Queen Mary University of London | Estates and Facilities Directorate

Gas Safety Policy

Queen Mary, University of London (QMUL) is committed to the safe, compliant, and effective management of gas installations and gas-fired appliances on behalf of our clients.

We recognise gas safety as a critical safety risk and confirm that all gas-related activities are planned, delivered, monitored, and all processes and outcomes are continually reviewed in accordance with:

- The Gas Safety (Installation and Use) Regulations 1998
- The Building Safety Act 2022 and associated duty-holder principles
- ISO 9001:2015 Quality Management Systems
- Health and Safety Executive (HSE) guidance and Gas Safe Register requirements

QMUL operates a process-based, risk-led management system to ensure gas safety risks are controlled throughout the design, installation, maintenance, alteration, and occupation lifecycle of buildings.

2. Scope and Application

This policy applies to the following:

- Domestic dwellings (including rented, leased, and managed properties)
- Commercial and non-domestic premises
- Higher-Risk Buildings (where applicable)
- Communal plant rooms and shared gas installations
- All QMUL employees, subcontractors, and supply-chain partners engaged in gas works.

It covers the following activities:

- Gas safety inspections and certification
- Planned and reactive maintenance
- New installations and alterations
- Defect classification and escalation.
- Emergency response and reporting
- Record keeping and assurance.

3. Alignment with the Building Safety Act 2022

QMUL recognises that the Building Safety Act introduces enhanced accountability, competence, and information management requirements for building work that could impact life and property.

3.1 Ensure Duty-Holder Compliance

Where QMUL is appointed as Contractor, Principal Contractor, or Principal Designer, we will:

- Discharge our duties to plan, manage, and monitor gas-related building work so that it complies with all relevant requirements.
- Cooperate and coordinate with Clients, Responsible Persons, Principal Designers, and other duty holders.
- Ensure gas safety risks are highlighted and addressed during design, construction, maintenance, and alteration works.

3.2 Ensure Building Safety Risk Control

The gas installations and appliances are treated as building safety risks due to their potential to cause:

- Fire or explosion.
- Carbon monoxide poisoning
- Structural or system failure where plant is incorrectly installed or altered.

QMUL will ensure that all gas safety risks are identified and assessed. That all risks are controlled through competent design and installation practises and managed correctly through inspection, maintenance, and monitoring processes and that we will escalate to the responsible persons and duty holders, where non-compliance or serious risk is identified.

3.3 Golden Thread of Information

QMUL supports the Golden Thread by ensuring gas safety information is:

- Accurate, up to date, and traceable
- Stored securely in digital systems
- Shared with clients and other duty holders where required.
- Maintained throughout the building lifecycle

4. ISO 9001:2015 Alignment

QMUL manages gas safety through its ISO 9001 aligned Quality Management System (QMS), addressing the following clauses:

4.1 Clause 4 – Context of the Organisation

Gas safety is recognised as a critical operational and compliance risk influenced by:

- Legal and regulatory requirements
- Client, scheme user and resident safety expectations
- Competence of operatives and sub-contractors

- Condition of assets and installations

4.2 Clause 5 – Leadership & Commitment

The QMUL Senior Management Team demonstrates leadership by:

- Establishing a clear gas safety policy and objectives
- Assigning responsibilities and authorities
- Ensuring resources are available to manage gas safety effectively.
- Promoting a strong safety and compliance culture

4.3 Clause 6 – Planning (Risk-Based Thinking)

Gas safety risks are:

- Assessed during planning of works.
- Considered during design changes and alterations.
- Reviewed following incidents, defect reports, or because of legislative and manufacturer specification change.

Preventive controls include:

- Competence checks
- Method statements and risk assessments
- Planned inspection and servicing regimes.

4.4 Clause 7 – Support

QMUL ensures:

- Gas Safe registered engineers complete all gas work.
- Engineers are competent for the specific type of work they undertake (For Example Domestic / Commercial / LPG / Natural Gas / Installation Size / Appliance Type)
- Training, certification, and authorisations are stored digitally and their expiry dates monitored.
- Appropriate tools, equipment, and calibrated test instruments are provided to engineers and maintained in a serviceable condition.

4.5 Clause 8 – Operation

Gas Safety Inspections

- Annual gas safety checks are completed where legally required.
- Commercial installations are inspected and maintained in accordance with Regulation 35 of GSIUR
- All gas safety checks and inspections are recorded and reviewed to ensure compliance.

Defect Management
Defects are classified as:

- Immediately Dangerous (ID) and a warning notice will be issued.
- At Risk (AR) and a warning notice will be issued
- Further Work Revisit Required (Repair / Improvement work identified) and a Job Report will be issued.

QMUL will:

1. Isolate or disconnect unsafe installations or appliances immediately (Compliant with Regulation 33(2) of the Gas Safety (Installation and Use) Regulations)
2. Issue formal warning notices.
3. Attach a Warning Label or Meter Safety Label to affected systems or appliances.
4. Notify clients and responsible persons without delay.
5. Prevent re-use until remedial works have been completed and follow up gas safety checks or inspections have confirmed it is safe to reinstate the installation or appliance.

4.6 Clause 9 – Performance Evaluation

QMUL monitors gas safety performance through:

- Routine Gas Safety Inspections of all Gas Qualified Engineers and the work they complete (Both Direct and Subcontract Staff)
- Review of gas safety records produced.
- Incident and near-miss analysis.
- Client feedback and compliance reviews

Outcomes are reported to Senior Management Team and the EAF H&S Team and are used to encourage discussion and to drive improvement.

4.7 Clause 10 – Improvement

QMUL is committed to continual improvement and we achieve this by:

- Reviewing incidents and non-conformities (ISO 9001 PSW Process) within the Senior Management Team and the EAF H&S Team
- Identifying immediate, underlying and root causes
- Implementing corrective and preventative actions wherever necessary
- Updating procedures to reflect changes in legislation and industry guidance
- Improving communication with engineers, clients, scheme users and duty holders

5. Emergency and Incident Management

QMUL has clear procedures for the management of suspected gas escapes, carbon monoxide incidents and where unsafe appliances or installations have been identified.
Actions include:

1. Immediate isolation of gas supply to make safe.
2. Contacting the gas emergency service where necessary

3. Appointment of Incident Manager and onsite support where needed.
4. Evacuation of occupants if required.
5. Client notification and escalation (Emergency Response Procedure Documents are available)
6. Reporting under RIDDOR where applicable

6. Client Assurance

Through this policy, QMUL provides assurances that gas safety is:

- Of the utmost importance to QMUL and its staff and students
- Compliant with all current and relevant Regulations
- Aligned to ISO 9001 quality management principles.
- Consistent with Building Safety Act duty-holder expectations
- Competently managed with auditable documented outcomes Document Review

EAF Engineering & Estates Management works collaboratively with its stakeholders to protect the property and the lives of their residents, staff, students, and the wider community.

The policy is to be reviewed by the Senior Management Team annually. **Date**	**Reason**	**Reviewed By**
19/02/2026	Annual Review	Robert Erskine