



Contractors and Visitors on Site Policy



Health and Safety Procedures for Contractors and Visitors on Site

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Applies to

These procedures apply to permanent employees and temporary employees who have invited external visitors or are procuring contractor services who will come to Motability.

This policy should be read in conjunction with the Occupational Health and Safety Policy.

Aim of Procedures

Motability's aim is to ensure that visitors, contractors and other third parties have adequate arrangements for health and safety, when visiting or working at the site, to protect themselves and others from any risk posed by their activities.

These procedures have been written, and will be applied, in line with Motability's Core Values. Motability, at its discretion, may vary this policy from time to time.

Employer Responsibilities

- To ensure that visitors, contractors or other organisations who have been invited onto Motability's site to perform work, or who have been instructed by a third party to attend site to complete work on their behalf, shall at all times conform to the Motability Occupational Health and Safety Policy and the Health and Safety at Work Act (1974) as amended.
- To only employ contractors who are competent for the task performed

- To act in a manner that protects both staff and property at all times.
- To maintain a high level of Health and Safety awareness for staff, visitors and contractors on site.

Employee Responsibilities (with specific regard to Contractors)

- To ensure that appropriate authorisation has been given by the relevant budget holder / responsible person for any contractor's works to be carried out.
- To liaise with the Facilities Department to request that the contractor's Health and Safety Procedures email (appendix B) is sent and that contractors provide the correct documentation (i.e. a Risk Assessment and Method Statement - RAMS) to Motability before any work commences. The Health and Safety documents need to be checked and agreed by the Operational Team Leader at least 24 hours in advance of the works taking place. If a Risk Assessment and Method Statement have not been provided, work cannot continue until such time as they have been provided. To ensure that the Motability Pre Start Contractors check list is completed and passed to Facilities in advance of the works taking place.
- To liaise with the Facilities Department to ensure that, on each and every occasion the contractor attends site, they complete a Permit for access request form and, if required by the nature of the works, a Permit to Complete Works.

- To liaise with the Facilities Department and the contractor to ensure that any supplied labour is fully qualified and meets the latest regulated standards.
- To liaise with the Facilities Department to ensure that all contractors, whilst on site, work safely to protect themselves and others and abide by the details outlined in the Risk Assessment and Method Statement provided.
- To liaise with the Facilities Department to ensure contractors (and visitors) are aware of the various control measures as set out in this policy.
- To complete the Contractors Pre-start Checklist (appendix A)
- Ensure that the visitor checklist available on pulse has been actioned and directions to the office sent in advance of the meeting.

Contractors Responsibilities

- To submit RAMS as requested at least 24 hours in advance.
- To have a nominated responsible person on site and to ensure that this person is made known to the Facilities Team on arrival.
- To ensure that all relevant staff have read and understood the RAMS that they will be working under whilst on site
- To adhere to all of Motability's health and safety rules and policies whilst working on site
- To work with the Motability Facilities Team whilst on site ensuring that any concerns raised are dealt with immediately

COVID 19

During the COVID 19 pandemic Motability have made the decision to limit the number of visitors and contractors within the office, encouraging zoom or telephone meetings as our preferred option.

We do however, recognise that there are occasions when a face to face meeting or visit is necessary. Therefore to avoid any risk to our visitors and our team we ask that the following guidance is adhered to when attending site.

Reception – Our normal reception entrance is not open to Motability visitors or employees, instead we ask that you enter via the Facilities entrance (this is clearly marked at the front of the building).

Greeting – A member of the Facilities Team will ask the visitor or contractor to sign in via the normal route outlined below.

PPE – All visitors are asked to wear a face covering and to regularly sanitise their hands whilst in the office.

Visitors should be escorted by their host or a member of the Facilities Team at all times whilst in the office. Contractors should make arrangements with the Facilities team upon arrival.

All visitors should be sent the Motability COVID 19 Visitors guide in advance of their attendance to site.

Signing In – Visitors and Contractors

Upon arrival, all contractors and visitors will be asked to sign in the contractor's or visitor's book at reception and will be provided with a lanyard, name badge and, if required, an access pass. Contractors' lanyards are blue in colour to identify them as such and standard lanyards are red. These passes should be worn at all times whilst in the building.

A member of the Facilities team will meet with them to discuss the impact of the proposed works on the building, the RAMS that they have submitted and sign off the permit to access or the Permit to Work certificate if required.

All contractors and visitors will be provided with the building induction pamphlet which shows a small map of the building detailing the emergency exits, assembly points, as well as including information on how to activate the fire alarm, what to do if the alarm sounds as well as information on car parking provisions.

Reception will notify individual employees of their visitor's or contractor's arrival.

Signing Out

When contractors or visitors leave Motability they are required to sign out of the visitor's or contractor's book at reception and return their lanyard, name badge and access pass if one has been provided.

Additionally, before leaving the building, contractors will be asked to complete (with a member of the Facilities Department) the last section of the access to work or Permit to Work and have the area of work inspected to ensure it has been left in a satisfactory state with work completed to a suitable standard.

Working Out Of Hours

It will sometimes be necessary for contractors to work out of office hours - for example, when utility supplies are being disrupted or to limit staff exposure to noise and odours, etc.

If a contractor is required to carry out work out of office hours, a member of the Facilities Department will remain on site to provide access to areas of the building as necessary as well as ensuring that any paperwork is completed. When working out of office hours, contractors are still required to sign in and out of the building, wear a pass and complete all the relevant documentation.

Only a selected number of contractors and visitors are permitted to be on site unaccompanied out of office hours. A pre-approved supplier list is available from Facilities. If you would like for one of your contractors to be considered for this list please speak to the Facilities Manager.

Emergency Evacuation and Fire Bell Tests

The fire bells are currently tested every Tuesday at 10.00am. If the bells are heard at that time then, there is no need to evacuate the building unless the alarm continues to sound for

more than 30 seconds. The “In the Event of a Fire” section of the pamphlet provided to contractors and visitors upon arrival at Motability covers this scenario.

Whilst on site, contractors and visitors must evacuate the building if the fire alarm sounds. This is signified by the sounding of a continuous bell.

For visitors and contractors that have a hearing disability the flashing signal on the fire alarms will continually flash in the event of an evacuation.

In accordance with our Fire Risk Assessment, all personnel, including external personnel, must exit the building during an emergency evacuation.

You are responsible for ensuring your visitors safely evacuate the building and for asking in advance of their visit if they will need any assistance whilst on site, this will include assistance in an evacuation.

Whoever has signed the permit to work for a contractor is responsible for ensuring that they are aware of our evacuation procedure. As contractors often work unsupervised they may need to evacuate the building without assistance but will need to make themselves known at the Assembly point to the Motability representative.

Issuing Security Swipe (Access) Passes

A standard door access pass may be issued to contractors or visitors depending on the length of their visit. Access passes should be requested in advance via the Facilities Helpdesk. Contractors and visitors working or visiting over a long term period may require photo ID.

Site Inductions

As previously stated, all contractors and visitors are made aware of the map of the building detailing the emergency exits, assembly points, as well as including information on how to activate the fire alarm, what to do if the alarm sounds as well as information on car parking provisions.

Visitors

Visitors (such as consultants, visiting members of Motability Operations or trainers), unlike contractors, will not need to complete permits to work. However you should always:

- Arrange a site induction briefing ensuring they are aware of our evacuation procedure and their closest fire exit.
- Advise them of our smoking policy.
- Make them aware of areas to which they may not have access.
- Make them aware how to access first aid
- Ensure that they have read the Health and Safety information at the reception desk.

Contractors

Site inductions for contractors will be carried out by the Facilities Department as they will need to be tailored to the work that is being carried out and in line with the relevant risk assessments and hours of work.

Working with CoSHH (Control of Substances Hazardous to Health) Products

Any contractor working with products regulated under CoSHH should provide a copy of the safety data sheet to a member of the Facilities Department with their RAMS which must be approved prior to arriving to site to commence work.

CDM (Construction, Design and Management)

Some construction/building work may fall under the CDM Regulations 2015 where we will be required to undertake client duties. All works must be planned, co-ordinated and managed by the Facilities department, who will notify the HSE (Health and Safety Executive) if the works are notifiable using the following criteria:

- Where it lasts longer than 30 days and has more than 20 workers, working simultaneously at any one point
- OR exceeds 500 person days.

Works will be managed in line with CDM 2015 irrespective of whether they notifiable to the HSE.

Our key client duties for making sure suitable arrangements for managing a project include:

- Other duty holders are appointed
- Sufficient time and resources are allocated
- Relevant information is prepared and provided to other duty-holders
- The principal designer and principal contractor carry out their duties
- Welfare facilities are provided

Asbestos

Under the Control of Asbestos Regulations 2012, the duty holder (Motability) has an obligation to not allow any works to go ahead if there may be a risk of disturbing asbestos or asbestos compounds in the fabric of the building. If the work requested involves penetration of demolition to existing fabric, the contractors must assure themselves and Motability that no asbestos is present.

Permit to access and Permit to work forms

All contractors will be required to complete a Permit to access form as stated above.

If the works involve, hot works, electricity including isolation, working at height and pressure vessels (HVAC) then a permit to work form will need to be completed. Hot work means any

work involving electric or gas welding, cutting, brazing, or similar flame or spark-producing operations such as wheel cutting or grinding.

The Permit to work is a system intended to ensure that the individuals working in construction, renovation, repairs and maintenance facilities are aware of the hazards associated with the specified works and they implement control measures to help mitigate them.

No works involving the specified tasks above can proceed before the permit to work is issued and all the control measures are checked. If a contractor is found to have started these works without these permissions in place they will be immediately and permanently excluded from the Motability site.

Animals on Site

No animals are permitted onto Motability property unless they are working animals such as trained Guide Dogs.

Children Under 16

Children visiting site who are under the age of 16 must be accompanied by their parent or guardians/carers at all times. Occasionally Motability will engage with local schools to provide work experience to this group, in this case the specific risk assessments will be required and approval from parents / school and Motability obtained.

Contractor Specific Control Measures

Any employee responsible for engaging the services of contractors should ensure contractors are aware of the following;

Control of Noise

Contractors must ensure that the noise from their equipment or tools is minimised in working areas. All cutting should take place to the exterior of the building or ideally in advance of arrival at site. Radios are not permitted within the active work area whilst the building is occupied.

Control of Waste

All waste, including any waste deemed as industrial waste, must be cleared by the contractor at the time the work is signed off as completed. Restricted spaces such as vents, floor cavities or ceiling voids must not, on any account, have waste left within them. All waste should follow the correct removal process.

Cutting, Grinding and Drilling

All cutting and grinding using electrical or hand cutting tools must take place outside of the premises to reduce noise and detritus on site. Where drilling needs to take place, this should be done out of hours or within strictly agreed time limits agreed with the Facilities Department.

Safe Use of Tools

Using tools safely and without endangering either the trades person or staff on site needs to be given explicit attention. We recommended that every contractor familiarise themselves with the HSE publication INDG229 – Using Work Equipment Safely.

Power tools should always be used through a tested electrical earth fault protection system and never have any of the safeguards removed.

Cable and Pipework Detection

Where work requires any form of addition, alteration or access such as drilling or demolition taking place it is imperative that the contractor take all necessary steps to identify hidden cables and pipework using every means available.

Working at Height

Working at height means any work where a person may fall far enough to injure themselves. Contractors must ensure that all work at height is properly planned, supervised and carried out by people who are competent (someone who has the skills, knowledge and experience) to do the job including the use of the right type of access equipment. This should be highlighted on their RAMS in advance of the works taking place which will be checked by a member of the Facilities Department.

Exclusion from Site

A contractor who is deemed to be working in breach of the risk assessment or method statement may be asked to leave the Motability site at the discretion of the Facilities Manager or their delegated representative.

Record of Amendments to this policy:

Revision	Amendment	Date
1	First Issue	February 2015
2	General Revision	November 2015
3	General Revision	November 2016
4	Adjustments added to letter in appendix B	July 2017
5	General Revision	February 2018
6	Change of job title to Senior Facilities Coordinator	April 2019
7.	General Revision change to pre-approved contractors on site during out of hours work.	November 2019
8.	COVID 19 details added	October 2020

For further information regarding this policy, please contact the Facilities Department.

Author: Facilities
Last Updated: October 2020
Last Reviewed: October 2020

Appendix A - Motability Pre-Start Contractors' Checklist

Question to ask and respond YES	Yes / No
Has the contractor identified all aspects of the work he intends to do?	
Has the contractor outlined what contingency process they may need if they have to alter plans?	
Has the contractor supplied a Risk Assessment and Method Statement for every aspect of the work they intend to complete?	
Has a member of the Facilities Department read the Risk Assessment and Method Statement and questioned any areas they are unsure of?	
Have you, with the assistance of the Facilities Department, made reasonable enquires, including checking evidence of competency and or the certification of the contractor and his/her suitability to do the job?	
Have you, with the assistance of the Facilities Department, checked that the contractors carry a sufficient Liability insurance to cover any potential damage?	
Have you, with the assistance of the Facilities Department, discussed the impact of the work and the risks involved with the staff affected?	
Have you, with the assistance of the Facilities Department, identified who is responsible for the work and how they will communicate any issues?	
Have you made the contractor aware of the emergency evacuation plans and their responsibilities to health and safety whilst on site?	
Have you, with the assistance of the Facilities Department, agreed access times and provided a safe means of access?	

Appendix B – Contractors Health and Safety Procedures Email

To whom it may Concern,

Re: Contractors at Warwick House

I am writing to advise you of Motability's health and safety procedures for when you attend our site.

Motability consider Health, Safety and Security a priority for all its staff, visitors and contractors. We therefore request that you supply us with a full Risk Assessment and Method Statement at least 48 hours before your scheduled works are due to commence. Without these documents in place we will not be able to authorise the work to start.

If the work you are to engage in requires braising, soldering, jointing or the use of open flame heating, a Hot works permit needs to be completed upon arrival and closed off upon departure of the site. Although you may complete the Hot Works permit on the day, prior agreement needs to be sought for this in the Method Statement / Risk assessment of the work. You must not start this work until a member of the Motability Facilities Department has discussed and agreed the method of work and safety issues surrounding this work with you.

If the work you are to engage in requires the use of chemicals, solvents, pesticides, or any other materials covered under COSHH, you must provide in your method statement a copy of the chemical safety data sheet with the corresponding safety checklist completed.

Whilst you are on site a member of the Motability Facilities Department will need to be present in order to grant you access to secure areas; this will need to be arranged with the Facilities Department prior to the scheduled work date. Whilst on site you are also responsible for not jeopardising building security, especially during out of office hours. We request that no external doors are left open at any time. Please do not leave the site until a member of the Motability Facilities Department checks and alarms the building. When leaving the site we ask that you ensure that all lights are turned off, equipment and the work area has been tidied and is secure. If you have been issued with a Hot Works permit, a final temperature check will need to be completed. Under no circumstances should fire exits be obstructed or blocked at any time whilst you are on site. Using FFE (firefighting equipment) to hold doors open is not acceptable and will be treated as a serious breach of procedure.

We ask you to respect our policies on smoking. Motability have a designated smoking area outside the building. Smoking is prohibited in any other area of the site and this will be considered a serious breach of our policy.

Prior to attending site please advise us of any adjustments you may require during your visit so that our Facilities team can arrange these for you.

If at any time you need assistance whilst on site please contact our Facilities Department.

Motability's Health & Safety Policies can be viewed on request.

Thank you.

Kind Regards,

Michelle Pewter
Facilities Manager