

## **Control of Contractors Procedure**

### **1. Purpose and Scope**

- 1.1 HEIW recognises its responsibilities to ensure it co-operates with other bodies (such as contractors) when using the same workplace to ensure the health and safety of staff and others who may be affected by each other's activities
- 1.2 This document sets out the strategy, management responsibilities and implementation procedures for the management of risk from the use of contractors.
- 1.3 It applies to all work undertaken by contractors under the control of or on behalf of HEIW.

### **2. Aims and Objectives**

- 2.1 HEIW will aspire to best practice in managing the use of contractors and to achieve this will:
  - Select competent contractors with health and safety performance as a significant criteria in making this decision
  - Determine the key facts, such as the contractor's experience, health and safety policy and practice, training and skills, trade or professional memberships and supervision arrangements, so that all evidence confirms their suitability for the work task

### **3. Implementation**

- 3.1 HEIW will establish and maintain a list of approved contractors to assist in the day to day maintenance and upkeep of our facilities. The Facilities and Compliance Manager is responsible for this along with sharing the information with all affected parties.
- 3.2 In support of this requirement, the Facilities and Compliance Manager will ensure through use of the selection questionnaire, that current copies of the contractor's Employer's Liability Insurance, H&S Policy, H&S Management System, Training Records, Maintenance Records, examples of risk assessments, job method statements, audits and inspections specific to the work that they are undertaking are retained on file. These should be reviewed on a periodic basis (not exceeding three years).
- 3.3 For larger projects and 'one-off' works, additional contractors who are not on the approved list may be used by HEIW but the decision on this will be made on a project by project basis and strictly under the control of the Facilities and Compliance Manager.
- 3.4 It is preferable that contractors are accredited to a national safety registration scheme such as CHAS or b . This is to ensure that they have demonstrated they have the necessary technical expertise, competence, relevant health and safety systems, operational and employment practices. However, contractors can still be used if not accredited but additional paperwork may be required in support of their approval to demonstrate their competence to perform the work on behalf of HEIW.

- 3.5 All contractors who work for HEIW will be provided with a copy of our H&S Policy and associated procedures to familiarise themselves with the standards required for safe working.
- 3.6 All works which are to be undertaken on the infrastructure of HEIW premises, those that can affect business operations, can disrupt utilities and/or services to the building can only be authorised by the Senior Executive Team and the Facilities and Compliance Manager.
- 3.7 The work carried out by the contractor may be such as to bring in new or additional risks into HEIW so appropriate controls need to be implemented to ensure no harm results to the contractors, HEIW staff, visitors or the general public.
- 3.8 Depending on the complexity and level of risk posed by the contract work, the following stages will need to be considered:
- Defining the job description to identify what we want to achieve and what we require the contractor to provide. Drawings and or technical specifications, as well as site visits and case plans may be appropriate for complex or higher value contracts.
  - The contractor should identify any hazards present or connected with the contract. Risks should ideally be eliminated altogether by design or reduced as far as practicable with remaining risks controlled and their source or nature conveyed to the contractor so they may adequately manage them.
  - Ensure that the specification and contract documentation adequately specify the works and works processes. Ensure that these documents advise potential contractors of the hazards associated with the HEIW activities e.g. electrical plans, asbestos register, etc. as well as detailing any rules e.g. fire drills, first aid arrangements, etc.
- 3.9 When undertaking work, contractors are instructed to report their presence and departure by signing the in/out register at reception as appropriate. Each member of the working party must be issued with a security pass which they must wear at all times.
- 3.10 All work to be undertaken should follow a comprehensive job method statement which includes a risk assessment for the work being undertaken. The hazards and precautions identified by these documents should be understood by all members of the working party and adhered to at all times. Whilst it is the responsibility of the contractor to produce this information, HEIW is responsible for checking the information provided to ensure that it is suitable and sufficient for the work being undertaken. In addition, if information is required to be provided by HEIW to the contractor e.g. asbestos register, then this can be undertaken at this time.
- 3.11 The Facilities and Compliance Manager is responsible for ensuring that contractors are provided with such information as necessary in order for them to work safely.
- 3.12 Before starting a large contract, a pre-contract meeting should be held at which all arrangements are finalised and each party given the opportunity to introduce key members of staff. The degree of ongoing contact needed for the work will depend upon the risks, the type of work being undertaken, the experience and knowledge of the contractor and the length of the contract.
- 3.13 Contractors are responsible for supervising their own work and for ensuring that they work safely. However, the Facilities and Compliance Manager will also monitor work being undertaken on site.

- 3.14 Whilst there is no specific expectation for operational line managers or other staff to supervise the works of contractors, they are duty bound to monitor all work being undertaken to ensure the safety of staff and others along with the contractor. If at any time the contractor is deemed to be working in an unsafe or inappropriate way, they should be requested to stop work with the incident reported to the Facilities and Compliance Manager.
- 3.15 Contractors must report incidents, near misses and injuries to the Facilities and Compliance Manager.
- 3.16 In addition to various legislation relating to safe working, the Construction (Design and Management) Regulations (CDM) 2015 place specific responsibilities on HEIW whenever construction works are being undertaken. Whilst all construction works under the CDM Regulations require planning, the plan for smaller jobs should be simple, short and proportionate to the risks. General maintenance of fixed plant which mainly involves mechanical adjustments, replacing parts or lubrication is unlikely to be construction work and CDM will not apply. If the maintenance work is construction work, and there is only one contractor, no Principal Contractor (PC) or Principal Designer (PD) appointment is required. If more contractors are brought in, then a PC and PD need to be appointed for that particular project. For work that involves more than twenty persons and lasts more than thirty days the CDM Regulations apply in their entirety, including the notification of the work to the HSE.
- 3.17 If the contractor has genuinely performed badly in terms of co-operation and health and safety, it is important that this is noted in a letter or warning notice given to the contractor outlining the problem and giving a reasonable time for them to improve matters. On the positive side, note should also be taken of good experiences with contractors which should also be celebrated with appropriate communication to the contractor and the rest of the business.

#### **4. Training**

- 4.1 Staff who have responsibilities under this procedure will be provided with specific training in order for them to fulfil their duties.

#### **5. Monitoring**

- 5.1 A review of contractor performance should be undertaken at the end of every project to enable HEIW to learn valuable lessons that will improve effectiveness in control of contractors. Contract review requires an honest and objective approach to reflect upon each stage including the contractor performance and suitability for this and other contracts. It is important to be fair and review HEIW's own performance as well.
- 5.2 The approved contractor list will be reviewed, and if necessary revised, on an annual basis with updated information distributed to all affected areas.
- 5.3 At least two formal monitoring observations will be undertaken of each of the contractors on the approved list with completed observation sheets held on file against the contractor they relate to.