



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru
Mid and West Wales
Fire and Rescue Service

Management of Contractors Procedure



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1. INTRODUCTION

The Health & Safety at Work Act etc. 1974 ("Act") places a duty upon organisations to, so far as is reasonably practicable, ensure the health, safety and welfare of their staff and anyone else who may come into contact with our undertakings. This includes contractors or sub-contractors (together "Contractors").

2. PURPOSE

The purpose of this procedure is to enable the Service to meet its obligations regarding work activities involving contractors and applies to the use of all external contractors employed to provide specific services or to undertake specific projects on premises occupied by Mid & West Wales Fire & Rescue Service (MAWWFRS).

The Control of Contractors Procedure has the following objectives:

- To minimise incidents and control contractor activities within the Service;
- To protect the health, safety and welfare of contractor's workers, Service employees, Users and members of the public affected by work and/or maintenance activities;
- To improve the co-ordination between service employees and contractors who carry out work and activities on premises which are occupied by the Service;
- To provide a structured approach to health, safety and welfare for duties and activities which are undertaken on premises occupied by the Service;
- **Ensure that all Estates related issues on stations / within Commands are reported to Estates via Tekhelp system.**
- To ensure that adequate information is provided to all contractors engaged to work on premises occupied by the Service;
- To ensure that all hazards that could affect contractor's personnel are clearly defined and controlled;
- To ensure that the interests of staff and visitors are protected before and during any work carried out by contractors;
- Fulfil the Service's requirements to comply with the **Management of Health and Safety at Work Regulations 1999** for the control of contractors.

3. SCOPE

The Service uses Contractors to undertake a wide variety of different tasks. This ranges from support services such as cleaning and catering, through to technical works such as electrical or building repairs and major construction.

The Procedure will be most applicable for Estates staff; however, other commands/departments and individuals will appoint Contractors from time to time and those staff and Contractors will also need to comply with this Procedure.

4. DEFINITIONS

"Contractor" means an individual, company or organisation engaged by the Service (other than an employee) to carry out work for the Service for gain or reward

"Sub-contractors" are individuals, companies or organisations employed to undertake works for the Service, for gain or reward, by a Contractor

"Contractors" are both Contractors and Subcontractors

“Responsible Person / Competent Person” are individuals who hold relevant qualifications, experience and training in order to carry out specified tasks

“Act” The Health and Safety at Work etc. Act 1974

“CDM” Construction, Design and Management Regulations

“COSHH” Control of Substances Hazardous to Health

“DSE” Display Screen Equipment Regulations

“HSE” The Health and Safety Executive

“PPE” Personal Protective Equipment

“RIDDOR” Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

“QP” Quality Portal allows the electronic recording of incidents within the Service

5. DUTIES AND RESPONSIBILITIES

The Chief Officer

The Chief Officer has overall responsibility for ensuring that the Service meets its statutory obligations and that effective arrangements for the management of health and safety are put in place.

Head of Manager

The Head of manager is responsible for ensuring that systems have been identified for the management of contractors and that they meet the legal and organisational requirements.

Corporate Risk Health and Safety Manager

The Corporate Risk Health and Safety Manager will advise on appropriate measures to meet legal and organisational requirements as required.

Commands/Department Managers

Commands/Department Managers are responsible for ensuring that all staff that they delegate as ‘Project Managers’ are aware of these procedures and understand the requirements.

Project Manager

Departmental Managers, Heads of Commands and other staff who originate contract specifications are responsible for ensuring that the necessary health and safety requirements are incorporated within the specification. They will be deemed to be the Project Manager for the work.

In the role of Project Manager this person will:

- Ensure effective communication (including out-of-hours) between relevant stakeholders;
- Make sure that an effective system is used in the contractor selection process to ensure the appointment of competent contractors;
- Ensure that risk assessments and Method Statements are completed, recorded and regularly reviewed for all activities involving contractors.

All Staff

In accordance with the **Health and Safety at Work Act 1974**, all employees are required to:

- Take care of their own health and safety and that of others who may be affected by their acts or omissions at work.
- Correctly use work items provided, including any personal protective equipment;
- Not interfere with or misuse anything provided for their health, safety or welfare;
- Report any suspected hazards associated with a contractor working on site to the Project manager and appropriate site contact without delay;
- Complete an incident reporting form for any incident or near miss involving contractors work.

Contractors

Contractors have a duty to supply a safe place of work to their staff. It is equally the Contractor's responsibility to obtain relevant health & safety related information from the Service.

The Contractor must develop safe systems of work relevant to the premises and work activities.

The Project Manager will ensure that they are aware of the impact of the systems of work on the health & safety and normal systems of work within the area in which work is being carried out.

Contractors must ensure that work carried out does not compromise the health, safety or welfare of others e.g. staff, visitors.

It is the Contractor's responsibility to make their own provisions for first aid. This includes trained / competent first aiders and equipment.

Sub-Contractors

Sub-contractors have the same responsibilities as contractors.

6. PROCEDURES

All Project Managers and Contractors must follow the requirements of this

Procedure.

Before Commencement of Works:

- Estates will inform any departments affected by the Contractor's work, in reasonable time, so that any areas affected by the works can plan for the disruption to normal routines.
- All contractors will receive a site/station induction before undertaking work on site by local Command/manager.
- Suitable and sufficient risk assessment must be carried out by the Contractor before contractors begin their work on site and copies issued to the Services.

Contractors who work on the site should be made aware of hazards identified within the risk assessment. In some cases, additional Service procedures will need to be issued to Contractors. These will cover areas of high risk and might include the following:

- Asbestos
- Electrics
- Working at height
- Confined spaces

Specific works may require a permit to work and activities requiring the permit must be fully risk assessed before the permit is issued. If a permit to work is required, the Contractors will not begin works of any kind without the permit being issued first.

Examples of works requiring permits include but are not limited to:

- Ground excavations, including any striking of the ground.
- Roof access and working at height.
- Entry into a confined space.
- Isolations of services, including electrical and fire detection/alarm systems.
- Hot works.
- Any work requiring access to a high hazard laboratories/workshops or plant rooms.
- Use of a Drone

Before Contractors are employed, adequate checks must be undertaken to ensure that the Contractors are competent to carry out works or activities in relation to health & safety requirements. **Ensure that all Estates related issues on stations / within Commands are reported to Estates via Tekhelp system.**

The Project Manager/Estates must ensure that the Contractor is given a copy of this Procedure (and any other relevant procedures, guidance and Contractors) before work commences.

Security

The Project Manager must ensure relevant security procedures / protocols are enforced. This will require informing the Contractors of their access routes throughout the site and information regarding confidentiality and high-risk areas.

Emergency Planning

The Project Manager must inform the Contractor of the emergency planning arrangements, for example, fire procedures / protocols. This will include the relevant internal phone numbers and Keyholding out of hours

The Project Manager must show the Contractors, on arrival at the work site, the following basic fire safety measures:

- The closest fire escapes
- The location type and method of operation of the nearest fire-fighting appliance.
- The location of the nearest fire alarm and the method of activation.
- The tone of the fire alarm and what to do on activation.

Contractors are responsible for the provision of suitable and sufficient firefighting equipment appropriate to the work involved and must obey alarm signals whilst on Service premises. Smoking is prohibited in all areas (including vaping / electronic cigarettes) of Service sites and Contractors are required to comply.

Welfare Arrangements

Washrooms may be made available for use by Contractors, or Sub-Contractors, as defined by Estates Manager or another suitable person. The conditions for the use of such facilities are that they are used only during the time specified by the service. There will be times (COVID-19, CDM an Examples) where the Contractor or Sub-Contractor will be required to supply their own welfare facilities, this will be communicated at the time of tender.

Contractors Requirements

Contractors have a duty to work safely and manage the safety of their staff. The work activities must not, so far as reasonably practicable, affect the health, safety or welfare of anyone who comes into contact with them or their activities.

Suitable Staff Allocation by Contractors

Due to the nature of the work undertaken at the Service, all Contractor personnel deployed on Service sites must have suitable skills, knowledge and experience (this is in line with HSE guidance) to undertake the work being carried out on the site.

On large contracts [CDM Procedure.docx](#) it is the responsibility of the Contractor to appoint a supervisor, competent in the field, who must receive direct instruction from the Project Manager.

Accident / Incident Reporting

The Contractor must report all accidents and near misses to the Project Manager or to the Service's Corporate Risk Health and Safety Manager. Contractors will assist in the completion of any relevant incident report forms. Near miss reporting is a key performance indicator of a contractor's safety record and should be encouraged.

If an incident / accident requires a RIDDOR report and follow up investigation, it is essential that this is carried out by the Contractor in accordance to relevant HSE legislation. This needs to be forwarded to the Project Manager and the Corporate Risk Health and Safety Manager for reference.

A near miss is defined as an unplanned or uncontrolled event or chain of events that has not resulted in an injury, physical damage or environmental damage but had the potential to do so in other circumstances.

All Near misses should be reported to the Estates department on the day of the near miss.

If CDM Project will form part of all contractor monthly report with potential consequence and action(s) undertaken to address the near miss

Occupied premises

Where the premises are occupied, the Contractor must ensure that all works carried are out in such a manner as to cause minimum disruption to daily activities.

Delivery, Unloading and Hoisting of Materials

The Contractor is responsible for the delivery, unloading, hoisting and storage of their own materials. At no time should these works impede or make dangerous, normal access to areas outside the immediate vicinity of the works.

Electricity

All electrical equipment on site is to be used in a safe and approved manner, in accordance with current Electricity at Work Regulations. All portable electric tools shall operate at 110-volt A.C. from a double wound transformer, having a centre-tapped earth on 110-volt winding. All portable appliances brought onto site must have been tested and be within the validity period. The Project Manager may require records of this testing.

Water Supply

A water supply will generally be made available as designated by the Project Manager or other designated person. Contractors should restrict themselves to this supply and must ensure that the area is kept free of rubbish and the tap is to be kept fully closed after use. The use of fire extinguishers, except in emergencies, is prohibited.

Housekeeping

All Contractors must ensure that rubbish or excess equipment and materials is not allowed to accumulate in the immediate work area and, in no circumstances, is material for disposal to be stored outside the working area unless in the Contractor's own authorised skip. All surplus materials and / or rubbish should be cleared from the site on completion of the contract.

In addition:

- Burning of rubbish on Service's sites is prohibited.
- Ensure that the control of all excessive build-up of dust is managed through a dust suppression process at all time, in line with HSE guidance <https://www.hse.gov.uk/pubns/cis36.pdf> .
- Suitable dust control mats are to be used where the works area is immediately adjacent to any clinical / therapy room area.
- Good housekeeping is to be maintained at all times.

Control of pollution

Contractors may not deposit any waste, chemicals or any other substances whatever into drains or waste containers on Service premises unless express permission has been given by the Estates Management or by their delegated representative.

Arrangements should be made to prevent sand, soil, cement or any other solid materials being washed into drainage or sewage systems. Under no circumstances should hazardous substances be flushed into drainage or sewage systems as a means of disposal.

Mobile Phones

Mobile phones are to be turned off in areas that display the 'No Mobiles' signs. Within the areas allowed, the volume of the phone should be silenced.

Specific Hazardous Work Activities

Some Contractors may be employed by the Service to carry out a specific hazardous activity, some of which are explained below. If the activity in question is not contained within the text of this Procedure the Project Manager will be required to carry out a relevant risk assessment.

Working at Height

Scaffolding will be erected only by competent persons who will carry out statutory inspections and maintain records of inspections. Contractors must erect suitable scaffolding with guardrails, toe boards and the tower must be fully boarded. Scaffolding must be erected in line with relevant manufacturer standards and HSE legislation. This will include The **Construction Design and Management Regulations (CDM)**.

Contractors should not carry out roof works without authorisation. Relevant PPE must be worn.

Over Head Works

No work is permitted to take place over the heads of Service staff unless this is agreed with the Project Manager and a suitable risk assessment has been carried out.

Road Safety

All road works throughout the Stations must be agreed with the Service. Any excavations, storage and skips must be guarded using appropriate signs, rails, traffic cones and lights etc. All works must consider Local Authority guidelines.

Personal Protective Equipment

The Contractor is responsible for providing the personal protective equipment for their employees that is necessary for the work in hand. PPE must also comply with the statutory requirements or equivalent guidance appropriate to the circumstances.

All Contractors are to wear the following PPE on Service Properties/Stations

Contractor ID at all times

Foot Protective

Head, eye, hearing, Hi-Visibility Protection (where signage identifies requirements)

Hazardous Substances

Contractors must not bring hazardous substances (COSHH specific substances) onto the site without the agreement of the Project Manager. The substance may only be utilised once the appropriate documentation, for example, Material Safety Data Sheets (MSDS) and relevant COSHH assessments have been presented.

Hazardous Areas

Contractors are not permitted to enter specific hazardous areas without the permission from the Project Manager and relevant information, instruction and training has been given.

Confined Spaces

Contractors may not enter any confined space where there may be dangerous fumes or lack of oxygen, without the express permission of the Project Manager. If permission has been given, work in such places must be carried out in compliance with the Service's permit to work system, following the methods and taking the precautions detailed in the relevant HSE guidance.

Asbestos

Contractors who work on the site/station will be made aware of any asbestos hazards identified and issued with copies of survey/register identifying within the risk assessment. In some cases, additional policies or procedures will be issued to the contractors.

If, during the course of a contract, the Contractor disturbs asbestos in any way as to give rise to dust, the Contractor must cease work, withdraw his employees from the area and report immediately to the Head of Estates or his delegated representative. Only Contractors that are licensed by the HSE are permitted to work with asbestos.

Portable Tools / Equipment

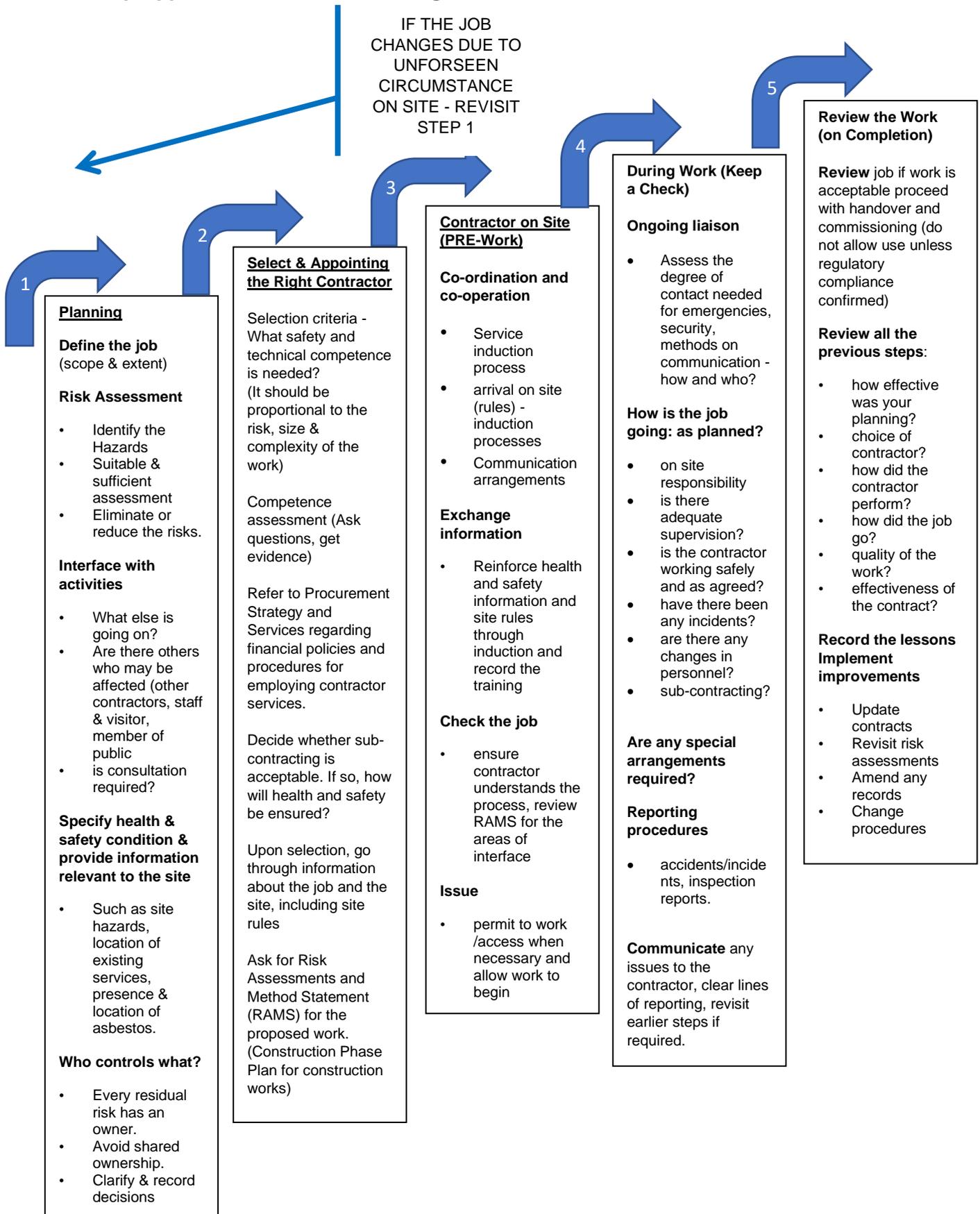
All portable tools brought onto the site must be suitable for use on 110vAC supply. The contractor shall also provide a 240/110v transformer for use with the portable tools. Alternatively, battery powered tools may be used.

Evidence that all tools have valid Portable Appliance Testing (PAT) certification/labelling will be required.

All 240v AC tools are prohibited unless agreed with the Project manager and connected with RCD protection.

Hand arm vibration and noise should be considered when risk assessing the use of power tools and equipment.

5 Step Approach to Contractor Management



Contractors Acknowledgement Form

This form must be signed by a senior manager of the contractor organisation prior to undertaking any construction, installation, maintenance or similar work on premises occupied by the Service. Once signed it should be returned to the Project Manager.

I/we have received a copy of the Mid & West Wales Fire & Rescue Service Control and Management of Contractors Procedure

I/we have read and understood this document and have made arrangements for all employees and sub-contractors to be briefed on its contents and requirements

I/we understand the importance of the rules and relevant health & safety legislation and agree to comply with these at all times whilst on Service Stations/sites

I/we understand that any breach of the Service's rules for contractors or relevant health & safety legislation may result in the termination of any agreements in place, and removal from site.

Signed on behalf of (company/provider name)	
Managers name	
Job title	
Signed	
Date	