

HS09 Control of Contractors | Standard Operating Procedure

1. Background information

1.1. Introduction/Purpose

1.1.1. This document aims to guide all staff within SOAS who are directly involved in the appointment, use and management of contractors. It shall ensure all parties fulfil their legal duties and contractual obligations to prevent incidents and accidents related to contractor work activities.

1.1.2. This Standard Operating Procedure (SOP) will mainly apply to Estates and Support Services related departments. All responsible for employing contractors are required to follow this guidance.

1.1.3. Points of reference:

- *The Health and Safety at Work etc. Act (HSWA) 1974* places a duty upon organisations to ensure the health, safety and welfare of their staff and anyone else who may come into contact with the organisation, including contractors/ sub-contractors. This act also requires workplaces to implement Safe System of Work (SSoW) procedures.
- *The Management of Health and Safety at Work Regulations (MHSWR) 1999* requires appropriate risk assessments to be carried out with any preventative and protective measures. The regulations also specify that all arrangements should be reviewed regularly to ensure effective planning, organisation and control.

1.2. Scope

- 1.2.1. SOAS is committed to providing a safe and secure environment for everyone within its learning community, including staff, students and visitors who access the university's facilities and services. This SOP has been developed in line with the university's obligations related to Equality Act (2010), Public Sector Equality Duty (PSED) and the SOAS Equality, Diversity and Inclusion Strategy.

1.3. Definitions

- 1.3.1. Contractor – an individual, company or organisation employed by SOAS (other than an employee) to carry out work for gain or reward.
- 1.3.2. Sub-contractors – individuals, companies or organisations employed to carry out works by the contractor.
- 1.3.3. Responsible Person | Competent Person – Individuals with qualifications, experience or training relevant to the performance of specific tasks.
- 1.3.4. HSE – the Health and Safety Executive.
- 1.3.5. HAS - *Health and Safety at Work etc. Act 1974*.
- 1.3.6. COSHH – Control of Substances Hazardous to Health Regulations
- 1.3.7. CDM – Construction, Design and Management Regulations
- 1.3.8. PPE – Personal Protective Equipment Regulations
- 1.3.9. PW – Permit to Work
- 1.3.10. RIDDOR – Reporting of Injuries, Diseases & Dangerous Occurrences and Regulations.

1.4. Roles and Responsibilities

1.4.1. The Chief Executive / Board of Trustees is responsible for Health and Safety within SOAS.

1.4.2. The Estates and Facilities team and Project Manager's responsibilities are outlined below:

- Ensure that the contractor is capable of carrying out the works specified and, where possible, will utilise certified or accredited contractors/organisations. Throughout the contract period, the team will monitor the standard of the contractor's work and the progress made.
- Ensure that all relevant safety measures are taken to protect the contractors and others who come into contact with SOAS. The school must ensure these activities do not hinder the provision of a safe place of work for staff, students and visitors.
- Health and safety should be considered an integral part of any contract, requiring an assessment to ensure appropriate control measures are applied. Resources such as additional training, equipment and staffing will be delivered as needed. Any equipment provided to contractors must be managed appropriately.
- Coordinate contractor activities and provide adequate information regarding health and safety concerns on the premises. Specifically, to undertake a risk assessment and set out suitable control measures (i.e., Safe Systems of Work) to manage significant risks.
- Has a duty to provide every contractor with information on emergency procedures relevant to the premises providing details of hazards in the area, e.g., for cylinders, gases, chemicals, or biological hazards (this may include Control of Substances Hazardous to Health assessments).
- Will set out standards for work of a hazardous nature, such as working in high-risk areas or carrying out work of a potentially dangerous nature, including hot or electrical works, working at height, working in confined spaces, and working with asbestos or contaminated land. All information will be provided to the contractor before they begin their work. In some cases, Permits to Work will be required (see below).
- Must inform the contractor of emergency planning arrangements, such as fire procedures, the expected response to a fire alarm activation, SOAS emergency response, the method of summoning the fire service, etc. All

relevant phone numbers will also be provided to the contractor.

- Estates and Facilities will be responsible for the adequate supervision of contractors (via Project Manager / Maintenance Supervisor) to ensure that such systems are carried out by standard requirements, such as wearing PPE etc. Individual service engineers must be supervised by an experienced staff member from the area they are working.
- Permits to Work (PtWs): Written PtWs will be issued by the Estates and Facilities/ Maintenance Supervisor and are required for all maintenance and service works. PtWs must be displayed on the equipment or at the room's entrance(s) before work can commence; any remaining hazards must also be signposted. PtWs are required for work carried out on any SOAS roof or horizontal and vertical service ducts. The completed permits must be issued to the contractor before work can commence. Estates and Facilities staff or the Maintenance Supervisor will issue permits for roofs and service areas.

1.4.3. Contractors' responsibilities are outlined below:

- Contractors must ensure a safe place of work for their staff. The contractor must also obtain relevant health and safety-related information from SOAS (as above). Once the contractor has received this information, they must develop safe work systems relevant to the premises and work activities. SOAS Estates and Facilities should be aware of any potential risks to health and safety and standard work methods if the duties being carried out are hazardous.
- The contractors must ensure that work does not compromise the health, safety, or welfare of others (including the public), especially when undertaking tasks such as floor laying, using noxious chemicals, etc.
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- The contractor must reinstate the standard of compartmentation following any work that could affect fire and smoke containment. Such violations must be fire-stopped with appropriate materials before the area is closed. Photographic evidence must be provided where penetrations are made and where the fire stops. If a breach of the fire compartment is identified during work, this should be noted and photographed. The Project Manager must be immediately notified before any areas are closed.

- The contractor must make their own provisions for first aid. This includes trained/ competent personnel and the provision of appropriate equipment (first aid boxes, etc.).
- Contractors are responsible for providing suitable and sufficient fire-fighting equipment and training for their staff. They should also ensure their staff respond appropriately to fire alarm signals whilst on SOAS premises.
- The contractor must report all accidents and near misses to the Estates and Facilities/ Health and Safety Dept. Contractors will assist their relevant staff in completing the appropriate incident report forms, and they may also report any incidents using their own system. If an incident requires a RIDDOR report (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations) and follow-up investigation, the contractor under HSE Legislation must carry this out. All documentation needs to be forwarded to SOAS for reference.
- It is a condition of any contract with SOAS that contractors comply with any safety requests issued by the Director of Estates and Facilities, Health and Safety Manager and Secretary and Registrar.

2. Main Content

2.1. Contractor Management Guidelines

- 2.1.1. Risk assessments and method statements (RAMS) are to be provided at least two weeks before the commencement of works to allow a review. The company's safety policy statement and relevant insurance details must also be produced to ensure adequate protection for any liability.
- 2.1.2. Some contractors on site will have duties under the 'The Construction (Design and Management) Regulations (CDM Regulations)'. These will generally be contractors undertaking larger construction projects. In some cases, work will require more than one contractor at a time to be working in the same area or on the same premises. The parties must share relevant information under the statutory requirements of the CDM regulations.
- 2.1.3. Lone working in high-risk areas is not permitted. However, where it is not possible to deploy multiple staff members, this may be carried out providing alternative arrangements can be made wherein two-way radio communication is maintained between the worker and their onsite manager, supervisor or reception.
- 2.1.4. External contractors must sign in at the main reception of the site/ building where they are working and must display their visitor's badge at all times. Contractors are responsible for ensuring the safety of the University's staff, students and visitors. Equipment left unattended must be stored in a safe condition at a location agreed upon by an authorised member of the Estates and Facilities or the Health and Safety Team.
- 2.1.5. All connections, disconnections and disruptions to a school or department's existing utilities (e.g., electricity, gas, water, steam, etc.) must be cleared with Estates and Facilities before being carried out. If insufficient notice is given for any potentially disruptive activities, the school or department can require the work to be delayed.

2.1.6. As defined by Estates and Facilities, restaurants and washrooms may be made available to use by contractors. The conditions for using such facilities are used only during the time specified by SOAS (if applicable). The contractor or sub-contractor should dress suitably and observe usual hygiene standards when using restaurant facilities.

2.1.7. Please note that all contractors must ensure their employees and sub-contractors working on SOAS premises are aware of these instructions.

Document History

Version	Published	Owner	Status	Review Date / Schedule	Notes / Changes
V1	Feb 23	Estates and Property Services	Approved by Health & Safety Committee – Feb 23	Annual review or when dictated by incident or legislation.	First Issue