
Overview

This national occupational standard defines the competences needed to establish and maintain good working relationships throughout site operations. It includes establishing and maintaining effective working relationships with work colleagues, the general public and other stakeholders.

This standard is for those responsible for site operations during gas network construction activities. These activities will usually include the leadership and direction of the members of a team and decision making regarding the approach to take when undertaking the work.

This standard consists of two elements:

1. establish and maintain effective working relationships
2. effectively use and communicate data and information

Performance criteria

You must be able to: **Establish and maintain effective working relationships**

1. establish and maintain effective working relationships with internal and external stakeholders
2. respond to internal and external stakeholders politely and positively
3. respond to requests in line with agreed parameters and timescales
4. co-operate with and offer support and assistance to others when required
5. respond promptly to any problems within the limits of responsibility of the job role
6. refer issues outside the responsibility of the job role using approved procedures

Effectively use and communicate data and information

7. follow operational and organisational procedures for communicating information to other people
8. ensure information is shared and understood within the team
9. exchange and record information in accordance with operational procedures

Knowledge and understanding

*You need to know and
understand:* **General**

1. the main responsibilities of the employer and employee under the Health

and Safety at Work Act and how to comply with them

2. the main responsibilities of the employer and employee under environmental legislation

3. the company reporting lines, roles, responsibilities and levels of authority

4. organisational accident recording and reporting procedures

5. the range and use of personal protective equipment for the work

Productive Working Relationships

6. how to create and maintain working relationships with team members, internal and external stakeholders

7. the roles and responsibilities of other persons involved in the work activities

8. how to work with groups and individuals in diverse roles and responsibilities

9. how to recognise and respond to problems affecting working relationships and productivity

10. ways to communicate information to team members, internal and external stakeholders

11. the documentation to use when communicating information to individuals and groups

12. procedures and actions to take in the event of emergency

EUS GNC003

Establish and Maintain Effective Working Relationships on Gas Network
Construction Sites



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Organisation** Energy & Utility Skills

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**Relevant
Occupations** Gas Team Leaders, Craftspersons and Technicians

Suite Gas Network Construction

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