



AN INSPECTOR CALLS?

How to manage visits to site from 3rd Party Officials

Being polite costs nothing in fact much can be gained from engaging visitors to your site rather than seeing them as a potential confrontation.

Highway Authorities and other agencies may send representatives to your work site in order to establish a number of things in respect to the works you may be undertaking, they could be: -

1. Inspecting the works under NRSWA as a “sample inspection” to ensure compliance with NRSWA and its associated Codes of Practice
2. Conducting an inspection following a complaint from the public.
3. Conducting an inspection as part of their own Authority requirements in respect to their duty regarding the safety and integrity of their network.
4. Conducting an inspection as part of a defect inspection regime
5. Conducting inspections as part of an improvement initiative.
6. Just passing the site.

ANY VISITOR TO SITE MUST BE TAKEN THROUGH THE SITE-SPECIFIC RISK ASSESSMENT AND CANNOT ENTER THE WORKING SPACE (INSIDE ANY BARRIERS) UNLESS THEY HAVE BEEN FULLY INDUCTED AND CARRY THE APPROPRIATE ACCREDITATIONS AND WEAR PPE IN ACCORDANCE WITH YOUR COMPANIES SPECIFIC POLICIES AND PROCEDURES

DO'S & DON'TS

- **DON'T** Start or finish on a site unless you have complied with all the necessary requirements including site safety, reinstatement, and permit conditions.
- **DON'T** Engage in any confrontational behavior if you feel intimidated in any way politely refer the visitor to your line manager or supervisor and leave the scene.
- **DON'T** Allow anyone inside your working space unless they have the appropriate PPE and inductions.
- **DON'T** Delay in undertaking any reasonable request to ensure your site is compliant.
- **DON'T** Engage in any discussion regarding the works unless the visitor has identified themselves and the purpose of their visit.
- **DON'T** Tell lies OR make promises you cannot keep!!! Honesty is the best policy and un-truths will always be found out in the end.
- **DON'T** Wash your dirty laundry! Provide direct answers to direct questions but please do not engage in excuses or conversations that are not supported by facts or do not directly relate to the matters identified on site.
- **DO** Call in or record any visit you may receive including **who, what, why and when.**
- **DO** Act on any advice or instruction providing it is safe and correct to do so, if in doubt contact your supervisor, manager, or other competent person to validate it.
- **DO** Ask politely for identification of your visitor **AND** identify yourself to them.
- **DO** Make sure your site and the work you are doing is compliant with the requirements set by the Red Book, SROH or other codes of practice and procedures.
- **DO** Inform your supervisor or line manager immediately if there is any form of unacceptable or aggressive behavior.
- **DO** Answer any reasonable questions asked but if in doubt politely refer them to your line manager or supervisor
- **DO** Call a senior manager immediately if an Inspector from the HSE or Environment Agency attends your site.