

# Contractor handbook

## Purpose

Mitie aims 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 performance from our contractors.

The aim of this document is to set out the basic rules which we must all follow to ensure safety on site. It may not cover every eventuality or situation which may arise and does not relieve you of your responsibilities whilst performing activities on behalf of Mitie.

Every employee working for contractors employed by Mitie must be able to show that they have read this document and you will not be allowed to start work if you are not able to do this.

Failure to comply with these rules will result in you being removed from site.

## Personal Responsibilities

### You must:

- Be aware of your duties and must take reasonable care of yourself and others;
- Be trained and competent to undertake the tasks you are employed to do;
- Report any incidents; and
- Stop work if you have any concerns regards your safety or that of others and report the matter to your Key contract.

### You must not:

- Interfere with, or misuse items provided for health and safety reasons;
- Use alcohol during work time or come to work under the influence of drugs or alcohol; or
- Behave recklessly or take part in any horseplay which may cause injury or ill health to yourself or others.

### Before work begins - All persons to work on site must have:

- Read and confirmed the acceptance of these rules;
- Completed all required inductions;
- Signed in to site;
- Provided and understood the task specific Risk assessment and Safe systems of work;
- Provided proof of competencies;
- Where applicable, have provided any required emergency and/or rescue plans;
- Provided Plant and Work equipment certification;
- Confirmed amenities and facilities to be used;
- Confirmed storage arrangements for equipment;
- Confirmed waste disposal arrangements;
- Agreed access arrangements; and
- Agree means of communicating with the key contact and frequency.

## Key considerations

### Permit to work systems

- Where a significant risk of an accident exists activities will be controlled by a Permit to Work system; and
- You must adhere to the permit to work systems operated on site.

### Hot Works, Welding and cutting gear

- A Permit to Work is required for any hot work;
- Before beginning work you must agree how to raise the alarm in an emergency;
- Fire precautions must be in place where blowlamps, welding, burning equipment, etc. are to be used;
- Precautions must 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;
- Any gas cylinders used must be secured upright;
- Suitable storage must be agreed and provided where bottles are to be stored on site;
- Hoses should not exceed 5 metres in length for welding or 20 metres for cutting; and
- Operators must wear eye protection and adequate precautions must be taken by using barriers or screens to protect passers-by.

### Confined spaces

A confined space is referred to as an area which is enclosed with limited access which makes it dangerous. Your Key Contact will identify before you start the required permit to work. If you are to work in a confined space before work starts you must:

- Agree how the confined space is to be accessed and the control methods to be adopted;
- Ensure, where a specified risk may exist, that suitable precautions are in place including a rescue plan (that doesn't rely in the emergency services); and
- Ensure adequate ventilation is provided particularly where welding, painting, using solvents or adhesives, etc., is to take place;

### Excavations

- A Permit to Work is required before commencing excavations deeper than 400mm;
- Where it is possible that someone or something could fall into an opening it must be securely covered or fenced at all times and be illuminated during the hours of darkness or have fences marked with boundary lights; and
- 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.

### Live electrical and high voltage works

- When undertaking work on any electrical system 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; and
- 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.

### Work at height

- Where possible work at height should be avoided.
- Where work at height is necessary a permit to work will be required;
- To stop people falling from height fall restraint equipment should be considered before any fall arrest;
- Ladders should be considered as the last resort when all other access methods have been taken into account;

- When working outside the confines of a scaffold, MEWP, or other secure device/ area (this may not apply to ladders) persons must wear full body safety harnesses;
- 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 for harnesses must be maintained and provided as and when you attend site;
- Suitable and robust emergency plans should be in place, which do not rely upon the emergency services;
- Powered Access Equipment (MEWPs) must be operated by trained 'competent' persons;
- Scaffolding must be erected and inspected by trained persons using sound materials and be suitable for the work;
- Scaffolding must be inspected after each seven day period, when damaged or where they are altered or exposed to weather conditions likely to affect them.; No scaffolding shall be used if an inspection has not taken place;
- Mobile towers must be erected in accordance with PASMA guidance and inspected by competent persons;
- 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.
- Ladders must be secured at all times when in use to prevent the risk of slippage and must be class 1 standard or 131.
- Podiums steps and hop-ups may be used on Mitie contracts but will still come under the mandatory inspections and service regime; and
- Stilts are not permitted to be used on any Mitie contract.

### Roof work

- Where there is the potential to fall from an unguarded edge, protection must be provided;
- 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;
- No work will be allowed if there is a risk of high wind, fog, ice, snow etc; and
- Nothing must be thrown from any roof.

### Lifting equipment, mobile cranes

- All lifting equipment must be of good construction, maintained, have an identification mark and the safe working load must be identified;
- Records of statutory inspection must be available;
- All lifts must be supported by a lifting plan; and
- Crane drivers must be trained to CITB or equivalent standard.

### Asbestos

- You will not be permitted to remove or work on asbestos you are competent, insured and where applicable, licensed and approved in writing by Mitie to do so;
- Where you have the potential to disturb asbestos you must hold recognised category level 2 training;
- You must ensure that you have been provided with a copy of the site asbestos register before you start work and have checked that no asbestos will be disturbed by your work; and
- If you find asbestos or asbestos products or you believe that a material may contain asbestos, you must stop work immediately and inform your Key Contact.

## Pressure systems

- 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 instructions must be included with the handover documentation for the installation provided by the contractor.

## Plant and Equipment

- You must ensure that any equipment brought on to site is fit for purpose, regularly maintained and inspected/calibrated;
- You must not use any plant or equipment which does not belong to you without written authority from the 'owner';
- Where work is undertaken on plant or equipment it must be returned to safe working order upon completion; and
- All equipment being used on or near electrical installations or potentially explosive atmospheres must be intrinsically safe.

## Construction Design and Management Regulations (CDM)

- Where work falls under the requirements of Regulation 2 CDM, you must comply with the Regulations and Approved Code of Practice.

## Control of Substances Hazardous to Health (COSHH)

- If you are using potentially hazardous substances, or undertaking activities which may give rise to hazardous substances, such as welding, grinding etc. you must have available and have understood, suitable and sufficient COSHH assessments for these activities;
- The 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; and
- You must take all appropriate precautions to protect other people including Mitie employees, visitors and the environment.

## Personal Protective Equipment (PPE)

- Your employer must provide to you the required PPE;
- The equipment provided must be fit for purpose;
- Appropriate signage must be displayed identifying where and what PPE is required;
- You must be competent to use the PPE required; and
- Failure to wear any PPE required for your safety will result in suspension of work.

## Security

- You must not make an opening in any wall or boundary fence unless consent has been obtained; and
- You must ensure that all work areas are suitably isolated to prevent unauthorised access.

## Fire Precautions

- Flammable substances must not be brought onto any site without detailing their requirements in your method statement and prior authorisation from your Key Contact.
- Fire assembly points, exits and roadways must be kept clear at all times.
- 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.

### **Emergency arrangements**

- You must report all incidents including those resulting in injury, damage to property, equipment, or the environment and any near misses (an event that occurs but does not result in damage or injury) to the Key Contact immediately;
- You must not allow any substance to enter the site drainage/water course; and
- Any spillage must be reported immediately to your Key Contact to enable potential damage to be limited and have awareness of the plan.

### **Welfare provisions and First Aid**

- You must use the amenities and facilities provided for you to use.

### **House keeping**

- You must maintain high standards of housekeeping at all times.

### **Environmental protection and waste management**

- Before work starts you must be aware of agreed disposal routes for all waste;
- You must remove waste within a timely manner as agreed with your Key Contact; and
- All waste carriers notes and transfer notes must be made available to Mitie.

**Acceptance**

Declaration to be completed by all contractors' employees before they start work on any **Mitie site**:

**Your Name**.....

**Your Address**.....

**Your job**.....

I confirm that I have read and understand the rules as set out within this handbook and agree that whilst working for or on behalf of Mitie I will comply with these.

SIGNATURE ..... PRINT.....

DATE .....