

REACTIVE MAINTENANCE CALL-OUTS

ACTIVITY RAMS — ADAPT TO SITE BEFORE USE

The unplanned job in the unknown building — assessed at the door, done within the boundaries

KD-RAMS-PM-001 Rev A0

Statutory basis: HSWA 1974 s.2(2)(a) and MHSWR 1999 regs 3 and 5 — this document is the recorded safe system of work, and for a trade whose jobs are small, fast and in strange buildings, the dynamic half of the assessment matters as much as the written half: every task starts with the point-of-work check these documents prompt. The Control of Asbestos Regulations 2012 shape maintenance more than any other trade — the stock is mostly pre-2000 and the duty-holder's asbestos register is consulted before any surface is broken. The Work at Height Regulations 2005, COSHH 2002, the Electricity at Work Regulations 1989 and the Manual Handling Operations Regulations 1992 apply as the tasks require. Gas work is Gas Safe engineers only; notifiable electrical work is certificated electricians only — maintenance operatives work to those boundaries, never across them. Prepared against legislation current at 10/08/2026.

1 DOCUMENT AND PROJECT IDENTIFICATION

RAMS REFERENCE	PROJECT / SITE REF	SITE NAME AND ADDRESS	DATE PREPARED	NEXT REVIEW DATE
CLIENT / PRINCIPAL CONTRACTOR	PLANNED START	DURATION	OPERATIVES	SUPERVISING THE WORK

2 SCOPE OF WORKS

Reactive maintenance call-outs in occupied premises — fault attendance, making safe, and minor repairs across fabric, plumbing and non-notifiable electrical-adjacent tasks, under a dynamic point-of-work assessment.

This document does not cover: gas work of any kind (Gas Safe engineer), electrical work beyond isolator-off and like-for-like accessory checks the employer's competence scheme permits (electrician), roof work (KD-RAMS-PM-003) and anything the point-of-work assessment rates beyond a lone operative.

SITE-SPECIFIC SCOPE, LOCATIONS AND LIMITATIONS

3 RISK ASSESSMENT — SCORE EACH RISK FOR THIS SITE, THEN ADD WHAT IS MISSING

The hazards and controls below are the starting point for this activity, written by a working main contractor. They are not complete for your site until a competent person has scored each risk, added the site-specific hazards, and struck out anything that does not apply. Rate risks High / Medium / Low before and after controls.

1. Every job a different building — unknown services, fabric and history

At risk: Operatives

Controls: Point-of-work assessment before every task — the two-minute look that stands in for the site knowledge a stranger does not have; the building's asbestos register and known-hazards information requested from the duty holder before fabric is disturbed; services traced from the meter or board, not assumed from the fitting; anything that does not match expectations stops the task until it is understood.

INITIAL (H/M/L)	RESIDUAL (H/M/L)	SITE-SPECIFIC ADDITIONAL CONTROLS, OR N/A	ACTION OWNER	BY WHEN

2. Lone working as the trade's default condition

At risk: Operatives

Controls: Lone working arrangements per the employer's system — whereabouts known, check-in times set, escalation if a check is missed; tasks the RAMS reserves for two persons (ladder work beyond the stated limits, live-adjacent electrical, confined or roof spaces) are NOT done alone; a charged phone and the emergency information for the property carried.

INITIAL (H/M/L)	RESIDUAL (H/M/L)	SITE-SPECIFIC ADDITIONAL CONTROLS, OR N/A	ACTION OWNER	BY WHEN

3. Occupants, tenants and the public around the work

At risk: Occupants, public, operatives

Controls: Arrival announced and identity shown; the work area separated with the occupant's routes kept clear; tools and materials never left unattended in occupied areas; safeguarding rules where the premises require them (schools, care settings) followed as site rules; the area left safe at every break — a maintenance job abandoned mid-task is a hazard with no one watching it.

INITIAL (H/M/L)	RESIDUAL (H/M/L)	SITE-SPECIFIC ADDITIONAL CONTROLS, OR N/A	ACTION OWNER	BY WHEN

4. Manual handling of boards, materials and components

At risk: Operatives

Controls: Mechanical aids first — trolleys, board lifters, hoists. Two-person lifts for boards and long components; order materials in manageable sizes; plan storage close to the workplace; keep carrying routes clear and lit.

INITIAL (H/M/L)	RESIDUAL (H/M/L)	SITE-SPECIFIC ADDITIONAL CONTROLS, OR N/A	ACTION OWNER	BY WHEN

5. Slips, trips and housekeeping

At risk: Everyone in the work area

Controls: Keep the workplace clear, remove waste and offcuts as they are created, route leads at high level or under mats, and maintain task lighting.

INITIAL (H/M/L)	RESIDUAL (H/M/L)	SITE-SPECIFIC ADDITIONAL CONTROLS, OR N/A	ACTION OWNER	BY WHEN

6. Making safe under pressure — the emergency that invites shortcuts

At risk: Operatives, occupants

Controls: The making-safe hierarchy is isolate, contain, exclude — not repair at any cost tonight; water at the stopcock, electrics at the board, the area taped off and the occupant told what is off and why; a controlled return visit beats an uncontrolled repair at midnight.

INITIAL (H/M/L)	RESIDUAL (H/M/L)	SITE-SPECIFIC ADDITIONAL CONTROLS, OR N/A	ACTION OWNER	BY WHEN

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Site-specific hazards not listed above — every site has at least one:

HAZARD	WHO IS AT RISK	CONTROLS	INITIAL H/...	RESIDUAL...	ACTION OWNER	BY WHEN

4 METHOD — SEQUENCE OF WORK

- 01 Job information reviewed en route — building age, known hazards, the fault as reported and what it implies.
- 02 Arrival — identity shown, the fault viewed, and the point-of-work assessment done before tools open.
- 03 Services isolated and proven before disturbance; the asbestos register consulted before any fabric is broken.
- 04 The repair completed within the trade's boundaries — or made safe and escalated where it crosses them.
- 05 Function proven, the area cleared and the occupant told what was done and what follows.
- 06 The job record completed — including anything found that the duty holder needs to know.

SITE-SPECIFIC AMENDMENTS TO THE SEQUENCE

5 PLANT, EQUIPMENT AND MATERIALS

- Hand and battery tools per task
- Steps — inspected and tagged

Isolation and proving kit for water and electrics

INSPECTION / THOROUGH EXAMINATION REFS

COSHH ASSESSMENT REFS

6 PPE — THE LAST LINE OF CONTROL, NOT THE FIRST

- Head protection
- Safety footwear

- High visibility
- Gloves — task-rated

- Eye protection
- Hearing protection

RPE TYPE, FACE-FIT STATUS, AND ANY OTHER PPE REQUIRED

7 PERMITS REQUIRED BEFORE THIS WORK STARTS

No permit is normally required for this activity. The site's own rules may still require one — check before starting, and record any permit issued below.

PERMITS ISSUED FOR THIS WORK (OR NONE)

8 EMERGENCY ARRANGEMENTS — COMPLETE FOR THIS SITE

FIRST AIDER AND LOCATION

NEAREST A&E

ASSEMBLY POINT

HOW THE ALARM IS RAISED

EMERGENCY ACCESS FOR THIS WORK AREA

SPILL / ENVIRONMENTAL RESPONSE

9 BRIEFING RECORD — EVERYONE WORKING UNDER THIS RAMS SIGNS BEFORE STARTING

By signing you confirm the contents of this RAMS have been explained to you, you understand the hazards and controls, and you will work to the sequence stated. Tell the supervisor if the work or the site does not match this document — work stops until it does.

NAME	COMPANY	SIGNATURE	DATE

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10 PREPARED AND ACCEPTED

Prepared / adapted for this site by — I confirm I have adapted this document to the site, scored the risks, and that it describes how the work will actually be done.

PRINTED NAME	ROLE / COMPETENCE	COMPANY	SIGNATURE	DATE	TIME

Accepted for the site by — principal contractor or site manager review.

PRINTED NAME	ROLE	COMPANY	SIGNATURE	DATE	TIME

Review this RAMS if the work, the site or the law changes, and at least before each new phase of the works. Flatten the completed PDF before filing so the record cannot be silently edited.

R REVISION HISTORY

Every revision of this document, and every review that found nothing to change. The revision on the front of this sheet is the one you are holding — check kubitdocs.com for the current one before use.

Rev	Date	Class	What changed	Authorised by
D0	2026-08-31	first-issue	First issue.	— not yet approved —
D1	2026-08-31	review	Reviewed against the internal H&S director's batch findings; no change to this document.	— not yet approved —
A0	2026-08-31	review	Approved for issue by the author. Content unchanged from the reviewed draft; the draft status strip is removed. No independent third-party review has been carried out.	Author — director, UK principal contractor, SMSTS. Not an independent review.

Class: first-issue · material (the law, a control, a field or the scope changed — past buyers are notified) · editorial (wording or layout only) · review (checked, nothing changed) · withdrawal. Revision prefix D = draft, not approved and not for sale; A = approved for issue by the person named, on the date shown.