in all the circumstances for the work to be carried out
- Suitable precautions are taken to prevent injury

A risk assessment should be carried out to determine if all three conditions are met before work should be allowed to proceed. Provisions should be in place to take into account all emergency situations, such as:

What to do in the event of an electric shock:

- Disconnection of the supply, safe means of rescuing the person without endangering rescuers
- First aid: treating burns, resuscitation, stabilising patient
- Calling emergency services: medical evacuation
- Making the area safe after the incident



10. Lifting Operations and Lifting Equipment Regulations (LOLER)

The use of lifting operations and lifting equipment must comply with the requirements of any applicable lifting and work equipment legislation (LOLER). Upon request, give your Bicester Village representative copies of any necessary certificates of inspection for all lifting equipment brought to the Village. Lifting operations must be planned, supervised and carried out by competent people.



11. Scaffolding

The contracting company will be responsible for ensuring that any scaffolding put up for work is erected by a competent person, fit for purpose and regularly inspected. Copies of relevant inspection records must be held on site throughout

the duration of the scaffold installation and made available for inspection by the Principal Designer or local H&S Manager.

Scaffolds must also:

- Be netted and hoarded appropriately in consultation with Bicester Village if in the mall
- Have ladder guards fitted and locked off to ensure that no unauthorised persons can gain access
- Have High-visibility lagging must be installed around the scaffold legs

Incomplete scaffolds and those that have not been subject to the requisite regular inspection must have 'Do Not Use' notices displayed. Scaffolds shall only be altered by competent persons and must be re-inspected before being used again, including after strong winds or any other incident situation whereby the safety of the scaffold structure may have been compromised.



12. Working at Height

Suitable edge protection, physical barriers, scaffolding, ladders, fall arrest/restraint equipment (e.g. safety harnesses and lanyards) or other safe methods of working should be used to prevent falls from height. Anyone working on, or near, a fragile roof must ensure the work is carried out safely including the use, where appropriate, of physical barriers, safe means of access and fall arrest/restraint equipment. Ladders should only be used where it is safe to do so. They should be adequately secured to prevent movement when in use and be in good condition. Before the start of any work at height, talk to your Bicester Village representative and check for the presence of overhead services or equipment (e.g. electric cables).

If access to roofs is required, you must apply for a Roof Access permit from Bicester Village.



13. Excavation & Ground Penetration Work

Before the start of any excavation/trenching or other work involving ground penetration, you will need to review all underground service drawings, carry out a CAT scan of the area and complete any 'temporary work' requirements before you start to dig. This must all be done in consultation with your Bicester Village representative.



14. Hazardous Materials and Substances (COSHH)

The use of hazardous substances must comply with the Control of Substances Hazardous to Health (COSHH) Regulations. If you're bringing materials or substances of a hazardous nature to Bicester Village, you will need relevant COSHH assessment records and Material Safety Data Sheets. You must not leave any hazardous materials or substances unattended in any public occupied areas. Where appropriate, agree the means of storage with your Bicester Village representative.



15. Asbestos

Bicester Village holds an up-to-date asbestos register, which can be provided upon request. This will provide you with information about the location and condition of any asbestos-containing material on our premises. Where applicable, only licensed/ accredited contracting companies are allowed to handle asbestos. Materials containing asbestos are not allowed onto any of our sites. Any work on materials containing asbestos must be done in accordance with relevant legal requirements. Detailed RAMS and job hazard analyses, competent contractors and appropriate protective equipment will need to be demonstrated to your Bicester Village representative.



16. Notices/ Safety Signs

Safety signs and instruction notices displayed on site are there for a reason. Please follow their advice! You are responsible for supplying and displaying sufficient safety signs of your own to prevent injury to guests, Bicester Village employees and your own people. The positioning of these notices must be agreed with your Bicester Village representative.



17. Lifts and Service Hoists

Work on, or involving lifts and hoists may only be undertaken with approval from BV-PermitApproval@valueretail.com, through the Contractor Site Access Request process.



18. Noise and Vibration/ Dust/ Fumes

Practical steps must be taken to control and minimise any physical agents or nuisances created by your own operations. The relevant activity Risk Assessment/ Job Hazard Analysis should include how exposure to individuals is to be prevented

or controlled and how in-take through air-conditioning systems etc, is to be avoided. Please pay particular attention to the proximity of, and any possible impact on, technical areas, smoke detectors or fire alarm systems (isolations or detector caps may be required). Full or partial isolation of fire alarm/detection systems must only be undertaken with formal permission via a Fire Isolation Permit. Work around IT and telecommunications equipment can result in the loss of, or interruption to, business services. You must inform your Bicester Village representative in advance if any of this cannot be avoided.



19. Housekeeping

Work areas should be kept clean, tidy and free from unnecessary obstructions and tools at all times. Please ensure that areas are left in an acceptable condition, including free from any footprints generated from entry and exit, which should be cleaned up immediately.

All pathways, thoroughfares and escape routes must be kept clear and free from hazards.



20. Waste Management

All materials and supplies that are required for ongoing works must be managed and stored safely and correctly within a designated area, and agreed with the Asset Management & Facilities team prior to works commencing. Failure to adhere to this could result in your materials being disposed of by Bicester Village with no prior warning.

Efficient waste management processes must be in place and notified to the Asset Management & Facilities team prior to works commencing, and working areas should always be left tidy after completion. In addition to this, contractors must ensure that they have sufficient housekeeping measurements in place to ensure that no dust or footprints are transferred into the mall.

If a skip is required, this must be outlined on the CSAR form and permission must be obtained in advance from your Bicester Village contact (e.g. Project Manager) who will advise on the placement if approved. Contractors must ensure the flooring is protected prior to the skips being laid and are required to fix signage to the skips, which displays both the contractor company name and contact details. Management of all skip waste is the responsibility of the contractor and at no point should any waste be left outside of the skip.

It is a mandatory requirement for the main contractor to supply their Bicester

Village point of contact with all Waste Transfer Notes in relation to their works. Any hazardous waste should be disposed of in the appropriate manner, eliminating any risk of contamination to Bicester Village's drainage system or landscaped areas, including the stream. If a breach of the above takes place, the offending contractor may be permanently removed from site and will be reported to the EHO.



21. Environmental Protection

We take our environmental obligations seriously and require legal compliance as a minimum standard from our contracting companies.

Environmental nuisances must be appropriately managed and emissions controlled. There cannot be any discharge surface water drainage.

Steps must be taken to manage and control F-gas losses to the atmosphere in accordance with the F-gas regulations. Any suspected leaks must be reported immediately to your Bicester Village representative.

Any chemical spillages must be contained appropriately as per the MSDS and reported immediately to your Bicester Village representative.



22. Storage Areas

Your Bicester Village representative will tell you where you can set up any temporary work cabins or other temporary storage facilities before you arrive. This will also include welfare facilities (e.g. canteens, rest rooms etc), subject to prior permission.



23. Contractor Conduct

Contractors are responsible for ensuring that the rules set out in this handbook are adhered to at all times, and that acceptable standards of behaviour and discipline are demonstrated, including that of any of your employees and/or sub-contractors under your control.

Anyone found in breach of this may be required to leave site immediately, and appropriate representatives of the contracting company invited to attend a Contractor Review meeting by Bicester Village to determine any potential consequences.



24. Alcohol and Illegal Drugs

No alcohol or illegal drugs/substances may be brought into Bicester Village. Anybody who, in Bicester Village's reasonable view, is under the influence of alcohol or illegal drugs/substances may be prevented from entering, or ejected, from the site and reported to their manager. Such actions will jeopardise any future use by Bicester Village of that contracting company.



25. Vehicles on Site

All contracting company vehicles must be in good condition, fit for purpose, compliant with appropriate legal obligations (e.g. insurance, periodic testing/certification etc) and operated by appropriately trained/licenced people. Please follow our site-specific speed limits at all times and wear seat belts (where fitted). Mobile phones should not be used while driving any vehicle on site, unless via a suitable hands-free kit. Your Bicester Village representative will also provide you with parking instructions if you need them.



26. Security

Bicester Village Security is located to the rear-left of Unit 6b.

See map overleaf. They can be contacted 24 hours a day, 7 days a week, by emailing: **Security@BicesterVillage.com** or by telephone: **01869 366 301**

Security arrangements must be followed by everyone. This includes:

- Signing in and out with Security upon arrival and exit
- Not sharing contractor passes/security cards
- Not leaving any points of entry, e.g. service gates, open
- Not leaving any personal belongings and/or work equipment unattended at any point
- Reporting any suspicious packages and/or activity to Bicester Village Security

We cannot accept any responsibility for damage/loss of contractor plant, equipment or personal belongings. If anything goes missing, please report it to Bicester Village Security immediately.



27. Documentation

Information about your completed work on site such as as-built drawings, schematic diagrams of installed services, equipment safety/test certificates, operation and maintenance manuals of plant/equipment etc should be given to your Bicester Village representative within one month of practical completion.



28. Emergency Evacuation, First Aid & Fire Evacuation

In any emergency, call 999. You must then call Security Control on 01869 366301 to notify them immediately.

Any first aid cases should be immediately reported to Security Control and recorded in your own company's Accident Book (or equivalent). Any RIDDORS must be reported to the Bicester Village Health & Safety Manager by emailing the BV Property Management Admin Desk: BVPMAAdmin@ValueRetail.com

In the instance of a fire evacuation, you are to make your way to the designated muster point on Pingle Field as detailed in the map overleaf:

Map of Bicester Village

No contractor vehicles are permitted in the main carpark or any service yard without prior permission from Bicester Village Operations. This may be revoked at any point.

