



# Glasgow Airport Managing Responsibly System

Engineering Department: Control of Contractors

HSSE-GLA-ENG-LOP-020

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#### Map:

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## 1. Amendments, Distribution, Replacements & Endorsement

### 1.1 Amendments

Version No.	Issue Date	Comments / Changes
1	July 2024	New Issue from previous versions into SOP format. New procedures added due to change in business.
2	July 2024	Added HOE and updated errors.
3	Feb 2024	Format changed to new format, full review with minor word changes. Update Notification Periods to include all permits.
4	Aug 2023	Change of ownership and minor changes.
5	Nov 2024	Full review with amendments and appendices added.
6	Feb 2025	Full review with amendments of content and appendices.
7	March 2025	Addition of Section 6 and 16 to existing procedures

### 1.2 Distribution

Controlled Master Copy: Engineering Assurance Manager  
Engineering Hub, SharePoint MRS, Eng ADE Folders  
General Distribution: Airport Managing Responsibility Systems

### 1.3 Replacement:

Replaces : V5.0 dated Nov 2024

### 1.4 Endorsement:

Document Sponsor: Engineering Manager  
Document Owner: Engineering Assurance Manager  
Revision Period: 3 Years  
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### 1.5 Compliance

There is no personal data contained within this document.

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## 2. Introduction

This LOP describes the procedure for all companies who intend to use the services of a contractor to engage in any work activity on Glasgow Airport Ltd. premises.

## 3. Applicability

All contractors carrying out works within any Glasgow Airport premises must be in possession of a valid Contractor ID Pass issued by Glasgow Airport Engineering Department.

This LOP applies to all contractors without exception working for internal and external companies including Glasgow Airport Ltd. Departments, Airlines, Tenants, Retailers, Concessionaires and all other Occupiers as well as all external companies and business partners.

A 'Works Requester' is anyone who has called in a contractor to undertake work on their behalf e.g. project manager, retail manager, property manager etc. The Works Requester is accountable for the proposed work, tracking the progress and completion of the work and the Health and Safety of both the contractor and the airport area to which the work relates.

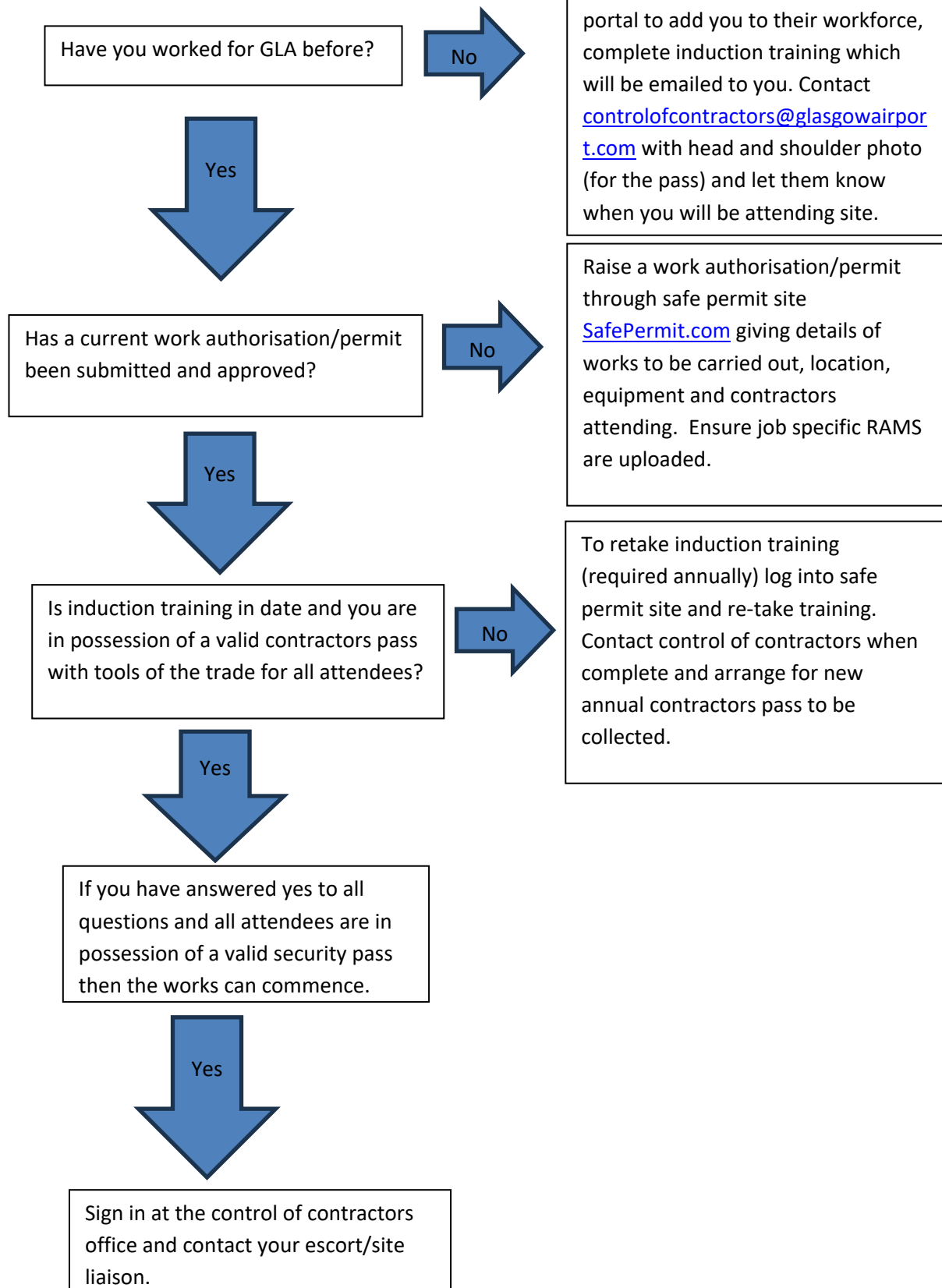
Note that any works requester must additionally ensure that all appropriate permits are in place for the works being undertaken, as well as appropriate governance and approvals are in place for any infrastructure change.

## 4. Purpose

The Health and Safety at Work etc. Act 1974 requires persons in control of premises to ensure, as far as reasonably practicable, the premises are safe and without risks to health. Specifically, this LOP ensures Glasgow Airport Ltd. meets the requirements of regulation 11 of the Management of Health & Safety at Work Regulations 1999 with regards to "persons in control of certain premises".

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## 5. Quick Guide



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## 6. Charging Structure

As of 1<sup>st</sup> April 2025, Glasgow Airport have introduced a charging structure for contractor passes, permits and infringements as detailed on the airport sundry charges, available on the Glasgow Airport website under 'Do business with us'. These are reviewed annually.

<https://www.glasgowairport.com/about-us/do-business-with-us/>

Works Permits, Contractors ID Passes and Infringements costs/charges will all be determined by Airport Engineering and invoices sent on a regular basis to the company which applied for the permit or pass, or had the infringement issued.

All charges apply per pass/permit/infringement apart from sprinkler isolation permits which will be charged on a weekly basis.

Further information on infringements can be found in section 16.

## 7. Contractor ID Pass - Application Procedure

For those organisations new to the Airport:

All new contractor companies intending to have their staff undertake works anywhere on the Glasgow Airport site and wider campus must complete the form in Appendix 1 and send it to [controlofcontractors@glasgowairport.com](mailto:controlofcontractors@glasgowairport.com). The organisational contact named on this form will then be sent a link from **One Look Safe Permit System** (this is the Glasgow Airport Control of Contractors work authorisation and permit system). The organisational contact will have been granted administration rights and have the ability to manage their own workforce through the contractor portal tab.

We recommend that multiple users are setup per organisation by the initially nominated organisation contact, this ensures that there is consistent availability to apply for contractor ID passes and permits.


Established organisations:

When administrators are adding a new contractor to their team the induction training will automatically be sent via email if the contractors unique email address is input. Upon successful completion of this online induction, inform Control of Contractors and send a head and shoulders photo and a valid Contractors pass will be created, this will be valid for 1 year unless otherwise stated by the airport. It is the contractors responsibility to ensure that their induction training is kept up to date and must be repeated annually. Contractor passes will not be issued without successful completion of the induction training. Proof of ID must be provided when collecting the Contractor ID pass.

A contractors pass displays the contractors name, company, pass number and expiry date along with a photo of the individual. A contractors pass also permits the tools of the trade which they can take airside.


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GLASGOW  
AIRPORT  
PROUD TO SERVE SCOTLAND



CONTRACTOR  
ID PASS

PERMITTED TO CARRY TOOLS OF THE TRADE: 1 & 2



Pass Holder: Full Name

Company: Compnay Name Pass  
Number

All Areas

Airport Contact: jennifer hughes

Contractor

Expiry Thu 01 Jan 2026

SIGN HERE

Authorising Officers Signature

Pass Holders Signature

By signing the pass holders signature box you agree to our procedures and regulations as stated above and during your Airport Safety Briefing

**IMPORTANT**  
In the case of Emergency or Fire please dial: Internal Telephone ☎ 222 External Telephone ☎ 999 Followed by 0141 848 4222.  
Accidents, dangerous occurrences & near misses must be immediately reported.  
All work must be carried out in accordance with the Health & Safety at Work Act 1974:  
Tools and equipment MUST be safeguarded at all times in public areas.  
Smoking or alcohol is not permitted and PPE MUST be worn as specified.  
Do not proceed with any work until written authorisation has been given.  
Please call the CHO on: ☎ 0141 848 4295 / 4866 for advice.  
Special procedures apply to all work being carried out by contractors at Glasgow Airport.

MUST WEAR THIS PASS AT ALL TIMES AND FULLY OBSERVE  
GLASGOW AIRPORT PROCEDURES & REGULATIONS

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## 8. Risk Assessments, Method Statements (RAMS) and Insurance

All companies intending to instruct works or contractors intending to carry out works anywhere on the Glasgow Airport Campus must submit their Health and Safety Policy, which must include all job specific Risk Assessments and Method Statements. The submission of these documents must only be after the works requester has reviewed and is satisfied that their responsibilities in Section 3 are met.

A work authorisation permit application must be submitted to Glasgow Airport Ltd. Engineering Department through the Safe Permit Portal Permit to Work tab for review and final approval before any work can proceed. Except for emergency or urgent works, this must be done at least three working days in advance of any work commencement. Any works being carried out without a valid work authorisation will be stopped immediately, the authorisation is only valid for the time, date, location and works specified. No works should be carried out that have not been approved and any deviation from the original request will require a new work permit to be obtained before works can continue.

All contractors must provide Public Liability Insurance as per current Managing Directors Notice (MDN). Different levels of insurance are required depending on are and/or type of work. Evidence of necessary insurance cover will be required.

Note that these are the basic requirements to conduct any work at Glasgow Airport, more complicated or hazardous tasks require additional permits above the basic works authorisation permit. These are highlighted in section 8.

## 9. Work Specific Permits

Various permits are issued at Glasgow Airport to allow work to be carried out safely. These should be added to a work authorisation selecting from the drop-down menu on the safe permit site.

These include (and associated required notice periods):

- Hot Works (3 days notice)
- Underground Service Clearance (5 days notice)
- Confined Spaces (5 days notice)
- Re-instatement of Fire Barriers (3 days notice)
- Fire Alarm Isolations (3 days notice)
- Sprinkler Isolation (3 days notice)
- Airside Works Permit (3 days notice)
- Crane Permit (28 days notice)

Some of these permits require extra work and consultation with various departments, these can therefore take longer to gain authorisation. Please note the number of days notice required above. Any contractor carrying out works without the necessary authorised permit(s) will be stopped immediately while investigated and authorisation granted after correct process is followed.

**No works permit authorises any new installations or changes to infrastructure or assets, this must be obtained separately, in writing, from the Engineering Department. This may require further engagement with the asset owner, retail and/or property departments.**

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## 10. Contractor Competency

Applicants will also be required to provide evidence of their training or competency for the type of work they will be doing, for example CSCS, PASMA, FGAS, JIB, Gas Safe Register cards etc. Proof of competency, risk assessments/method statement and safety procedures may be inspected to demonstrate compliance with the agreed safe system of work and all other Glasgow airport procedures.

## 11. Glasgow Airport Security ID, Parking and General Access Arrangements

The Contractor ID Pass is not a security pass and general access to airport restricted areas i.e. after airport security within airside areas, must be arranged through the Glasgow Airport Security ID Centre. Please speak to your Airport Company Contact if this is the case or if you require further information then enter the following URL into your internet browser to bring up the Glasgow Airport Ltd. ID Centre application forms and template letters.

<https://www.glasgowairport.com/log-in-the-id-centre/>

Contractors who are holders of a permanent Security ID Card are still required to possess a Contractors ID Pass.

Parking arrangements must be agreed in advance through your airport contact, this includes any airport car park (public or staff), front of terminal or retail yards. The only exception to this is the Control of Contractors Car Park at Works Services, Campsie Drive, which is available for contractors use.

Location : <https://www.glasgowairport.com/media/1680/control-of-contractors-office-location-map.jpg>

Access to specific engineering or non-general staff areas i.e. plant rooms, roof spaces etc is addressed in section 12.

**It is not the responsibility of Control of Contractors (or wider Engineering Team) to facilitate your security pass and/or advise on access arrangements, parking etc except where a member of the Engineering team is your airport contact.**

## 12. Contractor Signing In & Out Process

All contractors are required to sign in daily with the unique code given to them with their Contractor ID Pass either at the Control of Contractors Office or the Contractors Kiosk in the Terminal Building before commencing their work at the Airport.

Contractors are also required to sign out daily with the unique code given with their Contractor ID Pass when their work is finished.

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## 13. Keys

When required access keys can be obtained from the Control of Contractors office by signing the key register informing us of your name, company, work location and keys required. All keys must be returned by the end of the working day, while you are in possession of the keys they are your responsibility. Loss of keys must be immediately communicated to the Control of Contractors office.

## 14. Out of Hours Works (OOHW)

The Control of Contractors Office normal opening hours are between 0800 and 1600 Monday to Friday. Any work out with these hours, at weekends and on public holidays, is regarded as out of hours work.

If any contractor plans or expects to be working out of hours, for example on a planned maintenance visit, then contact must be made to obtain prior permission with the Control of Contractors Office.

The Out of Hours Work Notification Form (see Appendix 2) can be used to provide information but must be submitted before 1530hrs on the day of the planned works or if working at weekends no later than 1530hrs on the Friday prior.

Contractors undertaking out of hours works must inform the Airport Duty Engineer on 07768 723894 to indicate their arrival on site and must not commence with any works prior to this notification being made.

Upon completion of the works or the working shift, the contractor must sign out and inform the Airport Duty Engineer to state they are leaving the airport premises.

Note that the requirements of Section 11 also apply for OOHW, contractors must still sign in and out using this process. The requirement to contact the Airport Duty Engineer is an additional step specifically associated with OOHW.

## 15. Emergency Call Out

Any works requestor that is requiring a contractor to respond to an emergency, service visit or breakdown call, must inform the Airport Duty Engineer on telephone 0141 848 4528 or mobile 07768 723894 who will advise them accordingly.

The Airport Duty Engineer will assess the work to be carried out and determine if it is a genuine emergency need and will consult with the Airport Duty Manager accordingly if required.

All efforts should be made to send contractor personnel who are site inducted and are holders of Contractor ID passes. Where this is not the case, the Airport Duty Engineer may determine, based in the area and nature of works, to assign an airport engineering escort for the duration which will be chargeable to the works requestor.

Where contractors require temporary security ID passes, these should be obtained via the airport contact utilising the ID centre out of hours process.

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## 16. Infringements

As stated within section 6, as of 1<sup>st</sup> April 2025, charges have been introduced for contractor infringements, charges are per infringement and increase after 5 and 10 offences within a rolling 12 month period. Infringements will be issued for any breaches to the process and procedures outlined in this LOP, non-compliance to RAMS submitted with permits and any unsafe working practices witnessed by any AGS member of staff.

Infringements will typically arise from site visits, patrols or reported behaviours by AGS staff which are subsequently verified. If an unsafe practice or operation is witnessed or reasonably believed to have occurred works may be halted until confirmation is received that these can continue safely.

## 17. Further Information

Further information regarding these procedures should be referred to Control of Contractors on 0141 848 4866 or [controlofcontractors@glasgowairport.com](mailto:controlofcontractors@glasgowairport.com)

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## Appendix 1

## Glasgow Airport Limited - SafePermit System

Please complete this form to allow access to Glasgow Airport SafePermit system.

Company details (all fields must be completed)	
<b>Company Name *</b>	This needs to be the company name which appears on Insurance – RAMS & Staff Uniform.
<b>Telephone No.</b>	Contact Details regarding registration
<b>Email address</b>	Email address for contacting regarding company business
<b>Reason for Registering / Contracts</b>	Please advise what contracts/work which have been arranged at GLAL or reason for registering. <b>**Please include client details**</b>

Site log-in details:	
<p><b>This information is required to set up company access.</b></p> <p><b>This user will then be the Administrator for the company. The Admin can create log ins for additional users within the company.</b></p>	
<b>First Name*</b>	
<b>Last Name *</b>	
<b>Telephone No *</b>	
<b>Job Title *</b>	
<b>Email address *</b>	

- If you are currently not on out invoicing system we will send you a separate form for completion upon receipt of this completed form for future pass/permit/infringement charges.
- You must complete all sections of this form and return in Microsoft Word format (.doc/.docx) or it will be rejected.
- E-mail completed form to – [controlofcontractors@glasgowairport.com](mailto:controlofcontractors@glasgowairport.com)

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## Appendix 2

CONTRACTORS REGISTRATION UNIT – Out Of Hours Work Notification Form	
<b>Company Name:</b>	<b>For (Date)</b>
<b>Who ?</b>	Example:- 4 X AMBS – Stuart Fox, Jimmy Woods, George Campbell & Robert Telfer
1)	
2)	
3)	
4)	
<b>Where ?</b>	Example:- MTB Ground Floor WH Smiths Site & Burger King
1)	
2)	
3)	
4)	
<b>When ?</b>	Example:- 2100 - 0400
1)	
2)	
3)	
4)	
<b>What ?</b>	Example:- Remove electrical conduit in WH Smiths shop – Install Electrical Socket in BK
1)	
2)	
3)	
4)	
<b>Why ?</b>	Example:- Shop Expansion Works
1)	
2)	
3)	
4)	
<b>Further Info.</b>	Example:- Any other relevant information <u>i.e.</u> fire alarm isolation permit number etc.
1)	
2)	
3)	
4)	
<b>Submitted By : (Your Name)</b>	
<b>Main Contact Name On Site :</b>	
<b>Main Contact's Phone Number :</b>	

**Please Note:**

- Out of hours signing in times at the CRU with the Airport Duty Engineer must be between 1900 – 1945 and 2100 – 2200 Monday to Sunday and between 0700 – 0745 Saturday and Sunday.
- This form is to be submitted no later than 1530hrs on the day the work is due to commence (Monday to Friday) or if working at weekends, no later than 1530hrs on the Friday.
- Under no circumstances should you commence work before speaking to the Airport Duty Engineer. Call them on 07768 723894 and then await and follow their instructions.
- Site specific Risk Assessments and Method Statements must be made available for inspection.
- PPE must be worn as specified in the approved Risk Assessment and Method Statement.

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