

# Contractor rules

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## Purpose

Mitie's Integrated Management system is designed to ensure that the highest levels of performance are achieved by all persons working for us or on our behalf. We require the same level of co-operation from you (the contractor) and all our sub-contracted partners.

## Scope

You cannot sub-contract or transfer any of your Contractor obligations or requirements, whether in whole or in part, without first obtaining Mitie's prior written consent. Such consent will not release the Contractor from any of its obligations and must be accompanied by the sub-contractor successfully registering via the [mitiesourcing.com](http://mitiesourcing.com) site.

This document has been provided to all contractors. This document aim is to ensure we all use safe working methods and practices onsite. All will comply with provisions laid down in the Law and other legislation to ensure compliance.

It should be appreciated that this document may not cover every eventuality or situation which may arise. This documentation does not relieve you the contractor of your responsibilities whilst performing activities on behalf of "Mitie".

You have a responsibility to ensure that your employees do everything reasonably practicable to avoid dangerous or unsafe conditions occurring.

Contactors must read this document carefully and sign the acceptance page, which is required to be returned to your Key Contact preferably at least 10 working days before any works commence.

You must instruct all your employees on the content of this document ensuring all are aware of the Mitie requirements. Evidence of attendance at this Induction must be identified by each employee completing the passport page of the Mitie Handbook [MG(HB)201]. It is the contractor's responsibility to ensure they have sufficient copies of these books by contacting Key Contact before works commence. Failure to do so may result in delay to the start of the contract.

Every employee who is to be involved in the contracted works must have completed the passport page and have this on them at all times. The Mitie Key Contact or other delegated Mitie person may request to see this at any time. No works will commence or continue if workers do not have their passports on them.

**Note:** This document may contain sections that are not relevant to the types of work you have been contracted to complete. In these circumstances these sections are not applicable to you.

Contractors will also have to comply with any terms and conditions that they have signed, in regards to the works they have contracted to complete.

## 1. Responsibilities

- 1.1 Your employees are to be aware of their duties and must take reasonable care of themselves and others and are not to interfere with, or misuse items provided for their health and safety.
- 1.2 All your employees are to be trained and competent to undertake the tasks they are employed for, and suitably supervised where required.
- 1.3 Reckless behaviour can result in accidents and will not be tolerated by 'Mitie', anyone found to be in breach of this requirement will be removed from site.

- 1.4 Mitie will not tolerate the use of Alcohol by any employee or contractor during working time. All contractors are expected to operate to industry standards.
- 1.5 You the contractor shall exercise due diligence in complying with the regulations and Mitie requirements. Failure to comply will result in the person/Company being removed from site and referred to the relevant purchasing department for consideration as to your continuing suitability as an approved supply partner.

## 2. Planning Stage

- 2.1 Where possible, and prior to work commencing, all contractors must have:
  - Completed and signed the acceptance page of contractor rules and returned it to the Mitie Key Contact;
  - Carried out the induction of contractor rules for all relevant employees and have completed the Mitie handbook and passport page. – All employees must have their passport on them at all times;
  - Provided task specific Risk assessment and Safe systems of work to the Key Contact;
  - Where applicable, specifically for Working at height (WAH) and Confined Spaces have provided any required rescue plans – Plans must not rely on the emergency services;
  - Provided proof of competencies for all employees;
  - Provided Plant and Work equipment certification;
  - Provided all necessary paperwork as identified in section 13 of this document ;
  - Agreed with the Key Contact as if required any access and use of client amenities and facilities;
  - Identified if any specific arrangements will need to be made where works are to be carried out outside of normal working hours, as outlined in section 14 of this document; and
  - Provided any other specific documentation the Key Contact has identified prior to works commencing or identified within the Terms and conditions.
- 2.2 Before works commences Mitie will identify any processes that require a 'Permit to Work'. Mitie operates its own PTW system and these permits will identify specific arrangements that must be complied with.
- 2.3 As a general rule Mitie require a PTW system in place for the following activities:
  - Hot works, Use of welding and cutting gear;
  - Confined space work;
  - Excavations (The Key contact will provide full detail of any service lines onsite);
  - Electrical works;
  - Work at Height;
  - Roof works;
  - Lifting equipment; mobile cranes.;
  - Asbestos (The Key Contact will identify any areas onsite that have Asbestos Containing Material (ACM) by providing the most up to date onsite survey and/ or register; and
  - Pressure systems.

## 3. Site induction, emergency procedures and documentation

- 3.1 All contractors must attend and complete site specific inductions which will cover, emergency procedures, site specific rules and information, points of contact, fire and first aid arrangements, accident/incident and near miss reporting, welfare provisions, permits, security, storage and smoking etc.
- 3.2 Contractors must ensure all persons working under their control have undertaken, the site specific induction, been inducted on contractor rules and have completed their own health and safety induction.

#### **4. Risk Assessment and safe systems of work**

- 4.1 Risk assessments must be carried out by all contractors as required under current legislation.
- 4.2 The assessment must identify all hazards associated with the specific working task and preventive actions taken in order to eliminate/reduce the risk of the hazard being identified.
- 4.3 Those affected by the findings of the risk assessment must be informed of and agree to the control measures that are to be adopted to reduce the risk.
- 4.4 Failure to provide a written risk assessment prior to works will result in the work not commencing.
- 4.5 You will not be allowed to carry out any works until suitable and specific safe systems of work have been provided and your employee's briefed of their requirements.
- 4.6 Method statements and risk assessments must be provided where possible at least 10 working days prior to commencement of work, to allow for feedback as to their suitability and authorisation as identified in the planning stage section 2.

#### **5. Training and Competencies**

- 5.1 Contractors must ensure that their employees are competent to carry out the work and be aware of all associated risks and control measures.
- 5.2 Where safe systems of work/ risk assessments have been provided, employees must be made aware of any significant hazards and control measures related to the task and this communication must be formally documented.
- 5.3 Records of training/competency will be required when attending site and must be made available to your Key Contact or delegated authority.
- 5.4 The contractors performance will be monitored and reviewed against the documentation you have provided e.g. method statements.

#### **6. Fire Precautions**

- 6.1 Care must be taken when using any equipment that generates flames, sparks, heat or other similar ignition sources and hot work permits will be required for all such activities to be discussed with Key Contact.
- 6.2 Contractors retain their primary duty to ensure that all their employees fully understand and are familiar with the fire precautions and are appropriately experienced and qualified.
- 6.3 Flammable substances must not be brought onto any site without detailing their requirements in your method statement and prior authorisation from your Key Contact.
- 6.5 Fire assembly points, exits and roadways must be kept clear at all times. Where work may obstruct/ affect access to fire exits, assembly points and fire equipment, notification must be given before this situation arises and necessary amendments to arrangements agreed and communicated at planning phase.
- 6.6 Where it is necessary for contractors to provide their own fire extinguisher equipment, these must be in a serviceable condition.

6.7 Waste materials must be removed from the premises at the end of each day, high risk items must be removed upon completion of their use.

## 7. Emergency arrangements

7.1 All contractors must report all, accidents, incidents (occurrences resulting in damage to property, equipment, environment but not resulting in physical injury) and near misses (an event that occurs but does not result in damage or injury) to their Key Contact immediately. Copies of your investigations must be provided to the Key Contact within an agreed time scale. Your Key Contact will also carry out an investigation in regards to any reported events.

7.2 Where an accident or incident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR). You must notify the Health and Safety Executive (HSE) or Health and Safety Authority (HSA) if in the Republic of Ireland, as required under the statutory obligations and you must inform your key Contact immediately to confirm this has been completed.

7.3 A copy of the report (F2508 or otherwise) will be required by the 'Mitie' for its contractor records.

7.4 You must not allow any substance to enter the site drainage/water course system without the written permission of the Tenant obtained through your key Contact. Any spillage must be reported immediately to your Key Contact to enable potential damage to be limited and have awareness of the plan.

7.5 Any Work at height tasks will require and must include a rescue plan that has been submitted to key Contact as identified at planning stage.

## 8. Permit to work systems

In situations where the Key Contact or the Customer considers there may be a significant risk of an accident, activities must be controlled by a Permit to Work system. All contractors must adhere to the permit to work systems operated onsite.

### 8.1 Hot Works, Welding and cutting gear

A Permit to Work must be obtained before any personnel undertake any hot work. Permits for such works will only last for the duration of the shift. Documentation must be completed correctly at all times.

When planning any hot works the process for raising the alarm must be clarified and agreed at planning stage with your Key Contact as per HSE advice.

Fire precautions must be in place where blowlamps, welding, burning equipment, etc. are to be used; such precautions must be discussed and agreed with your key Contact/ site representative before the commencement of work.

Precautions will always include the clearance or screening of combustible materials, the provision of suitable fire extinguishers, and a 'fire watch' 30 minutes after hot work ceases.

Equipment must be fitted with British Standard hoses, permanent hose clamps; hose check valves and flash-back arrestors. Gas cylinders must be secured upright to a wall or structure if not trolley mounted. Hoses should not exceed 5 metres length for welding, 20 metres for cutting. It is preferable that gas bottles are only retained on site for the period of use. Where bottles are to be stored on site, suitable storage must be agreed and provided with your Key Contact during the planning stage.

Oxygen and Acetylene cylinders must always be used in an upright and fixed position and be fitted with flash back arresters and non-return valves. Oxygen and Acetylene must be stored in separate lockable compounds. Empty cylinders must be clearly marked.

Cylinders must be transported around the site in purpose made trolleys or by approved means.

Welding cables and gas lines must be regularly inspected for damage and must be handled with care to prevent damage occurring. All personnel involved in welding and your welding processes must be certificated and approved.

Operators must wear eye protection and adequate precautions must be taken by using barriers or screens to protect passers-by. The use of welding and gas cutting equipment (unless in a designated area) is considered to be Hot Work and will require a Permit to Work to be issued. - *Not required we have already said a PTW is required for welding and cutting.*

## 8.2 Confined space

A confined space is referred to as an area which is enclosed with limited access which makes it dangerous. Where a specified risk may exist contractors must ensure that suitable precautions are in place before the work commences.

Your Key Contact will identify during the planning stage the required permit to work for these works and will inform you where there is a confined space.

For activities such as welding, painting, using solvents or adhesives, etc., in an enclosed space, adequate ventilation must be provided.

The risk assessment and safe systems of work must determine where confined spaces are to be accessed and the control methods to be adopted

A Permit to Work will be issued for all work in confined spaces that requires the atmosphere to be tested and the use of escape kits / breathing apparatus is deemed necessary.

You must ensure that a suitable rescue plan is in place before any work in a confined space is undertaken. Reliance on the emergency services (Fire Brigade and Ambulance) is not deemed to be a suitable rescue method.

## 8.3 Excavations

A Permit to Work is required before commencing excavations deeper than 400mm.

The provisions of The Construction (Design and Management) Regulations and guidance documentation relating to Health and Safety in Excavations must be complied with regarding shoring, guarding and inspection by a competent person.

Ground scanners must be calibrated and the user must be able to provide competencies to Key contact at planning stage.

Any opening created in any floor through which an object or person could fall must be securely covered or fenced at all times. Every excavation must comply fully with Legislation in respect of construction and safety measures. They must be fenced or covered to safeguard persons in the area, illuminated during the hours of darkness or have fences marked with boundary lights, and have required records kept on site.

When backfilling after any excavation warning traces must be inserted at least 0.3 metres above the buried service indicating the type of service below. Any trace damaged during excavation must be cut back and replaced.

## 8.4 Live electrical and high voltage works

Prior to works on any electrical systems you must seek written authorisation from your Key Contact and adopt suitable isolation procedures including lock out/ tag off must be implemented.

Hand held portable tools must be either run off a 110V centre tapped transformer, or be battery operated. Use of higher voltage equipment must be approved in writing by your Key contact.

Flexible cables must be routed so as not to create a hazard, be kept as short as possible, protected from damage and removed when not in use

## 8.5 Working from height

Prior to any work at height a permit to work will be required; your Key Contact will identify at the planning stage the specific requirements.

All Work at Height (WAH) should be planned in accordance with the WAH hierarchy of control and suitable and robust emergency plans should be in place, which do not rely upon the emergency services.

Fall protection In accordance with WAH hierarchy fall restraint equipment should be considered before any fall arrest.

Contractors must wear full body safety harnesses at any height where injury can be caused to a person working above or below ground level when working outside the confines of a scaffold, MEWP, or other secure device/ area (this may not apply to ladders).

The harness must be properly worn and attached to a sound structure in accordance with the method statement throughout the period of work.

Inspection records must be maintained and provided as and when you attend site.

### Powered Access Equipment (MEWPs)

Must be operated by trained 'competent' persons who can demonstrate they have attended a CITB/IPAF or equivalent recognised training course through the production of an operator's license.

### Scaffolding

Must be erected by trained persons using sound materials and be suitable for the work.

They shall be inspected by a 'competent' person and the inspection recorded on 'Scafftag' (or Form F91) after each seven day period, when damaged or where they are altered or exposed to weather conditions likely to affect them.

### Mobile Towers

Mobile towers must be erected in accordance with PASMA guidance and inspected by competent persons.

Podiums may be used on Mitie contracts but will still come under the mandatory inspections and service regime.

### Ladders, steps and 'hop-ups'

Are intended to provide access to a place of work and their use will not be encouraged for any other purposes.

They must be secured at all times when in use to prevent the risk of slippage and must be class 1 standard or 131.

They will be appropriate for the work in hand taking account of the hazards involved (e.g. not metal when working with electricity). Ladders should be considered as the last resort when all other access methods have

been taken into consideration in accordance with the work at height hierarchy of measures. Persons required to work off ladders for any purpose other than isolating a valve or accessing a work area for example, must be identified in your safe system of work, which must be approved by your Key Contact.

Steps and 'Hop-ups' may be used on Mitie contracts but will still come under the mandatory inspections and service regime.

All persons working in any of the above eventualities will have to provide proof of competence to their Key contact before work will be allowed to commence. Proof of competence must be available at all times during work for inspection. Those without proof of competence will not be allowed to work.

### **Stilts**

These are not permitted to be used on any Mitie contract.

## **8.6 Roof works**

Where there is the potential to fall from an unguarded edge, protection must be provided. Greater distances will be required in inclement weather (minimum 3 metres recommended) and no work will be allowed if there is a risk of high wind, fog, ice, snow etc. Weather conditions may make roof work unsafe and this must be taken into account in your method statement

Safety harnesses with 'in date' test certificates must be used if other precautions are impracticable. Safety harness lanyards and attachments must be secured to a suitable anchor point. Fall restraint measures must take preference over fall arrest arrangements, where fall arrest systems are to be utilised a suitable rescue plan must be in place before commencement of work. Suitable precautions (barriers, nets, self-rescue techniques etc.) must be in place to protect personnel beneath the work area. Crawling boards or other acceptable safeguards must be provided and used when work is carried out on any roof of fragile construction.

Nothing must be thrown from any roof.

## **8.7 Lifting equipment, mobile cranes**

Contractors are responsible for ensuring all lifting equipment brought onto site is in compliance with Statutory Regulations.

They are to be of good construction, maintained, have an identification mark and the safe working load must be identified. Where records of statutory inspection are required these must be provided to your key Contact at the planning stage.

All lifting appliances are to be under the control of a 'competent' person and all lifting operations carried out in accordance with statutory regulations.

All lifts must be supported by a lifting plan which must be submitted to your Key Contact at planning stage.

Crane drivers must be trained to CITB or equivalent standard with documentary evidence to support competence.

Statutory documentation for cranes will be required as above.

## **8.8 Asbestos**

The removal of, work on asbestos will present risks and no contractor will be permitted to carry out such work unless they are competent, insured and where applicable licensed and approved in writing by 'Mitie' to do so.



Where contractors have the potential to disturb asbestos they must hold recognised category level 2 training, this must be demonstrated at the planning phase.

It is the responsibility of all contractors to ensure that they have been provided with a copy of the site asbestos register during the planning stage for the building/area they are working in and include any actions that may be necessary within the method statement and risk assessment.

If during the course of your work suspected asbestos or asbestos products are found or a person believes that a material may contain asbestos, the contractor must stop work immediately and inform your Key Contact.

## 8.9 Pressure systems

Work on refrigeration gas systems will not require a pressure systems Permit to Work, but operative qualifications must be available to verify that they are suitable qualified to work on refrigerant gas systems. All Pressure Vessels used on Customer's premises must comply with the requirements of Legislation in respect of cleaning, examination, marking and safety measures.

Contractors are reminded of their duties under The Pressure Systems Safety Regulations.

Reports on examination, testing and records of the use of refrigerants must be made available to Mitie.

Gaskets for use in steam and other pressure systems must be correctly selected for the required duty, and installed in strict accordance with the manufacturer's instructions. A copy of those instructions must be included with the handover documentation for the installation provided by the contractor.

## 9. Construction Design and Management Regulations (CDM)

- 9.1 Where work falls under the requirements of Regulation 2 CDM, the contractor must comply with the Regulations and Approved Code of Practice. It is the contractor's responsibility to identify the necessary application of regulations and ensure his employees are fully aware of the requirements.
- 9.2 Where notification to the Enforcing Authority is required under CDM the person responsible will be identified at contract issue stage

## 10. Plant and Equipment

- 10.1 Contractors must ensure that any equipment brought on to site is fit for purpose, regularly maintained and inspected/calibrated. Where required documentation relevant to equipment onsite must be made available.
- 10.2 Employees must be trained and competent to inspect and operate all equipment with proof of competency provided to the Key Contact.
- 10.3 Contractors must not use any plant or equipment which does not belong to them without written authority from the 'owner'.
- 10.4 Where work is undertaken on plant or equipment it must be returned to safe working order upon completion. All necessary isolation procedures must be followed which you must identify in your method statement.
- 10.5 All equipment being used on or near electrical installations or potentially explosive atmospheres must be intrinsically safe.

10.6 Arrangements should be made for suitable and secure storage of all plant, equipment and associated materials with the Key Contact.

## **11. Control of Substances Hazardous to Health (COSHH)**

11.1 Mitie will require suitable and sufficient COSHH assessments of all activities requiring the use of potentially hazardous substances, or activities which may give rise to hazardous substances, such as welding, grinding etc. from contractors before work is allowed to commence.

11.2 Assessments must identify as a minimum, the substance and its use, the associated health hazards, the necessary safety precautions to be taken, the storage provisions (where applicable) and amounts to be kept, the emergency procedures and disposal methods.

11.3 Appropriate precautions must be taken to protect employees, visitors and the environment and this must be reflected in your method statement.

## **12. Personal Protective Equipment (PPE)**

12.1 Where you have identified the need/requirement for PPE within your submitted risk assessments you will be responsible for providing the required PPE to your employees. Equipment provided must be fit for purpose.

12.2 Those using the equipment must be competent to do so and be able to demonstrate this prior to work starting.

12.3 Where necessary the contractor will display appropriate signage to identify where and what PPE is required for working safely.

12.4 Failure to Provide/ wear any PPE required for ensuring the safety of employees will result in suspension of work until it is made available.

## **13. Environmental protection and waste management**

13.1 Environmental protection must be considered in developing safe systems of work. Consideration must be given to Sites of Specific Scientific interest (SSSI), environmental permits, consents and other licencing (COMAH). All necessary paper work must be produced at planning phase.

13.2 Prior to commencement of works disposal routes for all waste must be agreed. The use of skips must be agreed with your Key Contact at planning stage.

13.3 If you are responsible for the removal of waste from site then waste must be removed within a timely manner and a frequency agreed with your Key Contact at planning stage

13.4 All waste carriers notes and transfer notes must be made available to Mitie.

## **14. Security**

14.1 All contractors must have available their completed passport and wear an ID or pass. They must also obtain any necessary licences to enter the site locations.

14.2 No opening may be made in any wall or boundary fence unless consent has been obtained.

- 14.3 Where required you must provide DBS checks to your Key Contact at planning stage and or prior to attending site.
- 14.4 All work areas must be suitably isolated to prevent unauthorised access.
- 14.5 Specific arrangements will need to be made where work is outside of normal working hours. This will be identified with your Key Contact at planning stage and arrangements will be identified within your method statement.

## **15. Welfare provisions and First Aid**

- 15.1 You must ensure all amenities and facilities for your employees are provided as required under Legislation, including shelters, accommodation to use at meal and break, washing facilities, changing facilities, sanitary accommodation, and first aid services.
- 15.2 First aid arrangements must meet the requirements of the Health and Safety (First Aid) Regulations and any site specific arrangements.
- 15.3 Customer provided amenities and facilities can be used only with prior consent as agreed in advance at planning stage.

## **16. House keeping**

- 16.1 You are required to maintain high standards of housekeeping at all times.

## Acceptance page

This section to be completed by a suitably authorised, empowered and responsible officer of the Sub-Contractor:

### Rules for sub-contractors

I/We acknowledge receipt of a copy of the “RULES for SUB-CONTRACTORS” and “CONTRACTOR HANDBOOK”, and agree to observe all the requirements and conditions specified therein whilst carrying out work on premises on behalf of Mitie and any other conditions that may be applied by the Customer in respect of the works.

I will bring these rules to the attention of any further Sub-contractors to whom I provide work on contracts for Mitie, and I will be responsible for ensuring their strict adherence.

I will take all necessary measures to reduce the risks to my employees, those of Mitie, the customer, other sub-contractors and any other people who may be affected by my activities.

I will ensure that all persons I engage to work on site are adequately trained and competent to safely carry out all their duties and to safely use all equipment provided for their use. If such persons are deemed not to be competent to the standards required by Mitie, I agree that those persons will attend courses as directed by Mitie.

I agree to pay for the costs of training and I will accept responsibility for costs of any delays in contract completion which are attributable to such lack of training.

SIGNED for and on behalf of  
(Sub Contractor)

SIGNATURE(S) .....

PRINT.....

POSITION .....

COMPANY.....

DATE .....