

Permit to Work Procedure

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1 Overview

1.1 Purpose

The Permit to Work (PTW) procedure implements the CDM and Contractor Control Policy by providing a formal mechanism to authorise and control high-risk activities before they start. It ensures that required control measures, isolations, and competent supervision are verified and documented prior to any high-risk work commencing.

This procedure sets out how the **Campus Division (CD)** uses the PTW system to manage high-risk activities undertaken by contractors and third parties and supports the CDM & Contractor Control Procedure.

The PTW process forms part of the University's Safe System of Work and supports compliance with the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and ISO 45001.

A PTW is a formal written authorisation system confirming that risk controls, isolations, and supervision are in place, and that all relevant parties are informed and coordinated. It helps manage risks, prevent incidents, and maintain legal and organisational compliance. No work may commence until a PTW has been issued and is available at the place of work.

1.2 Scope

This procedure applies to all contractor and third-party activities managed by the Campus Division (CD) that involve, or have the potential to involve, high-risk work requiring formal control through a Permit to Work (PTW).

This includes, but is not limited to: hot works, confined-space entry, work at height, electrical isolations, gas works, excavations or breaking ground, live service work, and any other tasks requiring formal control through a PTW.

This procedure applies to:

- Activities listed in (HAS-WI-007) Activities Requiring a Permit to Work carried out on behalf of the University by CD staff, faculty, or third parties.
- The authorisation, control, and safe completion of these works, including the hand-back process to return areas or systems to normal use.

This procedure does not apply to:

- Works within areas under the control of a Principal Contractor (PC) under the CDM Regulations 2015, except where such works impact occupied University buildings, shared services, or live systems outside the PC's hoarding.
- Routine Campus Division activities carried out by directly employed staff, managed through standard operating procedures and approved risk assessments.

1.3 Clause Reference

This procedure supports compliance with the following clauses of ISO 45001:2018 – Occupational Health and Safety Management Systems:

- 6.1.2 Hazard identification and assessment of risks and opportunities
- 6.1.3 Determination of legal and other requirements
- 6.2 OH&S objectives and planning to achieve them (setting and reviewing permit-related objectives and KPIs)
- 7.2 Competence
- 7.4 Communication
- 7.5 Documented information
- 8.1 Operational planning and control (control of high-risk activities through the PTW process)
- 8.2 Emergency preparedness and response

These clauses ensure that the Permit to Work process is integrated within the University's wider Health, Safety, and Quality Management System.

2 Definitions

AP (Authorising Person): An individual formally appointed in writing by the Campus Division (normally by a CD Director in consultation with the Head of HSQA) to oversee, approve, and provide assurance for the Permit to Work (PTW) process.

Area Owner: A Facilities Manager, Co-ordinator, Technician, or Departmental/Faculty Manager who is familiar with all activities and hazards within their designated area. Responsible for identifying potential conflicts and supporting safe coordination of works.

Asbestos Management Plan (AMP): The University's management plan that sets out how asbestos-containing materials are identified, managed, and controlled across the estate.

AuP (Authorised Person): An individual formally appointed in writing by the Authorising Person (AP) to issue, approve, and oversee specific Permits to Work within their area of competence and discipline.

Campus Division (CD): The division of the University of Bristol responsible for the management, maintenance, and development of the University estate.

CDM: The Construction (Design and Management) Regulations 2015 – legislation that places duties on clients, designers, and contractors to plan, manage, and monitor construction work safely.

Contractor Portal / Planon: The digital system used by the Campus Division to submit, review, issue, and record Permit to Work requests, including change requests and closures.

Hand-back: The formal process confirming that the work area, equipment, or system has been left in a safe condition and returned to normal operational status following completion of works.

HSQA Team: The Health, Safety, and Quality Assurance Team responsible for maintaining this procedure, administering the PTW system, providing assurance, and monitoring compliance.

Permit to Work (PTW): A formal written authorisation system used to control specific types of high-risk work. It confirms that risk controls, isolations, and supervision are in place and that all relevant parties are informed and coordinated.

Permit to Work Requestor: The third party or contractor who requests and manages the PTW, ensuring all associated documentation (e.g. RAMS, PCI) is submitted and that the work complies with permit conditions.

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Permit to Work User: Any person working under the conditions of an active PTW or directly interacting with the controlled work area.
Project Manager: The individual acting on behalf of the Campus Division or University Client, responsible for managing contractors, ensuring compliance with CDM 2015, and confirming that PTW controls are in place.
RAMS: Risk Assessments and Method Statements submitted by contractors or third parties describing the planned work, associated hazards, and control measures.
Scaffold Register: The register maintained by Campus Security Services to record scaffold structures, alarms, and anti-intrusion measures.
UoB: University of Bristol.

3 Responsibilities

Clear roles and responsibilities are essential to ensure the Permit to Work (PTW) system operates Effectively:

3.1 Project Manager

The individual acting on behalf of the Campus Division (CD) or the University Client, responsible for managing contractors and ensuring compliance with CDM 2015 and this procedure.

Key Duties:

- Identify when a PTW is required and ensure the correct permit type is requested.
- Provide relevant Pre-Construction Information (PCI) such as asbestos data, fire risk assessments and service drawings before RAMS are developed.
- Review and approve contractor RAMS using the (HAS-FT-070) Contractors RAMS Review and Approval Form and attach it to the PTW request.
- Ensure contractors are competent and inducted in line with the Control of Contractors, Asbestos Management Plan, Scaffold Procedure, Incident Reporting and Investigation).
- Monitor progress and verify that permit conditions remain in place through supervision and inspection.
- Confirm safe completion and participate in the hand-back process.
- Report and escalate any non-compliance or safety concerns to the AP/AuP and HSQA Team.

3.2 Permit to Work Requestor

The contractor or third-party representative responsible for requesting, managing and delivering the permitted work.

Key Duties:

- Submit complete PTW requests in Planon with all supporting documents (RAMS, CPP, competence evidence, etc.).
- Ensure all operatives understand and follow PTW conditions and control measures.
- Integrate relevant PCI/PPP information into RAMS.
- Supervise subcontractors and maintain control of the work area.
- Request formal Change Requests or extensions via Planon when scope, dates or personnel change.
- Hand back the area/equipment in a safe condition, ensuring all isolations are removed and documentation returned.

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- Report all incidents, near misses or breaches immediately to the PM and HSQA Team.
- Links:
 - Contractor Portal
 - Contractors RAMS Review and Approval Form
 - Contractors Health and Safety Handbook
 - Asbestos Management Plan,
 - Scaffold Procedure,
 - Incident Reporting and Investigation and other procedures as required.
 - Scaffold Register.
 - Bagging-off Control Measures
 - Hot Works Control Measures.
 - Incident Reporting and Investigation

3.3 HSQA Team

The Health, Safety and Quality Assurance Team administers and provides assurance over the PTW system.

Key Duties:

- Maintain this procedure and associated templates, forms and registers.
- Administer the Planon PTW process, including logging, tracking, closing and archiving permits.
- Support Authorising and Authorised Persons through advice, data and training coordination.
- Undertake audits and site inspections to verify compliance.
- Record and track findings through the Campus Division Action Tracker.
- Provide quarterly PTW performance data to the CROSS Forum.

3.4 Area Owner

A Facilities Manager, Co-ordinator or other responsible person who has operational knowledge of their area.

Key Duties:

- Provide information on local hazards and building operations.
- Assist the PM and AuP in identifying conflicts between concurrent works.
- Monitor works in their area to ensure PTW conditions are respected.
- Report non-compliance to the Project Manager / AP / AuP.
- Escalate unresolved conflicts or safety concerns to the Project Manager and HSQA Team.

3.5 Authorising Person (AP)

An individual formally appointed in writing by a Campus Division Director to oversee, approve and provide assurance of the PTW system.

Key Duties:

- Establish and maintain governance for the appointment of AuPs.
- Ensure AuPs are competent, trained and assessed.
- Approve complex or high-risk PTWs where additional oversight is required.
- Suspend or revoke PTWs where compliance failures are identified.
- Carry out assurance checks and on-site verification as required.
- Maintain the Authorising Persons Register and competence records.

3.6 Authorised Person (AuP)

An individual formally appointed in writing by the AP to issue, approve and oversee specific PTWs within their area of technical competence.

Key Duties:

- Verify that RAMS and supporting documentation are suitable and specific; reject generic submissions
- Confirm controls and isolations are in place before authorising work.
- Consult the Area Owner and PM to check for conflicting works.

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- Issue PTWs and communicate all conditions to the Requestor and PM.
- Undertake start-work checks and site visits during the work as required.
- Close PTWs once works are complete and safe for hand-back.
- Maintain competence, attend audits, and cooperate with assurance activities.

3.7 Permit to Work User

Any person working under the authority of an active PTW.

Key Duties:

- Attend daily briefings and follow all controls and conditions stated on the PTW.
- Stop work immediately if permit conditions change or hazards arise.
- Report unsafe acts or conditions to the Permit Requestor / PM without delay.

4 Procedure

4.1 Training and Competence Requirements

Competence requirements within the Permit to Work (PTW) process are proportionate to the level of responsibility held by each role. All individuals involved in requesting, authorising or managing works that require a PTW must be demonstrably competent in line with **(HAS-MP-030)**. Competency & Training Management Procedure.

*The current **PTW Competence Matrix** is provided in **Appendix 4**.*

General Requirements:

- All Campus Division staff who interact with the PTW system must complete PTW awareness training.
- The HSQA Team will maintain PTW training and competence records within the divisional training matrix and ensure refresher training is completed as defined in HAS-MP-030. PTW authorisation and training records shall also be captured within the **PTW Matrix** in accordance with HAS-MP-030.
- Contractors and third parties carrying out work that requires a PTW must have completed the Campus Division Contractor Induction and provide evidence of competence (e.g. valid trade qualifications, training certificates or licences) with their permit request. Campus Division Contractors Induction.

Authorising Person (AP) and Authorised Person (AuP) Requirements:

- Must be formally appointed in writing and recorded on the Authorising Persons Register with appointment details stored in the PTW Matrix.
- Must have suitable experience supervising or managing high-risk activities relevant to their discipline.
- Must complete internal PTW training (general and discipline-specific).
- Training must be delivered by accredited or HSQA-approved providers (e.g. UKATA, CITB, IOSH or equivalent).
- Must participate in ongoing competence reviews, audits and refresher training determined by the AP and HSQA Team.

Project Managers:

- Must complete PTW awareness and CDM roles/responsibilities training and understand the contractor RAMS review process.
- Must know how to identify when a PTW is required and verify compliance at key stages.

Verification of Competence:

- The AuP reviewing the PTW application must verify that all submitted competence evidence is valid and relevant to the proposed work. No PTW shall be authorised until this verification is complete.

Training effectiveness and refresher frequency shall be evaluated in line with **HAS-MP-030** to ensure

ongoing competence and continual improvement.

4.2 Operational Control / Arrangements

The Permit to Work (PTW) process controls how high-risk activities are requested, reviewed, authorised, and closed. The key stages are summarised in the PTW Process Flow Chart (Appendix 2).

Activities that require a PTW are listed in the (HAS-WI-007) Activities Requiring a Permit to Work) and detailed on the Campus Division Information for Contractors webpage. Further guidance is available in the Contractor Health and Safety Handbook (HAS-GD-009).

A list of current Authorised Persons (AuPs) is maintained by the HSQA Team and available here: Permit to Work Authorisers.

Permit Request and Approval:

- Permit requests must be submitted at least 10 working days before the start of the project to allow sufficient time for review and approval.
- Requests submitted without the required notice period may be rejected unless an exception is approved by the Authorising Person (AP) or HSQA Team.
- Requests submitted without a completed and signed Contractors RAMS Review and Approval Form (HAS-FT-070) will be rejected if the activity is within the review form's scope.
- All PTW documentation must be submitted via the Contractor Portal (Planon) with supporting evidence (e.g. RAMS, competence certificates, drawings).

Permit Closure:

- The PTW Requestor is responsible for returning all relevant documentation, including completed control measures (e.g. Hot Works or Bagging-off forms), to the CD Contractors Office.
- The HSQA Team will confirm administrative closure in Planon once all records are received and verified.

Non-Compliance and Suspension:

- If PTW conditions are breached, the permit will be immediately suspended by the AuP or AP.
- Suspension will remain in effect until the Project Manager and PTW Requestor provide evidence that all conditions are being met.
- The decision to reinstate a suspended permit rests with the Authorising Person (AP) or delegate.

Change Requests and Extensions:

- The PTW Requestor may apply for a formal Change Request (e.g. if work at height is delayed or additional plant is required).
- Change requests must be submitted at **least three working days** before the permit expiry.
- An exception to this notice period may be authorised by the AP or HSQA Team where justified (e.g. urgent change on the day of expiry).
- All approved changes **must be re-authorised** by the AuP and updated in Planon.

Typical Change Requests Include:

- Change to start/end date and times.
- Change to scope of works, location(s), or plant/machinery to be used.
- Change to supervising personnel or authorised persons.
- Change to the persons carrying out the works.

These arrangements ensure that all high-risk work controlled through the Permit to Work system is formally requested, reviewed, and managed in accordance with the University's safe systems of work and the CDM & Contractor Control Policy.

4.3 Emergencies

In exceptional circumstances, works that would ordinarily require a PTW may be required to start at short

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notice and therefore the 10-day notice period for the request may not be practicable.

Emergency works, defined as those that are not planned or could not be planned in advance, will require a local risk assessment. Remember, emergency works should only occur when the situation poses an **immediate risk to health and safety or threatens the delivery of essential services**. Where emergency works occur outside of normal working hours, additional controls must be considered to ensure safety.

For example, but not limited to:

- Making building fabric safe following adverse weather
- Isolations following system or utility failures
- Damaged asbestos materials requiring immediate remediation
- Loss of critical IT infrastructure.

Under these **exceptional and unforeseen circumstances** works can go ahead without a live Permit to Work being issued.

RAMS and supporting documentation shall still be submitted by the Contractor or Third Party for review by the Project Manager, and dynamic risk assessments shall be undertaken to ensure that any health and safety risks are identified and controlled.

The Project Manager is responsible for ensuring that a risk assessment is carried out, that it is recorded and stored with other information relating to the emergency works. The PM must ensure the contractor is competent to carry out emergency works suitable arrangements in place by the contractor.

If works are continuing beyond 48 hours, a retrospective Permit shall be requested and go through the approval process.

4.4 Documentation

All Permits to Work (PTWs) must be supported by suitable and sufficient documentation to demonstrate that hazards have been identified and that appropriate controls are in place. Generic RAMS will be rejected. All RAMS must be reviewed and approved using the **Contractors RAMS Review and Approval Form (HAS-FT-070)** where applicable.

Supporting documentation shall include, but is not limited to:

- Risk Assessments and Method Statements (RAMS) specific to the work.
- Relevant University control documents such as the **Asbestos Management Plan (HAS-SP-024)**, **Fire Risk Assessment (FRA)**, and **Pre-Construction Information (PCI)**.
- Training and competency certificates for operatives and supervisors.
- Emergency arrangements and rescue plans (e.g. work at height or confined space rescue).
- Drawings and marked-up plans identifying the work area, isolations, and adjacent hazards.
- Licences or approvals such as road closures, scaffolding, or confined space permits.
- Site surveys and service drawings, including underground and overhead service information.
- Inspection, test, calibration, or maintenance records relevant to plant and equipment.

Documentation requirements may vary depending on the type of permit being requested (see Activities Requiring a Permit to Work – **HAS-WI-007**). The **Authorised Person (AuP)** or **Authorising Person (AP)** may request additional information as required to confirm that all hazards have been identified and appropriate control measures are in place.

All PTW-related documentation must be uploaded to **Planon** and linked to the corresponding permit record. Hard-copy documents (e.g. signed control forms or sketches) must be scanned and attached to the digital record before permit closure.

Completed PTW records, including associated documentation, shall be retained where required by University policy, legal requirement, or insurance purposes. The **HSQA Team** is responsible for maintaining

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archived PTW records in accordance with the University's procedures.

4.5 Communications

Effective communication is essential to ensure that all parties understand the status, conditions and controls associated with each Permit to Work (PTW). Communication must be clear, timely and traceable.

General Requirements:

- PTWs must be available at the work site in either paper or digital form, and all personnel involved must be briefed on relevant conditions and control measures.
- The local Facilities Manager (FM) must be informed at least 10 working days in advance of intended works requiring a PTW.
- Where any works affect fire detection, alarms, sprinklers, or security systems, HSQA Team & Security teams must be notified before the PTW is activated and again when systems are reinstated.
- For urgent or out-of-hours works, the University's on-call FM or Security Control Room must be contacted prior to starting any activity.

4.5.1 *Internal Communications*

- The Planon system automatically notifies PTW Requestors, Authorised Persons (AuPs), Project Managers and Facilities Managers whenever a PTW changes status (submitted, approved, extended, suspended, or closed).
- The Authorised Person (AuP) shall record all relevant conditions or special requirements in the permit comments field when approving or rejecting a PTW.
- The HSQA Team is responsible for overseeing the functionality of the Planon notification process, investigating failed or missing notifications, and supporting users as required.
- All PTW communications are automatically logged within Planon and form part of the formal permit record.

4.5.2 *External Communications*

- PTW Requestors receive automatic Planon notifications on permit status, including rejections and required amendments.
- The HSQA Team may also issue direct email communications to clarify permit conditions, extension requests, or incomplete documentation.
- Where permits are requested by enforcement bodies, insurers, consultants, or other third parties, approval from the HSQA Team must be obtained before releasing documentation externally.
- Copies of all external communications relating to PTWs must be uploaded to the relevant Planon record to maintain a complete audit trail.

4.5.3 *Permit Support*

Contractors and those using the Permit to Work system may contact the HSQA team for support with either system issues or other queries by contacting Campus-Division-Safety@Bristol.ac.uk

4.6 Monitoring and Review

HSQA team will:

- Departments within the audit scope are to be selected on rotation basis, taking risk and performance into account as determined by the procedure. HSQA team will carry out site inspections to review the effectiveness of the said PTW arrangements.
- **Teams who manage PTW** should also carry out their own internal inspections to ensure this process is being followed and complete a non-conformance when deviations are found.
- The effectiveness of the Permit to Work (PTW) system shall be verified through formal monitoring, inspection and audit activities. These activities provide assurance that permits are being applied consistently, that conditions are being complied with, and that improvement opportunities are identified.

HSQA Team Responsibilities:

- Undertake periodic audits and site inspections to verify compliance with this procedure, using a risk-based rotational schedule in line with the **(QUA-SP-003)** Inspection and Auditing
- Audits will normally be carried out **quarterly**, with additional spot-checks following incidents, complaints or high-risk activities.
- Review PTW records in Planon to confirm completeness, accuracy and closure.
- Analyse PTW data and report trends, non-conformances and KPIs to the HSQA Forum and Campus Division Leadership Team.

Local Team Responsibilities:

- Teams that manage or issue PTWs must carry out internal self-inspections at least once per quarter to verify adherence to this procedure.
- Any deviations or failures to follow the procedure shall be recorded and managed under the **Non-Conformance and Corrective Action Procedure (QUA-SP-004)**.
- Where systemic issues are identified, the HoD or Project Manager must agree corrective actions and timescales with HSQA.

Example of Key Measure:

- % of PTWs approved within 10-day submission SLA.
- Number of PTWs suspended or revoked.
- Top five reasons for permit rejection.
- % of permits with start-work verification completed.
- Number of non-conformances or audits completed per quarter.

Continuous Improvement:

Findings, lessons learned and good practice from PTW audits, incidents or reviews must be fed back to the HSQA Team and shared through the CROSS Forum and or the SSSA Forum to support ongoing improvement of the Permit to Work process and the Campus Division Integrated Management System.

5 Forms Used

The following controlled forms and records support implementation of this procedure. Electronic copies held on SharePoint or within Planon are the **controlled versions**; printed copies are **uncontrolled**.

The **HSQA Team** is responsible for maintaining, reviewing and updating these forms to ensure consistency with the Permit to Work (PTW) process and the University's Integrated Management System.

Form Title	Reference Number	Purpose / Description	Owner
Contractors RAMS Review and Approval Form	HAS-FT-070	Used by Project Managers to review and approve contractor RAMS before a PTW request is submitted.	HSQA Team
Hot Works Control Measures	HAS-FT-042	Records required fire-watch arrangements, isolation details and post-work checks for hot works.	HSQA Team
Bagging-off Control Measures	HAS-FT-044	Documents temporary isolation or containment measures (e.g. asbestos bag-offs, ductwork seals).	HSQA Team
Campus Division Action Tracker	SharePoint Record	Used to record and monitor actions arising from PTW audits, inspections, or non-conformances.	HSQA Team

6 References

6.1 Internal References

- Activities Requiring a Permit to Work – HAS-WI-007
- Asbestos Management Plan - HAS-SP-024
- Risk Assessment Guidance - HAS-GD-005
- Inspection and Auditing - QUA-SP-003
- Competency & Training Management Procedure – HAS-SP-030
- CDM & Contractor Control Policy - HAS-PD-032
- CDM & Contractor Control Procedure – HAS-SP-032 (Indraft)
- Contractor Health and Safety Handbook – HAS-GD-009
- Scaffold Procedure - HAS-SP-023
- Incident Reporting and Investigation - HAS-SP-013
- Contractor Portal
- University of Bristol Control of Contractor Policy
- Information for Contractors
- Authorising and Authorised Persons Register (PTW)
- Competency & Training Management Procedure – HAS-SP-030 (Indraft)

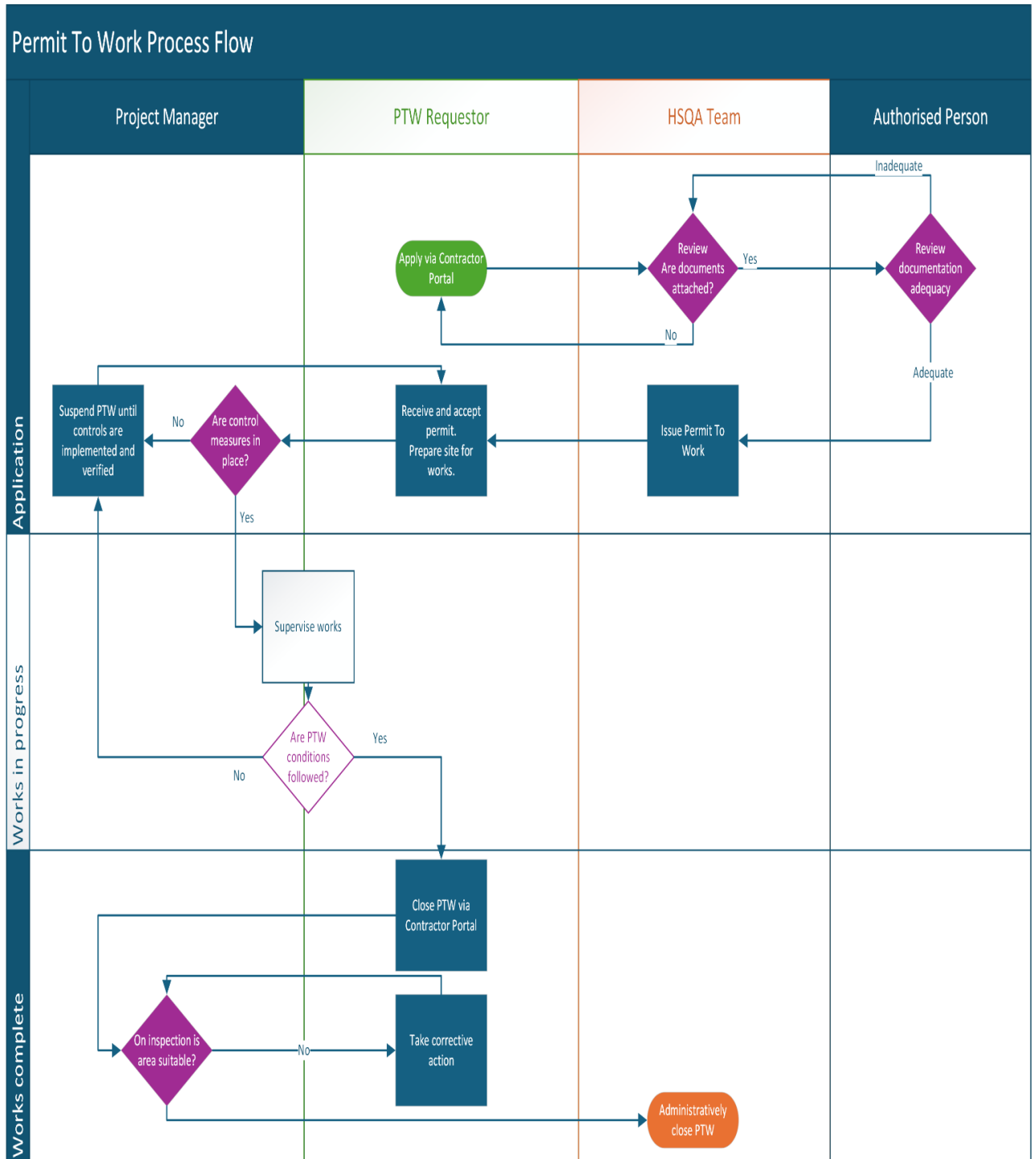
6.2 External References

- HSG250 - Guidance on permit-to-work systems: A guide for the petroleum, chemical and allied industries

Appendix 1 – Planned Improvements

Reference Number	Planned Improvement	Responsible Department	Target Date
01	The Campus Division (CD) to formally appoint an Authorising Person(s) for specific areas. <i>Note – This is currently carried out by HSQA team.</i>	CD Directors	Dec 2025
02	The Authorising Person to establish the criteria, process, and governance for appointing Authorised Persons, ensuring compliance and oversight. <i>Note – This is currently carried out by the HSQA team.</i>	APs & HSQA	Jan 2026
03	A review of the current PTW platform in Planon, with a view to identifying a system better suited to CD needs.	HSQA	Feb 2026
04	Creation of on-site PTW check lists (Issue Forms)	APs with HSQA Team support	Jan 2026
05	Review current activities requiring permit to work	APs with HSQA Team support	Dec 2025

Appendix 2 – PTW Flow Chart



Appendix 3 – Activities Requiring a Permit to Work

HAS-WI-007 – Activities Requiring a Permit to Work

Appendix 4 – Training and Competency Matrix

PTW Competency Matrix