

HERITAGE MANAGEMENT LIMITED

CONTRACTORS CODE OF PRACTICE

Introduction

Anyone carrying out contracted work instructed by Heritage Management Limited [Heritage] for and on behalf of the client is regarded as a Contractor.

This Code of Practice forms part of the agreement between Heritage and the Contractor for works or services carried out on behalf of Heritage for clients. Any questions that the Contractor may have with regards to the requirements contained within this Code of Practice should be addressed with the Heritage representative responsible for the award of the works or management of the contract. Contractors are only approved to work with Heritage on the condition that they have read, and agree to abide by, this Code of Practice.

Whilst this Code is intended to achieve best working practices, it does not cover every aspect. Heritage cannot accept any responsibility if any matter is omitted. The standards contained within this Code are general standards required of all Contractors. More specific requirements may be included in the works order or contract, which will then take precedence.

Contractors must only carry out works instructed by Heritage. Works instructed by any other party may not be approved for payment.

1.0 Health and Safety

- Contractors are required, as necessary to comply with the general requirements of The Health and Safety at Work etc Act 1974, The Management of Health and Safety at Work Regulations 1999 and all other relevant statutory requirements applicable to their undertaking whilst working on behalf of Heritage.
- Contractors may be required to produce copies of relevant health and safety policies, procedures and insurances prior to conducting works and on request as well as produce risk assessments/method statements.
- Contractors may be required to attend pre-start meetings and any other meetings throughout the duration of the contract as indicated by Heritage for health and safety purposes.
- Contractors are required to conduct their work paying due regard to all health and safety site rules, restrictions and requirements of Heritage whilst working.
- Contractors carrying out works at height are required to comply with the requirements of the Work at Height Regulations and must produce a method statement prior to commencing work on site.

2.0 Access to Site & Work Area

- Before commencement on site of works taking more than 1 day, contractors are required to agree with a Heritage representative, local procedures for notifying of arrival and leaving of site by all the Contractors operatives. Where required, contractor's employees will wear identity badges or be able to provide company identification whilst working on site.
- Contractors will be required to work during normal operating hours unless works are required to be carried out outside of normal hours, during equipment or facility shutdown periods or for emergency repairs. Working times other than normal operating hours must be agreed with the Heritage representative.
- Whenever practicable, Contractors are expected to cordon off their work area(s) and indicate with suitable signs and notices that this is out of bounds to residents and visitors. Contractors are responsible for ensuring that signs and notices are removed on completion of the work.
- All Contractors' equipment should either be removed from site or secured overnight in an area agreed by Heritage to prevent unauthorised use.

- Any damage occasioned to land or building caused by carrying out works must be made good immediately to the reasonable satisfaction of Heritage.

3.0 Access Arrangements

- Before commencement on site, Contractors should make themselves aware of all local site rules concerning work on site and ensure that all operatives are briefed accordingly.
- Local site rules may be in effect for:

Access and security	Authorised areas
Permit to work situations	Vehicle parking and deliveries
Use of tools and equipment	Smoking
Emergency procedures (e.g. evacuation)	
- When resident's refuses access the Contractor must inform Heritage representative immediately. Any complaint arising from a dispute in any form, between the resident and Contractor, must be referred to the Heritage representative immediately. Details of all local site rules should be discussed and agreed with Heritage.

4.0 Rules of the Roof

- All contractors working on or accessing roof areas are required to follow the rules of the roof attached to the end of this code of conduct.

5.0 Fire and Emergency

- Contractors must ensure that they are fully conversant with the local fire and emergency procedures in the area they are working. This will include knowing the nearest escape routes from the building, knowing the location of the assembly areas and how to raise the alarm in an emergency.
- Contractors must comply with local site rules regarding smoking, hot / burning works, storage of flammable materials.

6.0 First Aid

- Contractors should have access to adequate first aid provision at all times.

7.0 Accident Reporting

- All workplace accidents which occur on the premises must be reported to the Heritage representative as soon as is practicable. The Contractor is responsible for ensuring that all workplace accidents are recorded and that any notifiable accidents Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) are reported to the relevant enforcement authority. Heritage must be notified of all reportable accidents.

8.0 Tools and Equipment

- During the course of the work the Contractor's staff are expected to use their own tools and equipment. Whenever practicable portable power tools must be either 110volt or battery operated. When other 240-volt equipment is used, then a residual current detector (RCD) should be used. All tools and equipment bought onto site must be safe, adequately maintained and remain in a condition 'fit for purpose'. All persons using such tools and equipment must be competent to do so.
- All tools and equipment, which require independent testing etc, must be provided with relevant test certificates etc. All tools and equipment, when not in use, must be stored safely. All tools and equipment, when in use, should be used in a manner which will not place the user or any other person at risk.

9.0 Substances Hazardous to Health (COSHH)

- All hazardous substances for use on site must be used in accordance with manufacturers and supplier's health and safety information. Substances, which are likely to give rise to risk to Heritage employees, residents or visitors, cause offensive odours or require temporary evacuation of the working areas must be notified to Heritage before being brought onto site. All substances must be stored safely whilst on site or in an area agreed by Heritage and at the end of each working day removed from site.

10.0 Asbestos

- The communal areas of all estates managed by Heritage have been surveyed for asbestos (unless the property was built after 1999) and a full report and register is available on request and provided with all work order instructions. Contractors must ensure they have read the register, are aware of the location of asbestos (if appropriate) and take reasonable steps in accordance with Control of Asbestos Regulations whilst working in areas where asbestos is present.

11.0 Waste Removal

- Contractors must ensure that working areas remain tidy and clear of excessive waste materials, so far as is practicable.
- All waste materials/rubbish should be removed regularly, preferably daily. All waste materials/rubbish must be removed from site, to a registered tip, on completion of the works. Rubbish should never be left in such a way as to cause danger to residents, some of whom may be visually impaired or frail. Under no circumstances is Contractor’s waste to be placed in client’s waste skips or refuse containers.

12.0 Alcohol and Drugs

- Contractors must take all reasonable steps and measures to ensure that operatives are not allowed to work on site under the influence of alcohol or drugs (excluding prescribed medication – if safe to work). Any persons found on site under the influence of alcohol or drugs will be removed from site.

13.0 Dress Code

- All Contractors are required to dress in an appropriate manner for their work and the premises in which they are working. Personal Protective Clothing provided by the Contractor, must be worn at all times, as required.

14.0 Personal Behaviour

- Contractors are required to conduct themselves in a professional and civil manner at all times whilst on site. Foul and abusive language, tomfoolery, horseplay, sexual and racial discrimination will not be tolerated.
- The use of radios will only be permitted where permission is expressly given by the Heritage representative.

15.0 Data Protection

- Heritage is registered under the Data Protection Act and is fully compliant with GDPR (General Data Protection Regulations). It is assumed that all qualifying contractors are also registered under the Data Protection Act and comply fully with GDPR regulations and procedures.

UNDERTAKING BY THE CONTRACTOR

I/we hereby confirm that I/we (including all operatives and subcontractors) have read and agree to abide by this Code of Practice and certify that I have the authority to make this undertaking on behalf of the Company.

Company Name: _____

Signed: _____ **Date:** _____

Print Name: _____ **Position:** _____