

Contractors Management Policy

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General Principles

Introduction

This document applies to The Outdoors Group and all its subsidiary companies, hereafter referred to as The Outdoors Group. It is essential that any contractors that are employed by The Outdoors Group hold adequate insurance, have in place satisfactory Health and Safety procedures, and that these are always followed. The procedures outlined in this document set out how The Outdoors Group will manage contractors' safety across its sites.

Scope

This Policy applies to all premises, equipment and activities falling, to any extent, under the Trust's control. It is not required for organisations that just deliver or collect to/from site.

For the definitions of key terms (like 'contractor' and 'host', for example), see [Key Definitions](#).

Policy Statement

The Outdoors Group is committed to managing, so far as is reasonably practicable, works undertaken on its behalf by contractors, or their subcontractors, in such a manner as to reduce risks to the people who use our services and to The Outdoors Group's property, environment and assets, to a tolerable level.

The Outdoors Group aims to deliver this commitment by:

- Carrying out appropriate checks of each of its contractors prior to the letting of any contract (or establishment of any framework agreement) to ensure, so far as is reasonably practicable, that it only engages suitably competent contractors to carry out works on its behalf, this will be through a Contractor Approval form
- Providing contractors with the necessary information, induction training (where required), supervision, and instruction to undertake their work in accordance with this and all other relevant Health and Safety Policy and any specific legislative requirements that might apply, such as:
 - Emergency procedure in the event of a fire.
 - First Aid procedure.
 - Asbestos Management system as part of which contractors will be given access to the site asbestos register.
 - Only allowing contractors to commence work once they have provided suitable risk assessments and method statements (RAMS) and approved beforehand. This will also apply to any chemicals being used by contractors where COSHH assessments will be required. Copies of these RAMS and COSHH assessments will be retained for auditing purposes.
 - Overseeing and monitoring all contractor works under the direct control of the Operations Manager/Health & Safety Officer, alongside the Estates

- Rangers. Oversight will be carried out by a suitably competent person/s appointed by The Outdoors Group.
- Establishing and implementing “Permit to Work” arrangements for the management of specified high risk works, such as:
 - **Electrical works permit (only up to 415v 3 phase)** - Specified ‘Dead’ electrical working involving circuit repairs or component repairs/replacement within a system – i.e. replacing fuses, breakers, isolators.
 - **Hot Working Permit** - Soldering, welding, arc, gas cutting, grinding etc.
 - **Confined Spaces Permit** - Access Permit for any work in a defined Confined Space.
 - **Work at Height permit** - fixed scaffolding, mobile elevated work platforms, scissor lifts, mobile towers, ladder, roof work (including Latch way system at LMH) and next to excavations.
 - **Asbestos Permit** - all works in connection to Asbestos removal, encapsulation or exposure.
 - Monitoring contractor performance at appropriate intervals and taking appropriate corrective action where health and safety issues are identified.
 - Reviewing overall contractor performance at the end of each contract through a Contractor Evaluation Form and implementing, where practicable, any significant findings.

Management and Responsibilities

Prior to the commencement of work

The Head of Operations/Health & Safety Officer or the Estates Rangers will exchange communication with contractors, regarding:

- Highlighting the location of any on site hazards – asbestos, overhead power lines, underground services etc.
- Making them aware of specific access/security issues.
- Making them aware of any safety controls on site, such as one-way systems for vehicles or parking areas.
- Making them aware of any specific issues such as busy periods, public areas etc.
- Making them aware of the location of first aid kits.
- Highlighting any site rules and expectations.
- Advising them of emergency arrangements for the site.

- Frequent communication between the contractor and *The Outdoors Group* is the key to a low-risk and efficient project.

The Head of Operations/Health & Safety Officer, along with the Estates Rangers, are responsible for ensuring that:

1. A Risk Assessment is carried out.
2. Pupils, staff, and visitors are safe and do not interfere with the contractor's legitimate activities during work in occupied premises.
3. Pupils and staff are clearly informed of areas that they may not enter.
4. Contractors are safe and operate in a safe method, using suitable risk assessed safe systems of work. This is a legal obligation.
5. All people are protected from harm caused by work activities. Therefore, the Estates Ranger will advise the contractor through the appropriate channels about any hazard which arises because of the contractor's operations.
6. The Company's insurance covers the activity.
7. Contractors are appropriately signed in and clearly identified as Visitors by Company issued identification.

Directors

Directors have the overall day-to-day responsibility for health and safety matters and delegate responsibility for undertaking aspects of these duties through line management and identified roles. They have a responsibility to ensure that:

- Sufficient, competent people have been appointed, where relevant, to implement and manage The Outdoors Group Permit to Work systems.
- Their employees cooperate with other duty holders under this Policy to ensure that the Management of Contractors Policy is implemented effectively.

Head of Operations

The Head of Operations/Health & Safety Officer has the overall day to day responsibility for health and safety matters at The Outdoors Group. The Head of Operations delegates responsibility for undertaking aspects of these duties through line management and identified roles. The following people are identified as having responsibility for management of contractor safety issues in those areas, and for those relevant persons, that fall under their control:

Estates Ranger(s)

The Estates Rangers have been delegated responsibility for approving and overseeing all works carried out by contractors for *The Outdoors Group*.

The Estates Ranger will ensure that:

- All applications to carry out work on any of *The Outdoors Group* sites are considered in a timely manner by a suitably competent person.
- All duty holder appointments required by the CDM Regulations are made for relevant approved projects (including any approved projects that will be locally

managed (i.e., outside of the Estates function) and that the appointed duty holders are competent to fulfil their appointed role.

- All projects subject to Estates' approval are managed by a suitably competent person.
- Adequate resources, including reasonable access to competent project managers, are available to enable The Outdoors Group to manage construction works in accordance with legislative and policy requirements.
- Business areas and those responsible for sites are provided with adequate information about routine works that Estates' contractors will be carrying out in their areas. This will include giving sufficient advanced notice of when, where, and how such works will be carried out and ensuring adequate communications with local management about matters which could affect the health, safety or welfare of anyone who uses our services whilst the works are delivered.
- In the event of an emergency, where there is a significant risk of imminent injury or of significant damage to property, the requirement to provide notice to local management may need to be waived to ensure that The Outdoors Group does not breach its duty to manage such significant risks.
- Where there is sufficient reason to believe that any duties associated with notifiable projects cannot be met, the project work should be halted, and the Head of Operations advised.
- Communication with the Contractor to effectively assess the risks of the works to be carried out, considering:
 - What can harm people?
 - Who might be harmed and how?
 - How will you control the risks?

More detailed information on risk assessment and control can be found at:

www.hse.gov.uk/risk/index.htm.

Employees

The Outdoors Group employees will be responsible for:

- Taking reasonable steps to ensure that contractors (or anyone else) are not put at significant risk by their work.
- Reporting any significant concerns about contractor working to the Head of Operations/Health & Safety Officer – healthandsafety@outdoorsgroup.co.uk.
- Ensuring that all learners under their supervision do not enter the area of work being conducted by the Contractors.
- Must ensure that all contractors and visitors have a visible visitors pass and be prepared to challenge any external person who does not display a pass.
- Site staff will undertake the responsibility to ensure that visitors to school sites sign in using the visitor whereas Forest school use an online form filled out staff.

Contractors

All contractors must:

- Report to the Site Lead, Estates Ranger or Head of Operations upon arrival at the site.
- Sign the visitors' book upon arrival and collect a visitors' pass.
- Abide by the Company's Health and Safety Policy and Fire Safety Policies, copies of which can be obtained via the Head of Operations/Health & Safety Officer.
- Abide by the agreed vehicle movement arrangement with the Head of Operations/Estates Rangers, and drive with care on site.
- Complete/provide any paperwork that is requested before any work commences.
- Ensure that all workers, including any sub-contractors, are informed of the contents of this document.
- Abide by the [Company's Code of Conduct](#) and [Safeguarding Policy](#), including no smoking on site, no inappropriate language, no inappropriate use of phones or cameras, and no contact with children on site unless they are accompanied by a member of teaching staff. Under no circumstances can photographs of any children on the site be taken and under no circumstances should a contractor's business on site be referred to on any social media unless authorised by the Headteacher/Head of Business area.
- Request a Hot Works permit before work if/as required.
- Consult the Asbestos Register prior to starting any activity (available from the Head of Operations/Health & Safety Administrator).
- Record any work on the water or heating system in the Legionella logbook (available from the Head of Operations/Health & Safety Officer).
- Be always mindful of their obligations to Health and Safety and safeguarding.
- Not leave the site without first clearing any debris left because of their activities, or without making safe any on-going works.
- Remove any waste materials, unless otherwise agreed with the Head of Operations/Health & Safety Officer.

Access and Security

Contractors' Vehicle Access

Contractors' vehicles access will vary depending on the site at which works are to be carried out and prior arrangements will be made via the Head of Operations and Estates Ranger(s).

Wherever possible, works will be arranged outside of term time. If access is required during the school day, then the person responsible for the site is to give specific

approval and the Head of Operations is to make the necessary arrangements for the vehicle to be accompanied on foot, and that person is to:

1. Act as “banksman” if the vehicle must reverse.
2. Ensure any children are carefully supervised in a safe area well away from the vehicle and its intended path.

In the case of Major Development Work, the contractor’s defined work area (see above) is to include a vehicle access route from the car park to the actual work area. Movement restrictions as above will apply.

Health & Safety and Safeguarding

Safeguarding of Children

Children should **NOT** be allowed in areas where contractors are working, not least for health and safety reasons, so these workers should have no contact with children.

However, it may be impossible to control this and there may be occasions when contractors do encounter children (such as when entering or leaving the site).

The Outdoors Group will ensure that contractors are always escorted on site where a DBS certificate has not been provided. These contractors should sign in and sign out when visiting the premises.

Health and Safety

- The Contractor may be requested to provide a Method Statement of the work to be undertaken, together with all relevant Risk Assessments, before any work commences.
- All contract workers are to fully comply with the conditions and procedures as defined by the Method Statement.
- Contractors shall provide their workers with adequate P.P.E. as defined by the Health and Safety P.P.E. Regulations 1992.
- All contract workers shall use/wear relevant P.P.E. as necessary.
- Contractors shall provide suitable and safe work equipment as defined by the Provisions and Use of Work Equipment Regulations 1999.
- All contract workers shall cease to use and report any safety-related defects found with all/any work equipment provided by the supplier.
- All contract workers shall comply with all provisions of the Safety Handbook and the Health and Safety Policy.
- NO contract worker shall intentionally damage or misuse anything provided in the interests of health and safety.
- All contractors shall report to the Site Manager/Head of Operations/Estates Rangers any condition that may directly or indirectly affect health and safety while at work.

- Contract workers shall remain in the area of work undertaken and shall not enter any other area without the express permission the Site Manager/Head of Operations/Estates Rangers.
- Contractors shall be directly responsible for the acts and omissions of their workers.
- All contract workers shall be familiar with all fire evacuation procedures.
- Contractors shall NOT store ANY hazardous substances on the company premises without the express permission of The Outdoors Group Head of Operations/Health & Safety Officer.
- Contractors are to review the asbestos register when first on site. If asbestos is present, on NO ACCOUNT is ANY work to be undertaken without guidance.
- The Outdoors Group will NOT accept any liability for any damage or loss of the contractors' tools, equipment, or vehicles.
- Welfare facilities are as directed by the Estates Ranger/person responsible for the site at which works are being undertaken.

Insurance Requirements

It is important that The Outdoors Group establishes the levels of insurance cover held by contractors because in the event of a contractor causing damage and being under-insured:

- The courts may seek financial damages from The Outdoors Group to meet a third-party claim.
- If a contractor causes damage to any The Outdoors Group premises leading to a claim for subsequent loss of income and the insurers cannot subrogate against the contractor, the outlay will stay on The Outdoors Group's claims experience and probably lead to increased premiums.

The minimum insurance that contractors are required to hold:

- Employers Liability - £5,000,000.
- Public / Products Liability - Ideally £10,000,000 but we will accept £5,000,000 for smaller contractors where risk levels are minimal.
- Contract Works (if required) - The maximum value of liability for any one contract must cover the value of the contract.
- Professional Indemnity (if required) - £5,000,000.

If a contractor holds any insurance cover that is below these limits, then the Head of Operations will sign to authorise these limits if it is deemed suitable.

Safeguarding Standards

Below is an excerpt from the Keeping children safe in education (September 2023)

289. Where schools and colleges use contractors to provide services, they should set out their safeguarding requirements in the contract between the organisation and the school or college.

290. Schools and colleges should ensure that any contractor, or any employee of the contractor, who is to work at the school or college, has been subject to the appropriate level of DBS check. Contractors engaging in regulated activity relating to children will require an enhanced DBS check (including children's barred list information).

291. For all other contractors who are not engaging in regulated activity relating to children, but whose work provides them with an opportunity for regular contact with children, an enhanced DBS check (not including children's barred list information) will be required. In considering whether the contact is regular, it is irrelevant whether the contractor works on a single site or across several sites. In cases where the contractor does not have opportunity for regular contact with children, schools and colleges should decide on whether a basic DBS disclosure would be appropriate.

292. Under no circumstances should a contractor on whom no checks have been obtained be allowed to work unsupervised or engage in regulated activity relating to children. Schools and colleges are responsible for determining the appropriate level of supervision depending on the circumstances.

293. If an individual working at a school or college is self-employed, the school or college should consider obtaining the DBS check, as self-employed people are not able to make an application directly to the DBS on their own account.

294. Schools and colleges should always check the identity of contractors on arrival at the school or college

Accidents and First Aid

All accidents must be reported to the Head of Operations/Health & Safety Officer and an accident form must be completed. It can be found here: [Accident, near miss or work-related ill health Report Form](#)

Fire and Evacuation

Alarm

Anyone (staff, pupils, visitors, or contractors) discovering an outbreak of fire should, without hesitation, sound the nearest fire alarm or raise the alarm.

Calling the Fire & Rescue Service

All outbreaks of fire, however small, or any suspected fire should be reported immediately to the Fire & Rescue Service by dialling 999.

Evacuation

On hearing the alarm, leave the building/site by the nearest exit and make your way to the assembly point. Do not re-enter the building/site until the Senior Person in charge so authorises.

Fire Assembly Point

Each site has pre-defined assembly points, which all staff, visitors, contractors etc. should familiarise themselves with on arrival.

Tackling the Fire

Circumstances will dictate whether fire-fighting operations should be attempted. Firefighting must always be secondary to the safety of life.

Asbestos

You must be aware of the contents of the Asbestos register before you begin any work at any of The Outdoors Group sites. The Head of Operations/Health & Safety Officer can provide a copy of this, and a summary of the asbestos report is available near the main entrance to Western Lodge.

Should you have ANY reason to suspect that you have disturbed previously identified asbestos or encountered asbestos that is not identified within the asbestos report you MUST:

- Stop work immediately.
- Evacuate the immediate area.
- Close all doors behind you.
- Prevent further admittance.
- Report your suspicions to the Head of Operations/Health & Safety Officer.

Lone Working

The Contractor shall plan their operations in accordance with Health and Safety at Work Act 1974 and ensure lone working is kept to an absolute minimum wherever possible, especially for high-risk tasks covered by the permit to work system.

Where lone working is unavoidable, the Contractor shall work to a procedure agreed with the Company Representative, based upon an assessment of the personal safety and security risks to the operative.

The procedure shall address issues such as means of communication, establishing contacts, access to first aid equipment, firefighting equipment and alarms, the operative's medical history, emergency procedures, welfare facilities, no-smoking policy and additional training as required for those involved.

Completion/End of Contract Requirements

When the work has been certified as complete, the contractor will hand the Site/Equipment to the Company's Representative who will, in conjunction with the Estates and Facilities Team (where appropriate), inspect the site/equipment to ensure the work has been completed satisfactorily and no hazards or potential hazards exist.

Any certification that may be required under regulatory guidance needs to be provided to the Company.

Data Protection

Any personal data processing associated with this policy will be carried out under 'Current data protection legislation' as in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2016 in conjunction with the Company's Data Protection Policy.

Useful Contacts

- The Outdoors Group Main Number: 01392 715940
- Head of Operations (Peter Morgan): 07719 103265
- Estates Ranger (Alex Cook): 07933 822185
- Estates Ranger (Andy Meek): 07933 821991
- National Gas Emergency Service: 0800 111 999
- Western Power Distribution: 0800 052 0400
- Southwest Water 24-hour Emergency helpline: 0800 052 0400
- Environment Agency Emergency Hotline: 0800 80 70 60

Monitoring of Policy

The Head of Operations/Health & Safety Officer is responsible for monitoring and reviewing this policy. Reviews will be carried out every two years from the date of approval.

Relevant Legislation

- The Health and Safety at Work Act etc. 1974
- The Management of Health and Safety at Work Regulations 1999 and amendments 2006
- Electricity at Work Regulations 1989
- Workplace (Health, Safety and Welfare) Regulations 1992
- The Personal Protective Equipment at Work (Amendment) Regulations 2022
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- The Gas Safety (Installation and Use) Regulations 1998
- The Work at Height Regulations 2005
- The Construction (Design and Management) Regulations 2015 (CDM)
- The Control of Asbestos at Work Regulations 2012
- Keeping Children Safe in Education 2023

- General Data Protection Regulation 2016 and Data Protection Act 2018

Further guidance is obtained via the Health and Safety Executive – www.hse.gov.uk

Key Definitions

Contractor

Contractor means any individual, company or organisation, other than an employee, engaged by *The Outdoors Group* to carry out any work for gain or reward. People carrying out work for an organisation on a voluntary basis are considered to be employees for the purposes of health and safety law. Sub-contractors are individuals, companies or organisations employed to undertake works, for gain or reward, by the contractor.

All Contractors

All Contractors are both contractors and sub-contractors.

Competent person

Individuals who have the relevant skills, knowledge (qualifications) and experience to carry out specified tasks. For complex or large projects, the competency requirement may be met by a team rather than by an individual. However, clear accountabilities should be established within the team to ensure that duties are assigned to the appropriately competent team member.

Construction work

Construction work is defined as “carrying out of any building, civil engineering or engineering construction work” and includes:

- a) the construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration or other maintenance (including cleaning which involves the use of water or an abrasive at high pressure, or the use of corrosive or toxic substances), de-commissioning, demolition or dismantling of a structure.
- b) the preparation for an intended structure, including site clearance, exploration, investigation (but not site survey) and excavation (but not pre-construction archaeological investigations), and the clearance or preparation of the site or structure for use or occupation at its conclusion.
- c) the assembly on site of prefabricated elements to form a structure or the disassembly on site of the prefabricated elements which, immediately before such disassembly, formed a structure.
- d) the removal of a structure, or of any product or waste resulting from demolition or dismantling of a structure, or from disassembly of prefabricated elements which immediately before such disassembly formed such a structure.
- e) the installation, commissioning, maintenance, repair or removal of mechanical, electrical, gas, compressed air, hydraulic, telecommunications, computer or similar services which are normally fixed within or to a structure.

Host

Those responsible for authorising the contracted works and employing the services of the contractor.