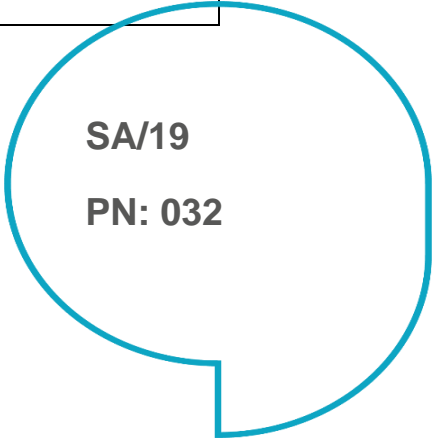


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Contractor Code of Conduct

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Purpose

To ensure contractors and sub-contractors working on behalf of ateb Group, work safely in line with ateb Group’s policies, procedures and guidance, legislation and best practice to protect the interests of ateb Group’s staff, customers and the public, and also to protect those who deliver services on behalf of the ‘Group’.

Scope

This procedure applies to all contracting companies and sub-contractors who work on behalf of ateb Group and its staff. Contractors may be required to carry out work on properties ranging from minor repairs and adaptations to major improvements and can take place while occupied. Other works consists of development works, maintenance, and landlord safety compliance works. The information in the procedure explains the standards, behaviour and actions that contractors are expected to follow. Failure to do so could result in their removal as an approved contractor.

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The ateb Group representative will organise a meeting with the contract company to discuss the items on the attached check-sheet. By completion of the check-sheet, it is intended that the ateb Group representative will identify any gaps in the contract company knowledge on the rules and policies. This meeting must be attended by:-

- Ateb Group representative or ateb Group Health & Safety advisor
- Contractor Manager or Contractor Health & Safety Advisor

Definitions

For the purpose of this code of conduct, the definition of ‘contractors and sub-contractors working on behalf of ateb Group shall also include ateb Group’s Trades Team Operatives. With regards to the working practices of ateb Group’s Trades Team Operatives, the ‘contract company (contractor)’ will be ateb Group.

Responsibilities

Chief Executive

The Chief Executive shall be responsible for the overall implementation of the contractor code of conduct by ensuring adequate resources are made available to both develop and implement this Procedure by delegation of duties.

Executive Directors

Shall be responsible for delegating the responsibility for carrying out Contractor audits to all project officers in line with the Contractor Management Procedure.

Also, ensuring time, resources and, where necessary, budget is allocated to ensure that contractor management is carried out in line with legislation.

Line Managers (and Project Representatives)

To ensure contractor checks are carried out by the project representative prior to the contractor works to ensure an understanding of ateb Group’s expectations.

Health and Safety Adviser

Shall offer support where needed around Contractor audits, creation and implementation of an audit schedule and a tracker to close outstanding items off.

Employees

- If required to act as ateb Group’s representative within the check sheet, ensure the check sheet is complete, the contractor understands their expectations, and the check sheet is signed by all parties.

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Contractors

- The Contractor will, with due diligence and in a good work person-like manner, carry out and complete works to the satisfaction of ateb Group and their customers.
- Ateb Group reserves the right to withhold payment from invoices should defects become apparent later, or to give the Contractor the option of remedying those defects him/herself.
- Any damage caused by the Contractor to the premises or contents is to be reinstated or made good at the Contractors expense.
- No contractor employed on works shall trespass upon adjoining properties. If it is necessary to carry out works from adjoining owners' properties, then proper notices should be given and permission sought.

Procedure

The ateb Group representative is to complete the below checklist with the contractor to ensure the contractor understands their roles and responsibilities while working on behalf of ateb Group.

By signing below, you are acknowledging your roles and responsibilities when working on behalf of ateb Group. Any concerns or if you need more information, please contact your ateb Group representative or the Customer Services Team.

The contractor will comply with all legislation relevant from the topics below. Tick all that apply to the contractors' work and sign below:

Name	Position	Company	Sign

Topic	Expectation	Applicable to activity ✓ / X	
		Y	N
H&S goals and targets	Communicate the H&S targets for Zero incidents and Zero injuries.		

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<p>Accident & Incident reporting & Investigation</p>	<ul style="list-style-type: none"> Contractors must report all accidents, incidents and near misses to their employers and to the company's site management immediately to enable an entry to be made in the Accident Book held on site. Contractor's must also notify the ateb Group Health and Safety Advisor of any accidents, incidents or near misses that occur. In the event of an occurrence covered under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, the Contractor shall report the occurrence to the Incident Contact Centre (Tel. No. 0845 300 9923) or the local office of the Health and Safety Executive (or enforcing authority) using form F2508 with copies submitted to the company at the same time. 		
<p>Access arrangements</p>	<ul style="list-style-type: none"> Contractors must always follow instructions concerning access arrangements on the work order, or those given verbally by staff where a confirmation order is to follow. Where a telephone number has been provided for access, the Contractor must telephone to make an appointment before visiting the property. Cold calling is not acceptable. Where a written appointment is required, arrangements should be made to provide sufficient time for the letter to give the customer at least 24 hours advance notice. Identification cards showing the name of the operative, the company they work for, and the operatives photograph MUST be shown to customers on each visit to an ateb Group's property and these should be worn if practical. The ID will have an expiry date and Contractors are expected to ensure that any operative leaving their employment returns the card. Access to carry out a repair may be refused if identification is not shown. The Contractor should give at least 24 hours' notice when he/she is unable to keep an appointment. ateb Group reserves the right to recover reasonable customer's expenses from Contractors who fail to keep an appointment without good reason. Contractors should notify ateb Group staff immediately if a customer refuses access to carry out work or fails to keep an appointment. <p>Keys / Access codes</p> <ul style="list-style-type: none"> When instructed to do so, Contractors must collect keys on an agreed date, time and collection point Contractors will be required to sign for the receipt of keys. Security of the property will be the responsibility of the Contractor from the time keys are issued until the time they are returned to ateb Group staff. <p>If given access codes, Contractors must treat these with confidentiality</p>		
<p>Asbestos</p>	<ul style="list-style-type: none"> ateb Group considers that all asbestos is potentially dangerous and that there is no safe limit of exposure. Contractors must familiarise themselves with the information 		

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	<p>sent to them of those ateb Group's properties where asbestos is known or presumed to be present.</p> <ul style="list-style-type: none"> Asbestos must not be used by any contractor for work to any ateb Group property. If any asbestos is found during the course of work, contractors must STOP WORK and contact ateb Group immediately. Appropriate arrangements will then be made. All contractors must hold in-date Asbestos Awareness training records. If contractors are employed to work with asbestos, they must hold relevant asbestos qualifications appropriate to the type of asbestos work they do. 		
CDM 2015	<ul style="list-style-type: none"> Contractors will be expected to demonstrate they have the knowledge skills and experience necessary to carry out the work that has been allocated and will be expected to collaborate with ateb Group in all aspects of CDM 2015 requirements. Any arrangement by ateb Group to use a contractor will result in the creation of a network of statutory health and safety duties. The CDM Regulations bring responsibilities to all those involved in the CDM process, i.e., clients, principal designer, contractors, and all others involved in the chain. There is a need for all work undertaken by contractors to complete a Point of Work Risk Assessment (POWRA) before undertaking any work activity. <p>The Construction Phase Health and Safety Plan and Health and Safety File Contractors have a duty to provide information to the Group about the following health and safety matters: -</p> <ul style="list-style-type: none"> The risks to health and safety arising from their activities and how they are controlled, including details of any proposed changes to work practices, which might affect approved Method Statements and the Health and Safety Plan. Construction/installation activities, which may affect others carrying out future maintenance or alteration/demolition of the building/structure. A health and safety plan must be prepared consisting of both the pre-tender and the construction phase plan. Alongside this a health and safety file must also be prepared for the requirements of future construction work. 		
Collusive Tendering	No Contractor shall collude with another in the pricing of any work or tender.		
Conduct with customers	<p>Attitude to Customers</p> <ul style="list-style-type: none"> All contractors must treat customer's names, telephone numbers, etc., as confidential. There is a duty on contractors to ensure that customer data is kept safe. If they lose / misplace customer data, the contractor(s) need to inform ateb Group immediately. Also, once the contractor(s) finish the job, they should securely dispose of any paperwork with customer information on it. In no circumstances should any information whatsoever regarding customers' circumstances, lifestyles, health, personal details, etc., be disclosed to a third party. 		

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	<ul style="list-style-type: none"> • Contractors must show proper due respect to customer's by ensuring that: <ul style="list-style-type: none"> - Neither their language, behaviour nor appearance is inappropriate or offensive. - They do not play radios or CD players in or around occupied properties. - They limit the use of mobile phones to work related issues whilst in or around occupied properties and where necessary, explain to the customer and take the call outside. - They do not smoke in any property. - They are sensitive to different cultural needs. • Contractors must not use any of the customer's equipment, their telephone or their gas or electricity without first asking permission. • Contractors must not remove or move the customers' personal belongings, unless it is necessary to do so, and permission is given by the customer. In these cases, items should be put back on completion. • Customer(s) should be politely asked to move their own floor coverings, furniture etc., as necessary to provide access to enable work to be undertaken. Where the customer is unable to move items themselves the Contractor shall be responsible for the careful removal of floor coverings, furniture, etc., as necessary to enable them to carry out the work required, and these items should be put back on completion. The Contractor shall be responsible for compensation for any damage caused to property belonging either to the customer or ateb Group. In the case of foam backed carpets or other floor coverings or belongings, which the Contractor has reason to believe may be liable to damage if lifted or removed, the Contractor should bring this to the attention of the customer and ateb Group. • Clean dust sheets, over shoes and other protection must be used as necessary. • During the course of the works, the Contractor must ensure: <ul style="list-style-type: none"> - Customers are kept informed of the nature and progress of works they are undertaking in their home. - Minimum inconvenience to customers and, as far as possible, maintenance of a clean working environment. - Care is taken with tools and materials, especially if there are children present or they are working in Supported Housing. • If work cannot be completed in a single visit the Contractor must ensure that: <ul style="list-style-type: none"> - It is carefully explained to the customer why the work was unable to be completed in one visit and a revised completion date agreed before leaving the property - The area is left in a safe manner - The area of work is left in as clean and tidy state as possible. - The customer has use of the basic services. - The customer is warned of any potential risks. The work area must never be left in an unsafe condition. 		
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	<ul style="list-style-type: none"> As soon as work is completed, all debris should be cleared away and removed from site and the area of work left in a clean, tidy and safe state. Be careful about security and follow any particular instructions given by the customers about security measures. For example, do not leave the entrance door to the property open while returning to a vehicle for equipment. 		
Confined Spaces	<ul style="list-style-type: none"> The contractor is required to identify and assess all potential risks to their employees and so far as is reasonably practicable; provide a safe working environment prior to entry. Ensure the following are in place before entry, a valid Permit, Standby Man, Rescue Plan and a Risk Assessed Method Statement. A Rescue Plan must be developed by the contractor. Ateb Group must be given a copy of the rescue plan & kept informed of any Confined Space work. No gas cylinders are to be used or stored within a confined space. Where hot work is being carried out in a confined space, ensure continuous gas monitoring is carried out. 		
Consultation & communication	Contractors are required to co-operate with ateb Group to ensure effective lines of communication remain open to ensure that personnel are able to express their views on health and safety matters.		
COSHH	<ul style="list-style-type: none"> All contractors must ensure that their workforce is trained and informed on all aspects of the use and control of hazardous substances and all appropriate records must be maintained. Where work conditions result in the exposure to biological hazards, e.g., Weil's disease, Blood borne disease, Needlestick injuries etc, suitable precautions shall be taken When required the contractor must supply all necessary personal protective equipment for his/her employees to comply with the control measures for hazardous substances. The contractor shall provide any control measures he/she deems necessary for the health, safety and welfare of personnel. The contractor shall also provide to their employees or anyone else who may be affected by such activity, the necessary instruction and training on the hazards of the materials and the precautions to be used 		
Covid-19	<ul style="list-style-type: none"> Contractors are to ensure that information, instruction and training and risk assessments are given to their employees and subcontractors on Covid-19. If workers display signs or symptoms of covid 19, they should not attempt to go to work, they must be advised to:- stay home, book a PCR test, isolate for the recommended number of days, and contact their Line Manager. <p>Workplace testing Although not mandatory, all contractors and their employees are encouraged to take part in the Governments workplace testing scheme.</p>		
Drugs & Alcohol	Possession or use of alcohol, illegal drugs, or controlled substances is not permitted on ateb Group premises, sites or customers' homes. Reporting to perform work on-site while		

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	under the influence of alcohol or a controlled substance will be cause for removal from the premises. Contractors are required to implement and reinforce this policy with their employees.		
DSE	All DSE equipment will be used in line with the PUWER regs. A DSE user will be given training and information to be able to use the equipment in a safe manner.		
Electrical Safety	All electrical equipment to be kept in good condition, a pre-user check to be carried out and be PAT tested have a valid tag with re-test date. Sockets are not to be overloaded.		
Emergency Procedures	The contractor shall ensure the emergency procedures are communicated to all workers and available at any time. When mustering ensure the job is left safe where possible and proceed to the muster point. Emergency services contact information is available. First aid cover to be provided on construction sites.		
Equality & Diversity	<ul style="list-style-type: none"> • The Contractor will comply with all relevant Equal Opportunity legislation. • The Contractor will not discriminate against customers, their visitors or ateb Group staff or give them less favourable treatment on any grounds including their disability, age, race, colour, ethnic origin, nationality, religion or belief, gender, appearance, sexuality and gender identity/reassignment, HIV status, marital or parental status, pregnancy or caring responsibilities or through financial exclusion. • Contractors working for or contracting with ateb Group are required to demonstrate that they have their own appropriate equal opportunity policies and practices in place or agree to adhere to ateb Group's Equal Opportunities and Diversity Policy, a copy of which is included with this package. • The contractor must complete our annual survey on compliance when requested. • The contractor will attend any workshops arranged by ateb Group. 		
Safeguarding	<ul style="list-style-type: none"> • The Contractor will comply with ateb Group's Safeguarding Adults and Children Policy and Procedure • Be alert to the signs of abuse and share any concerns with the relevant member of staff in ateb. • Report any immediate safety risks to the relevant local authority Safeguarding Team or police 		
Excavations	Any Contractor undertaking any excavation or ground penetration must have ateb Group authority and conducted service checks prior to commence work and supply ateb Group with copies of risk assessed method statements and any other relevant documentation.		
Fire Safety	<ul style="list-style-type: none"> • Maintain passive fire precautions (alarms and detectors) effectively. • Replace All fire stopping on completion of works • Ensure that when carrying out 'hot works', they are managed and supervised to prevent inadvertent or unexpected breaches of fire safety or increased risk of fire by their activities. • Keep sources of ignition and sources of fuel separated. • Inform and liaise with customers to ensure fire risk is minimised. 		

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	<ul style="list-style-type: none"> All contractors to issue self-certification information to ateb Group at the completion of all work undertaken on building fabric fire stopping and compartmentation work and records kept by the contractors which will be reviewed as part of department contractor review meetings. 		
First Aid	<ul style="list-style-type: none"> All contractors will be responsible for their own first aid arrangements and training. All contractors are responsible for protecting themselves against infectious diseases whilst working within ateb Group's properties. 		
Gas Cylinders / Torches	<ul style="list-style-type: none"> All cylinders must be secured in an upright position with either chains and/or wire hawsers. Flash back arrestors and regulators must be in good condition and in compliance with inspection and test requirements. Hoses must be checked prior to use and disposed of if in poor condition. 		
GDPR	<ul style="list-style-type: none"> ateb Group recognises that, in order for contractors to deliver services on our behalf they must be provided with relevant information about both the property and the household. To do this, ateb Group is required to provide contractors with personal and sensitive data on behalf of customers. ateb Group is committed to adhering to the data protection principles as set out in GDPR, particularly when passing data to external services and organisations. We expect all contractors to be familiar with GDPR and to have appropriate measures in place when receiving, storing or passing personal and sensitive data on behalf of customers. We also expect contractors to have appropriate measures in place for disposing of customers' personal data when this is no longer required. Should contractors need to take photographs at a customer's property, they must first obtain permission to do so and ensure these are stored and used in line with GDPR protection principles. We understand that contractors may witness and hear things while carrying out work in and around a property. We expect contractors to never discuss, or pass on details of, anything they witness or overhear while at a customers' property. 		
Harassment	Contractors must not engage in any form of harassment of customers, their visitors or ateb Group's staff, any incidents must be reported and investigated sensitively and in a timely manner.		
HAVS	The contractor will demonstrate a suitable monitoring process to protect their workers from HAVS and include adequate controls in risk assessments.		
Hot Work	All hot work activities with naked flame to be enclosed within a fireproof hide i.e. Grinding / burning / welding. Correct PPE for the task to be worn and Permit stipulations followed.		
Housekeeping	The contractor will be expected to exercise good housekeeping practices; clearing up is an on-going part of the job. Correct waste segregation is important. Oily rags or other combustible materials should never be left on or near live equipment and machinery.		

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Lobbying	No Contractor shall lobby or canvas a Board member or an employee of ateb Group in an endeavour to obtain work or contracts.		
LOLER	<ul style="list-style-type: none"> Lifting Operations to be properly planned and organised by a competent appointed person. Lifting Equipment & accessories must be inspected, tested and tagged at a maximum of every six months. The weight of the lift must not exceed the Safe Working Load of the equipment. <p>Cranes</p> <ul style="list-style-type: none"> A Lift Plan and RAMS is required for every lifting activity. Avoid lifting over occupied property. Barriers must be utilized to alert persons who may be endangered by such work. Do not stand under a load or other lifting appliance. Cranes to have a record of thorough examination and pre-user inspection. 		
Lone working	The contractor shall be responsible for risk assessing lone workers and supplying them with adequate controls to work safely when alone.		
Manual Handling	The contractor must assess all their tasks to ensure compliance with the manual handling regulations. Training records to be retained for review when necessary.		
Noise	Contractors are required to make noise assessments where appropriate. Where possible noise levels should be reduced at source by the careful selection of plant, etc. and where this is not practicable, acoustic screens and the suitable hearing protection must be provided, worn correctly and training given.		
Permit to Work	ateb Group expects the contractor to communicate to its work force that all workers must read and sign onto the relevant permit. Nominated supervisors shall be trained on the administration and requirements of the permit system and shall be competent to accept permits.		
Pneumatic tools	The contractor must communicate its Pneumatic tools policy & procedure including the colour of hoses, type of connection fittings used and use of whip checks to its workers and ateb Group if asked.		
POWRA	The contractor to check that all their workers are completing their POWRA (Point Of Work Risk Assessment) at the start of their work activities.		
PPE	<ul style="list-style-type: none"> The contractor shall comply with the company's policy for the wearing of safety helmets, high visibility vests and protective footwear to the current standards. The contractor is responsible for issuing his/her employees with personal protective equipment relevant to their work and ensuring that the equipment is worn as necessary for their personal safety alongside legislative necessity. Other PPE appropriate to the work upon which workers are engaged, e.g., eye protection, respirators, gloves and full body harness, shall be provided by the Subcontractor to the appropriate British Standards and training given for use and maintenance. 		

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PUWER	Pre-user checks to be completed on all equipment as per manufacturer's guidelines. Faults to be immediately reported to supervision and equipment taken out of service, repaired or replaced where necessary.		
Risk assessment	All risk assessments must identify the significant hazards and put control measures in place to minimise risks to the workers, sub-contractors, visitors and the public. Risk assessments must be read and understood by all workers and available upon request.		
RPE	If wearing RPE (Respiratory Protective Equipment) you must be trained and hold valid certificate / face fit test.		
Smoking	Smoking is prohibited inside ateb Group buildings, sites and customers' premises and must be conducted in designated smoke areas only.		
Vehicles	<ul style="list-style-type: none"> • Licences must be valid for the type of vehicle being used. • Plant operators must have a valid license / competency for the equipment used. • All keys of plant and machinery must be removed when not in use. • All signs and speed limits must be obeyed. • Drive in accordance with the highway code. 		
Waste	The contractor waste management plan must be available upon request. Contractors that normally and regularly transport waste must be registered as a waste carrier with Natural Resources Wales and provide proof of registration on request.		
Welfare	Welfare facilities will be provided on construction sites by the contractor when work commences. Facilities must be kept in a clean and habitable state at all times.		
Work at height	<p>For any work at height the worker must be trained and competent. A POWRA must be completed for any work at height. Safety harness and fall restraints that are worn must be as per operating instructions. All activities requiring the use of a harness and lanyard must have an Emergency Rescue Plan available and certified for use.</p> <p>Ladders</p> <ul style="list-style-type: none"> • Must be in good condition • Positioned in a 4:1 ratio wherever practicable • Exceed the work platform by 1 metre • Lashed and / or footed securely before use <p>Scaffolding</p> <ul style="list-style-type: none"> • Where a contractor provides his own scaffolding for the sole use of his employees, the responsibility for ensuring its safety rests with the contractor • Any contractor who utilises a scaffold erected for common use must, prior to use by his employees, inspect the scaffold at regular intervals (7 days) including before first use to ensure that it is safe and suitable and after any modifications or collisions with the scaffolding. Where any defects are found, these should immediately be reported and put right. 		
Work equipment, plant, machinery & materials	<ul style="list-style-type: none"> • All contractors' materials, plant, equipment and machinery used on ateb Group's work must comply with manufacturer specification or, if none is specified, be the most suitable materials, plant, equipment or machinery reasonably 		

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	<p>obtainable. Where a British Standard applies, then material, plant, equipment or machinery must meet with the latest revised Standard.</p> <ul style="list-style-type: none"> • All mechanical plant and equipment used by contractors on sites must be in good working order and be regularly inspected with appropriate records retained to comply with the relevant statutory requirements. • All plant and equipment must be operated by competent persons and be fitted with fire extinguishers where appropriate. • Dangerous parts of machinery must be securely fenced. <p>MEWPS</p> <ul style="list-style-type: none"> • Contractors who use mobile elevating work platforms (MEWPs) must ensure the equipment is suitable for the purpose and is operated only by persons who hold a certificate of training. The short instruction given by suppliers when the MEWP is delivered is not considered satisfactory on its own. • Full body harness must be worn in all MEWPs and secured to a suitable anchorage point on the carrier to prevent falls. 		
Young or vulnerable workers	<ul style="list-style-type: none"> • All persons working on projects who are under the age 18 must have a risk assessment carried out upon them before commencement of any work and a copy must be provided for the site file. Consideration must always be given to their inexperience and maturity and supervision must always be ensured. Lone working is not an option and contractors must make provisions to ensure young persons are managed in a safe and effective manner. • No person under the age of 18 is allowed to drive or operate any mechanical vehicle or plant unless being trained under the full-time supervision of a competent person. 		
Documentation	<p>The contractor will submit all relevant documentation for review before commencing any work. Documentation may include but is not limited to:</p> <ul style="list-style-type: none"> • Copy of the Contractors Health, Safety and Welfare Policy which must be signed and dated by the person with ultimate control of the business. • Copies of safe working procedures and / or method statements. • Copies of risk assessments detailing the risks to health and safety to all persons that could be affected by their work and adequate controls to be implemented to minimise risk. • Details of arrangements for the effective planning, organisation, control, monitoring and review of preventative and protective measures. • Management and selection of sub-contractors' procedure (if applicable). • Noise / HAV's assessments. • COSHH assessments. • Name and designated authority of the person responsible for health and safety within the contracting organisation. 		

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	<ul style="list-style-type: none"> • Copy of employers Liability Insurance and Public Liability insurance. 		
Induction	All site workers must have site induction training supplied by the contractor and deemed fit for work before work commencement.		
Insurance	<p>All contractors employed by ateb Group must maintain:</p> <ul style="list-style-type: none"> • £5 million Public Liability Insurance cover. • £5 million Employers Liability Insurance cover (where staff are employed). <p>All contractors should provide copies of their insurance policies as part of the approval process, and annually thereafter, for the time they are working for or contracting with ateb Group.</p>		
H&S inspections	You will be required to provide a health and safety inspection monthly. Ateb Group (or advisors working on behalf of ateb Group) will also carry out health and safety inspections at regular intervals where observations will be discussed with the contracting company.		
Pre-start meetings	<ul style="list-style-type: none"> • Contractors and sub-contractors will be required to attend a pre-start meeting to discuss the risks and necessary measures, which need to be implemented to reduce and control risks to workers and others. Thereafter regular meetings on site or virtually during the construction works will also be held to review the contractor's performance to the required standards. • Contractors may be required to hold their own meetings to discuss and review health and safety matters relevant to their operations 		
Response times	<ul style="list-style-type: none"> • The Contractor should carry out and ensure completion of any works in reasonable time in relation to the size and nature of the particular job and in accordance with the relevant contract specifications. • ateb Group has defined response times by repair / adaptation type. A copy of repair priorities issued to customers is included in this package. • The repair or works order will not always indicate the correct required response time and target completion date. • ateb Group expects contractors to complete 100% of orders within the required response time and must aim to attend and make safe/provide temporary heating for 100% of emergency orders within 24 hours. 		
Scope of works	<ul style="list-style-type: none"> • Only the works detailed on the official order or specification are to be undertaken. Any additional works carried out without authorisation will be at the Contractors own expense. • Should it become apparent that further or additional works are required; the Contractor must report this to the appropriate member of ateb Group staff and await further instruction • ateb Group reserves the right to withhold payment from invoices should defect become apparent later, or to give the Contractor the option of remedying those defects him/herself. • The Contractor should at all times keep a competent and as appropriate, qualified person in charge of all works, and any instructions given to him/her by ateb Group shall be deemed to have been issued to the Contractor. 		

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	<ul style="list-style-type: none"> Any damage caused by the Contractor to the premises or contents is to be reinstated or made good at the Contractors expense. No contractor employed on works shall trespass upon adjoining properties. If it is necessary to carry out works from adjoining owners' properties, then proper notices should be given and permission sought. The Contractor should not discuss the apparent need for further or additional works with the customer, except in circumstances affecting their immediate health and safety. If further works are agreed, this will then be confirmed in writing to the Contractor. ateb Group will determine whether additional works are necessary and/or urgent. Where emergency out of hours work is requested, then only the minimum amount of work needs to be carried out at this time to prevent further deterioration, make safe and/or restore services. 		
Sub-Contracting	The main Contractor will be responsible as far as practicable for compliance with this Code by any sub-contractor. ateb Group will treat a breach of this Code by a sub-contractor as if it were a breach by the main contractor.		
Supervision	Supervisors to lead daily pre-task safety briefings with their workers, identifying hazards involved in the task and encourage workers to speak up if something doesn't feel right and ask questions.		
Support facilities	Contractors, where appropriate, must satisfy ateb Group that they have sufficient resources to enable them to execute any works or contract.		
Training	<ul style="list-style-type: none"> The contractor shall ensure that his/her employees are competent in the job they are designated to perform. They must be provided with the necessary skills, knowledge and training to carry out their work. Training records are to be supplied of individuals prior to commencement of works. 		
Quotations	From time to time, competitive quotations may be requested for specified works. Details regarding the procedure for returning quotations will be given at the time the request is made. Contractors will be expected to respond promptly and advise ateb Group if they do not want to price for the work		
Disputes	Contractors should advice ateb Group immediately of any dispute or complaint that arises during the course of the work.		

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Review

Annual Review or in line with legislation changes

Related Documents or Supported Guidance

Contractor Management Procedure

CDM Procedure