

The role of a Site Responsible Contact (SRC)

The nature of our inspection activity often requires an Engineer Surveyor (ES) to work alone or out of direct sight and contact of others on a variety of unfamiliar sites. Being a responsible employer, we take the safety and wellbeing of our staff very seriously and therefore have implemented measures to control the risks associated with this activity.

We provide all our field staff with training which enables them to help identify and assess risk and implement controls in lone working situations. To support this we have available an electronic lone working solution. However, in many situations this solution will require some responsibility from the site owner, who is able to react if a situation materialises.

Zurich Engineering, The Safety Assessment Federation and the Health and Safety executive provide guidance which makes reference to the importance of a Site Responsible Contact (SRC) to provide security, supervision, site authority, site information and emergency evacuation procedures on site.

For more information on lone working, please read our latest fact sheet 'Zurich Engineering Lone Working Rationale'.

What do we expect from a SRC?

We expect our clients to provide a suitable SRC in line with their responsibilities of the Health and Safety at Work etc. Act 1974 (HASWA), Sections 3 & 4, to ensure so far as is reasonably practicable, that persons attending their sites are not exposed to risks to their health or safety.

Ideally, the SRC would accompany the ES for the entirety of their task. Although, we accept that in most situations this is not reasonable or practicable, we strongly believe not taking any responsibility for our staff working on your sites would be unacceptable.

No one operates in an entirely risk free environment, and we have an acceptance of risk if it is controlled. For SRCs to be effective they must be able to react to a situation in a time that is reasonable and practicable.

When required to work alone, depending on the task in hand, the ES will be monitored remotely via the electronic lone working solution for a maximum of 90 minutes. The ES will record a clear message into the solution giving the following information:

- Location and task
- Estimated time to complete
- Name of the SRC
- Contact details of the SRC

The SRC will be informed of this process and what is expected of them should they be required to act. For this reason, the SRC must be aware that their physical presence may be required on site at short notice. This reaction time is not a defined figure and should be agreed by the ES and SRC in advance. We suggest an ideal time would be within 15 minutes and should not exceed 30 minutes.



The SRC does not have to be on site at all times, but should be aware of the ES's activity and location, and have the ability to be on site in the agreed reaction time.

The SRC should be able to answer a call if needed, this is likely to be from the Zurich surveyor support team or a line manager.

If this occurs it is then likely that the SRC will be required to search for the surveyor and keep in contact with the support team or line manager until the situation is resolved. Further actions will be determined by the situation.

The SRC could, for example, be a mobile operative, a house manager or a designated resident, but the ES must always be comfortable that the requirements of a SRC can be met by the individual nominated.

In some circumstances another ES, working in close proximity, can assume the role of a SRC. It should be noted: this is not our preferred option as the controls of site security, authority, and knowledge are not available to us. This option may also incur additional costs.

In situations where it is not possible to provide a SRC or an arrangement that the ES feels safe and secure to adopt, they have the autonomy to adopt the Zurich Engineering walk away policy until such time as the situation can be resolved.

For further information please contact your Zurich Municipal or Zurich Engineering contact.

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