

POLICY DOCUMENT

Policy Title:	Control of Contractors
Policy Group:	Health and Safety
Policy Owner:	Director of Operations
Issue Date:	June 2024
Review Period:	24 months
Next Review Due	June 2026
Author:	Joanna Speed
Cross References:	Health and Safety Policy, Fire Policy, Asbestos Policy, water safety policy, Mobile Phone policy, waste management Policy , Dangerous Substances Policy
Evidence:	HSE Use of Contractors
How implementation will be monitored:	Oversight by Director of Operations
Sanctions to apply for breach:	Review of contract
Computer File Ref.	O:new policy book: health and safety
Policy Accepted by MT	4 th July 2024

Sign-off by CEO

Purpose of Policy: This policy is to enable the risks associated with having contractors on site to be managed so as not to create unacceptable risks to any persons on the site or the on-going safe delivery of Hospital services.

Policy Statement: Holy Cross is committed to protecting the health, safety and wellbeing of persons on site. It is therefore important that any contractors that are invited on to site are managed effectively so that no-one is harmed by risks arising from their work. Contracts must be managed to ensure that confidentiality is maintained at all times and all contractors will be required to sign a Confidentiality Agreement.

All reasonable steps are taken to ensure the suitability of contractors and to monitor their work on site. Contractors are required to provide information to show how they will carry out the work,

Definition of a Contractor

For the purposes of this policy, a contractor is defined as an individual or company who is engaged under defined terms to provide a service on the premises, but who is neither an employee nor volunteer. It might include for example, service engineers, specialist building craftsmen, occupational health nurse, external trainers, etc. It specifically excludes sales representatives or agency staff.

Contractors are appointed as having expertise in their field. They are responsible for carrying out their work in a safe manner and are liable for any injury or property damage that occurs as a result of their work. It is essential that contractors are given clear instructions about the work required from the Hospital under the contract so that they are able to discharge their responsibilities fully, efficiently and safely.

Policy

Holy Cross has a legal responsibility under the Health and Safety at Work Act and the Management of Health and Safety at Work regulations to assess and manage contractors on site.

Any contractor may be vetted in a number of ways:

- References from other companies
- Curriculum vitae
- Reviewing documentation – eg method statements, risk assessments, insurance policies, etc
- Interviewing prospective companies

Responsibilities

Chief Executive

1. To provide sufficient resources to support the implementation of this policy.
2. To ensure that managers who request a contractor to come on site, understand their responsibilities written within this policy.
3. The decision to engage a contractor is taken by the Chief Executive with advice, if required, from Management Team. The decision will be confirmed by a purchase order signed by the Chief Executive (or Director of Finance in their absence) or by signing a contract document that sets out the requirements, terms and conditions.

Requesting Manager

Managers are responsible for identifying work needing to be undertaken by a contractor, for presenting a case of need and providing information on more than one possible contractor to the Chief Executive allowing reasonable time for a decision to be taken before the work concerned becomes urgent. In each instance, the manager concerned is considered to be “the requesting manager”.

The requesting manager must:

1. Be satisfied that the methods to be used by a contractor do not put any persons or property at risk. This may include requesting a written risk assessment or method statement and agreeing control measures needed. e.g. permit to work.
2. Inform Reception in advance whenever a contractor is expected.
3. Notify the relevant staff if contractors are visiting several departments unaccompanied or will be carrying out work that affects several departments.
4. Ensure that all contractors are asked to report to Reception at Holy Cross where they will be issued with a badge and their attendance is recorded in the diary. When Reception is not manned, the badges will be available by the requesting manager who will also record the time of their arrival and departure.
5. Ensure that the requesting manager or nominated person has regular contact with the contractor, and makes periodic checks on the contractor's performance to assess whether the work is being carried out as agreed. Any aspect that puts safety at risk should be challenged, and work should be suspended until issues are satisfactorily resolved.
6. Ensure any documentation to do with the work carried out is signed by the requesting manager or a nominated deputy.
7. Ensure that Reception is notified by the contractor when they leave the building, and ensure that the contractor's badge is returned.

8. Send 2 copies of the 'Terms and Conditions for Contractors' document (Appendix 1) to the contractor in the following circumstances:
 - a. when tendering a contract
 - b. with a purchase order in one-off situations
 - c. bi-annually for ongoing contracts
9. Ensure that one signed copy is returned completed by the contractor for the Director Of Operations to review. (This will not apply in the case of a contract which comes under the scope of the Construction, Design and Management Regulations (CDM) as the appointed planning co-ordinator will ensure the competence of contractors).
10. Check the competence and good-standing of external professional consultants, such as the Occupational Health nurse, by reference to the matters set out by the Care Quality Commission.
11. Provide information on a pre-determined basis to the Director Of Operations on the proper performance of the contract and the due fulfilment of all aspects of the contract. In particular circumstances it may be appropriate for this information to be given directly to another senior manager and this should be confirmed with the Chief Executive.

Director of Operations

- To oversee monitoring of the efficacy of this policy and other measures to reduce risks associated with engaging contractors.
- To receive reports of any accidents or incidents related to contractors working on site.
- To report to Management Team on matters that are considered to be unsatisfactory with regard to any aspect of the use of contractors.

All Staff

- To report to their manager about a contractor or person working on behalf of a contractor who is not wearing a contractor's badge or appears to be working in an unsafe way.
- To refrain from signing for work which contractors have carried out unless requested to do so by the requesting manager.

Record Keeping

- The Hospital may be required to demonstrate that the selection and performance-management of contractors has been properly conducted, with particular reference to health and safety and the protection of vulnerable adults and children.
- The Director of Operations is responsible for maintaining records of contractors and the contract terms under which they are engaged.
- The Director of Operations Co-ordinates the collection of information for performance management purposes with all requesting managers

Audit Arrangements

- This policy will be audited as part of the policy review process (two yearly). A report with recommendations about any changes in the terms of the policy will be prepared by the Director of Operations and submitted to Management Team along with details of all the contracts in force or terminated within the previous twelve months.

Equality and Diversity

This policy has been reviewed for adverse impact on people with protected characteristics within the meaning of the Equality Act 2010 and no such impact was found.

HOLY CROSS HOSPITAL

TERMS AND CONDITIONS **FOR CONTRACTORS**

1. CONTRACTOR LIAISON

The contact point for each Contractor will be the Director Of Operations unless another person is specified. This will usually be recorded on the purchase order.

All contractors' personnel must report to the Front Reception Desk on arrival and departure from site, signing in and out.

If the Front Reception Desk is closed then you should report to, sign in and sign out with the Director of Operations or with the nurse-in-charge who may be contacted using the telephone on the Reception Desk.

Whilst on site, contractors should have frequent contact with the Director of Operations or other contact person specified. Any documentation to do with the work carried out may only be signed by the Director of Operations or other authorised person.

All contractors' staff must carry company identification. They will be issued with a visitor's badge at Front Reception.

2. LEGAL COMPLIANCE

It is required that all work carried out by Contractors shall comply with all existing Acts, Regulations, ACOPS, COPS and Guidance in relation to all aspects of Health and Safety and Employment.

If any of the above requirements are breached, Holy Cross Hospital may exercise its right to refuse to allow the Contractor/s to remain on site and will not be responsible for any costs involved if such action is invoked.

3. HOUSEKEEPING

Contractors shall ensure that their work area is adequately controlled and does not cause a hazard / risk to any other person. They shall display warning and safety notices which are adequate and effectively positioned. Fire exits are to be kept free from obstructions at all times. Combustible materials must be regularly cleared away and not allowed to accumulate.

Contractors must take adequate precautions to ensure that no dirt escapes in to any areas that are occupied by staff. The site must be left in a clean and tidy state at the end of each day. Tools and other equipment must not be left where they could constitute a hazard to other people in the vicinity.

4. ACCIDENTS AND INCIDENTS

The Contractor is required to inform the Director of Operations immediately of any accident, incident or near-miss involving any person or equipment, and a written report must follow. If it comes under the Reporting of injuries Diseases and Dangerous Occurrences Regulations, form F2508/A must be completed by the contractor and sent to the HSE with a copy to the Director of Operations.

5. WELFARE AMENITIES

Certain toilets, cloakroom and washing facilities that exist on site will only be available to Contractor's staff in agreement with the Director of Operations.

Under normal circumstances Contractors will make their own first aid arrangements.

Holy Cross does not undertake to provide restaurant facilities for Contractors unless prior arrangement has been made with the General Manager.

Smoking is forbidden across the whole site.

All contractors and their personnel must be appropriately dressed at all times while on the Hospital premises.

The Contractor must not allow any intoxicating liquor or drugs to be brought onto the site. He shall not allow any of his employees, who may be under the influence of either, to remain on the site.

6. MOBILE TELEPHONES

Mobile phone usage on the hospital site must be restricted to ensure that the patients' environment remains free at all times from the noise and intrusion of mobile phones. This includes the use of cameras in mobile phones.

Mobile phones should not be switched on or used in clinical areas. These areas are defined as wards, the Physiotherapy Departments, Hydrotherapy and the Living Room.

7. RISK ASSESSMENTS

Upon request the Contractor will provide the requesting manager with such Risk Assessments incorporating Method Statements where applicable, as are necessary. This will include assessments made, for example, made under Control of Substances Hazardous to Health (COSHH) Regulations, Personal Protective Equipment Regulations, Manual Handling Regulations, Noise at Work Regulations, etc.

8. SUB-CONTRACTORS

In the event of the Contractor employing Sub-contractors, it must be clearly understood that it is the responsibility of the Contractor to ensure that the Sub-contractors understand all matters of risk and control of the site's processes and the requirements of the Contract.

9. Authorised Access

Due to the nature of Holy Cross's work, access into certain areas will only be with the permission of the Director of Operations. The Contractor and his employees must pay due regard to warning signs and notices and must not enter any restricted areas that have been determined.

10. PROTECTION OF PROPERTY

The Contractor shall ensure, by proper boarding, shuttering or other means, that the property on the site or adjoining properties is protected from damage and trespass.

11. FIRE PRECAUTIONS

The Contractors will make themselves familiar with the fire procedure written below, the siting of firefighting equipment and alarms in the area where they are working and escape routes. If in any doubt about the arrangements they will raise them in advance with the requesting manager or deputy. In the event of a fire the Contractor should be able to indicate the name/s of his personnel on site.

IF A FIRE IS DISCOVERED

- a. Raise the alarm by breaking the glass of the nearest fire alarm.
- b. Telephone the Emergency Services

- c. Leave the building by the nearest fire exit and go to the assembly point at the front of the hospital

ON HEARING FIRE ALARM

- a. Immediately check your area for fire.
- b. Close all windows and doors.
- c. Account for whereabouts of all colleagues.
- d. Leave the building and go to outside the front entrance.

Do not use lifts.

Do not re-enter building until instructed to do so by the Fire Team Leader.

12. HOT WORK

Contractors will not carry out any hot work involving naked flames, welding or burning on the site without getting permission from The Director of Operations

During hot work operations the Contractors shall take effective steps to ensure that no sparks or molten metal can injure any person, cause damage or start fires. Particular attention should be paid to work on or near flammable cladding materials, cables, trenches, surface machine or hydraulic oil and flammable services.

All welding should conform to BSI Codes of Practice. Any gas welding or flame-cutting equipment brought onto site is expected to be fitted with flashback arrestors and proper arrangements should be made by the Contractors for the securing of gas cylinders on site. This applies both to cylinders that are in use and spares. The term 'securing' relates not only to securing in silent hours but also the physical securing of cylinders so that they cannot fall or be knocked over resulting in valve damage.

Once ignited, no torch or burner must be left unattended.

13. VEHICLES

Any vehicles are left on site at the owners' risk. Any vehicles must comply fully with any speed limits laid down within the site and must comply fully with any traffic control signs. All vehicles must be insured. Vehicles should be parked considerately

14. TOOLS & EQUIPMENT

Contractors are responsible for the security and maintenance of their own materials and equipment used on site and for ensuring that any such equipment is in a safe working condition.

Contractors cannot make use of Holy Cross personnel, materials, services or equipment unless permission has been obtained from the Director of Operations.

Holy Cross does not, in any circumstances whatsoever, accept any liability for injury or damage arising from the malfunction of the use of any such tools, services or equipment. It is the responsibility of the Contractor to satisfy himself that such tools, equipment and services are in a good safe condition and are used for the purpose for which they were designed.

Where permission has been given to the Contractor to use Holy Cross's equipment or plant, such as lifting equipment, the Contractor shall ensure that his employee/s are competent and have received any necessary training.

Where specific plant is brought onto the site, the Contractor/Sub-contractor must be ready to provide the Director of Operations with evidence of the training and certification of the plant operators.

Contractors and Sub-contractors are not allowed to store any material over or adjacent to the drainage system or to undertake any such activities that would pollute or block the drainage system.

15. GUARDING AND CONTROLS

It is expected that all work equipment brought onto site by the Contractor will comply fully with the Provision and Use of Work Equipment Regulations 1998.

The Contractor shall not interfere with or remove any guard or process control on work equipment belonging to the site. This does not apply during maintenance activities and when the plant is isolated.

The Hospital operates a range of isolation procedures commensurate with the risk. The Contractor is expected to be aware of these procedures and to comply fully with the conditions of any Permit-to-Work issued to him or any locking-off procedure required to be in place to make plant safe.

16. LIFTING EQUIPMENT

All lifting appliances, hoists and lifting gear must be tested and inspected in strict conformity with the Lifting Operations and Lifting Equipment Regulations 1998 and the certificates, or a copy, available for inspection on site.

Hoists must be correctly erected and guarded to the appropriate standard at all levels. Where hired cranes are brought onto the site, the Contractor is responsible for seeing that these cranes comply with the legislation referred to above and that current certificates are available on site for inspection.

The Contractor is responsible for checking on the competency of drivers of any lifting equipment. The Contractor must ensure that hired lifting equipment is fully and comprehensively insured.

17. ELECTRICAL WORK

Contractors are reminded that under the Electricity at Work Regulations 1989 no live work will normally be allowed. However, if it can be shown that it is unreasonable, having regard to all relevant factors, for the equipment to be dead whilst work proceeds, and that it is reasonable for the work to be carried out near it whilst it is alive, and suitable precautions are taken to prevent injury, then with the permission of the site services manager or deputy such work may proceed. A Permit to Work will be required.

It is expected that, where practicable, all portable equipment brought onto site will:

- a) Be subjected to 6 monthly test and examination
- b) Operate at 110 volts
- c) If 240 volts, be protected by an R.C.D.
- d) In addition, all cables and extension leads will be in good condition and properly maintained and terminated.

Electrical welding equipment must be supplied with a flexible trailing cable or suitable conductor size to match the loading, which should not exceed 30 amps at 440 volts. Cable for use on 3-phase supplies must be either 5-core or 4-core metallic screened cable, and for single phase supply must be 4-core or 3-core metallic screened. In all cases the electrode lead must consist of a suitable sized tough rubber sheathed or PVC sheathed flexible copper conductor, both of which should be fire resisting. In all cases the earth lead must extend to the equipment under weld.

All electrical equipment to be switched off and unplugged at the end of the shift, unless otherwise indicated.

18. PLANT

No Contractor's employee must interfere with or operate any valve, tap, switch or other plant or service control. If any service or plant item must be adjusted then this will be undertaken under the guidance of the Director of Operations. When plant or service has been handed over to a Contractor for maintenance purposes then this does not apply.

19. COSHH / DSEAR REGULATIONS

Where the Contractor brings onto site substances which are identified as being hazardous to health, or in the course of his work activities generates substances within this definition, then a written Assessment under the above Regulations must be provided in advance to the requesting manager so that the implications may be considered both in terms of the responsibilities that may reside with the site and in terms of protection of site personnel.

Any substances defined as being hazardous to health, or a risk to the building or environment must be stored in accordance with COSHH 2012 and DSEAR Regulations (Dangerous Substances in Explosive Atmospheres Regulations 2015)

20. PERSONAL PROTECTIVE EQUIPMENT

Holy Cross will expect the Contractor to provide his employees with all appropriate personal protective equipment found to be necessary following risk assessment. This equipment will be suitable, maintained, appropriately stored and staff will have been trained in its use.

21. ENTRY INTO CONFINED SPACES

No Contractor shall enter any confined space (as defined by regulation) except under a Permit to Work which includes a certificate indicating that the space is safe for entry and that the obligations set out in the Confined Spaces Regulations 1997 are complied with.

22. WORK ON ROOFS

No contractor shall go onto the hospital roof unless permission has been granted on that occasion by the General Manager. A risk assessment must be completed and authorised by the Director Of Operations Prior to any work being carried out

23. SCAFFOLDS & ACCESS

All scaffolds must be erected and maintained to the standards laid out in current Guidance Note. All mobile and fixed tower scaffolds must be erected and maintained in accordance with current Guidance Notes.

All ladders used for access must be adequately secured before use. They must always extend one metre above the point of landing and be kept in good condition. Where work is undertaken from a ladder, this must be work that can be done one-handed. Ladders must either be taken down or secured at the end of the working day or in other ways secured to prevent unauthorised use

24. HOLES & OPENINGS

The Contractor is responsible for ensuring that any sump, pit, hole or similar excavation, which is opened or created as part of the Contract, is securely fenced and does not create a hazard to others.

25. ACCESS TO ROOF SPACES

No contractor shall enter roof spaces without permission from the Director of Operations. No access holes shall be made through compartment walls without

permission of the Director of Operations and if made the integrity must be made good, as part of the contract. Fire doors must not be wedged or left open at any time.

Crawling boards must be used where necessary to access plant in non-floored areas.

26. ASBESTOS

If a contractor is to work in an area known to have asbestos, then the Director of Operations will notify the contractor of its presence and agree a safe system of work. A full Asbestos register is held by Director of Operations

27. WASTE MANAGEMENT

It will be the responsibility of the Contractor to remove from Holy Cross Hospital site any waste that is created as a result of their work. This waste must be disposed of appropriately and lawfully off-site. If in certain circumstances waste cannot be removed, prior arrangements must be made with Director of Operations regarding cost of disposal.

28. INFECTION CONTROL

When working in patient areas, the contractor must report to the head of department to get instruction on relevant infection control matters.

29. CDM

If a contract comes under the Construction (Design and Management) Regulations 2015, then a planning supervisor will be appointed, and health and safety arrangements will become part of the health and safety plan.

30. CONFIDENTIALITY

If, in the course of the work on site, the contractor becomes privy to any sensitive personal information regarding patients, staff or commercial information about the hospital business, on no account may they divulge this information to any other person. Contractors are required to sign a confidentiality agreement to confirm acceptance of this clause. (see attached)

31. CUSTOMER CARE

The hospital requires all contractors to maintain high standards of customer care these include – dress code, avoiding unnecessary disturbances, seeking permission from Ward Sister before entering a patient area, respecting the privacy and dignity of patients and other residents on site, not using radios or other audio equipment whilst working on site, not using abusive language or language that could offend patients.

Please complete the section below and return to

Director of Operations
Holy Cross Hospital
Hindhead Road
Haslemere
GU27 1NQ

Contractor To complete and return this section only

These Terms and Conditions will be sent out annually to all contractors who work at Holy Cross Hospital.

I acknowledge receipt of, and agree to abide by, the above Terms and Conditions that will be brought to the attention of all my employees and any Sub-contractors that I may engage.

Name..... Signature

Date

I have enclosed a copy of:

		Yes	No
Health and safety policy	<input type="checkbox"/>	<input type="checkbox"/>	
Details of Notices		<input type="checkbox"/>	<input type="checkbox"/>
Details of convictions		<input type="checkbox"/>	<input type="checkbox"/>
Details of RIDDOR reportable major injuries		<input type="checkbox"/>	<input type="checkbox"/>
Copy of a method statement		<input type="checkbox"/>	<input type="checkbox"/>
Copy of a risk assessment		<input type="checkbox"/>	<input type="checkbox"/>
Copy of a COSHH risk assessment		<input type="checkbox"/>	<input type="checkbox"/>
Details of health and safety training		<input type="checkbox"/>	<input type="checkbox"/>
Employer's liability insurance		<input type="checkbox"/>	<input type="checkbox"/>
Public liability insurance	<input type="checkbox"/>	<input type="checkbox"/>	
Confidentiality Agreement		<input type="checkbox"/>	<input type="checkbox"/>
Equality and Diversity Questionnaire		<input type="checkbox"/>	<input type="checkbox"/>

Name and Address of Contractor

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NameSigned

Position Date

Holy Cross Hospital

Contractor Confidentiality Agreement

The General Data Protection Regulation, the Data Protection Act 2018, and other relevant legislation place obligations on Holy Cross Hospital to ensure that personal information relating to patients, their families and visitors, staff and other persons is managed in accordance with the requirements of the legislation.

The Hospital requires Contractors working on site to give an undertaking to respect the confidentiality of all such information and to be aware that the Hospital would treat any attempt to circumvent measures to protect the confidentiality of such information as a breach of the legislation.

The Contractor undertakes:

- To treat as confidential all information which may be derived from or be obtained in the course of the contract or which may come into the possession of the contractor or an employee, servant or agent or sub-contractor of the contractor as a result or in connection with the contract; and
- To provide all necessary precautions to ensure that all such information is treated as confidential by the contractor, his employees, servants, agents or sub-contractors; and
- To ensure that he, his employees, servants, agents and sub-contractors are aware of the provisions of the General Data Protection Regulation, the Data Protection Act 2018, and other relevant legislation, and that any personal information obtained from Holy Cross Hospital shall not be disclosed or used in any unlawful manner; and
- To indemnify Holy Cross Hospital against any loss arising under the General Data Protection Regulation, Data Protection Act 2018, and other relevant legislation, caused by any action, authorized or unauthorized, taken by himself, his employees, servants, agents or sub-contractors.

Name and Address of Contractor

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NameSigned

Position Date

Holy Cross Hospital
Contractors' Equal Opportunities and Diversity Questionnaire

Do you have an Equality and Diversity Policy? If so, please return a copy with this questionnaire	Yes	No
If the answer is yes: a) Does the policy provide guidance in respect of recruitment & training b) Is the policy made available to employees, recognised trade unions or other employee representative groups? c) Do you make any commitment to diversity in: - your recruitment advertisements or other literature - in promoting your service		
In the last three years, have any findings of discrimination been made against your organisation by any court or tribunal?		
In the last three years, has any contract with you or your company been terminated on grounds of your failure to comply with: - Legislation prohibiting discrimination? - Contractor conditions relating to equality?		
Please can you confirm the number of employees you have in your company: Less than five 5 to 49 50 or more		
Who has overall responsibility for diversity and equality within your organisation?		

Name and Address of Contractor

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NameSigned

Position Date

Appendix 2 –Equality impact Assessment (EIA) Tool

To be considered and where judged appropriate, completed and attached to any policy document when submitted to the appropriate committee for consideration and approval.

Policy Title	Control of Contractors	Name	Joanna Speed
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	Yes/No	Comments
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of:	
	Race	No
	Gender reassignment	No
	Marriage & civil partnership	No
	Pregnancy & maternity	No
	Ethnic origins (including gypsies and travellers)	No
	Nationality	No
	Sex	No
	Culture	No
	Religion or belief	No
	Sexual orientation	No
	Age	No
	Disability- both mental and physical impairments	No
2.	Is there any evidence that some groups are affected differently?	No
3.	Is the impact of the policy/guidance likely to be negative?	No
4.	If so can the impact be avoided?	NIA
5.	What alternatives are there to achieving the policy/guidance without the impact?	NIA
6.	Can we reduce the impact by taking different action?	NIA
7.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	NIA

Review

This policy has been reviewed for overt or implied discrimination within the scope of the Hospital's policies on equality and diversity and none was found.

The policy will be reviewed on a two yearly basis to ensure that the system described continues to provide an effective framework for Managing Contractors