



CONTRACTOR PACK

Code of Conduct and Rules

Contractor Pack

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Introduction

This contractor pack sets out the rules for the behaviour and conduct of contractors who may work in premises where Fremantle provides services, to protect the health, safety and welfare of people who use our services, including visitors, contractors, and staff.

For people who use services this protection extends to ensuring that contractor's methods of working are such that people's privacy, dignity, independence, and rights are maintained.

Elements of this policy ensure that the contractor is also protected from any unique risks that may be associated with the service users who may be using the service where they are carrying out work.

This contractor pack does not discharge any contractors from their duty to comply with all existing health and safety legislation, including but not exhaustive the Health and Safety at Work, etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Please ensure that you read and retain this booklet for reference. If there is anything that you do not understand, please do not hesitate to ask for clarification. All contractors must comply with this pack and safety rules at all times whilst working in partnership with us. Failure to do so may result in you being asked to leave the premises.

Key points

Approval of Contractors

Only Contractors who are listed as 'approved contractors' either by Fremantle, the housing provider or other landlord will be employed or commissioned to provide services or supplies within Fremantle services.

Identification

All contractors will be expected to provide identification of who they are and the company they represent on arrival or at the request of any member of staff, service user or visitor whilst on the building.

Confidentiality

All contractors are expected to observe proper respect for the confidentiality of Fremantle's business and that of people who use its services.

All personnel will be asked to provide a signed declaration, on their organisation's letterhead, to the effect that they will abide by the following foregoing "Confidentiality Agreement".

The obligations of this Agreement shall remain binding notwithstanding the completion or termination, for whatever reason, of the Contractor's employment under the contract

Risks to contractors

Where a contractor may be at risk as a consequence of the nature of the service or the actions of particular service users, the contractor must be supervised or accompanied by a member of staff, or other arrangements made to ensure that the contractor can carry out their work in safe manner.

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The contractor must be advised of any such risks prior to them commencing work. This should include advising the contractor of any special measures that might be in place in relation to infection control and action the contractor must take to comply with these measures.

Insurance

All contractors shall at least have insurance cover for general third-party risks to an agreed minimum limit. Evidence of cover must be provided on request.

Our Policy

Contractors and persons under their control shall comply with all relevant health and safety law and Fremantle's health and safety policy and procedures, any breach of our health and safety procedures, legal requirements or agreed codes of practice may lead to the suspension or termination of the contract at the contractor's own expense.

Contractor equipment and tools

No faulty equipment or tools shall be brought onto any site. Evidence of statutory inspections and other tests may be required for items such as portable electrical equipment and electrical tools, safety equipment, pressure systems and any other items specified by us at the time of work.

You should use cordless tools or those that operate from a 110V centre tapped to earth (CTE) supply system so that the maximum voltage to earth does not exceed 55V. If 240v tools are used, they must be double insulated, and RCD protected. All extension leads must be properly terminated with the appropriate plugs/sockets. No daisy chains or gang plugs are to be used.

If you need to store and secure tools where it is a longer job you must agree this secure area before the works start.

- Do not remove any existing guards, barriers or locks without express permission.
- Do not use makeshift tools or equipment.
- Do not climb upon any structure unless authorised to do so.
- Transport equipment/materials in a safe manner along agreed routes.
- Do not enter machinery enclosures unless the power has been properly isolated and a lock off tag off system used.
- Do not leave plant and/or equipment in a dangerous condition and unguarded.
- Wear personal protective equipment if it is required for the tasks to be undertaken.

PPE

Appropriate PPE shall be worn as determined by the risk assessment and all PPE must be suitable, provide adequate protection and be properly maintained.

Contractors are expected to dress appropriately to meet the requirements of their trade but must not go bare-chested or wear shorts within the home or grounds.

Training

All persons working on our premises must be properly trained. They must be competent to undertake their duties without causing danger to themselves or others who may be affected by their acts or omissions. Training records/certificates must be provided upon request.

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Risk Assessments / Method Statements (RAMS)

A risk assessment and method statement (RAMS) where appropriate must be provided before any work commences and be agreed by:

- the home manager / H&S team.
- for larger works arranged in partnership with the Estates team must be agreed with Estates / H&S team.

Any changes to these documents must be agreed in advance. Failure to provide suitable and sufficient documentation will result in no entry to site.

Permit to Work

If high-risk activities are to be undertaken, a permit to work will apply. Permits must be correctly completed and issued before any work commences.

Induction

All contractors and persons under their control shall receive an induction prior to commencing work on all sites. This induction will include:

- Signing in and out
- Company contact and site tour (where applicable)
- Fire evacuation and other emergency procedures
- Accident reporting procedures
- Location of first aiders and first aid provision
- Hazards within the designation work area

Accidents and incidents

All accidents and incidents must be reported immediately.

Specifics

Pre-Arrival

Before arrival, telephone and confirm your expected time of arrival with the senior person on duty to ensure that any disruption that might be caused can be accommodated or an alternative time arranged.

On arrival

On arrival all contractors will sign in and identify themselves to the person in charge and receive an induction (if they have not attended before or have not attended within the last twelve months).

Leaving

Before leaving site, contractors must confirm completion of work to a senior member of staff.

If further works are required or work required exceeds the extent of the contractor's original instructions, this must also be confirmed.

The date and time of any anticipated return visit must be confirmed at the time or by telephone within 24 hours.

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Minimum disruption whilst on site.

The following times are to be used for guidance for carrying out works which might cause disruption:

- Noisy works should not be carried out before 8.30am or after 6.00pm
- Works affecting main kitchens, group or day centre kitchenettes and dining areas must be carried out by arrangement with the service manager. It must be planned that works to main kitchens cannot be carried out before 2.00pm.

Always give residents and staff some idea of how long work will take. If you are called away, or have to leave the job to get materials, tell staff how long you will be.

If works are likely to cause disturbance or make a mess, warn staff and ensure that you have taken proper steps to safeguard valuables, furniture, decorations and floor coverings.

Contractors should have an adequate supply of clean dust sheets, suitable vacuum cleaner and general cleaning products. The use of the homes own supplies or equipment will not be permitted. The site of the works should be kept as clean and tidy as possible during the course of the works and at the end of the working day.

Whilst on site, do not create excessive noise, radios are not permitted.

If the work you are proposing to carryout is noisy, e.g. drilling, warn staff and residents. Where the work involved hazardous materials or tools, contractors should take extra care to ensure adequate safety measures are taken to protect Fremantle employees and residents.

Smoking

Contractors must not smoke within the home and must use the designated smoking areas.

Language

Contractors must refrain from using language that might be considered to be offensive to anyone who is in the home.

Safety on site

These requirements are to be considered in addition to the contractors' statutory requirements under general health and safety legislation.

These requirements take into account the specific characteristics of people likely to be living in Fremantle services, who may be elderly or physically frail or be living with a physical or cognitive impairment.

Inspecting the site of the works with a senior member of staff.

Maintaining means of safe access to and throughout the home.

Ensuring that fire access routes and fire exit routes are always kept clear and that any works temporarily effecting fire precautions within the home are carried out as quickly as possible and that temporary facilities or precautions are put in place.

Keeping all entrances, staircases, landing and corridors free from obstruction.

Placing warning notices or signs as appropriate.

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Providing temporary barriers, cones or tapes as appropriate.

Maintaining water, gas and electricity supplies as far as is reasonably possible given the nature and extent of the works. Where temporary disconnection of a service is required, adequate notice must be given.

Clearing all rubbish, surplus materials etc as they arise.

Should a contractor be approached by a resident whose conduct might affect either the contractor's or the resident's safety, the contractor should seek the assistance of a member of staff immediately.

Security

You may find certain doors kept locked, or access to certain areas with coded locks. Certain doors and all external doors may also be linked to the homes' Nurse Call alarm system.

You must check with a senior member of staff whether they require keys or access to alarmed areas or doors.

Where keys are made available, they must be returned to the senior person on site when works are complete or when you leave.

The security of the premises or part of the premises is the responsibility of the contractor whilst the keys are in their possession.

Where any alarms to doors are isolated, this should be for the shortest period possible. Isolated doors should not be left unattended.

Any doors/ gates that are locked must not be kept open and to be aware that vulnerable residents living with dementia with exit seeking behaviours may try to tailgate you through doorways and you must prevent this from happening. You will need to seek a member of staff if you need any assistance or support to be able to do this.

Fire Safety

Action on Discovering a Fire

On discovering a fire, the following procedure should be followed:

- Break the glass of the nearest fire alarm point.
- Tackle the fire with the equipment provided, only if it is safe to do so and only if you have been trained in the use of the fire-fighting equipment.
- Leave the building by the nearest safest available fire exit.
- Assemble in the designated area.

Action on Hearing the Fire Alarm

On hearing the fire alarm, the following procedure should be followed.

- Leave the building by the nearest available fire exit.
- Assemble in the designated area.
- Do not use the lifts.

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- Do not return for personal belongings and tools.
- Do not return to the building for any reason until authorised to do so.

Catering

The catering and vending facilities (if provided) may be used with the agreement of the senior person in charge. When using the catering facilities, clean clothing must be worn.

Food and drink are not to be consumed in work areas.

Access will be denied to anyone wearing soiled working clothes.

Toilets

Toilets are available. These facilities are shared with staff and are to be kept clean and tidy.

Parking

Car parking facilities are available where permitted. No extended parking of lorries or large vans will be allowed without prior approval of the senior person in charge.

You must obey the displayed speed limit at all times.

Acknowledgement

I have read the guidelines and have had them fully explained to me. I understand that compliance with them is a precondition for permission to work with Fremantle Trust.

Contractor company name (print name)	
Name of contractor	
Signature of contractor	
Date of signature	