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### Quality, Health, Safety, Environmental & Energy Manual:

**Document No:SM-22**

**Contractors/Suppliers**

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All Contractors are required to be either Safe Contractor accredited or, with approval of the QHSE Manager, assessed and approved by the QHSE team. They must sign the TMHUK 'Code of Practice (COP) for Contractors Working on Behalf of TMHUK, the TMHE Responsible Procurement Declaration and commit to comply with the principles presented in the TMHE Code of Conduct for Suppliers in order to be added to the "Approved Supplier list".

It may be necessary to formally document the acceptable levels of performance in the form of a service level agreement (SLA), which are reviewed periodically by the responsible leader and contractor /supplier.

#### **All Contractors**

- 1.0 Contractors that offer a service or product with the potential to directly affect our core business activity/goals, or product safety, will require monitoring by the responsible leader. Verification that the outsourced service/product meets the same criteria as stipulated in our procedures/processes must be obtained. Responsible leaders should be aware that evidence may be required for management review or audit purposes.
- 1.2 The leader responsible for the activities of a contractor/supplier should ensure that the contractor is listed on the TMHUK Approved Supplier/Contractor list.
- 1.2 The Responsible Leader will ensure that the contractors comply with our COP and that all works carried out conform to current legislation.
- 1.3 The Responsible Leader must consider the work involved and the requirement for a risk assessment. As a general guide a risk assessment will be required for anything but the simplest and mundane tasks.
- 1.4 All contracted/subcontracted work will require the contractor to prepare and submit a Risk Assessment and Method Statement.
- 1.5 The Responsible Leader will ensure that a suitable and sufficient Risk Assessment and Method Statement is supplied and a permit to work completed before any qualifying work commences. If there is any doubt as to whether or not the work involved justifies the above the Quality, Health, Safety and Environmental (QHSE) team must be consulted.
- 1.6 The Method Statement must provide sufficient detail to enable the Responsible Leader to recognise any activity or process that may pose a threat to the safety of anybody likely to be affected by the process or by an accident resulting from such a process.
- 1.7 The Responsible Leader/Project Manager must provide a copy of all Method Statements, Risk Assessments, Supplier/Contractor Evaluation questionnaire to the QHSE team.
- 1.8 The contractor will be able to produce a copy of the Risk Assessment and Method Statement for the job being undertaken if requested. Material Safety Data Sheets must also be available for any substances being brought onto the site.
- 1.9 On completion of work, it is the responsibility of the contractor to remove all waste from the working area, leaving it in a clean tidy and safe condition. Waste will not be disposed of on site without the permission of the site contact.

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## **Contractors on Customer Premises**

- 2.0 In addition to the above, all contractors working on behalf of TMHUK at customer premises must abide by the site rules.
- 2.1 The contractor will report to the site contact prior to the commencement of any work.
- 2.2 If required by the customer, the contractor will attend a site induction.
- 2.3 If required by the customer, a Permit to Work (PTW) will be completed.
- 2.4 The contractor will sign in and out at each occasion of arriving or leaving site.

## **Contractors on TMHUK Premises**

- 3.0 The Depot Responsible Person has overall responsibility for compliance with these instructions by contractors and TMHUK team members.
- 3.1 In addition to the environmental & energy performance requirements contained in the 'Purchasing' procedure, no building maintenance, construction or alteration of any kind should be commenced without adequate prior notice and discussion with the Depot Responsible Person.
- 3.2 All contractors attending TMHUK premises must be inducted and be monitored regularly by the responsible leader ensuring that all site rules are being followed.
- 3.3 The contractor will sign in and out at each occasion of arriving or leaving site.
- 3.4 For routine maintenance the responsible manager/facilities coordinator will oversee the activities of contractors.
- 3.5 For anything other than routine maintenance of existing equipment or services the Depot Responsible Person is responsible for appointing a 'Project Manager' to oversee the activities of contractors and ensure that the 'management of change' process is followed.

## **Consultation**

- 3.6 Team members must be kept fully briefed on proposed alterations to the structure or processes where there is likelihood that any such change may affect their health and safety. They should be given sufficient information and time that allows a considered and reasonable response, see procedure SM-48 'Health & Safety Consultation'.

## **Asbestos**

- 3.7 Particular care is necessary when any building work i.e. construction, demolition, alterations or decorating, in fact any work undertaken that may involve any form of asbestos. The appropriate Asbestos Register should be consulted and a physical audit of the "work site" conducted to ensure that asbestos is not present or if it is, it will be treated accordingly (see SM-39 procedure Asbestos)
- 3.8 Subcontractors must be advised of the presence (or suspected presence) of asbestos before work commences to allow suitable precautions to be taken.

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## Signing In/Out.

- 3.9 A Visitors Book will be maintained at each company site. This book will be lodged in the reception area and all visitors will be required to sign in and out of the site on each and every occasion.
- 3.10 The signing in book will advise the signatory that the signing of this book is taken as evidence that the contractor has read, understands and agrees to be bound by the conditions imposed by the COP.
- 3.11 Unless a frequent visitor e.g. cleaners or tea machine maintenance people, contractors will be met at the Reception by the Responsible Leader or by his/her representative and escorted to the place of work.

## Records

- 4.0 The Visitors Book will remain on file for not less than one year from the last entry date.
- 4.1 Supplier Evaluation: See the "Purchasing" procedure elsewhere in this manual.
- 4.2 Contractor supplied Risk Assessments, Method Statements and signed Code of Practices should remain with the relevant Responsible Leader for not less than, the duration of any contract or the completion of specific works, plus 1 year.
- 4.3 Completed Permit to Work forms are to be retained by the responsible leader for not less than 12 months.
- 4.3 Copies of training records or any documentation which contains personal information will remain on file for no more than 2 years.