

The Princess Alexandra Hospital



NHS Trust

CONTRACTOR GUIDANCE BOOKLET

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1. Introduction

The Princess Alexandra Hospital NHS Trust (the Trust) is responsible for ensuring effective arrangements are in place to manage the risks associated with the employment of contractors involved in work on sites owned or used by the Trust

The Health and Safety at Work Act, 1974, and The Management of Health and Safety at Work Regulations, 1999, impose duties to safeguard the health and safety of workers, contractors, visitors and the public. These duties also apply to contractors on Trust premises in relation to the safety of Trust workers, visitors and the public.

The Trust shall only employ competent contractors. These will be selected in accordance with relevant Trust policies and procedures and make reference to the HSE Public Register of Convictions, the public register of prosecution/enforcement notices, in making that assessment of competence

This contractor guidance booklet forms part of a number of operational procedural documents and should not be read in isolation.

The Construction (Design and Management) Regulations 2015, will apply to all works deemed to fall within the remit of these regulations. The Trust will appoint competent Construction, Design and Management co-ordinators, designers and principle contractors allowing sufficient time and resources to enable the works to be carried out in compliance with health and safety law and all relevant regulations.

The Trust believes that the safety of visitors and members of the public is of fundamental importance. One of the Trust's main objectives is to ensure that adequate co-operation exists between them and the contractor. This guidance booklet applies to all sites and premises owned or occupied by the Trust and covers new construction, refurbishment and maintenance work or any other contracted services provided by an external contractor.

1. General principles in managing contracts

The objective is to protect as far as is reasonably practicable, the health, safety and welfare of workers, patients and visitors in the grounds and premises, whilst work is carried out in the Trust property.

The Trust aims to ensure adequate co-operation between them and the contractor. The Trust responsible manager is the person in charge of the work, who places the order to do the work and will liaise with the contractors' site representative.

All contractors shall sign the contractor book and obtain a contractor's pass to ensure compliance with fire and security procedures. Contractor passes will be required by all personnel including sub-contractor personnel. It shall be the contractors' responsibility to ensure their sub-contracted workers comply with the signing in requirement. Non-compliance may lead to the contractor being removed from site at no penalty to the Trust.

2. Summary of the Trust's responsibilities

The Trust's responsible manager shall provide the following information to the contractor prior to any work commencing on site:

- a description of work to be carried out, if significant to be a written schedule of works
- what risks the contractor may be exposed to
- what safety procedures the contractor shall follow
- what action to take in an emergency or fire situation
- who contractors should report any issues or concerns to
- identification of any hazardous areas contractors are not allowed to access

- comment on the suitability of the contractors' risk assessments, method statements and safe systems of work.

3. Summary of contractors' responsibilities

The contractor shall:

1. Ensure all the works on site are carried out in compliance with the Health and Safety at Work etc Act, 1974 and all relevant subordinate legislation, guidance and approved codes of practice.
2. Ensure that prior to commencing work on any live service such as electrical, fire safety, gas, steam, air or ventilation system, that the service has been isolated and a permit to work issued.
3. Provide their workers with all necessary safety equipment to safely carry out the work they are undertaking.
4. Comply at their own expense with all legislation, statutory instruments, Acts of Parliament, regulations by laws, health and safety regulations, EU regulation, EU directives and approved codes of practice.
5. Ensure that any of their workers or sub-contracted workers do not visit any part of Trust premises other than in connection with the work on site or welfare facilities.
6. Have adequate liability insurance as specified by the Trust
7. Risk assess materials prior to selection to ensure exposure control measures shall adequately mitigate the possible effects of products such as fumes, spray or dust on the surrounding environment and persons therein.
8. Ensure that the works do not interfere with the safe working of any service or equipment without prior arrangement with the Trust's responsible manager.
9. Nominate a competent person to be responsible for co-ordination of risk assessments of all operations and activities and to ensure there are appropriate and adequate control measures in place to manage the risks including safe systems of work.
10. Use these safe systems of work as the basis for the health and safety method statement.
11. Ensure that all workers and sub-contractor labour comply with security and vetting arrangements.
12. Ensure that all plant rooms, switch rooms, lift motor rooms and access doors with site boundaries are secured at all times.
13. Maintain the working site used by the contractor in a clean and tidy condition.
14. Not to use roof areas for storage of materials without prior consent from the Trust's responsible manager.
15. Not permit work that creates dust unless suitable and sufficient control measures are in place to limit the ingress of dust.
16. Ensure that at all times, site personnel work in a safe manner.
17. Be responsible for the correct disposal of all waste arising from the work.
18. Take all reasonable steps to ensure that their workers and sub-contractors are persons of good character, who have the necessary skills and experience to execute their duties.
19. Take reasonable steps to minimise the activation of unwanted fire alarm signals

4. Management of contractors on site

The Trust responsible manager shall have been in detailed consultation with the Head of Service/ head of nursing affected by the work, and liaised during planning with other specialists i.e. health and safety, facilities, infection control, security. The Trust's responsible manager shall be the contractor's first point of contact in communication with the Trust.

If the contractor is stopped working by a member of workers on health and safety grounds that is proved valid, no additional payments will be made to the contractor for this stoppage.

Contractors identification badges shall be worn and be clearly visible whilst on Trust premises.

The following work requires a permit to work:

- hot working including braising, welding, soldering, use of a glue gun or any process likely to give off fumes, which includes roofing works
- working at height
- confined spaces
- excavation works
- isolation of electrical systems
- isolation of fire safety systems
- high voltage work
- any work within the confines of the computer server rooms which shall be subjected to ITIL procedural checks by the IT department.
- work deemed by the responsible manager to require an additional risk control measures or safe systems of work
- work on asbestos containing materials (ACM's) – any suspicion of asbestos is to be reported immediately to the Trust's responsible manager and the Trust's asbestos procedure followed.

All the works undertaken by the contractors' workers or their sub-contractors workers shall be supervised by the contractor and shall comply with the Trusts policies, relevant guidance and Approved Codes of Practice.

The contractor shall ensure that all their workers comply with the security arrangement and procedures of the site.

The Trust encourages workers not to smoke and to lead a healthy lifestyle. The Trust accepts that there will be workers both employed by the Trust and contractors that will want to smoke during their allocated break times. To ensure that this does not pose increased risk to other workers, patients, visitors or Trust premises there are allocated shelters for this purpose (these will be pointed out at induction). Smoking anywhere in the grounds or at the entrances to the site will NOT be tolerated and contractors may be asked to leave site with no penalty to the Trust.

Contractors are not permitted to bring persons under the age of 18 on site unless they are on a recognised apprenticeship scheme, and approved by the responsible manager. Contractors are not permitted to bring animals onto Trust sites. No intoxicating liquor or prohibited drugs may be brought onto any Trust site. Persons appearing to be under the influence of alcohol and/or drugs will be escorted from site.

The contractor shall ensure that all accidents and near misses are reported in line with legislative procedures and the Trust Health and Safety Adviser shall be notified of any RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable incident(s). If an ambulance is required, the contractor should dial 999 or 2222 from an internal phone and clearly state the correct location of the casualty.

5.1 Contractor appointment

All contractors will be appointed in writing by an official Order or formal letter of appointment on Trust letter headed paper. Trust terms of business shall apply. Copies of terms and conditions are available from the Trust responsible manager or procurement management. Selection of potential contractors will include competency, experience, accident statistics, HSE prosecutions, supervision and training of workers and Disclosure and Barring service checks.

5.2 Contractor employee checks

The contractor shall demonstrate that all contract workers shall have had the following checks undertaken:

- evidence of identity
- evidence of qualifications
- evidence of employment history over the previous eight-year period

- evidence of references (minimum of two)

5.3 Contractor workers recruitment

Contractors shall demonstrate their recruitment and selection policy and provide evidence of audits of the recruitment process.

Contractors shall have written procedures to ensure that any sub-contractors used can provide the same level of assurance on pre-appointment.

When on site, formal arrangements should be in place to control the coming and going of contractors when accessing the site to carry out work.

5. Construction (Design and Management) Regulations, 2015

The aim of the CDM Regulations, 2015, is to promote integrated team working from beginning to end of projects, by improving planning and management, identifying risks at an early stage so they can be eliminated or reduced, target effort where it can do the most good in terms of health and safety and discourage unnecessary 'red tape'.

All construction activities on Trust premises, including service and maintenance, shall be undertaken and managed in accordance with the CDM Regulations, 2015.

6. Control of Substances Hazardous to Health

The contractors' materials inventory, materials and selection methodology, together with the exposure control measures shall comply with the Control of Substances Hazardous to Health regulations 2002 (COSHH).

The associated risk assessment shall make adequate provision for the effects of products such as fumes, sprays or dust and identify measures to manage the risks both on and surrounding areas. Failure to disclose the use of substances that are subject to the COSHH regulations and provide suitable and sufficient risk assessments to the Trust's responsible manager, may result in the contractor being removed from site.

7. Permits to work

The Trust operates a permit to work system for a number of tasks performed on properties owned or occupied by the Trust. Permits to work can only be issued by Capital and Estates Management workers. Capital and Estates Management will agree the method of work with the contractor prior to the commencement of any work and when satisfied then issue a permit to work for the following activities.

Work on these activities shall not begin without a permit to work:

- hot working (including welding, braising, soldering glue gun or any process liable to give off fumes)
- roof access (fragile roofs, pitched/sloping roofs or on flat roofs) remembering to give consideration to the presence of fragile roof lights
- confined spaces
- excavation ensuring the cat scans have been completed and service records have been inspected prior to work starting
- asbestos; the contractor along with the Trust's responsible manager shall ensure that the Trust's asbestos register is checked prior to work commencing
- isolation of electrical systems
- isolation of fire safety systems
- high voltage
- network cabling

Where work involves any of the above, guidance shall be sought from The Trust responsible officer, who will, ensure that a relevant permit to work is issued. The Trust responsible manager will also ensure that the contractor is aware of fire evacuation procedures.

8. Risk assessments

Prior to any work being carried out on site the contractor shall provide risk assessments and associated method statements for all operations and activities. The method statement will provide assurance that appropriate control measures are incorporated into the safe systems of work for all identified hazards .Any request for information, by the contractor should be answered in five working days or less.

All method statements shall be submitted in good time to the responsible manager to enable them to comment, prior to the task being carried out. Five working days Copies of all risk assessments relevant to contractors shall be made available on prior to the commencement of works.

Risk assessments shall be in writing and include the following:

- construction materials
- construction vehicular movements
- COSHH storage use and disposal
- emergency procedures
- environmental impact
- excavation
- fire
- general public and workers safety
- hazardous chemicals
- lifting and slinging
- location of site
- major construction elements to buildings
- manual handling
- material storage
- scaffolding
- siting of plant and equipment
- temporary services
- trench work
- vehicle pedestrian segregation
- waste management
- welding, braising soldering glue gun and all hot works in general
- working at heights.
- construction machinery on site

9. Site entry and exit procedures

No activities shall be undertaken or omitted by the contractor or their workers or subcontractors, which shall obstruct, interfere with or make unsafe a defined access way or exit unless written permission is first obtained from the Trust responsible manager. The contractor will then be responsible for the provision of all necessary fencing, lighting or other warning device together with its positioning and maintenance to ensure safety at all times. The contractor will ensure cables; pipes and lines are not trailed through or across passageways causing an obstruction or trip hazard.

10. Arrival at site

The Trust responsible manager, managing the works is responsible for advising of the appropriate departmental workers of the date, time, and providing the contractor details and reason for attending.

Estates supervisors will inform the Trust responsible manager that the contractor has arrived on site for the work and contractors have signed in and been issued with Trust ID contractor badges and informed of work location. Local site rules pertinent to work and work method statements will be discussed and agreed. Where work is being carried out for an external department the contractor should contact the Trust responsible manager to confirm signing in/local induction details.

On arrival at the site and before commencing work, the contractor should report to the destination agreed in the pre-contract meeting to sign in.

11. Asbestos management

The Trust maintains a register of all known or suspected locations of asbestos that exist on their premises. The register shall be checked by the Trust responsible manager and contractor (log-in details for web based register will be provided in pre-start and tender documentation) before any work construction, refurbishment or maintenance work, which could potentially result in the disturbance of asbestos containing materials (ACM's). The hard copy of the register is held in the Capital and Estates department.

Where work is planned which may result in the disturbance of Asbestos Containing Materials the requirements of the Control of the Asbestos at Work Regulations 2012 shall be implemented in consultation with the Capital and Estates department. Any contractor finding what he believes to be an asbestos containing material on any Trust premises should stop work immediately and bring it to the attention of the Capital and Estates department and Trust responsible manager / primary contact.

12. Compressed Gas and LPG cylinders

Contractors will follow the precautions detailed in the manufacturer's literature on the storage and use of compressed gas and LPG and the HSE Guidance Booklet 'Compressed Air Safety' (2006). All cylinders will be stored upright and secured and be placed in a position that will not cause danger or obstruction.

13. Contractors' plant and equipment

All plant and equipment provided by the contractor shall be in good order and suitable for the use in the environment in which it is to be used. It is the contractors' responsibility that all regular necessary inspections of the plant and equipment used on Trust premises is undertaken at the appropriate intervals by competent people and that records are available for examination upon request.

Portable electrical tools and equipment shall be inspected and tested regularly. Any mains (220 – 240 V) power tools shall not be used on site. If battery powered tools are not available 110-v power tools should be used in conjunction with a 110-v safety isolating transformer.

14. Delivery and removal of materials

Deliveries will normally be conducted during normal working hours. Outside of these special arrangements shall be agreed with the responsible manager.

If large vehicles are required or potentially hazardous situations may arise from these activities security shall be informed with as much notice as possible.

It is the contractors' responsibility to off load and move into position their plant equipment and materials. Contractors should make the necessary arrangements to receive goods necessary for them to complete the works. No chemical may be discharged into Trust premises drainage system whatsoever unless neutralised and in compliance with local water requirements.

15. Dust and fumes

All operations that produce dust (e.g. disc cutting, chasing, high speed sawing etc) in excess of 10 mg/m³ averaged out over eight hours, or any respirable dust in excess of 5mg/m³ averaged out over eight hours is deemed to be a substantial concentration of dust and therefore within the definition of substances hazardous to health (COSHH) and subject to the Control of Substances Hazardous to Health Regulations. Therefore, agreed methods of work shall be established prior to the start of any of this work with the responsible manager.

Demolition may result in the release of aspergillus spores, which can cause a risk to vulnerable people. The contractor will provide a suitable and sufficient method statement describing how the release of dust is to be controlled. Dust producing equipment is to be controlled at source with local exhaust ventilation or dust suppression tools to the satisfaction of the Trust.

All work areas are to be suitably sealed against dust breakout to other areas. Working areas shall be cleaned as required by means that does not promote dust transfer.

16. Electrical safety

All work undertaken and equipment used shall comply with the Electricity at Work Regulations 1989 and approved codes of practice.

17. Equipment and tools

The contractor will ensure that all plant and equipment is in good condition adequately maintained and complies with the Provision and Use of Work Equipment Regulations 1998. Under no circumstances shall equipment be left out where there exists the possibility of it being interfered with by any other third party.

18. Fire safety

The contractor and their workers shall be fully conversant with the fire warning system and evacuation procedures of the building in which they are working.

Instructions on action to be taken in the event of a fire are posted in all buildings.

Contractors' workers and subcontractors are to make themselves familiar with the instructions and escape routes. Contractors shall obey all alarms. Where any work is to be carried out which will necessitate interference with fire appliances, alarms, warning systems or wiring the contractor will seek a permit to work from the Capital and Estates department. Fire escapes should not be obstructed at any time and shall remain clear during the scheme. At no time shall fire doors be wedged opened and left unattended.

19. First aid

The contractor is responsible for providing first aid material and for compliance with the First Aid at Work Regulations 1981 as amended. Although the site is a hospital with an A&E department, it is vital that contractor's personnel are suitably trained in basic emergency life saving techniques as time is critical in some emergency situations.

20. Gas installations

No contractor will work on a gas installation unless they are a Gas Safe Registered Engineers and are able to produce proof of Gas Safe Registration.

21. Hot works

All work involving the use of oxyacetylene welding or cutting equipment, arc welding, blowlamp or any other flame producing equipment will be subject to a Permit to Work through the Capital and Estates department. This includes roof work

22. Housekeeping

All contractors' debris and waste materials shall be collected by the contractor and cleared daily from the working area or on completion of the work (if the job does not extend into two days). The contractor without prior permission shall not use waste skips provided by the Trust. No debris is to be burnt on site.

23. Identification

Contractors are required to provide a means of identification before entering premises owned or operated by the Trust. Identification should be displayed at all times.

24. Incidents and dangerous occurrences

Contractors shall ensure that any accidents, near misses and/or dangerous occurrences on Trust premises are notified to the Trust responsible manager and the health and safety advisor as soon as practical, but within 24 hours.

Where this is not possible the contractor should contact switch board by dialling 0 from any internal phone or 01279 444455 externally and ask that the on-call Estates manager be made aware.

25. Insurance

Contractors will be required to provide evidence of appropriate public insurance as required by the contract.

26. Noise

The contractor will ensure that all possible steps are taken to reduce noise levels caused by their operations to a minimum and will abide by the requirements of the Control of Noise at Work regulations 2005.

27. Protective clothing

It is the contractor's responsibility to supply their workers with all necessary protective clothing and equipment for the work to be carried out safely and to monitor and ensure its use.

28. Security of premises

The contractor shall be required to ensure that before leaving any unattended premises that those premises are properly secured. Contractors are responsible for the security of their own equipment, tools and materials.

29. Site huts, skips and contractor vehicles

Contractor vehicles are permitted in Trust car parks as long as a daily contractor's parking ticket is purchased from the security office. Unless pre-arranged with the Trust responsible manager no reserved parking will be allocated. If it is necessary to drop off materials the Trust responsible manager shall be made aware well in advance if this could cause traffic or safety problems. Contractor parking tickets shall be displayed in the windscreen of the vehicle.

Contractor vehicles shall not obstruct traffic routes, yellow lines or block in other vehicles. If skips are to be put on site, arrangements for the safe positioning of skips should be made through the Trust responsible manager. Where possible contractors should use closed covered lockable skips with the use of open skips avoided to minimise the spread of dust. Temporary cabins toilets compounds or waste skips shall not be erected without the approval of the Trust responsible manager.

30. Welfare facilities

There is a restaurant on site along with a number of toilet facilities. Contractors are asked not to wear clothing that may be contaminated inside the hospital.

31. Training

The contractor will ensure their workers and sub-contractors are competent, trained and authorised to carry out the work being undertaken and understand the written safety instructions, risk assessments, method statements and safe systems of work relating to the work being carried out.

32. Waste

The contractor shall be responsible for the safe removal and disposal of waste arising from their works and for ensuring disposal is in accordance with the legislative requirement relevant to that waste. Where required or requested the contractor will furnish the Trust with details of where waste is disposed of and provide supporting documentation as necessary, in line with the Site Waste Management Regulations 2008.

All waste arising from the works shall be appropriately segregated.

The contractor shall be responsible for any damage or contribution caused by waste under their control and shall bear the full cost of any remedial measures as deemed necessary by the authorities.

The contractor shall ensure strict compliance with the Environmental Protection Act and the Waste Disposal Regulations.

33. Working at height

Contractors will ensure that they comply with the Working at Heights Regulations 2005 and do all that is reasonably practicable to prevent anyone falling. Contractors shall ensure that their workers and sub-

contractors are competent to work at heights. Work on fragile roofs, pitched/sloping roofs or on flat roofs within 1 metre of the edge will require a permit to work.

Ladders may only be used after a risk assessment has shown that other equipment is not justified because of the low risk and the work is of short duration. Where ladders are used they shall be of the correct type and grade, should be in good condition and effectively secured to prevent movement. Risk assessments shall be available at any time for inspection.

The contractor and Trust responsible manager shall ensure that:

- that no work at height is done if it is safer and reasonably practicable to do it in an alternative way
- all work at height is properly planned and organised
- all work at height takes account of the prevailing weather conditions
- those involved in working at height are trained and competent
- equipment for work at height is inspected
- the risk from fragile surfaces are properly controlled
- the risk from falling objects is properly controlled
- that the work is appropriately supervised.
- account is taken of the risk assessment that has been carried out as required under regulation 3 of the Management of Health and Safety at Work Regulations 1999.

When selecting equipment for work at height the contractor shall:

- use the most suitable equipment
- generally use collective protective measures for example guard rails and toe boards rather than personal protective equipment for example safety harnesses
- take account of the conditions
- ensure that all scaffolding or other temporary structures and their associated safety features comply with the specific requirements of Schedules 2 to 6 of the Working at Height Regulations 2005.

34. Associated documentation

- Fire safety policy, procedures and protocols
- Safe management of contractors policy
- Asbestos management policy
- Electricity at work policy
- Water management policy

35. Principle legislation and guidance

The Health and Safety at Work etc. Act 1974

The Management of Health and Safety at Work Regulations 1999

The Construction (Design and Management) Regulations 2015

The Provision and Use of Work Equipment Regulations 1998 (PUWER)

Control of Substances Hazardous to Health Regulations 2002 (as amended)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

The Control of Asbestos Regulations 2006

The Regulatory Reform (Fire Safety) Order 2005

36. Important contacts

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– Director of Estates and Facilities ext. 7656

Clive Austin – Capital Projects Lead ext. 7244

Andrew Bell – Senior Estates Operations Manager ext. 7551

Bill Dickson – Environment, Sustainability and Waste Manager ext. 2839

Dave Clarke – Trust Fire Advisor, Security and Car parking Contracts Manager ext. 7581

Tony Taylor – Assistant Estates Operations Manager ext. 2853

Alison Morris – Trust Health and Safety Adviser ext. 2138

