



STANDARD OPERATING PROCEDURE ROLLER SHUTTER DOORS

Governing standards and regulations:

- Health and Safety at Work Act 1974 (HASAWA)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR)
- Electricity at Work Regulations 1989
- Regulatory Reform (Fire Safety) Order 2005L24 Workplace health, safety and welfare.
- Workplace (Health, Safety and Welfare) Regulations 1992. Approved Code of Practice and guidance
- BS 7671:2018+A2:2022 Requirements for Electrical Installations. IET Wiring Regulations (BSI)
- The safety of doors, gates and barriers - BS EN 12453:2017 and BS EN 12604:2017.
- DHF Technical Specifications
- HSE Powered gates: Ensuring powered doors and gates are safe
- HSE Safety alert - Revision of Standards for Powered Doors, Gates and Barriers
- IET Code of Practice for in-service inspection and testing of electrical equipment

SOP Number 024

SOP Title Roller Shutter Doors

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**Acronyms:**

ADSA: Automatic Door Suppliers Association

BS: British Standard

CPT: Corporate Property Team

FM: Facilities Management

HSE: Health & Safety Executive

NCC: Norfolk County Council

SOP: Standard Operating Procedure.

UK: United Kingdom

1. PURPOSE & SCOPE

Roller Shutter Doors are devices that include roller shutter, coiling door, or sectional overhead door that is used as an entrance or to cover windows, and any other opening by electrical and mechanical means.

These items require those assessing, inspecting, checking, maintaining and repairing roller shutter doors as part of a work activity to have duties for safety under Section 3 of the Health and Safety at Work etc Act 1974, (External Reference 1). Essentially, they should not put others (including the public) at risk. For example, following any maintenance or repair work the door must be left safe.

Anyone working on Roller shutter doors should be competent, (e.g. have appropriate mechanical, electrical, hydraulic, or pneumatic knowledge, together with the ability where necessary to verify and test both parts and the final product). Specialist equipment may be needed, e.g., to test force limitation values. If testing automatic doors, the person must be a certified ADSA (Automatic Door Supply Association) engineer.

Records of servicing, repair and testing may help to demonstrate what has been done and how the roller shutter door is being left safe. They could also be useful as a benchmark for subsequent safety checks. Ideally access to exact settings (e.g., force limitation) should be kept secure from interference, and the user/occupier being made aware of the significance of these settings for safety. Users/owners should be made aware of the need for periodic checks to ensure safety

The purpose of this Standard Operating Procedure (SOP) is to establish clear and comprehensive standard procedures to be followed for the Compliance and Maintenance of Roller Shutter Doors in commercial and domestic buildings managed by Norfolk County Council (NCC) Corporate Property team (CPT). It ensures compliance with United Kingdom (UK) and Health and Safety Executive (HSE) regulations, detailing the frequency and procedures for these tasks. By following this SOP, we aim to maintain fully functional and reliable Roller Shutter Doors, thereby ensuring the safety and well-being of building occupants.



2. RESPONSIBILITIES

2.1 Responsible or Accountable Person

The owner or person in control of the premises is the responsible person. The responsible person is defined as **Norfolk County Council** for the purpose of this SOP. The duties of the responsible person can be delegated, however, ultimately the responsible person, NCC, will remain accountable.

2.2 Responsibility by Proxy

The Responsible person, NCC, can appoint one or more competent persons to assist in undertaking the preventative and protective measures. A competent person is defined as someone with sufficient training, knowledge, and experience. This will be determined and recorded by NCC CPT using the NCC training log. NCC CPT FM Operations Managers assigned to a specific portfolio in collaboration with the appointed Premises Manager for the individual properties and or portfolios will undertake duties to assist the responsible person.

3. OPERATIONAL PROCEDURE & ACTIVITIES

3.1 Roller Shutter Door Installation and Setup

The NCC CPT FM Operations Manager will ensure that any system is designed and installed by a competent person. The NCC CPT FM Operations Manager will only select a supplier specified on the Appointed Supplier Database (Internal Reference 1). All design and install specifications will be provided by the contractor as well as all health and safety requirements.

3.2 Contractor Selection

The NCC CPT FM Operations Manager will assign the contractor to complete a thorough examination of all Roller Shutter Doors in the properties they manage. This will be achieved using the Appointed Supplier Database (Internal Reference 1).

Contractor recommendation:

- Door and Hardware Federation code of practice for design, manufacture, installation and maintenance of Industrial doors be the guide:

training and competency for unsupervised installer:

- Basic health and safety - CSCS or similar
- Manual handling – certificate
- DHF Industrial Door Safety Diploma (or Domestic Garage Door Safety Diploma for garage door work)
- Locating underground services (where ground is broken) – certificate –



- Asbestos awareness – certificate (when working in buildings)
- Work at height training – certificate (when working at height)
- Manufacturer's product training or company in house product training – certificates

3.3 Examination Schedules

The minimum expectations for the examination schedules for Roller Shutter Doors for NCC properties is 6-month service and inspection. This will include service of all moving parts, inspection of all safety systems as well as fixtures fittings and electrical connections and safety.

Scheduled Task	Task ID	Frequency
Roller Shutter Maintenance – 6 Monthly	NCC-TASK-05-27	6-monthly

3.4 Notification of Defects

Any defects found in the examinations, or any other visits will be passed to the NCC CPT FM Operations Manager in writing by the contractor and any recommendations from the contractor such as closure of the asset or decommissioning will be acted upon immediately. All repair works will be assessed by the NCC CPT FM Operations Manager and who will follow due process for financial approval before any works are to commence according to the NCC financial policy

4. FORMS/TEMPLATES TO BE USED

Asset Naming Convention (Internal Reference 2) to be used for all assets and scheduled tasks on the CAFM System.

5. INTERNAL AND EXTERNAL REFERENCES

5.1 Internal Resource References

1. Appointed Supplier Database
2. Asset Naming Convention

5.2 External Resource References

1. Health and safety at Work Act 1974

6. CHANGE HISTORY

Should this SOP require alterations of any kind, they must be recorded as follows:

- **SOP Number:** The current SOP and new version number.
- **Effective Date:** The date the updated SOP becomes effective.
- **Changes:** A brief description of the main changes from the previous version.



- **Previous SOP Number:** The previous SOP and version number.

SOP no.	Effective Date	Changes	Previous SOP no.
024	01/12/24	Rebranding to NCC specifications	126