



Contractor Safety Program

Issuing Authority: Mary Dukakis, Associate VP Administration and Strategic Sourcing

Responsible Officer(s): Scott Greeb, Senior Director Facilities

Effective Date: February 1, 2017

Review Period: Annually or as deemed necessary

Table of Contents

1	INTRODUCTION	4
2	DEFINITIONS	4
3	POLICY	5
3.1	SCOPE	5
3.2	PURPOSE	7
3.3	ROLES AND RESPONSIBILITIES	7
3.3.1	<i>Southern New Hampshire University</i>	7
3.3.2	<i>Contractors</i>	8
4	SAFETY REQUIREMENTS	9
4.1	GENERAL REQUIREMENTS	9
4.1.1	<i>Security</i>	9
4.1.2	<i>Weapons</i>	9
4.1.3	<i>Smoking/Drug Use</i>	9
4.1.4	<i>Emergencies and Evacuations</i>	9
4.1.5	<i>Conduct</i>	10
4.1.6	<i>Injury and Accident Reporting</i>	11
4.1.7	<i>Housekeeping</i>	11
4.2	SPECIFIC REQUIREMENTS	11
4.2.1	<i>Hazard Communications and Hazardous Materials</i>	11
4.2.2	<i>Air Contaminants</i>	12
4.2.3	<i>Work at Heights</i>	12
4.2.4	<i>Asbestos</i>	13
4.2.5	<i>Stormwater Management</i>	13
4.2.6	<i>Confined Spaces</i>	14
4.2.7	<i>Lock-out/Tag-out & Control of Hazardous Energy, Utilities Impairment</i> ...	14
4.2.8	<i>Electrical Safety</i>	14
4.2.9	<i>Hot Work</i>	15
4.2.10	<i>Fire/Life Safety Compliance</i>	15

4.2.11 *Hazardous Waste*..... 15

4.2.12 *Digging/Trenching*..... 15

4.2.13 *Personal Protective Equipment*..... 16

5 LIST OF APPENDICES 16

6 RELATED POLICIES 16

1 Introduction

As an institute of higher learning dedicated to the development of the global and local community, Southern New Hampshire University (the University) has experienced exponential growth in both its online educational program and traditional campus experience. With this expansion comes the need for increased and improved infrastructure that includes the involvement of local specialists contracted to perform the work associated with this growth. The University recognizes that with the increased presence of contractors on campus sites and satellite offices, a comprehensive contractor safety program is necessary for the safety and health of the campus community and contract employees. The Contractor Safety Program was developed to address the measures that the University expects contractors to follow to ensure the safety and health of all involved.

2 Definitions

Alteration of Terrain (AoT) Permit	A permit required by the New Hampshire Department of Environmental Services that requires particular measures to be taken to protect surface water quality by controlling soil erosion and managing, treating, and recharging stormwater runoff from development activities.
Asbestos Containing Material (ACM)	Any material that contains any type of asbestos in an amount greater than one percent by weight, area, or volume, either alone or mixed with other fibrous or non-fibrous materials.
Confined Space	An area that is large enough for whole body entry, has limited or restricted access, and is not designed for continuous occupancy.
Construction Work	New construction, or the repair of existing facilities/ replacement of structures and their components that improves the facility. Work that is large in scale and/or complexity would be considered construction work even without improvement.
First Aid	As defined in 29 CFR 1904.7(b)(5)(ii): using a non-prescription medication at non-prescription strength; administering tetanus immunizations; cleaning, flushing or soaking wounds on the surface of the skin; using wound coverings such as bandages, Band-Aids™, gauze pads, or using butterfly bandages or Steri-Strips; using hot or cold therapy; using any non-rigid means of support, such as elastic bandages, wraps, non-rigid back belts; using temporary immobilization devices while transporting an accident victim; drilling of a fingernail or toenail to relieve pressure, or draining fluid from a blister; using eye patches; removing foreign bodies from the eye using only irrigation or a cotton swab; removing splinters or foreign material from areas

other than the eye by irrigation, tweezers, cotton swabs or other simple means; using finger guards; using massage; drinking fluids for relief of heat stress.

Hazardous Waste	A waste regulated by the Resource Conservation and Recovery Act (RCRA). Hazardous Waste has properties that make it dangerous or capable of having a harmful effect on human health or the environment. Under this Program, a Hazardous Waste means a substance specifically listed as a hazardous waste by RCRA. The substance may exhibit one or more of the following characteristics: ignitability, corrosivity, reactivity, or toxicity.
Hot Work	Work involving electric or gas welding, cutting, brazing, or similar flame or spark-producing operations
Maintenance Work	Work performed to keep equipment or structures in proper condition through anticipated, routine or periodic measures. Maintenance work is performed to keep equipment or structures in their existing state.
National Pollutant Discharge Elimination System (NPDES)	A federal permit program administered by the Environmental Protection Agency that addresses water pollution by regulating point sources that discharge pollutants to waters of the United States.
Point of Contact (POC)	A representative of the University who is responsible for communicating the needs and requirements of the University to contractors on construction or service projects. The POC may be a Facilities Management Supervisor or Manager from Facilities Management, a Facilities Designated Project Manager, or a Representative from Information Technology Services (ITS), Audio Visual Services (AV), or Athletics.
Safety Data Sheet (SDS)	A safety document developed by a chemical manufacturer that communicates the hazards and potential health effects of a chemical or mixture as well as safe working procedures and protective measures to be taken when working with the chemical or mixture.

3 Policy

3.1 Scope

This program applies to all University owned, leased, and operated facilities, and to all work performed by contractors, sub-contractors, consultants and service providers hired by the University.

This program does not apply to agencies, corporations, or individuals not in contractual agreement with the University (i.e. media, regulatory agencies).

3.2 Purpose

This program is intended to establish the guidelines and rules necessary to ensure that all contractor work is carried out safely to minimize the possibility of injury or harm to the contractors' employees, University employees, students and visitors.

It also provides an avenue for contractors to communicate their safety plans, policies and procedures to the University. If the contractor has safety protocols that are more stringent than this program, the contractor protocols should be followed.

3.3 Roles and Responsibilities

3.3.1 Southern New Hampshire University

Office of Procurements and Contracts

Contractors who are part of the Southern New Hampshire University Qualified Contractor Program:

- Provide contractors with a copy of the Contractor Safety Program and acquire a signed Contractor Safety Program Acknowledgement Form
- Provide the Safety Program Manager with a signed Contractor Safety Program Acknowledgement Form

Facilities Management Supervisor or Manager, Project Manager, or ITS/AV/Athletics Representative

Contractors who are not part of the Southern New Hampshire University Qualified Contractor Program:

- Provide contractors with a copy of the Contractor Safety Program and acquire a signed Contractor Safety Program Acknowledgement Form
- Provide the Safety Program Manager with a signed Contractor Safety Program Acknowledgement Form
- Act as a POC with the contractor liaison for day to day and emergency communications
- Act as a liaison between the contractor and Safety Program Manager
- Ensure contractor is aware of, understands, and is willing to abide by this program
- Enforce safety rules of the University, particularly those implemented to control the hazards of the contracted process
- Inform the contractor of the presence of hazards (chemical, electrical, mechanical, and hydraulic) in or near the work area.
- Notify the Safety Program Manager if the contractor will be generating hazardous waste

- In conjunction with the Safety Program Manager:
 - Confirm the presence of contractor safety plans, policies and procedures as applicable to the scope of work of the contractor. Request written copies, as needed.
 - Ensure that the contractor knows the applicable provisions of the Crisis Management Procedures and Protocol available through Public Safety (Appendix A)
 - Periodically evaluate the contractor's fulfillment of his or her responsibilities under this policy

Safety Program Manager

- Provide support to Supervisors, Project Managers and ITS Representatives
- Review documentation of contract employee training
- In conjunction with the Facilities Management Supervisor or Manager, Project Manager, or ITS Representative:
 - Confirm the presence of contractor safety plans, policies and procedures as applicable to the scope of work of the contractor. Request written copies, as needed
 - Ensure that the contractor knows the applicable provisions of the Crisis Management Procedures and Protocol available through Public Safety (Appendix A)
 - Periodically evaluate the contractor's fulfillment of his or her responsibilities under this policy

3.3.2 Contractors

- Provide 48 hours advance notification to the University Point of Contact prior to start of work
- Be knowledgeable about and comply with local, state, and federal labor, safety, and environmental regulations applicable to the work performed and services provided
- Be familiar with this Contractor Safety Program and comply with program elements.
- Be familiar with the applicable provisions of the Crisis Management Procedures and Protocol available through Public Safety (Appendix A)
- Provide POC with safety plans and contract employee safety training documentation applicable with services provided, as requested
- Provide a signed Contractor Safety Program Acknowledgement Form to the Office of Procurement and Contracts (Appendix B) or POC
- Designate a Liaison who is responsible for the day-to-day and emergency contacts and communications with the University POC
- Obtain all licences or permits prior to beginning work
- Take reasonable steps to ensure that measures are in place to protect University employees, students, contractors and sub-contractors

- Verify that contract employees possess the knowledge, ability, training, and experience to safely complete performed work
- Develop and implement safe work practice procedures to control contract employee entry into hazardous work areas
- Maintain a contract employee injury and illness log

4 Safety Requirements

4.1 General Requirements

4.1.1 Security

Contractors are required to identify themselves as contractors, either through use of a contractor supplied badge, a garment that identifies the contract company, or other means that clearly indicates that the person is a contractor. All contractors (other than those that report to a construction job site and follow the security and check-in procedures of the general contractor) must schedule work in advance with their University POC. Contractors must be accompanied by a University representative any time they require access to a student or residential director's private living space. Additionally, any contractor who must access locked IT/Telecom closets, must be accompanied by a representative of ITS.

For work on campus, contractors may request keys at the Operations Center for daily use. Keys must be returned before the contractor leaves campus. At the time that keys are requested, the contract employee must leave his/her driver's license and contact information. See Appendix C for the Facilities Key Policy.

4.1.2 Weapons

With the exception of law enforcement authorized to carry, firearms and other weapons are not allowed on campus or any other University owned property, regardless of the existence of a permit to carry

4.1.3 Smoking/Drug Use

Contractors are expected to arrive onsite free of any adverse effects of illegal and prescription drugs or alcohol. The use of alcohol or illegal drugs while on campus or other University owned or leased property is forbidden.

Smoking is not allowed in any buildings, on any athletic fields or within 25 feet of any building entrance. Contractors who smoke must use designated receptacles for proper disposal.

4.1.4 Emergencies and Evacuations

General Emergency Procedures

Emergencies may arise that affect the building where the contractor is working or the entire campus, including weather related emergencies, bomb threats, acts of terrorism, fires, or hazardous chemical spills. The University POC will inform the contractor liaison of any emergency situations that could affect the contractor, including closures due to weather.

Medical Emergencies

In the event of a medical emergency involving contractor employees, the contractor should dial 8-911 if using a university phone to be connected to Public Safety. If a University phone is not available, use a cell phone to call Public Safety at 603-645-9700 after calling 911. Public Safety will be able to provide more detailed information on building location on campus, and will meet emergency response. Contractors are encouraged to program their phones with the Public Safety number. There are AEDs located throughout campus that are available for contractor use if needed.

For non-emergencies where the injured would like to have a medical evaluation, the contractor should use a local Urgent Care clinic or hospital emergency department. The University Wellness Center may not be used by contractors.

For first aid, contractors are expected to provide and maintain their own first aid kit.

Fires/Evacuations

The University POC is responsible for ensuring that the contractor and its employees are aware of the evacuation procedures for their work area. In the event of an evacuation alarm, contractors will proceed to the nearest exit and gather at a safe distance at least 500 feet from the building. Contractors must notify their POC if they evacuate their work area or building.

If a fire is discovered by a contractor, the contractor should activate the building alarm pull station and call 8-911 if using a campus phone, or 911 via cell phone. Fire extinguishers may only be used by trained operators.

4.1.5 Conduct

General

Contractors are expected to treat students, staff, faculty, and University visitors as well as other contractors and subcontractors with respect at all times. The University has a zero tolerance policy for harassment or inappropriate behavior of any type.

Behavior that will not be tolerated includes:

- racial, ethnic, or sexual remarks or slurs
- foul language and obscene gestures
- flirtatious comments or actions
- comments about a person's body
- catcalling
- any type of threat
- improper touching or assault
- photos, cartoons or drawings of inappropriate sexual, racial or ethnic content

A contractor employee displaying any of the above behaviour will be asked to leave the campus immediately and will not be allowed to return.

Work Practices

Contractors are expected to abide by the rules conveyed to them by their POC, including the policies in this program as well as any posted procedures in their work area. Additionally, contractors should abide by the following standards:

- Fighting and horseplay are not allowed
- The use of compressed air to clean clothing, body, or work areas is not allowed
- Machinery and tools must be maintained in good working order, with the appropriate safety devices (i.e. portable GFCIs)
- Tools and equipment will be moved to and from elevated surfaces via a rope, bucket or work belt, not by throwing or dropping
- Contractors must supply their own tools and equipment, including ladders.
- Contractors may not block fire protection devices, alarm pull stations, aisles, exits or electrical panels.
- Proper PPE must be worn by contractors.

4.1.6 Injury and Accident Reporting

In the event that a contractor is injured and requires medical attention beyond first aid or an injury occurs to a University community member (any degree of injury) due to contractor behaviour, the University POC must be informed of the injury as soon as possible. The contractor will be responsible for conducting an accident or incident investigation and identifying the root cause as well as any corrective actions.

The contractor is responsible for maintaining its own injury log and is required to make any notifications required by federal, state, or local law to OSHA, the NH Department of Labor, or any other federal, state, or local agency.

4.1.7 Housekeeping

Contractors are expected to maintain a clean and orderly work site during work hours, making sure that all walkways, doorways and exit routes are accessible and unobstructed. Any cords, hoses or cables must be located so as to not create a trip hazard or located in a spot where they can be taped down to prevent a trip hazard.

Contractors are expected to clean up their work areas each day that they are on-site. They are expected to acquire their own dumpster for their construction waste. For small jobs generating small amounts of refuse (less than 55 gallons), University provided dumpsters may be used, if approved by the Director of Facilities. Under no circumstances may chemicals, oils, greases, paints, solvents, or other commonly used chemicals be disposed of in the University dumpster or via drain disposal. The Safety Program Manager must be contacted to determine the appropriate disposal method.

4.2 Specific Requirements

4.2.1 Hazard Communications and Hazardous Materials

If hazardous materials will be used by the contractor at the University, the contractor must provide hazard information, safe work procedures and emergency protocols to its employees per OSHA's Hazard Communication Standard. All chemicals must be

labelled and contained per the standard and Safety Data Sheets must be available for review by the Safety Program Manager if requested.

The University maintains safety data sheets for all hazardous materials on campus and non-campus owned/operated sites. The University POC for the project will ensure that the contractor is aware of all chemical hazards for which there is the potential for exposure and provide SDSs, if requested.

4.2.2 Air Contaminants

Contractors are expected to take measures to control the release of hazardous air contaminants and fugitive emissions including nuisance dust, chemicals, and hazardous materials such as lead dust, silica, and asbestos.

When possible, contractors will select the least toxic material to complete the job. Sources of air contaminants, including exhaust from idling vehicles, must be kept away from building air in-takes. If the contractor will be using materials for which there is an established OSHA permissible exposure limit (PEL), the contractor will take steps to ensure the PEL is not exceeded. In cases where there is reasonable anticipation that the PEL could be exceeded or building occupants report objectionable concentrations of air contaminants or health effects from air contaminants, the contractor will be responsible for monitoring for contaminants and establishing control measures. If control measures to keep contaminants below the PEL are not feasible, access to the work area will be restricted to authorized personnel wearing the appropriate personal protective equipment.

4.2.3 Work at Heights

Roof Access

If a contractor requires access to the roof of a building, the Facilities POC will coordinate access. Some buildings have chemical fume hoods with roof-top emissions. Continuity of chemical fume hood operation must be maintained for the health and safety of the building occupants; however, contractors must be protected from fume hood emissions as well. Roof work performed on buildings with roof-top chemical fume hood emissions must be coordinated with the department that uses the fume hood.

Fall Protection

Maintenance work performed from a height greater than 4 feet and construction work performed from a height greater than 6 feet requires guardrails, safety net(s), or a personal fall arrest system. The University POC will inform the contractor if the work area does not have fall protection so that temporary fall protection controls may be taken.

Aerial Lifts

A contractor doing work that requires an aerial lift must follow 29 CFR 1910.67 Vehicle-Mounted Elevating and Rotating Work Platforms Standard for general industry or 29 CFR 1926.453 for construction activities, as applicable. Any contract personnel operating an aerial lift must be trained and authorized, perform

a pre-start and work zone inspection, ensure gates and openings are closed and wear appropriate personal fall arrest equipment.

Ladders and Scaffolding

Contractors are required to provide their own ladders. In rare instances at the discretion of Facilities Management, contractors may borrow a University owned ladder as long as they provide documentation that they have completed ladder safety training. When using ladders, contractors are expected to select a ladder appropriate for the work being performed and to use safe work practices per 29 CFR 1910.25-.26 and 29 CFR 1926.1060.

Contractors erecting scaffolds must ensure that they are compliant with 29 CFR 1910.28, Safety Requirements for Scaffolding. Scaffolds must be secured from access during non-working hours.

4.2.4 Asbestos

During demolition and renovation, contractors may encounter asbestos containing materials (ACM). ACM may be present in roofing materials, thermal insulation, ceiling tiles, adhesives, textured paints/coatings, and joint compounds. During past demolitions and renovations, the University has conducted surveys of different building materials that historically have been asbestos containing, and keeps a log of areas that have been tested. Contractors will be informed by their Facilities POC of the location of suspect or known asbestos containing materials in the work area. If the contractor will be performing renovation or demolition and it is not known if ACM is present, it will be assumed the material is ACM or a qualified consultant will be employed to perform sampling and determine if asbestos is present. If the material is assumed to be or proven to be ACM, a qualified asbestos abatement contractor will be retained for removal. Contractors may not damage or disturb known or suspected ACM unless they have been specifically employed by the University to do so and they are licensed as a NH Asbestos Abatement contractor.

Contractors must comply with OSHA's asbestos standard, 29 CFR 1926.1101, including the requirements for multi-employer worksites, regulated areas, exposure assessments and monitoring, hazard communication, housekeeping and contract employee training. Verification that this training has been provided will be supplied to the University upon request.

4.2.5 Stormwater Management

In many cases, a National Pollutant Discharge Elimination System (NPDES) or Alteration of Terrain (AoT) permit will be required for construction activities. In these cases the requirements of the NPDES Stormwater Pollution Prevention Program (SWPPP) or AoT permit for erosion and sediment control, chemical treatment, and pollution prevention developed for that project must be followed. For smaller construction projects in which an NPDES or AoT permit is not required, contractors are expected to perform activities in a manner that will minimize the impact to stormwater. In particular they will minimize exposure of stormwater to pollutants (chemical, sand, oils, grease, etc.) by properly storing chemicals and products,

practicing good housekeeping, maintaining equipment and vehicles, cleaning up spills promptly, controlling erosion, minimizing and controlling dust generation, and storing waste in covered containers.

4.2.6 **Confined Spaces**

Contractors performing work in confined spaces on campus or any University owned properties must maintain their own written confined space entry program, including training their employees and making arrangement for rescue. Entry into the confined space will be coordinated with the University POC, and must be coordinated at least 24 hours ahead of time for entry to perform routine maintenance or repairs.

In situations where there will be entry by both a University employee and a contract employee in the same confined space, each will execute their confined space entry procedures independently (i.e. the contract and University employees will both perform air sampling and have their own attendants and permits).

The University POC will inform the contractor of the hazards associated with the confined spaces that the contractor intends to enter.

4.2.7 **Lock-out/Tag-out & Control of Hazardous Energy, Utilities Impairment**

Contractors may be involved in work that requires that electrical, mechanical, thermal, hydraulic, pneumatic or chemical energy is isolated or de-energized. In these cases, contractors must have their own written Lockout/Tagout program and supply their own locks, tags, and other equipment used to de-energize the equipment. The Facilities POC will notify the contractor if there are specific written procedures for the equipment; the contractor will be expected to follow these written procedures. Anytime a contractor locks out a device, the contractor must notify the POC. If a contractor encounters a lock-out device that interferes with their work, they must contact the Facilities POC to determine the course of action. They may not remove the lock or tag.

The contractor is responsible for making sure that all affected employees (including subcontractors) understand and comply with the restrictions of this program.

Additionally, any contractors likely to encounter or impair utilities must complete the Utility Service/Impairment of Alarm and Safety Systems form in Appendix D. This form will be submitted to the POC at least 48 hours before the planned work.

4.2.8 **Electrical Safety**

Electrical work performed by contractors must be performed by qualified electricians and be compliant with NFPA 70E and applicable OSHA general industry or construction standards.

Contractors must use Ground-Fault Circuit Interrupters (GFCI) with all power tools and equipment and must make sure that electrical cords on their tools and equipment are not damaged. At greater than 50 volts live parts must be put in an

electrically safe work condition, unless de-energizing introduces increased hazards or is infeasible due to equipment design. The contractor must notify the University POC before work starts if work on live parts is required, and must show proof of proper PPE for the electrical hazard.

4.2.9 Hot Work

Facilities Management has a Hot Work Program which applies to employees and contractors whenever welding, torch cutting, brazing, bronzing, soldering, or any other task that involves generation of heat or sparks is done outside of a designated welding area. Prior to performing any hot work, contractors must notify the POC. The Facilities POC will assist the contractor with acquiring a hot work permit via the Safety Program Manager or designee.

Contractors are responsible for fulfilling the requirements of the person authorized to perform hot work and the fire watch personnel, including training on hot work safety procedures and providing an appropriate fire extinguisher for the hazards.

4.2.10 Fire/Life Safety Compliance

In the event that a contractor is performing work on the fire detection or sprinkler system that requires that an alarm or sprinklers are taken off-line, the contractor will notify the responding fire department as soon as possible. The responding fire department will determine the need for a fire watch in accordance with the fire or life safety code adopted by the department. In some cases the fire department may require that the fire watch role is performed by a member of the fire department. If not, it will be the responsibility of the contractor to provide a fire watch whose sole duty is to act as a fire watch for the duration that the alarm or sprinkler system is disarmed.

4.2.11 Hazardous Waste

Hazardous waste generated by a contractor while performing work for the University is both the responsibility of the University and the contractor. However, the University will assume generator duties, unless it is otherwise agreed upon prior to the start of work. If hazardous waste is expected to be generated, the Safety Program Manager must be notified. The Safety Program Manager will advise the contractor on proper storage and labelling while the hazardous waste is generated and will coordinate the shipment of the hazardous waste via a hazardous waste disposal company. Contractors must provide information on the characteristics of the hazardous waste (i.e. safety data sheets, analytical reports, process knowledge) so that the Safety Program Manager can ensure proper disposal.

4.2.12 Digging/Trenching

The hazards associated with excavation work include damage to underground utilities, cave-ins and atmospheric hazards. When the services provided by the contractor require digging, trenching or other excavation, Dig-Safe protocols must be followed. Before any digging begins, the Facilities POC must be contacted to implement the Dig Safe program to identify any underground utilities. For

construction projects under the control of a general contractor, the general contractor will be responsible for implementing Dig-Safe protocols.

Once any underground utilities have been identified, the contractor must comply with trench shoring and bracing in accordance with OSHA's 29 CFR 1926 Subpart P Excavations Standard. Equipment, including temporary railings, barricades, and warning devices for fall protection will be provided by the contractor. Contractors must also determine if there is an oxygen deficiency or hazardous atmosphere in the trench and, if either condition exists, must follow protocols for a permit required for confined space entry.

4.2.13 Personal Protective Equipment

Contractors are expected to follow the Facilities Personal Protective Equipment Program. Contractors are responsible for performing hazard assessments for contract employees and assigning and supplying the appropriate PPE. All safety equipment must comply with 29 CFR 1910.132 standards as well as any applicable ANSI standards.

Where hazards are present which necessitate the use of PPE due to activity of the University, the Facilities POC will make the contractor aware of the hazards and the PPE requirements.

5 List of Appendices

- Appendix A: Crisis Management Procedures and Protocol (To be replaced with EAPs for campus and satellite areas)
- Appendix B: Southern New Hampshire University Contractor Safety Program Acknowledgement Form
- Appendix C: Facilities Management Key Policy
- Appendix D: SNHU Utility Services/Impairment of Alarm and Safety Systems

6 Related Policies

- Facilities Hazard Communication Plan
- Confined Space Entry Program
- Lockout/Tagout Policy
- Hotwork Permit Program
- Waste Management Plan
- Facilities PPE Program

Appendix A: Emergency Action Plans

Emergency Response Document



An emergency can occur anytime, and it may require you to evacuate or shelter in place in a building or area. This handout contains information on what to do and how you should react. As a University official you are an authoritative figure in the classroom and in other areas on campus and you can influence how students respond in an emergency. Calm, collected and clear directions by faculty and staff will have a calming effect.

Information – During an emergency the University may use any or all of the following emergency communication methods:

- Emergency Text Messages (SNHU Alerts)
- Face to Face
- Official Emails
- University Website/Portal (mySNHU)

Faculty & Staff Responsibilities – As Faculty and Staff you are responsible for telling students how to respond. However, you are not responsible for a person who disregards your advice and you are not responsible to control their actions.

Shelter-In-Place

Shelter-In-Place is an immediate action taken in response to a problem or security threat near or in a building you are occupying. The purpose is to convert the building into a locked (when possible), secured and safe environment to shelter in until the problem is resolved. Hallways and common areas should be cleared of students, faculty and staff by entering into the nearest classroom, office, or residence hall room.

- Close the doors and windows. Lock them, if a lock is available.
- Leave your cell phone on, but put it on silent.
- Turn off the lights and be silent.
- Draw shades and cover the door window if possible.
- Do not leave for any reason.
- Move to the corner of the room that is furthest away from windows and doors.
- Remain quiet.
- Wait for further instructions.

Evacuation

Evacuate if you hear a fire alarm, if you are told to do so by a University official or if there is an obvious reason such as an earthquake. Leave the area closing the door to the room that has been evacuated.

- Take the closest and safest way out of the building.
- Walk.
- Do not stop for belongings unless instructed.
- Go to a safe place 500 feet from the building.
- Wait for further instructions.
- Do not use the elevator.

Southern
New Hampshire
University

Campus Map On Back

Appendix B: Southern New Hampshire University Contractor Safety Program Acknowledgement

1. Contractors are responsible for complying with the applicable elements of the SNHU Contractor Safety Program.
2. Contractors are subject to all applicable local, state and federal regulations of EPA, OSHA, and DOT, even if the particular regulation is not specified in the SNHU Contractor Safety Program.
3. Contractors are responsible for ensuring that all sub-contractors have been provided a copy of the SNHU Contractor Safety Program and that all sub-contractors agree to the program elements.
4. Contractors are responsible for reporting all incidents immediately to their point of contact.
5. Contractors will provide evidence of active general liability, workers' compensation, and automobile insurance as required by the Master Service Agreement or Purchase of Goods and/or Services Terms and Conditions.

I, THE UNDERSIGNED HAVE READ, REVIEWED AND ACKNOWLEDGE MY UNDERSTANDING OF THE SOUTHERN NEW HAMPSHIRE UNIVERSITY CONTRACTOR SAFETY PROGRAM AND THE GUIDELINES OF THIS DOCUMENT. AS A REPRESENTATIVE OF MY COMPANY, I COMMIT THE COMPANY AND ITS EMPLOYEES TO COMPLYING WITH THE PROVISIONS OF THE SAFETY PROGRAM. I HAVE BEEN GIVEN THE OPPORTUNITY TO SEEK CLARIFICATION ON AREAS OF THE PROGRAM THAT APPLY TO THE WORK MY COMPANY HAS BEEN CONTRACTED TO PERFORM.

NAME OF CONTRACT COMPANY _____

NAME OF CONTRACT COMPANY REPRESENTATIVE _____

CONTRACT COMPANY REPRESENTATIVE SIGNATURE _____

24-HOUR EMERGENCY CONTACT FOR CONTRACT COMPANY _____

DATE _____

Appendix C: Facilities Management Key Policy



Note: Contractors who have read the Contractor Safety Program and have signed the Acknowledgement form, do not have to sign the Facilities Management Key Policy

CONTRACTOR RULES AND REGULATIONS WHEN WORKING ON CAMPUS

Southern NH University has experienced a huge increase in growth over the past few years. Therefore we are finding policy and practice changes are necessary to keep us compliant and to ensure the security and safety of our campus. You will find policy, rule and regulation changes below and we require that you abide by the updated policies moving forward.

MASTER KEYS

Work must be scheduled in advance. At no time is a contractor allowed to make its own decisions regarding working on campus. Contractors must be in communication with a member of the Facilities Team whenever work on campus is required and master keys are needed. Contractors are prohibited from entering campus buildings without permission.

Contractors working on a project for the IT Department will need to ask the Facilities Project Manager for the name of the Facilities contact person before keys will be assigned. All IT projects should be reviewed in advance so a member of the Facilities Team is aware of the work being done and any impact it may have on students, faculty, staff or buildings.

Keys need to be requested daily at the reception desk of the Operations Center. Contractors will need to provide the following information each time the contractor requests keys:

- Full name
- Company name
- A driver's license – which will be returned to the Contractor employee when keys are returned
- A cell phone number
- The contact person within the Facilities Team with whom the Contractor is working

All keys need to be returned the same day and at no time can keys be removed from campus or kept overnight. The Facilities Department is open from 7:30am-4:30pm M-F. If a Contractor experiences any problem with contractor keys after hours or on weekends, the contractor should contact the Office of Public Safety at 603-645-9700

Contractors who need to work after hours or on weekends need to make special arrangements with their Facilities contact person in advance. Keys will be left with the Office of Public Safety and contractors will sign out keys in their office located in the Morrissey House. They are open 24 hours a day and the same rules apply when signing out keys in their office as above.

Contractors should keep the keys with them at all times. If keys are found unattended, they will be taken and contractor access will be denied in the future. The security of our campus is very important; managing the many Contractors working on campus can get complicated and securing these keys while in contractors' possession is imperative.

Page 2 of 2. Contractor Memo

SUBCONTRACTOR INSURANCE

On occasion SNHU contractors will hire subcontractors to complete work quoted to them. Those subcontractors **MUST** be approved in advance to work on this campus.

An updated copy of General Liability, Workman's Compensation and proof of Auto Insurance must be on file with the Purchasing Department. This information can be mailed directly to purchasing@snhu.edu. If a contractor is found to use a subcontractor that has not provided this information, that contractor will be asked to stop work until we have the proper

Appendix C: Facilities Management Key Policy

documentation. If proper documentation is not provided immediately, the Contractor will be asked to leave campus until it has been.

GENERAL RULES

The students are our first priority and contractors and their employees are expected to behave in an appropriate, professional manner at all times when working on this campus. Complaints from students, faculty or staff regarding any inappropriate behavior are taken very seriously and the person responsible will be asked to leave campus immediately. This is a ZERO tolerance policy.

There is no smoking in any of the buildings. If smoking outside, contractors should use smoking receptacles and should not leave cigarette butts on the ground. University Policy states that smoking may not take place within 25' from any building entrance. There is also no smoking allowed anywhere in the green space.

Parking is allowed in parking spaces only. Contractors should unload at the door and move vehicles promptly. Contractors should not park on any landscaped areas or block doors. If a parking space is not available, contractors should contact the Office of Public Safety for assistance.

Contractors must clean up after themselves, close all windows, lock all doors and shut off lights when leaving for the day. Contractors should use appropriate sinks to wash brushes etc., and make sure to use public bathrooms. If in dorms, Contractors should not use the bathrooms in dorm rooms. Instead, contractors should ask where public bathrooms are located and use only those.

All workers must wear shirts at all times and conduct themselves in a professional manner, which includes limiting interaction with students. Worker clothing should not contain offensive writing, images, or symbols. Any complaints from students regarding inappropriate behavior will result in the offending team member being asked to leave the campus.

Contractors should not prop any of the exterior doors or interior suite doors and leave them unattended. This causes security issues for occupants and also allows small animals inside the buildings. Thank you for your cooperation.

Company Name _____

Company Representative Name: _____

Signature: _____

Date: _____

Appendix D: SNHU UTILITY SERVICE / IMPAIRMENT OF ALARM AND SAFETY SYSTEMS

Contractors working on campus may encounter or may have to impair utilities and fire alarm systems in order to complete their work. In these circumstances, Contractors must notify and secure Facilities Designated Project Manager (FDPM) approval in advance of work.

Systems to be encountered may include, but are not limited to, the following:

- Domestic Hot or Cold Water
- Storm and Sanitary Sewer
- Steam and Steam Condensate
- Heating Hot Water
- Cooling Chilled Water & DX Systems
- Lawn Irrigation/Sprinkler Systems
- Electric Power
- Telephone / Data / CATV
- Fire Alarm and Safety Systems including
 - Fire Alarm Panels
 - Smoke Detectors
 - Heat Detectors
 - Fire Sprinklers
 - Video Surveillance
 - Motion Detectors
 - Emergency Lighting
 - Door / Window Alarms
 - Smoke Alarms

All contractors must adhere to the following requirements in order to secure FDPM's approval.

1. **Any and all encountered system lines (see above list) within the contractor's area of work must be assumed to be active ("hot")** until it is verified through the FDPM that the line(s) has/have been disconnected, deactivated or by-passed.
2. **Notify** your FDPM in writing a minimum of *(5) business days in advance* of the planned work activity in order to request services of utilities by completing the **Utility Service Request Form** (See attached). The purpose of the submitted Form is to afford the FDPM time to notify the end users of pending work and coordinate with Facilities Mechanical and Electrical Supervisor in preparation for work.
3. **Receive FDPM authorization to proceed with work prior performing any work.** FDPM authorization is obtained when FDPM and Facilities Mechanical and Electrical Supervisor sign and date submitted request.
4. **Check requirements for permits.** Depending on the utilities and actions checked-off by the contractor on the **Utility Service Request Form**, permits may be required before the contractor can proceed with their work activity.

Appendix D: SNHU UTILITY SERVICE / IMPAIRMENT OF ALARM AND SAFETY SYSTEMS

SNHU UTILITY SERVICES REQUEST FORM

A Five (5) Day Notification Request must be submitted to your Facilities Designated Project Manager (FDPM) to request work on any of the below systems/services:

Project # and Description: _____

Contractor & Contact: _____

Requested Date and Start Time of Service: _____

Duration of anticipated work/impairment: _____

Name of SNHU Person(s) Overseeing the Work: _____

Utility: (Please check the requested utility)

	Communication/Data/CATV		Special Suppression Systems
	Water		Fire Alarm Systems and components
	Steam		Emergency Lighting, Exit Lighting
	Sanitary Sewer		Portable Fire Equipment
	Electric		Elevators
	Storm Water		Sprinkler Systems, Standpipes, Fire Pumps
	Irrigation – Lawn Sprinkler System		Gas – Natural

Action Requested (Please circle the requested action and use space to the right for additional information or requests)

<p>Locate Lock Out Repair Lock Removed Impair</p> <p>Turn Off: _____(Time)</p> <p>Turn On: _____(Time)</p>	<p><u>Buildings Affected by Utility Interrupt & Additional Information:</u></p>
--	---

Please note that other permits may be required in addition to this form.

Approved and Notification Given to End User by

FDPM Name

Date

Senior Director of SNHU Facilities

Date