



Health & Safety Standard for Selecting & Managing Contractors

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Related H&S Policies/Standards

Health & Safety Policy

Accident/Incident (Reporting & Investigating)

Hot Works & High-Risk Works (including Permits to Work)

* Related policy & Standards are available within the  [Health & Safety Management System](#)

1. Scope

This Standard is applicable to all employees of The Charity and is to be applied by managers and staff (inc. agency staff) where the use of contractors occurs and should be used in line with the current procurement policy and procedures.

2. Purpose

Health and Safety Standards form part of The Charity's Health and Safety Management System. This Standard outline the arrangements for assessing and mitigating risks associated with the selection and use of contractors predominately being engaged for property related works, and will assist the Charity to comply with the following legislation:

- a) Health and Safety at Work etc. Act 1974
- b) Management of Health and Safety Regulations 1999
- c) Construction, Design & Management Regulations 2015

3. Definitions

For the purpose of this standard the following definitions apply:

- a) **Contractors:** Anyone or any organisation that conducts work or provides services on behalf of The Charity who is not an employee. The work or service they perform could include (but not exclusively):
 - Maintenance/Repairs/Cleaning
 - Construction/Demolition etc
 - Consultants/ Security
 - Supplies and materials
 - Services

- b) **Contract Manager:** The Charity's Contract Manager that engages contractor(s) for a specific task and/or manages a contract and will be responsible for the implementation of this Standard.
- c) **Client:** A client is the organisation or individual for whom contractors are engaged to complete specific tasks
- d) **Construction Work:** includes the carrying out of any building, civil engineering, or engineering construction work, and includes the construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration, or other maintenance (including cleaning which involves the use of water or an abrasive at high pressure or the use of corrosive or toxic substances), decommissioning, demolition or dismantling of a structure.
- e) **Permit to Work:** A permit-to-work system is a formal recorded process used to control work which is identified as potentially hazardous.

4. Managing Property Compliance & Remedial Actions

Effectively managing property safety is vital to ensure the safety of staff, residents and visitors and demonstrates a positive approach to health and safety.

External contractors are engaged as the competent persons to undertake specific compliance inspections, surveys or assessments, in line with the Health & Safety Standard for 'Selecting & Managing Contractors'

The procedures for managing the compliance programme and resulting remedial actions that arise from the inspections, assessments and/or surveys is available in the [health and safety guidance folder](#) on The Charity's intranet site.

5. Responsibilities

The Charity recognises that when contractors are engaged to work on its premises or provide services on its behalf, it has obligations to plan, monitor and control their work for the safety of everyone who could be affected by their activities. The contracting organisation also holds similar responsibilities and therefore The Charity will work together with the carefully selected competent contractors to ensure that the workplace and work activities remain safe and without risk to health or safety. As the Client, The Charity must also appoint a competent Contract Manager who will have overall management responsibility for the implementation of this Standard.

Whilst this Standard, outlines the responsibilities for selecting and managing contractors, some activities for which contractors are engaged may be construction related; therefore, additional advice must be sought from the key personnel involved in the project, the Head of Property and the Head of Health and Safety when engaging contractors for construction works.

5.1 The Contract Manager

The Contract Manager shall ensure that all contractors appointed to deliver specific work, or services are competent, adequately resourced and are appointed in sufficient time for them to perform the required functions adequately. The Contract Manager's duties commence from the point of contractor selection, during contract delivery, and continues through to contract review, as outlined below. Where the contractor is being engaged to conduct any type of work to the buildings and if the Contract Manager is not the Property Manager for that building, the Contract Manager must liaise with the relevant Property Manager to ensure they are fully informed of the works to be conducted and the safety arrangements to be in place.

5.1.1 Contractor Selection

The Contract Manager shall assume the Client role on behalf of The Charity and during the process of selecting of contractors shall:

- a) Define the work (including any work falling within the preparation and completion phases) that must be completed including the task, the place of work and associated issues.
- b) Have a system in place to ensure that any equipment/machinery provided/installed as part of the delivery of the works is safe, so far as is reasonably practicable, and suitable for its intended purpose.
- c) Consider the hazards that are likely to be introduced by the work, and any risks arising from The Charity's business affecting the contractors and the control measures for these risks.
- d) Identify potential contractors and assess their competence to conduct the work safely, see [5.1.2 below](#).
- e) Provide essential health and safety information about the site to enable the contractors to take these matters into account in their tender/quotation, see [5.1.3 below](#).
- f) Appoint the successful contractor, see [5.1.4 below](#).

5.1.2 Contractor Competence

The Contract Manager will select contractors based on technical competence, experience, and suitability for the work to be completed and will, at the earliest opportunity in the process and as appropriate to the nature of the contract, request and review all relevant information from the contractor. This will assist in establishing those potential contractors who have satisfactory safety standards.

When reviewing contractor competence the Contract Manager shall use the current procurement policy and procedures, address the assessment criteria below and shall endeavour to corroborate documentary evidence with verbal statements.

Where the contractor is being engaged to conduct building related works, the Contract Manager should check if the contractor is a member of an approved contractor scheme e.g., Contractor Health & Safety Assessment Scheme (CHAS), Safe Contractor, Constructionline etc., that is accredited with the Safety Schemes in Procurement Forum (SSIP). If so, the Contract Manager should confirm both the membership and accreditation directly with the relevant bodies. If the contractor claims to hold current certification for ISO-45001 the Contract Manager should obtain proof of such.

The information required for review will be appropriate to the nature of the contract, and should include the following, unless the contractor is a member of an approved contractor scheme, or holds current certification for ISO-45001 when documentary evidence has been received:

- a) Health and safety policy.
- b) The arrangements for how the contracting organisation manage health & safety risks and consults with their workforce.
- c) Where they obtain expert health and safety advice, including relevant training/experience to the nature of the contract.
- d) Previous experience in completing similar contracts including contact details of previous clients. Previous clients should be contacted by the Contract Manager to verify that work was conducted with due regard to health and safety management.
- e) How the contracting organisation demonstrates competence, this should include:
 - relevant qualifications, training, experience, and skills of their staff
 - the arrangements for identifying and providing training requirements.
 - example risk assessments and safety method statements for similar work.
- f) Their selection procedures for sub-contractors to ensure safety standards are consistent with main contractor

- g) The arrangements that will be in place to ensure adequate supervision.
- h) Details of any enforcement action against the company, its employees, including directors, in the last five years
- i) The contractors first aid arrangements for their staff.
- j) Their system used for the recording and investigation of accidents.
- k) How the organisation monitors, audits & reviews its safety performance, including, the number of incidents reportable under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 in the preceding 12 months.
- l) A review the HSE's notices and prosecution database to determine if the potential contractor has been subject to any formal legal sanctions.
www.hse.gov.uk/enforce/index.htm
- m) Verify any legally required registrations (e.g., Gas Safe Register, HSE Asbestos License), with the appropriate body.

5.1.3 Contractor Information

To enable contractors to take account of all issues affecting health and safety within their tender/quotation, the Contract Manager will, as appropriate to the nature of the contract, liaise with the relevant Property Manager and provide essential health and safety information to the contractor, including:

a) Location

- If there are any restrictions on the time or location in which the work is done.
- Security clearance arrangements where required.
- Access (people and vehicle), parking, and site rules.
- Information about other people who could be present in the premises or could be at risk in the vicinity (*including vulnerable persons such as children, the elderly, the disabled and those with special needs*).
- General requirements such as the need to maintain escape routes and access to fire equipment.
- If there are restrictions on the use of our facilities e.g., toilets, washing facilities, restaurants, and equipment.
- Any additional specific local requirements.

b) Storage

- What restrictions may apply to the storage of goods, materials, skips, site huts and storage containers.
- The requirements regarding the storage of waste awaiting collection, and where applicable for removal of waste from site.

c) Specialist Areas

- Requirements about work on electrical installations and the use of electrical equipment and/or gas systems.
- Any hazards within the premises such as the presence of asbestos within work areas likely to be used by the contractors, fragile roofs, overhead or underground services, confined spaces, reversing vehicles, anticipated hazards from the work activities undertaken or other contractors, machinery, or hazardous substances.
- Restrictions on the introduction of certain high hazard equipment or processes except that must be agreed in advance and subject to a permit to work, e.g., hot work.
- Restrictions and requirements about the use of hazardous substances or generation of noise.
- Requirements about work at height including roof work, scaffolds, mobile elevating work platforms and suspended access equipment when applicable.

d) Contract Specific

- The contact details of the Contract Manager and key personnel involved.
- Requirements for supervision and quality assurance.
- Restrictions or requirements on the use of sub-contractors
- The need for contractors to provide their own first aid arrangements/the availability of The Charity's first aid facilities and personnel.
- Any specific qualifications required for parts of the job
- Requirements of using personal protective equipment when required due to the hazards of the work.
- The requirements to report all accidents and incidents to the Contract Manager or their representative at the earliest opportunity and within 48-hours.

5.1.4 Contractor Appointment

When a suitable contractor has been selected and appointed, the contract manager must ensure the appropriate health and safety requirements are included in the contract. They must also discuss detailed work plans, review the contractors risk assessment, method statement and staff competencies for the contracted works/service, to ensure they **are** suitable and sufficient prior to agreeing a commencement date. If required, the Contract Manager may obtain assistance from the Head of Property and/or the Head of Health and Safety.

The Contract Manager in liaison with project/scheme manager will ensure that any risks, created by the contractor that affect other persons on the premises, will be considered ~~of~~ in The Charity's own risk management arrangements for the duration of the work.

The Contract Manager must also ensure arrangements are in place to:

- Notify the relevant Property Manager and the Project/Scheme Manager of the intended works to be conducted by the contractor, including the date/time and plan of work.
- This notification should give the Property Manager and Project/Scheme manager sufficient time to plan for any alterations to working practices that may be necessary before the contractors commence works.
- Ensure they are aware of their duties as outlined in section [5.2 below](#) prior to the commencement of any works.
- Determine if any new or altered risk controls are likely to be introduced for the duration of, and after the work has been completed, and how these may need to be addressed.

5.1.5 Contract Delivery

During the period the contractor is conducting works and/or providing services on behalf of The Charity the Contract Manager and the Property Manager, where relevant shall:

- a) Ensure that the Project/Scheme Manager is fully aware of works to be conducted on site and of their duties under this Standard – [see 5.2.](#)
- b) To review the relevant workplace risks with the Project/Scheme Manager to determine any new or altered risk controls to be introduced for the duration of the work and after it is completed.
- c) Periodically meet with the contractor(s)/monitor the execution of the work, as is appropriate to the risks involved and the duration of works, to ensure that it is being carried out safely and in line with the risk assessment and method statement received, [see 5.1.6.](#)
- d) Lead a contract review to ensure that any problems are identified, and recurrence is prevented by recommending improvements to be made etc, [see 5.1.7.](#)

5.1.6 Monitoring

Whilst the contractor is undertaking the agreed works/services the Contract Manager shall ensure that the contractor and the works/services are monitored periodically, as appropriate to the level of risk, to identify any problems or unanticipated risks at an early stage, by:

- a) Meeting with the contractor(s) periodically, to monitor the progress and quality of the work.
- b) Ensuring the work is being carried out safely and in accordance with the contractor's risk assessment and method statement.
- c) Checking that work is restricted to the areas anticipated and not creating additional risks by spreading beyond the agreed area or involving unauthorised work.
- d) Checking that suitable barriers and/or signage prevents unauthorised access to the work area
- e) Checking that the workers on site are those expected and have signed in, or if there have been any changes in personnel, to ascertain they have received all relevant information from the Property Manager and/or Project/Scheme Manager, see 5.2.
- f) Ensuring that adequate supervision is being provided
- g) Identifying any changes in the workplace/working conditions that may require the need for risk assessments to be reviewed
- h) Ensuring the contractor is liaising with the Property Manager and Project/Scheme Manager appropriately

Where monitoring detects poor standards, this will be addressed with the contractors by the Contract Manager and, if necessary, monitoring frequency will be increased, or where necessary, work will be stopped until a solution is found.

5.1.7 Contract Review

On completion of the works and/or services or in the case of contracts for regular work at pre-determined intervals, the Contract Manager is responsible for conducting a contract review, to evaluate satisfaction with the contractor's work and identify any other concerns which may have arisen. The review should cover:

- a) The quality of the work.
- b) The timeliness of progress.
- c) The contractor's compliance with health and safety requirements and method statement.
- d) The effectiveness of communication.
- e) The required certification, operating instructions, product guarantees and other necessary health and safety information have been received.
NB: Ongoing inspection and maintenance requirements of new equipment must be identified and scheduled as appropriate.
- f) The conclusion to the review will decide if the contractors is suitable to be issued further work and/or to retain their services.

Where the review indicates that the contractor's standards are below those required, the Contract Manager may either.

- a) Issue instructions to the contractor identifying the areas which have not met the requirements of the contract and request evidence that the areas identified have been addressed within an agreed timescale, or
- b) Cancel the contract with the contractor and inform the relevant approved contractor scheme/British Standards Institution, where applicable, of the contractor's failures.

5.2 Property Managers and/or Project/Scheme Managers

The Property Managers and/or Project/Scheme Manager should ensure arrangements are in place that all contractors are made aware of the essential health, safety, and emergency information, of the property, prior to commencing any works. This will include:

- a) Parking arrangements
- b) The need to sign in on arrival and sign out upon leaving.
- c) Toilet location and any other welfare facilities for their use.
- d) The need to always display appropriate ID whilst on the premise.
- e) The fire procedure including the location of fire alarm, the sound of the alarm, assembly point, exit routes, identity of fire marshals, location of extinguishers.
- f) A review of the asbestos register to confirm the locations of any known asbestos containing materials (ACM) in the area/location of work and that the contractor must stop work immediately if they suspect any ACM is present and notify the project/scheme manager and/or the contract manager.
NB: the contractor will confirm sight of the asbestos register as part of the 'sing-in/out' procedure
- g) The requirement to present:
 - a. a valid permit to work for any hazardous activities identified as requiring a permit to work before such activities commence.
 - b. The safe working methods to be used to protect the contractor and others in the building
- h) The importance of the contractor not conducting any work which has not been previously agreed.
- i) Identification of any hazards that the contractor may create for other building users and the controls for them e.g., use of chemicals or flammable liquids, obstructing access, power tools.
- j) Any hazards arising from The Charity activities on that day which may affect the contractors and/or other key site information (including client needs where appropriate)
- k) The need for the contractor to report any accidents, incidents, near misses or hazards to the contract manager (who in turn will record this on [The Charity's 'Report It' database](#))
- l) Arrangements for waste removal if necessary.
- m) The requirement to leave the premises in a safe condition after the completion of works/provision of services.

6. Document Control

This document is maintained, updated, and controlled through The Charity's intranet site. Documents printed from this site and kept as a hard copy should not be considered as current when referred to at a later date.