

**ISSUE DATE: 08/07/14
CONTRACTORS HANDBOOK**

REF: MOC A

Lambert Smith Hampton Contractor's Handbook



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1. Introduction

As a provider of property management services and integrated facility services, Lambert Smith Hampton manages a large number of buildings around the country in a wide range of industries. This document has been prepared to aid and assist contractors to work safely and with due regard for service delivery and the environment, whilst working on property under Lambert Smith Hampton control. It aims to provide information about Lambert Smith Hampton and its expectations of contractors, related to health, safety, quality and the environment.

All references herein to Lambert Smith Hampton are deemed to refer to Lambert Smith Hampton and all its subsidiary companies.

It is the responsibility of the contractor to communicate the content of this document to persons under his control and be satisfied that it is strictly followed.

All references to 'contractor' shall, where applicable, be deemed to include all contractors, sub-contractors, and trade or works contractors, their employees or others under the contractor's control and who have access to the place(s) of work. Agency staff and the self-employed are to be regarded as 'contractors' for the purposes of this document.

Nothing in this document in any way relieves the contractor or modifies his legal and contractual obligations to Lambert Smith Hampton under the contract agreement be they expressed or implied. In the event of any conflict between this document and regulatory / agreed client requirements, the regulatory / client requirements shall prevail.

- FOR LAMBERT SMITH HAMPTON USE ONLY -

The relevant surveyor / property manager / centre manager is responsible for:

- reviewing and updating this document as necessary for contract applicability, the review to include consideration of any relevant client policies / requirements;
- ensuring all enclosures at the end of this document are current and complete;
- recording the issue of this handbook to all Lambert Smith Hampton contractors under cover of a transmittal sheet (designed for issue on letterhead) or similar:

2. Our Vision

Lambert Smith Hampton vision is to be a company, renowned for working in a spirit of openness, collaboration and mutual dependency to ensure that our customers' success becomes our success.

3. Our Policy Statements

Lambert Smith Hampton policy statements for health and safety, environment and quality assurance are available on the Lambert Smith Hampton notice board(s) in relevant properties. Copies can be obtained from the management team.

4. Our Values

Openness - Being straightforward, communicating with honesty, listening to each other, building trust with our customers and suppliers.

Collaboration - Working together to deliver the best outcome for our customers, respecting the capabilities of everyone involved.

Mutual Dependency - Respecting each other's needs and being reliable and supportive. Looking out for each other and working with customers and suppliers to share risks and rewards.

Professional Delivery - Taking pride in our work, having the passion and enthusiasm to achieve our best and delivering customer satisfaction every time.

Sustainable Profitable Growth - Achieving today's objectives, taking opportunities in our chosen markets and developing customer relationships to secure our long term future.

Innovation - Challenging what we do and being brave about suggesting change. Welcoming ideas and learning from others to give us the competitive edge that benefits our customers and suppliers.

5. Legal / Customer / Lambert Smith Hampton Requirements

5.1 Health and Safety

All contractors must at all times comply with the provisions of The Health and Safety at Work Act 1974, Health and Safety at Work (Northern Ireland) Order 1978 and Safety, Health and Welfare Act 2005 and all other relevant legislation. This includes the duty to:

- ensure, so far as is reasonably practicable, the health, safety and welfare at work of all their employees
- conduct undertakings in such a way as to ensure that persons not in their employment are not exposed to health and safety risks
- provide and maintain plant and systems of work that are safe and without risks to health
- make arrangements to ensure safety and absences of risk to health in connection with the use, handling, storage and transport of substances
- provide such information, instruction, training and supervision as necessary to ensure the health and safety at work of their employees
- provide a place of work that is safe and without risk to health and to provide safe access to and egress from that place of work
- provide a working environment that is safe and without risk to health
- provide adequate welfare facilities and arrangements for their employees

Accordingly, contractors must take all necessary measures, at their own cost, to ensure the health and safety of their own employees, others working on site, the general public and persons using or entering the place of work whether authorised or otherwise who may be affected by their activities.

5.2 Environment

Contractors must at all times comply with the provisions of all applicable environmental legislation. This includes the duty to:

- ensure, so far as is reasonable practicable, no nuisance is caused to the local community and any building users, through the emissions of noise, dust, odours, grit, smoke, fumes (known collectively as “Statutory Nuisances”)
- prevent the pollution of the air, water courses and the contamination of ground
- store waste securely to prevent spillage and to ensure that waste is removed, treated or disposed of by an organisation that is registered to do so
- prevent damage to wildlife, plants and natural features
- remove all waste / trade effluent that is pertinent to your activities on site, and ensure that any such waste is disposed of in the correct manner; defined by the relevant regulations
- supply relevant legal documentation in a timely and efficient manner

5.3 Quality of Service Delivery

It is expected that contractors to Lambert Smith Hampton will comply with the basic requirements of good business management and service delivery including:

- being polite and attentive at all times to everyone
- proactively planning the work
- ensuring the use of competent resources
- coordinating with and supporting those persons with whom they interface while undertaking the work
- supervising and inspecting the work
- keeping robust records relating to the work undertaken
- reviewing process and procedure in the light of feedback received
- developing and sharing innovative ideas for service improvement

6. Site Access and Entry Arrangements

Contractors are to comply with the access control procedures in place for the location and if required wear identity badges at all times when on Lambert Smith Hampton controlled or managed premises.

The contractor must notify Lambert Smith Hampton of the persons under his control each day and any subsequent changes to that list. *Note: This does not apply to term contractors whose employees have previously been agreed.*

6.1 Arrangements for Vehicles

Parking is permitted in designated areas only and vehicles are to be marked with the contractor's identity.

The contractor must only use designated access routes for company and delivery vehicles and those routes shall not be obstructed. A banksman is to be employed when vehicles are reversing.

Where a significant volume of deliveries is likely, the contractor must agree times and delivery points with a Lambert Smith Hampton representative beforehand.

6.2 Records

Unless there is another robust process in place to collect daily information, the contractor is to implement a log / site diary to include the following fields as a minimum:

- names of persons on site
- visitors to site
- notable events of the day
- start and finish times
- registration numbers of vehicles on site

The diary is to be signed at the end of each working day by the contractor's authorised representative.

7. Management

7.1 General Responsibilities

Lambert Smith Hampton requires that its operations are implemented in such a way as to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees and all persons likely to be affected by its operations including contractors, non employees of Lambert Smith Hampton and members of the public.

Contractors and any 2nd tier contractors working for Lambert Smith Hampton are required to co-operate with discharging responsibilities and must therefore:

- comply with Lambert Smith Hampton arrangements and instructions issued by persons enforcing our policies for:
 - health and safety
 - environment / sustainability
 - quality / service
- deliver statutory compliance
- comply with all site rules attached to this document
- not engage sub contractors without the prior approval of Lambert Smith Hampton
- make available the company employers' liability insurance certificate, public liability insurance certificate and professional indemnity insurance certificate where applicable (note: all should include details of any exclusion and limitations that apply)
- post appropriate, other statutory documentation in a prominent place under their control

7.2 Induction

As well as partaking in any internal induction processes, contractors are to ensure that all those engaged with work on a property on their behalf participate in the property induction process with their details recorded in the Lambert Smith Hampton Contractor Induction Record. The property induction is necessary to make people aware of:

- the actual or potential consequences of the work they undertake
- expected behaviour
- the relevance and importance of their activities and how they contribute to the achievement of objectives

- site specific hazards

7.3 Risk Assessment

The contractor shall conduct their business with particular regard to the requirement for completion of risk assessments and adherence to agreed method statements.

There may be local safety rules and conditions or special hazards or restrictions, which may apply at particular locations and properties. Lambert Smith Hampton undertakes to provide the health, safety and environmental information in its possession relating to the work being undertaken. If it is not referenced in this document, please ask for it.

Contractors shall:

- ensure the Lambert Smith Hampton management team are informed of risk assessments before commencing the work and of any later amendments to those assessments
- ensure that all persons likely to be affected by any risks identified by the risk assessments are informed of those risks and the appropriate control measures to be taken
- ensure environmental risks are identified and communicated within the risks assessment & method statement documentation
- ensure that any control measures (including provision of Personal Protective Equipment - PPE) are followed by their employees and others under their control
- prepare work / location specific method statements and submit to the Lambert Smith Hampton property / centre management team for agreement before work commences

7.4 Briefings / Tool Box Talks

It is expected that as specialist suppliers, contractors will provide regular briefings to their employees to ensure they continue to be familiar with and understand the risks and controls associated with the work routines they are involved with. This is to include briefings on hazards and the briefing of method statements, which are important to increase the understanding of what has to be done, when and in what sequence etc.

Contractors should be able to provide evidence of regular tool box talks being delivered on subject matter relevant to the work and / or local hazards.

7.5 Training and Competence

It is the contractor's responsibility to ensure that all persons in their employment have received suitable health, safety and environmental training so that they can carry out their work safely and with due regard to the environment.

The contractor is required to make arrangements, before they start, for all persons working at the property to attend a site-specific induction course, approved by Lambert Smith Hampton property / centre Manager.

The contractor will provide, upon request, written evidence in the form of certificates etc. of the training given to their employees. If this is not deemed sufficient the contractor will, at his own cost, arrange for suitable training.

The contractor, at his own cost, must release employees to attend local safety training sessions except in cases agreed with Lambert Smith Hampton where an individual is adequately trained in the subject matter or the subject of the training is not relevant to his work. The contractor must ensure that only trained and authorised persons are permitted to:

- use and/or mount abrasive wheels use cartridge fixing tools
- operate technical equipment, plant or vehicles
- work on high voltage systems
- work on gas heating systems
- work on water systems
- work on pressure vessels
- work on piped gas systems
- work in the vicinity of asbestos materials
- work at height
- enter confined spaces
- prepare or process or handle food
- carry out lifting and handling tasks
- use a display screen equipment workstation
- access plant and /or lift motor rooms
- access roofs

7.6 Works Inspections

It is important that as well as checking on the health, safety and environmental aspects of work activities, checks are made on the standard of service delivery and / or workmanship. The contractor shall determine the type, level and frequency of inspection and testing depending upon:

- specified requirements
- materials to be used
- experience and competence of those performing the work
- complexity of the work
- risk and the consequences of failure related to quality, health, safety, welfare and the environment, cost and time
- known trends

All inspection and testing activities shall be planned using appropriate documentation (e.g. checklist, inspection and test plan, works programme, etc.). The number and type of inspections necessary on a property will vary widely depending on the scope and technical complexity of the work activities being undertaken by the contractor.

As a minimum, checks shall be carried out monthly in high-risk areas e.g. workshops, and quarterly for office areas.

7.7 Reporting Accidents and Incidents

All accidents, however trivial, must be immediately, reported to your Lambert Smith Hampton contact. The Lambert Smith Hampton contact will then enter details into the Lambert Smith Hampton database.

All accidents and incidents will be investigated using the Lambert Smith Hampton Sub-Contractor Accident and Incident Report template, copy available from your Lambert Smith Hampton contact. All investigation reports must be submitted within 7 days of the accident or incident (2 days in the event of a fatality)

The contractor must inform the Health and Safety Executive and submit an F2508 / F2508A in the case of a reportable event as defined under RIDDOR. A copy of the F2508 must be given to Lambert Smith Hampton Health and Safety Manager.

In the event of a specified major injury disease or dangerous occurrence, the Health and Safety Executive and Lambert Smith Hampton are to be informed immediately.
All environmental emergencies, incidents or complaints must also be reported to Lambert Smith Hampton using same process as with accidents and an investigation report submitted within 7 days.

7.8 Meetings

Contractors must attend meetings as required by Lambert Smith Hampton representatives. Depending on the nature of the work and / or the meeting, the contractor may be asked to provide a written progress report and/or other information.

Lambert Smith Hampton will organise regular forums with each contractor to discuss performance etc.

7.9 Welfare

It is the responsibility of the contractor to ensure that suitable welfare and first aid facilities are provided for persons under their control and kept in a clean and tidy condition. tools, clothing and/or other materials must not be stored in welfare facilities.

The use of on-site office, catering and sanitation facilities provided by others is a concession that must be treated with respect as they could be withdrawn at any time in the event of a justifiable complaint.

The contractor must agree the positioning of accommodation modules, skips, compounds etc. with Lambert Smith Hampton before the items arrive on site.

The contractor is responsible for the security of the site under his control and all equipment and fittings therein.

7.10 House Keeping

Contractors are to ensure that areas under their control are kept clean and tidy and that waste is segregated and properly disposed off in a timely manner.

8. Tools, Plant and Equipment

Contractors must not use Lambert Smith Hampton owned tools, plant or equipment, including ladders, tools, lifting equipment and tackle without the express permission from a Lambert Smith Hampton management representative.

All plant and equipment owned or hired by the contractor must be maintained in a safe working condition before and during use on site and be selected such that the emission of noise is as low as reasonably practicable.

Test and examination certificates, insurance documentation and registers are to be available on site for all lifting appliances and hoists before they are used.

Only trained, competent persons shall be permitted to operate plant.

The carrying of passengers on tractors, trailers, dumpers or any other site vehicles unless so designed is forbidden, and all such vehicles must be fitted with a notice to this effect.

Portable or semi-portable electric tools and temporary lighting must not be in excess of 110v; centre tapped, 55v to earth, unless the specific permission of Lambert Smith Hampton Manager has first been obtained.

Portable or semi portable appliances, temporary lighting and extension leads are to be subject to a satisfactory appliance test and are to bear a label as proof of test.

8.1 Access Equipment

Lambert Smith Hampton operates strict controls regarding the use of scaffolding companies, including those engaged by contractors. If there is a requirement to use scaffolding for any work activity this must be discussed with Lambert Smith Hampton **before** any arrangements with a scaffolding company are agreed or implied.

9. Fire

Contractors must observe local fire safety arrangements and comply with local fire safety procedures. These will be notified at site induction.

Where the contractor is responsible for providing accommodation they must ensure:

- suitable fire fighting appliances and fire alarm systems are installed where necessary
- fire exits are suitably marked and kept free from obstruction
- fire risk assessment are competently undertaken, documented and maintained
- employ an agreed permit to work system for all 'hot works'

10. Personal Protective Equipment (PPE)

The contractor must supply personal protective equipment identified during the risk assessment process, to his employees. The contractor shall manage the wearing and maintenance issues and shall provide suitable and adequate storage facilities for the PPE supplied.

Contractors employed on construction and demolition contracts / other specified areas must ensure that the persons for whom they are responsible wear head protection at all times; including scaffolders.

If a contractor is carrying out work that creates noise in excess of the second action level, he must clearly identify a suitable ear protection zone. He must supply suitable ear protection and ensure that this is worn whenever a person enters any ear protection zone.

11. Temporary Works

Lambert Smith Hampton operates strict controls regarding the design and use of temporary works, including those required by contractors. If there is a requirement temporary works relating to any work activity, this must be discussed with Lambert Smith Hampton **before** any arrangements are otherwise agreed or implied. Examples of temporary works include:

- trench excavations
- false work
- fencing and hoardings
- formwork
- propping and shoring
- foundation underpinning

- scaffolding
- hoists

12. Sustainability

It is Lambert Smith Hampton policy to develop a culture of continual improvement in our environmental, social and economic performance that keeps us at the leading edge of Sustainable Development in our industry.

We recognise that our activities have a direct impact on people and both the natural and built environment. We therefore seek to reduce and manage adverse impacts whilst recognising and encouraging the positive opportunities that enable us to adopt and promote the concepts of sustainability.

We will expect contractors to demonstrate that they have the skills, resources and commitment to work with us to develop and deliver more sustainable solutions.

13. Additional Site Specific Information

13.1 Schedule of Site Hazards

Refer to relevant property / centre manager.

13.2 Relevant Risk Assessments

Contractors who are likely to work in 'open air' environments are reminded of the hazards associated with exposure to the sun. Lambert Smith Hampton expects contractors to make an assessment of such risks and to establish and enforce related control measures.

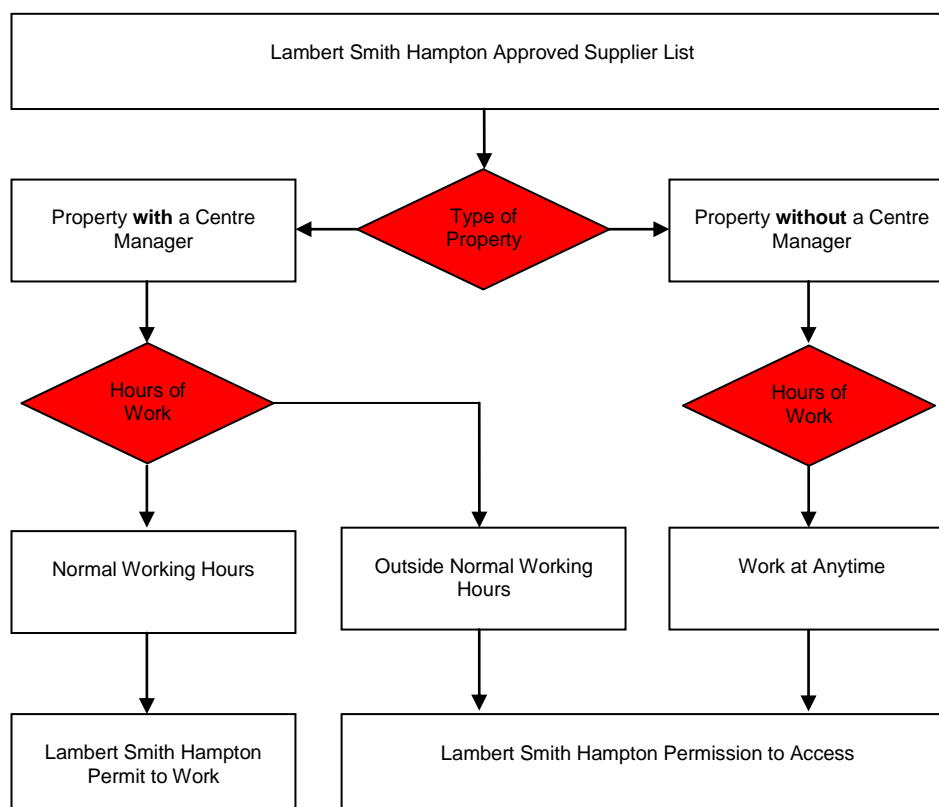
13.3 Permit to Work Arrangements

Lambert Smith Hampton operates its own permit to work system on its sites with a Centre Manager / suitable representative onsite (during normal working hours). The activities this applies to are:

- Hot Works (all)
- Roof Work (unprotected areas / higher risk areas as defined in a roof risk assessment)
- Electrical Work (intrusive work)

If you are conducting such activities during these times, you must report to the Centre Manager onsite (or other relevant representative onsite) and obtain a relevant permit-to-work as necessary.

For properties with a representative onsite (but for work out of hours) and for properties without a representative onsite, the contractor is responsible for implementing a permit to work system themselves as part of the work. Lambert Smith Hampton will implement a Permission to Access Permit in these cases. Without this document in place in these situations, a contractor is not permitted to carry out works.



The above flow chart details the process to follow for high risk activities to take place.

Where permit to work arrangements are relevant and in place it is the contractor's responsibility to ensure that the agreed procedures are followed and a safe system of work is maintained at all times.

Permits are required for the following operations:

- Hot Works
- Working at Height
- Work on energised equipment

13.4 Emergency Arrangements

Refer to relevant property manager / surveyor / centre manager for specific local arrangements.

13.5 Site Rules

As a minimum, the following rules to be adhered to at all times:

General

1. Information relating to the work being undertaken is strictly confidential and documents, records and drawings etc. must not be removed from premises or communicated to persons other than those directly involved in delivery of the works without prior permission from Lambert Smith Hampton.
2. Lambert Smith Hampton are to be informed of all persons under the contractor's control who are considered to be apprentices or trainees, including work experience placements, and of all personnel less than sixteen years of age.
3. The use of audio entertainment devices including those designed for personal use, and those fitted to vehicles are not permitted.
4. Landline telephones cannot be used without permission from Lambert Smith Hampton.
5. Photography of any kind is not permitted.
6. With the exception of guide dogs, pets and animals are not permitted on site.

Behaviour

7. All activities are to be undertaken in a professional and courteous manner; do not indulge in horseplay.
8. Written, spoken or implied abuse by anyone to anyone will not be tolerated.
9. The policy of equality, regardless of colour, race, gender, sexual orientation, creed, disability, ill health or age is to be adopted.
10. Always wear the PPE defined by the task risk assessment
11. Ensure YOU know the emergency evacuation procedure and where the assembly points are.
12. Report all accidents and incidents, however trivial, to Lambert Smith Hampton.
13. Fires shall not be lit on site, whatever the circumstances.
14. The results of risk assessments, the control measures and any subsequent method statements are to be briefed to those involved in the relevant work activity
15. Relevant 'Tool Box Talks' are to be briefed on a monthly basis.
16. Do not attempt to lift any load which is too heavy for you. Get help.

Drugs and Alcohol

17. Smoking is only permitted in designated smoking areas. If no such facility is provided, then smoking is not permitted.
18. Possession of recreational drugs and solvents or alcohol on site is not permitted.
19. No one is to report for duty or be on duty in an unfit state due to the use of alcohol, drugs or solvents.
20. Diabetics, asthma, epilepsy sufferers and persons using drugs for medication are required to report their condition to their managers to allow suitable work to be allocated. This information will be treated confidentially.

Welfare and Housekeeping

21. Keep welfare facilities clean and tidy.
22. Consumption of food on site is prohibited, except within the offices and welfare facilities
23. Where a property operates a waste-recycling scheme, waste is to be segregated into separate bins / skips. Any company or person found abusing the system liable to disciplinary action.
24. Keep your workplace tidy and do not leave materials or equipment where people can fall over them.
25. Store flammable liquids separately from general stores.

Plant, Equipment and Tools

26. Under no circumstance is any person to interfere with, misuse, abuse or damage:
 - any item of plant or equipment provided for the Health, Safety and Welfare of site personnel
 - work equipment
 - welfare facilities
27. Faults with any plant, machinery or working areas must be reported to Lambert Smith Hampton immediately.
28. Plant and equipment is only to be operated by trained, competent, qualified personnel aged 18 or over.

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29. Fuel and oil spillage's are to be reported and cleaned up as soon as practicably possible. Know where the emergency spillage kit is located.
30. All portable tools and temporary lighting must be 110v max. No dual voltage generators are allowed on site.
31. Scaffolds and mobile alloy towers are only to be erected and altered by trained persons.