



## STANDARD OPERATING PROCEDURE

TITLE

# MANAGEMENT OF CONTRACTORS

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## Purpose

A contractor is any person or company who is asked to do work for Goldstar Heathrow, but is not an employee.

Both Goldstar Heathrow and the contractor have responsibilities under health and safety law. All parties need to take the right precautions to reduce the risks of workplace dangers to employees and the public.

Everyone must understand the part that they need to play in ensuring health and safety.

Contractors are subject to even greater hazards and risks than Goldstar Heathrow's staff because they are not wholly aware of our business or our operating procedures.

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# POLICY

## Introduction

Goldstar Heathrow acknowledges and accepts its statutory responsibilities for securing and maintaining the highest standards of health, safety and welfare for all who are directly employed or contracted to work on Goldstar premises.

As the controller of the premises, Goldstar Heathrow has a statutory duty to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees, visitors, and further, to take necessary actions to ensure that our activities do not endanger others including contractors and others who may undertake work on Goldstar Heathrow premises.

This Policy and Standard Operating Procedure (S.O.P.) is for the benefit of contractors and their employees, including any sub-contractors engaged on Goldstar Heathrow premises and its vehicles.

All contractors undertaking work at Goldstar Heathrow will conform to the provisions of this Policy and S.O.P. Observation of this Policy and S.O.P. does not in any way relieve contractors of their own statutory and other contractual obligations.

Contractors are reminded that all legal duties and responsibilities relating to the Health and Safety at Work etc act 1974 cannot be delegated by contract.

A copy of this Policy and S.O.P. will be passed to all contractors who are contracted to undertake work on behalf of Goldstar Heathrow Ltd.

## Acknowledgement

Contractors are required to sign the acknowledgement at the back of this Policy and S.O.P. and return it to Goldstar Heathrow or other addressee as may be directed.

Contractors are required and will be deemed to have copies of this Policy and S.O.P. in any sub-contract let by them and shall make compliance with this Policy a condition of any sub-contract. It should be noted that contractors shall not sub-let work without the expressed permission from Goldstar Heathrow.

## Definitions

'Company' – means Goldstar Heathrow Ltd

'Contractors' – means any company, firm, person or persons appointed to undertake work on behalf of Goldstar Heathrow Ltd.

This Policy and S.O.P. does not alter the terms and conditions of the company order or exempt contractors from the duties placed on the employers and employees to comply with the Health and Safety at Work Act 1974 nor any associated legislation, but it is intended to assist contractors in attaining compliance with the law.

Any reference to appropriate Government legislation is to the most recently published version.

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## Role and Responsibilities

### Site Facilities Manager

The site Facilities Manager is responsible for developing Goldstar Heathrow's procedures and guidance for the control and management of contractors and shall be responsible for:

- Being the main focal point for contact and communication with the Enforcing Authority, Health and safety Executive (HSE), Local Authorities or Agencies for all matters of Health, Safety and Welfare.
- Ensuring all accidents and incidents defined under the reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) are formally investigated and communicated across Goldstar Heathrow for the purposes of preventing a recurrence.
- Submitting on a weekly basis a report on all accidents and incidents including the findings from investigations to the senior management team and staff committee.

### Contractor

The Contractor is responsible to the Site Facilities Manager for the control and management of health and safety in relation to their undertaking and work activities at Goldstar Heathrow. Contractors shall comply with current legislative requirements, best practices and industry standards, contractual terms and conditions; and Goldstar Heathrow Policy and S.O.P.

The role of the contractor will include:

- Not undertaking any works at Goldstar Heathrow without the express authority of the Site Facilities Manager
- Provide appropriate risk assessments and method statements prior to undertaking work to the Site Facilities Manager
- Signing into and out-of the site as directed
- Co-operating with the Site Facilities Manager in planning and managing work, including reasonable directions and site rules
- Providing details to the Site Facilities Manager of any contractor who is engaged in connection with undertaking work.
- Ensuring that all employees have been made aware of the risk assessment and method statement and are aware of the local site rules.
- Bringing to the attention of the Site Facilities Manager any problems with the project or work as previously defined
- Informing the Site Facilities Manager of all injuries, incidents including near-misses, reportable accidents, diseases and dangerous occurrences.

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## Scope

This standard is for all contractors providing services for Goldstar Heathrow Ltd of Colndale Road, Colnbrook, SL3 0HQ – whether on a long term or short term basis.

## Procedure (Arrangements)

### RISK ASSESSMENT

In addition to the provisions in the introduction above, the **Management of Health and Safety at Work Regulations 1999** imposes specific duties to:

- Undertake a risk assessment of work activities in order to identify protective and preventive measures and record significant findings
- Incorporate the findings of such assessments into a Method Statement (or Safe System of Work) for working safely
- Implement arrangements for planning, organisation, control, monitoring and review of the preventive and protective measures and record these arrangements.
- Ensure the adequate provision of emergency arrangements if not provided by Goldstar Heathrow Ltd
- Co-operate with others.

### BEFORE COMMENCEMENT OF WORK

No contractor will be permitted to commence work without:

- Submitting the name of the individual responsible on their behalf for health and safety
- Providing a written statement of the contractor's health and safety policy and arrangements, risk assessments and method statement(s).
- Providing documentary evidence of adequate insurance cover to indemnify the company in respect of any negligence resulting in personal injury and/or death, damage to property and plant arising out of or in connection with the work
- Establishing the area of operation, access and storage, etc having been clearly defined and agreed with the company
- Providing a written statement of safety precautions to be taken to protect the contractors employees, Goldstar Heathrow's employees, site visitors and the public from work activities.
- Informing Goldstar Heathrow of all plant, equipment and materials to be used during the work
- Ensuring that all plant, equipment, materials and systems of work used during the contract comply with statutory requirements
- Using a 'Permit to Work' system when applicable and in accordance with Goldstar Heathrow policy

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## WORK ACTIVITIES

Contractors must arrange for all their employees to sign-in when arriving on site and to wear the necessary I.D. badge at all times, as required.

Their staff must be over 18 years of age, be competent, fit and able for the work they are expected to undertake and have previously been given adequate information, instruction and training.

Contractors will ensure that sufficient supervision is available at all times when work is undertaken. Supervisors will be competent, experienced and trained as necessary.

Contractors will appoint a named Competent Person (CP) to liaise with Goldstar Heathrow on all relevant health, safety and welfare matters.

Contractors will be responsible for ensuring that their employees are aware of their individual responsibilities and site safety rules associated to the work.

Contractors are not permitted to use any tool (hand or powered), plant, equipment or materials belonging to Goldstar Heathrow without previously ascertained specific authorisation.

Contractors are to confine themselves as far as possible to their area of work. Movement outside that area should be the minimum necessary to facilitate their work. Care should be taken not to obstruct passageways, covered walkways, stairs, corridors, exit routes or means of escape etc.

Contractors will maintain a suitable level of attire at Goldstar Heathrow and in accordance with company protocols and safe systems of work, and will not "strip off".

Contractors will not smoke or consume alcohol whilst working at Goldstar Heathrow.

Contractors will refrain from swearing, profanities, offensive language and gesticulation.

Contractors will only use authorised and designated parking facilities.

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## SAFE SYSTEMS OF WORK

### Permit to Work

Where potentially hazardous activity is identified, no contractors will be permitted to work unless they are in possession of a 'Permit to Work' signed by the Site Facilities Manager (or another senior Goldstar Heathrow manager). The contractor will, in turn, assume the duties of the Competent Person (CP) and will also be required to sign the Permit to Work prior to, and on completion of, the work when the Site Facilities Manager is satisfied that a safe system and method of work has been established.

Certain work activities, procedures and pieces of equipment may require a 'Permit to Work' which is specific to the following work activities. For example:

- High Voltage or Low Voltage Electrical Systems
- Maintenance or isolation of the Fire system
- Hot Work
- Working at Height, including Access Equipment and Towers
- Boilers and pressure systems

The Permit to Work will determine the nature and extent of any isolations or physical controls, the equipment, the timing and extent of the work, the number of people involved with the work activity and the duties of those in attendance and any identified emergency arrangements and procedures.

The issue of a Permit to Work must not be regarded as a mere formality. It will not be issued until and unless the Site Facilities Manager is satisfied that all necessary preliminary safety precautions are in place.

The authorisation, receipt, clearance and cancellation arrangements in place must be strictly adhered to.

## HOT WORK

### Heat and Naked Flame

No contractors are to undertake any work involving heat and naked flame unless authorised by the Site Facilities Manager and are in possession of a risk assessment, a method statement and a valid 'Hot Work Permit'.

### Welding

Contractors will not commence any welding or cutting operation unless they are in possession of a 'Hot Work Permit' and must have:

- Provided suitable screens to protect persons from the effects of flash and flying particles
- Provided suitable fire fighting equipment in the form of fire blankets, fire extinguishers etc suitable for their work activities and be located adjacent to the area of work
- Provided and ensured that their employees are using suitable and sufficient PPE.
- Ensured that before leaving any welding or cutting works, it is cold and there are no hot or smouldering embers

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## Electricity

Any work associated with an electrical system shall be undertaken in strict compliance with the **Electricity at Work Regulations 1989**.

Contractors must:

- Ensure that the work, associated equipment and appliances are without avoidable safety risk and all activities conform to all statutory provisions and accepted practices.
- Take all practicable precautions to prevent danger to any person from any live or charged electrical cable or apparatus
- Ensure that all electrical equipment and/or temporary installations are brought back into service, made safe by disconnection or isolated before leaving the area of work
- Ensure that all distribution cables, plugs, sockets and equipment provided to serve small tools etc, conform to the requirements of current legislation and associated health and safety guidelines and codes of practice
- Ensure that electricity cables and equipment being used are regularly inspected and results recorded to ensure that any defective equipment is taken out of service until repaired or replaced.
- Unless advised to the contrary, ensure that all portable tools are a maximum voltage of 110 volts. The supply will be by means of a transformer provided by the specialist suppliers or contractors.
- Not work on any high voltage electrical equipment unless in possession of a 'High Voltage Permit to Work' and Switching Schedule and an HV Authorised Person is available for switching
- Have due regard to any condition/advice given regarding to the local supply.

## Means of Access

Contractors are required to provide their own access equipment. Work at Height should be carried out from a platform with suitable edge protection.

Occasionally this may not be possible and a ladder may have to be used. Special considerations are to be applied to the use of personal suspension equipment (i.e. body harness and lanyard) and Permit to Work systems where applicable must be met in full.

Ladders may only be used following an assessment of risk where assessment identifies the work activity to be of a low risk and of short duration, and where a second operative 'foots' the ladder maintaining a watching visual during the work.

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Where ladders are used, the **Provision and Use of Work Equipment Regulations (PUWER) 1998** requires that they must be suitable for their intended purpose taking into consideration the particular working conditions and risk in a building, and:

- Should be in a good condition and be examined regularly for any defects
- Where a maintenance log is required, it must be maintained and kept up to date.
- Should be secured so that they cannot slip, usually by tying and securing them at the top.
- Should extend at least 1 metre above the working platform providing a hand-hold for operatives for getting on and off.
- Must ensure that all temporary means of access provided outside a building are removed or rendered unmountable at the end of each working day.
- Must ensure that all ladders not in use are secured by chains/padlocks, etc to prevent unauthorised use.

## Access Equipment

Contractors are to ensure that all employees involved in working at height activities are provided with general information regarding duty of care and due diligence, including the task to be undertaken and its hazards.

In addition, instruction on how to operate and use access equipment safely, information about manufacturer's instructions and limitations, and where applicable loading and unloading procedures, are to form part of induction awareness and any refresher training.

Contractors are to:

- Eliminate the risk by finding an alternative method of work if working at height is not strictly necessary, for example it may be possible to assemble a component on the ground and then lift it into position.
- Where it is not reasonably practicable to avoid working at height, take measures to allow the work to be done whilst preventing people or objects falling, for example by carrying out the work from a level, stable and strong surface that has barriers to prevent people from falling
- Where the risk of people falling still remains, take steps to minimise the distance and consequences of such falls, for example by selecting and using suitable fall arrest equipment.

Contractors are to ensure that all their employees are provided with specific information on any working at height hazards and Goldstar Heathrow's rules and procedures.

Contractors should take suitable and sufficient steps to prevent materials or objects falling onto any person. In situations where it is not reasonably practicable to prevent materials or objects falling, suitable and sufficient steps must be taken to protect any person being hit by such an object (for example, where overhead work is being undertaken the area will be designated a 'Head Protection Zone', ground level areas must be classed as safety exclusion zones and suitable barriers and warning signs posted).

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## Scaffolding

Responsibility for the provision of scaffolding will be as stated by Goldstar Heathrow and all scaffolding must comply with current regulations and codes of practice including the use of appropriate signage when the scaffold is not in use.

Where contractors provide scaffolding for the sole use of their employees, the responsibility for ensuring its safety rests with the contractor.

Any contractor who utilises a scaffold erected for common use must, prior to use by his employees, inspect the scaffold to ensure that it is safe and suitable for a given task, and immediately report any defects to the Site Facilities Manager.

Co-ordination arrangements for the use of scaffolding will usually be under the direction of Goldstar Heathrow and contractors shall comply with the Building Management rules as they affect scaffolding and access.

Adequately trained scaffolders holding a valid and recognised Certificate of Competence or the Construction Industry Training Board (CITB) training record cards must erect any scaffolding above 5 metres in height.

Scaffolding must not be overloaded and must not be used to support or anchor an installation unless it has been specifically designed for the purpose.

The safety of tower scaffolds requires special consideration, particularly those made up of proprietary light-weight materials. They must be erected and dismantled by competent operatives and used in accordance with the Prefabricated Access Suppliers' and Manufacturers' Association (PASMA) guidelines with outriggers/stabilisers used when there is more than one vertical section erected. Towers must not be moved whilst operatives are on the platform.

## Roof Work

While the protection of any operative carrying out work is important, it is essential that suitable precautions are also taken to protect others who may be in the vicinity (including Goldstar Heathrow employees, visitors and visiting drivers etc.) from falling materials, tools, etc. In such cases loose goods are to be stored away from the roof edges.

Where hoisting is taking place, there is always a risk of goods falling and precautions such as the erection of substantial barriers or other quality effective measures should be taken into account to prevent non-authorized persons gaining access to a danger zone.

In situations where operatives have to approach within 2 metres of an open roof edge, where full body harness, life and connecting lines are considered inappropriate, guard rails (strong enough to provide support if someone falls against it) and toe boards will be required.

Openings in the work area liable to be approached should either be protected by suitable and sufficient guard rails, toe boards and gates as applicable or by substantial covers which must be fixed in position and suitably marked, for example "Hole Below".

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Consideration must be given to ensuring the safety of personnel and security of goods stacked, particularly on exposed areas of roofs that may be affected by environmental conditions including wind and rain. In addition, the contractor must:

- Provide suitable and safe temporary means of access when required which must be properly secured in an appropriate manner
- Provide and use crawling boards or roof ladders when working on or gaining access over fragile materials
- Remove all materials, rubbish, etc from roof areas in a safe manner
- Ensure that their employees do not block or obstruct any roof valley, gutter, or drain, or down pipe.

## Work Equipment

The **Provision and Use of Work Equipment Regulations (PUWER) 1998** requires that employers ensure that all items of work equipment provided to their employees and self-employed working for them comply with these regulations. All work equipment must be suitable by design, construction, or adaptation, for the purpose of which it is used or provided. Only competent persons may operate the work equipment.

Contractors are required to provide their own equipment. Under no circumstances must contractors use equipment provided by Goldstar Heathrow unless authorised to do so.

The contractor will:

- Only use machinery, plant and equipment that is suitably guarded and protected to approved standards
- Make available all statutory notices, registers, certificates etc that apply to any machinery, plant or equipment used.
- Use machinery, plant and equipment in compliance with manufacturer's instructions, statutory provisions and accepted work practices.
- Maintain their plant and equipment in accordance with manufacturer's instructions, statutory provisions.
- Ensure that exhaust gases, vapours, fumes etc are prevented when practicable, from entering the working environment.
- Ensure that all machinery, plant and equipment is properly stored and secured when not in use.

Contractors who use Mobile Elevating Work Platforms (MEWP) must ensure that the equipment is suitable for the task, and is operated by individuals who hold a valid Certificate of Competence. Full body harness must be worn on all MEWP and be clipped to a suitable anchorage point to prevent falls.

Contractors are to inform the Site Facilities Manager of any dangerous equipment that will be used or stored at Goldstar Heathrow. Such equipment might include abrasive wheels, angle grinders etc. Contractors are also required to take any necessary steps to ensure that they comply with the requirements of the Regulations and that they ensure all work equipment is in good condition, well maintained and suitable for the task.

Contractors are reminded that they are responsible for any excessive noise created from the use of noisy items of equipment. Reasonable precautions must be taken by contractors to minimise noise. Should noise cause problems, contractors may be required to reschedule such works outside of normal working hours.

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## Working in Confined Spaces

The interpretation of a “Confined Space” as laid down in the **Confined Spaces Regulations 1997** is to be strictly adhered to. Evidence of suitable and sufficient assessment of the risks and Safety Method Statements for all work activities, for the purpose of deciding what measures are necessary for safety, is to be provided to Goldstar Heathrow prior to undertaking the work.

In addition to the previous paragraph, contractors will:

- Not enter any tank, vessel, chamber, sewer or void, etc without being in possession of a ‘Permit to Work’.
- Provide suitable and sufficient equipment and carry out atmospheric monitoring as specified
- Have attended and be in possession of a valid Certificate of Competence for entering or undertaking work in confined spaces
- Have attended and be in possession of a valid First Aid Certificate of Competence
- Provide all necessary protective equipment and facilities as specified to meet the requirements of the “Permit to Work”.
- Be conversant with the site emergency arrangement and evacuation procedures.

## Control of Substances Hazardous to Health (COSHH)

The **Control of Substances Hazardous to Health (COSHH) Regulations 2002** require that suitable and sufficient risk assessments are provided where hazardous substances or processes are brought into use. Prior to commencement of work involving hazardous substances, specialist suppliers and contractors are required to provide the Site Facilities Manager with copies of their Material Safety Data Sheet(s) (MSDS), risk assessments made and the measures they will undertake for the control of any substance hazardous to health including compressed gases that may be brought onto or be present at Goldstar Heathrow.

## Personal Protective Equipment (PPE)

The **Personal Protective Equipment (PPE) at Work Regulations 1992** requires contractors to assess the risks and the PPE they intend to use to ensure that it is suitable. Contractors are therefore required to ensure that equipment is maintained in a clean and serviceable condition, is replaced when damaged or lost and is properly stored when it is not being used. In addition, specialist suppliers and contractors are to ensure that the equipment is properly used and give training, information and instruction to their employees on how to use and look after it.

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Contractors will:

- Provide all suitable PPE required by their employees in order to carry out the work safely
- Ensure that all PPE provided complies with statutory requirements and appropriate British Standards
- Ensure that employees use PPE provided, both to protect themselves from injury or ill health and to comply with statutory requirements and accepted working practises.
- Be required to remove from the workplace any employee who fails to wear PPE when required to do so
- Where communal PPE appropriate to the work upon which operatives are engaged, for example body safety harness equipment, is required, provide it to the appropriate British Standard, give training for its use, make available appropriate test certification and maintain it in a serviceable clean condition
- Ensure that employees are aware of and comply with rules concerning the use of PPE in specified areas.

### Manual Handling Operations (MHO)

The **Manual Handling Operations Regulations 1992** apply wherever there are risks to the health of employees from Manual Handling Operations (MHO).

Contractors are required to:

- Avoid the need for hazardous MHO as far as is reasonably practicable
- Check whether an item needs to be moved at all – can any repair or maintenance work be carried out in situ?
- Consider the use of Mechanical Handling Equipment (MHE)
- Assess the risk of injury from any MHO that cannot be avoided
- Reduce the risk of injury from hazardous MHO as far as is reasonably practicable

Following a risk assessment the main requirement may include the provision of adequate employee training. This may involve:

- How to recognise harmful MHO
- Appropriate safe systems of work
- Use of MHE
- Good handling technique

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## Lifting Operations

**Lifting Operations and Lifting Equipment regulations (LOLER) 1998** apply when risk from lifting operations and equipment is prevalent.

Requirements relate to both the integrity of the equipment itself, for example the requirements in certain circumstances for visibility aids, control measures to prevent unauthorised start-up, and to the management of how work equipment is used.

All lifting operations must be undertaken under the specific control of a Competent Person.

Certificates of test, through examination, with inspection register entries must be available for checking in connection with any lifting operations.

## Gas Safety

Contractors will not be permitted to undertake any work in relation to any gas fitting without the authority of the Site Facilities Manager. They will:

- Ensure operatives involved in work on any gas fitting are competent, approved and registered by the Health and Safety Executive (HSE) Gas Safety Registration Scheme.
- Ensure gas fittings are of good construction and sound material, of adequate strength and of a type appropriate for the gas with which it is to be used.
- Ensure compliance with the Gas Safety (Installation and Use) Regulations by following the Approved Code of Practice and Guidance on the safety in the installation and use of Gas Systems and Appliances.

## Accident Reporting

The **Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 1995 (RIDDOR)** require that certain accidents or dangerous occurrences at work be appropriately reported. Goldstar Heathrow has developed a system of accident reporting and investigation for our own employees and insist that all contractors do likewise in order to comply with the regulations.

Such systems involve an investigation to determine the cause of an accident and any relevant contributory factors. This would be followed up with regard to rectifying any hazards in the workplace, modifying or amending a system of work and informing employees of any lessons to be learned. Goldstar Heathrow requires a copy of any accident investigation carried out.

Contractors are to inform the Site Facilities Manager of any accidents or near misses occurring to themselves or their employees during the course of the work. In addition to following the contractor's procedure, incidents will be recorded in Goldstar Heathrow's Accident Book. Contractors are responsible for notifying the Enforcing Authority where appropriate.

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## First Aid

**The Health and Safety (First Aid) Regulations 1981** require all contractors to carry out an assessment in order to determine their own individual requirements for the provision of First Aid for their employees. In most cases this will require the provision of First Aid kits and the nomination and training of a First Aider or an Emergency First Aider.

A First Aider or Emergency First Aider must be fully qualified and certified and will be responsible for administering First Aid treatment, maintaining First Aid equipment and facilities, summoning medical assistance and maintaining records. Some contractors may employ sufficient staff to warrant the nomination and training of a First Aider; smaller companies may nominate an Emergency First Aider who will not administer First Aid but will take charge of an emergency and summon medical assistance.

Contractors are responsible for the provision of their own First Aid cover and arrangements.

## Asbestos and Asbestos Containing Materials (ACM)

Asbestos and ACM are present within the premises at Goldstar Heathrow (Colnbrook site). Removal of such materials will be by a licensed contractor only. However, where such materials are in good condition they may be left in situ, encapsulated and labelled "Asbestos – Do not disturb". Under no circumstances are contractors to carry out or undertake work on such materials without prior consultation with the Site Facilities Manager.

Should any contractor come across a substance within the workplace which they suspect may contain Asbestos or ACM, they must stop work immediately. Steps will then be taken to verify the composition of the material. Contractors must not resume work until it has been deemed safe to do so by the Site Facilities Manager.

All contractors are reminded that it is a legal and statutory requirement under the **Control of Asbestos at Work regulations 2006 (Regulation 10)** to have and maintain appropriate asbestos awareness training (including the use of PPE if necessary) on an annual basis.

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## Housekeeping

Contractors are to put in place appropriate measures to ensure that equipment surfaces not subject to a work activity are covered or otherwise protected from damage. Contractors will be held responsible for any damage caused to property during the course of any work.

Contractors will also be responsible for the removal of any refuse or debris produced by them during the course of their work.

Contractors will place all refuse or debris in suitable bags or other receptacles and remove them from the workplace on a daily basis. On completion of the work, all material, tools and equipment must be removed from Goldstar Heathrow.

## Alcohol and Drugs

Goldstar Heathrow has a strict policy of not allowing the consumption of alcohol or the taking of drugs by operatives at work either before or during work periods. Goldstar Heathrow requires contractors to implement this policy with their employees.

## Consultation Arrangements

Goldstar Heathrow, in accordance with the **Health and Safety Consultation with Employees Regulations**, recognises the requirement to ensure that contractors are able to express their views on health and safety matters. Contractors are required to co-operate with Goldstar Heathrow to ensure lines of robust communication remain open.

Where appropriate, Goldstar Heathrow will recognise appointed Safety Representatives and will co-operate on all health and safety matters.

## Welfare Arrangements

Contractor's employees are not entitled to use any of Goldstar Heathrow's welfare facilities. Contractors are required to provide and arrange their own suitable and sufficient welfare facilities as required by law.

Contractors will ensure that all such facilities provided by them are kept in a clean and hygienic condition, and that any regulation or instruction laid down by the Site Facilities Manager is complied with.

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## Completion of Work Activities

On completion of all works, contractors will:

- Remove all refuse and debris
- Remove all surplus materials
- Remove tools, ladders, access equipment and scaffolding
- Replace all manhole or access covers in a secure state
- Ensure that equipment is either brought back into service or made safe by disconnection and isolation as appropriate
- Ensure all doors, gates or other accesses to restricted areas are secured
- Return all keys to the issuer
- Return all "Permits to Work" to the Authorised Person who issued the permit. The Authorised Person will check that the work has been properly completed, all safety precautions have been taken and that all systems are made safe or have been brought back into service

## Fire Safety

Fire Action Notices are posted alongside every break-glass alarm activation unit throughout the Goldstar Heathrow site at Colnbrook. Contractors are required to familiarise themselves with the local procedures and rules, instructions, comply accordingly and:

- Ensure that their employees are familiar with the Fire Safety Warning Alarms and means of activation.
- Ensure that their employees are aware of the location of Fire Fighting Equipment (FFE) and report any use or damage of such equipment.
- Ensure safe methods of work to eliminate any anomaly that may involve danger to life or property
- Advise the Site Facilities Manager of any Flammable Mixtures, liquefied petroleum gases or explosive substances to be used or stored by them within the confines of Goldstar Heathrow
- Ensure that cylinders and containers are not left in unauthorised places and where oxygen, acetylene, propane, etc is used, that flashback arrestors are fitted.
- Obtain a "Hot Work Permit" prior to commencing any operations involving the use of any flame or heat producing equipment.
- Not burn rubbish or light fires on any Goldstar Heathrow premises
- Ensure that their employees comply with Goldstar Heathrow's Smoking Policy
- Provide additional FFE as appropriate or as required by the Site Facilities Manager.

In addition to any instructions or precautions against fire in a building, contractors will ensure that their employees' activities and equipment in no way prejudices:

- Means of escape in case of a fire
- Fire warning or fire fighting installations
- Water supplies for fire fighting
- Access to FFE
- Access for the Emergency Services

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## Security Arrangements

Contractors are to adhere to Goldstar Heathrow's stringent security arrangements and ensure that their employees are fully conversant with the requirements.

Contractors will:

- When required to do so, permit the searching of any one of their employees, vehicles or property at any time either on entry, exiting or within the immediate vicinity of the Goldstar Heathrow premises.
- Report any use of, damage to, or removal of equipment from the Goldstar Heathrow premises
- Isolate and secure all plant, equipment and vehicles when not in use and before leaving Goldstar Heathrow's premises
- Not store any explosive, flammable or noxious substances on site, even temporarily without the Site Facilities Manager's permission.
- Report any losses or damage of property to the Site Facilities Manager immediately after it is discovered
- Not take any photographs or copy documents without the express consent of the Site Facilities Manager or other senior Goldstar Heathrow manager

## Insurance Arrangements

Contractors must take out and maintain suitable and sufficient insurances to comply with the **Employers' Liability (Compulsory Insurance) Act 1969** and the **Employers' Liability (Compulsory Insurance) Regulations 1998** or any subsequent amendment and Public Liability Insurance being insured for a minimum of £5 million in respect of claims arising out of any one occurrence. The Contractor must, if requested to do so by the Site Facilities Manager, provide a copy of their Certificates of Insurance.

Contractors shall be liable for and shall indemnify Goldstar Heathrow against any expense, liability, loss, claim or proceedings whatsoever, arising under any statute or common law in respect of personal injury or death of any person whomsoever or any damage to property or any damage to any real personal property arising out of or in the course of, or caused by the carrying out of works, except to the extent that the same is due to any act or neglect of Goldstar Heathrow Ltd.

## Confidentiality Acknowledgement

Contractors shall accept, by signing the acknowledgement for this Goldstar Heathrow Policy and Standard Operating Procedure, that no employee of, or person controlled by, their organisation may use any information which comes into their possession as a result of any Goldstar Heathrow contract, directly or indirectly, for their personal gain or their employees have information gained deliberately or by accident, which could be described as "inside information" and pass it on to others, they may be committing an offence.

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## Return Acknowledgement Slip

We acknowledge receipt of and will abide by Goldstar Heathrow's Policy and Standard Operating Procedure – The Control of Contractors

Signed

Date

Name

Position

Company Name

Address

If required, further copies of this Goldstar Heathrow Policy and Standard Operating Procedure can be obtained from Goldstar Heathrow Ltd, or downloaded from [www.goldstarheathrow.com](http://www.goldstarheathrow.com)

This acknowledgement slip must be completed by contractors prior to any work activity being undertaken and returned to the Site Facilities Manager at:

Goldstar Heathrow Ltd  
Colndale Road  
Colnbrook  
Berkshire  
SL3 0HQ

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