

The Scottish Ambulance Service



Policy and Procedure for Management of Contractors

Review History

Issue No	Reason for Review and brief description of changes made	Effective Date
1	Initial issue:	Sept 2013
2	Reviewed September 2015: Changes to CDM Legislation 2015	Sept 2015
3	Reviewed: Update to processes.	August 2017
4	Reviewed – No Changes	October 2019

Owner: L. McAffer	Version No: 4	Doc & page: Management of Contractors	Review arrangements: 2 yearly
Date of Release: October 2019	Date Intranet Posting: October 2019	Implementation: October 2019	Approved by: Audit Committee
Equality & Diversity Impact Assessment: No adverse impact has been detected			
Please support the Service's Environmental Programme by not printing this document unnecessarily			
Distribution Arrangements: Via Service document control arrangements			
Important Information: Prints of this document are uncontrolled and may not be extant or approved versions – check with the Service intranet and or document author/ owner. The Scottish Ambulance Service title, crest, uniform & vehicle design are variously protected in European, UK & Scottish law. In addition, all copyright is retained by the Service © Scottish Ambulance Service 2006 who will always act to redress any identified breach or non-authorised use. The Service adheres to Data Protection, Freedom of Information and Public Sector Information Regulations – further information on these; our licensing requirements and copying approvals are available on the Scottish Ambulance Service web site or on request. Note that this document may be liable to release to other parties under Freedom of Information legislation and the SAS use of email Policy.			

1. Introduction

The Scottish Ambulance Service is committed to ensuring the health and safety of its employees and any other persons affected by its activities.

The Scottish Ambulance Service requires that all Contractors employed by the Service play their part in ensuring that the work they undertake on behalf of the Service complies with all Health & Safety legislation and with the Service's procedures.

The Scottish Ambulance Service plan, coordinate and monitor the activities of all Contractors to effectively minimise the risks presented to employees and visitors on all premises owned or occupied by the Service.

This policy has been produced with the objective of providing a mechanism for identifying and minimising risks surrounding the activities of Contractors in order to reduce the potential for accidents or incidents and to comply with its legal obligations. It has also been developed to ensure that the Service has a mechanism designed to ensure it only employs competent Contractors.

The Scottish Ambulance Service's Estates Department in employing Contractors is required to monitor those Contractors activities to ensure that health and safety systems and procedures are implemented and operated for their own safety and also for the safety of the Service's employees and visitors.

The Estates Department shall also ensure that all Contractors are adequately supervised whilst on the Service's premises. They must also provide Contractors with information regarding any risks to which they may be exposed during their presence on site.

Contractors must also have clear instructions/information regarding site fire safety procedures, accident/incident reporting requirements and first aid arrangements.

Only Contractors whose Health & Safety protocols and procedures have been pre-approved by the Estates Team will be permitted to work on the Service's behalf.

Before engaging any Contractor the Estates Department shall require them to complete the pre-qualification questionnaire in Appendix 1. The completed form should be submitted to the Estates Department for assessment and approval. Only Contractors who have demonstrated the necessary health and safety competence will be permitted to work on the Service's behalf.

2. Purpose

The purpose of this policy is to ensure the health, safety and security of all staff, Contractors and visitors of the Scottish Ambulance Service. The policy aims to:

- Assist all employees of the Service to adopt a positive approach to the control of Contractors working in the Service's premises.
- Ensure that the Service only employs Contractors that are competent and able to work in a healthy, safe and secure manner.
- Introduce checklists for risk assessment and safe planning of work undertaken by Contractors on behalf of the Service.
- To minimize the risk of incidents and control Contractors activities within the Service's premises.
- To protect the health, safety, welfare and security of Contractors, Service staff and visitors affected by work and maintenance activities prior to and during any works.
- To improve the co-ordination between staff and Contractors who carry out work in the Service's premises to minimise risk
- To ensure that prior to contracts being finalised, the Contractor has demonstrated his competencies in relation to the works activities and health and safety requirements
- To ensure adequate information is provided to Contractors, engaged to carry out work on the Service's premises, prior to commencement of works
- To ensure all hazards that could potentially affect the Contractors personnel are clearly identified and controlled

This policy has been prepared to achieve compliance with both the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 and further more specific interacting Regulations which support these including (but not limited to):-

- The Personal Protective Equipment Regulations 2002
- Construction Design and Management Regulations 2015
- Provision and Use of Work Equipment Regulations 1998
- Control of Noise at Work Regulations 2005
- The Confined Space Regulations 1997
- Pressure Systems Safety Regulations 2000
- The Control of Substances Hazardous to Health (COSHH) Regulations 2002
- The Control of Asbestos Regulations 2012
- The Electricity at Work Regulations 1989

- The Manual Handling Operations Regulations 1992

3. Roles and Responsibilities

3.1 Chief Executive

The Chief Executive, as the Accountable Officer (Duty Holder), is responsible for ensuring arrangements are in place to discharge the Service's legal and operational needs and responsibilities with regards to the management of Contractors.

3.2 Director of Finance & Logistics

The Director of Finance & Logistics is responsible for ensuring compliance with the requirement of current legislation contained within this policy. The Director of Finance & Logistics should take appropriate steps to ensure adequate resources and funding are identified to manage Contractors and to keep the Chief Executive apprised of major breaches of this policy.

The Director of Finance & Logistics is accountable for the Estates Department but specific accountability for the management of estates contractors is delegated to the Head of Estates

3.3 Director of Human Resources and Organisational Development

The Director of HROD is responsible for ensuring that H&S issues are appropriately considered for all Board decisions; ensuring that H&S is appropriately resourced; ensuring that competent H&S advice is available; ensuring the H&S system is effective and audited; to recommend to the Board corporate strategies for continuous improvement in health and safety performance in line with Service goals.

3.4 Head of Estates

The Head of Estates has delegated responsibility for the overall operation of all the Service's Estate, and the development, maintenance and implementation of the Service's Estates Strategy.

3.5 Nominated Estates Individuals

Will have responsibility for ensuring that the requirements of this policy are observed and adhered to in all work undertaken by contractors appointed by the Estates Department. These estate individuals will be either: the Estate Manager, Building Surveyor or Architectural Technician as appropriate.

3.6 Regional Directors, Heads of Service

Are responsible for having knowledge of this procedure and must be satisfied that contractors working on their sites have been properly advised of this procedure and that they have been appointed by the Estates Department.

3.7 Head of Health and Safety

The Head of Health & Safety is responsible for contributing to the progressive reduction of risk by assisting and advising Directors, Managers and employees on health and welfare issues that may arise from time to time; ensuring senior managers are aware of their legal obligations; ensuring the Health and Safety Management system is in place and allows the service to comply with existing legislation; advising the senior management team of any forthcoming legislation which may affect the operation of the service; proposing procedural changes to allow the service to comply with new Health and Safety law prior to its implementation; ensuring that all divisions and departments are appropriately audited; measuring health and safety performance within the service, and to publish this information via the senior management team meetings.

3.8 Area Service Managers/Team Leaders

Fulfills the role of Nominated Local site Representative, are responsible for having knowledge of this procedure and where to access it for reference. They must be satisfied that contractors working in their sites have been appointed by the Estates Department. Should the ASMs/Team leaders believe that a contractor/s are not acting in a safe manner or they are in anyway concerned about the works being undertaken they must contact the Estates Department for advice. The local site representative is authorised to stop all works without reference to the Estates Department if they feel that the work being carried out is “unsafe”.

3.9 All Staff

Every employee has a personal responsibility for health and safety and has a duty to:

- Provide information to contractors when asked to do so by management
- Work closely with contractors when necessary in order to help them complete the work they have been engaged to carry out
- Report any incidents related to contractor activities and contribute towards any investigation of the circumstances surrounding such reports.

3.10 Contractors

Contractors working on behalf of the Scottish Ambulance Service shall:

- Employ on site only such persons as are skilled, experienced and careful in the performance of their trades, professions and duties, and are competent to undertake the work assigned to them. Competence includes relevant up-to-date health, safety and security training.

This will require that all Contractors engaged by the Service shall complete the Contractors Pre-Qualification Questionnaire (Appendix 3) before they are engaged to carry out any work. These completed questionnaires will be assessed by the Estates Department to determine the competency of the Contractor to work on Service premises. The contractor is obliged to:

- Comply with the requirements stated in this document. In particular to ensure that all risk assessments and method statements are submitted no later than 1 week prior to commencement of works for approval. No works will commence until approval has been granted.
- Observe their obligations under statute and common law.
- Indemnify the Scottish Ambulance Service against all liability arising out of any loss, damage or injury suffered by the Scottish Ambulance Service or any third party as a result of their failure to comply with the terms of the contract or their performance of the contract.
- The Scottish Ambulance Service reserves the right to cancel a contract with immediate effect and prevent the Contractors returning to the premises if they fail to comply with these requirements. No permission or consent by or on behalf of the Scottish Ambulance Service under these requirements shall in any way relieve the Contractor of his liability for accidents, injury and damage under the terms of the contract.

4. Procedure

The Estates Department of the Scottish Ambulance Service recognises that when we engage contractors to work on our premises, we have obligations to plan, monitor and control their work for the safety of everyone who could be affected by their activities. The contracting organisation also holds similar responsibilities and it is therefore our policy to work together with our contractors, to ensure that our workplace remains safe and without risk to health.

The majority of contract work falls within the definition of 'construction' and as a client we recognise our responsibilities under the Construction (Design and Management) Regulations 2015 for:

- checking the competence of all appointees including contractors
- ensuring there are suitable management arrangements for the project / works, including the provision of welfare facilities for use by contractors /staff
- allowing sufficient time and resources for all stages of the project / works
- providing pre-construction information to designers, contractors and any relevant parties.

We also have obligations to control contract works under other legislation including the Management of Health and Safety at Work Regulations 1999.

We recognise that larger projects falling within the requirements of the CDM regulations are notifiable to the Health and Safety Executive and involve additional responsibilities. In addition for projects that also require Planning and Building Warrant, the Principal Contractor and Principal Designer will work with the relevant Statutory Authority for the appropriate permissions/consents.

This policy is not intended to cover the detailed health and safety arrangements for such projects, which would be determined on the specific requirements of each project, the responsibility of which would be shared with the Principal Contractor and Principal Designer.

This policy sets out our approach to managing contractors involved in projects / works which are not notifiable under the CDM regulations, but also includes how we identify those larger scale projects which are notifiable.

4.1 Overview of Procedures for Control

When planning work to be undertaken by contractors, we will ensure that a nominated estates individual has overall responsibility for planning and coordinating the work.

This individual will ensure a thorough evaluation of the work required to evaluate the scale of the project.

If it is likely that the project will exceed 30 working days (with more than 20 workers on site) or more than 500 person days of construction work and therefore falls within the additional requirements described in the Construction (Design and Management Regulations 2015), the nominated estates individual shall take the following actions:

- ensures that the Head of Estates or the Estate Manager is promptly made aware
- coordinates arrangements for the appointment of a competent Principal Designer and Principal Contractor
- for notifiable projects the remainder of this policy does not apply, as health and safety arrangements will be determined specifically for the needs of the project and the majority of the detailed arrangements will be the responsibility of the Principal Contractor and Principal Designer.
- Liaise with the relevant Statutory Authority for any statutory consents (e.g. Planning Permission or Building Warrant).

In the case of non-notifiable contract works, the Nominated estates individual responsible for coordinating the work on our behalf shall:

- define the work that has to be undertaken, including the task, the place of work and any associated issues

- consider the hazards that are likely to be introduced by the work and any risks arising from our operations affecting the contractors
- notify occupants or users of any area about possible impacts and where appropriate engage them in drawing up a plan for dealing with the impact of the work in question
- determine whether it is reasonably practicable to segregate the contractors work from the other activities taking place on site either by scheduling the work out of hours or by physical separation
- identify potential contractors and evaluate their competence to carry out the work safely
- ensure that any design or specification work undertaken by an organisation on our behalf is undertaken by competent persons who are able to eliminate hazards and control risks through the design and meet their obligations under the relevant Regulations
- obtain and provide essential health and safety information about the site, the activities, the work (including any residual risks identified by designers/specifiers), safety rules, to enable the contractors to take these into account in their tender
- discuss detailed work plans with the contractor and review their risk assessment and method statement for the work (must be submitted no later than 1 week prior to commencement of works). Works may not commence until risk assessment/method statement has been approved.
- retain all completed and approved risk assessments and method statements in works documentation.
- ensure the health and safety requirements are included in the contract.
- undertake or review risk assessments for the work to determine any new or changed risk controls to be introduced for the duration of the work.
- ensure that a nominated local site representative is appointed to meet the contractors representatives, ensure that they sign in/out and brief them with essential health, safety and emergency information.
- if the work is particularly hazardous ensure there are arrangements for issuing permits to work.

Further details about these arrangements are given in the remainder of this document.

4.2 Detailed Arrangements

4.2.1 Procurement / Competence Assessment

As part of the procurement process, all contractors will complete a Supplier Assessment Questionnaire (**Appendix 1**). The completed assessment will be

assessed by a nominated Procurement Specialist (in compliance with the Service's Standing Financial Instructions) and the nominated individual from estates, who has the overall responsibility for the planning and coordination of the works. We select contractors based on technical competence, experience and suitability for the work to be done. In particular our assessment process involves a review of requested information from the contractor including:

- track record of experience in similar contracts
- membership of reputable trade bodies or approved contractor schemes
- Hold appropriate employer/public liability and professional indemnity insurances
- legally required registrations
- health and safety policies and practices
- recent health and safety performance
- qualifications, training and skills of their staff and manager
- selection procedures for sub-contractors and verification by the employer of sub-contractor's competence (authorisation must be obtained from the Scottish Ambulance Service, if sub-contractors are to be used)
- example safety method statements and risk assessments for similar work
- supervision arrangements
- arrangements for consulting their workforce
- references from previous clients.

The nominated estates individual will review the HSE's notices and prosecution database to determine if the potential contractor has been subject to any formal legal sanction.

Any claim that a contractor is a member of a trade or professional body or an approved contractor scheme will be verified, by the nominated estates individual, directly with the body to ensure the membership is current and covers the work being offered.

Selected/approved contractors will be contacted annually to review and update (if appropriate) assessment information.

4.2.2 Essential Information Provided to Contractors

To enable contractors to take account of all issues affecting health and safety within their tender, we will provide essential health and safety information to include:

- any design or specification work already undertaken, any information

about risks which could not be eliminated at the design stage

- any restrictions on the time or location in which the work is to be done
- access, parking and road traffic rules
- information about other people who could be present in the premises, or could be at risk in the vicinity
- restrictions which will apply to the storage of goods, materials, skips, site huts and storage containers (waste management)
- work on the electrical installation (to include schematics) and the use of electrical equipment
- information on gas systems at sites.
- fire procedure including: raising the alarm, sound of the alarm, assembly point, exit routes, identity of fire marshals, location of extinguishers – for use if trained
- any particular hazards within the premises such as the presence of asbestos within work areas likely to be used by the contractors, fragile roofs, overhead or underground services, confined spaces, vehicular movement, anticipated hazards from the work activities undertaken or other contractors, machinery or hazardous substances
- restrictions on the introduction of certain high hazard equipment or processes except where agreed in advance and subject to a permit to work
- local requirements about the use of hazardous substances or generation of noise
- restrictions in use for working at height including roof work, scaffolds, mobile elevating work platforms and suspended access equipment when applicable
- restrictions on the use of our facilities .
- arrangements for supervision
- restrictions or rules on the use of sub-contractors
- arrangements for contractors to provide their own first aid arrangements
- arrangements for any specific qualifications required for particular parts of the job
- site security arrangements
- the need for the contractor to report any accidents or hazards
- the contact details of the nominated estates individual responsible for

coordinating the works

- ensure the contractor is given a copy of the Service's Induction and site safety rules (**Appendix 2**)

4.2.3.Receiving Information from Contractors

Once the contractor is selected detailed work plans are discussed and the contractor's risk assessment and method statement is reviewed by the nominated estates individual.

Any risks created by the contractor affecting our staff or other persons on the premises are taken account of in our own risk management arrangements for the duration of the project.

4.2.4 Authorisation/ Permits

Contractors representatives are required to sign the station visitors book or station occurrence book; on arrival and on leaving.

Each contractor's representative will liaise with the Nominated Local Representative to identify any additional issues or site restrictions.

For particularly hazardous work, a Permit to Work is required. This includes:

- hot work
- confined space work
- work with asbestos containing materials (licensed contractor where appropriate)
- work on all roofs
- work in the lift shaft or pit
- work on live electrical equipment
- Work on LPG or mains gas systems
- Any work at height where the Service's Policy and Procedure for Working at Height, deems the issue of a Permit to Work is necessary

Our nominated estates individual with overall responsibility for planning and coordinating will identify work which will require a permit and complete the document with details of the work to be undertaken, foreseeable hazards, the precautions to be implemented by the contractors and the start and finish time of the permit. Both parties sign to indicate that particular work methods and precautions have been agreed. For more detail see estates policy and procedure for permits to work.

Contractor's representatives are required to keep a copy of their permit at the place of work which may be inspected by Service staff on site. At the end of the permitted time, the permit is closed by sign off from both parties to indicate that the work is finished and the work area is safe.

4.2.5. Contracts

In the conditions of contract we stipulate that the contractor and all of their employees and sub contractors must:

- adhere to the contractor's safety rules which we have issued
- comply with their own method statements or where this is not practicable for any reason, to agree changes with the nominated estates individual in advance
- comply with all health and safety laws applicable to the work undertaken.

5. Monitoring

All work by contractors is monitored periodically by the nominated estates individual to:

- review progress
- check quality of workmanship
- check that the workers on site are those expected and who have signed in
- identify any problems or unanticipated risks at an early stage
- check that work is restricted to the areas anticipated and not creating additional risks by spreading beyond the agreed area or involving unauthorised work
- check that method statements are being followed, that the contractors are complying with site rules and that they are generally working in a safe manner.

The degree of onsite monitoring depends on the type of work involved, in particular, works that are Hazardous and require a Permit to Work or other works designated as high risk works will be monitored on site more frequently than others. Frequency will also depend on the duration of the works. Works of a routine nature or low risk repair works will randomly be inspected throughout the contracted year.

An Estate update report will be submitted quarterly to the Service's Health & Safety Committee.

5.1 Emergency Procedure

In the event that the Service's nominated local representative is concerned that the appointed contractor is not carrying out the works as stated in the approved

method statement or has any other concerns then the nominated representative must contact the Estates Department for advice and or action:

Scotamb.estatehelpdesk@nhs.net

Or

Tel: 0141 842 3230

The nominated local site representative is authorised to stop all works without reference to the Estates department if they feel that the work being carried out is “unsafe” but must advise the Estates Department that he/she has done so.

5.2 Quality Control

Where works are deemed to be low risk and do not require to be monitored on site for the duration of the works then the following procedure will be followed:

- for routine maintenance works planned preventative maintenance), the Scottish Ambulance Service helpdesk will choose randomly 20% of the completed planned visits per annum
- For repair works the procedure above will also apply.

Where works are deemed to be high risk or require a permit to work, monitoring will normally take place at commencement of works, and dependant of duration of works, periodic site visits until completion of works.

Where monitoring detects poor standards, this is addressed with the contracting company concerned and, if necessary, monitoring frequency is then increased. Where appropriate, work is stopped until a solution is found.

5.3 Contract Review

On completion of works the Scottish Ambulance Service’s nominated estates individual in control of works will ensure that the required certification, operating instructions, product guarantees and other necessary health and safety information is received. They will also ensure that ongoing inspection and maintenance requirements of new equipment are identified and scheduled.

A contract review process will be undertaken to evaluate satisfaction with the contractor’s work and identify any other concerns which may have arisen. The review covers in particular:

- quality of the work
- compliance with health and safety rules and with the method statement
- effectiveness of communications
- decision whether to add or delete the organisation from the preferred

contractor list

- any improvements required to the policy and procedures for control of contractors.

This process takes place on completion of the work or, in the case of contracts for regular work, takes place at least every year.

Appendix 1

Supplier Assessment

Please Return this form and information requested by

to:

Name

Telephone

Email

Address

The purpose of this questionnaire is to provide the Scottish Ambulance Service with sufficient information about potential suppliers to allow an assessment to be made of their capability and suitability to provide goods and/ or services in support of its business.

For the purposes of this questionnaire all references to “the company” are deemed to mean the organisation submitting each questionnaire.

All information provided in the questionnaire of a commercial or sensitive nature will be treated in the strictest confidence.

Please ensure that any appendices you include, to support your application, are correctly cross-referenced to the appropriate question.

Please return all supplementary supporting information in electronic format where possible to reduce administration and record retention.

If you have difficulty in completing this questionnaire, then please contact the person who has sent it to you. They will assist you in the completion as necessary.

Should your Company complete the assessment process successfully, your subsequent ‘Approved’ status will extend to current and potentially future contracts.

Unless you are notified that your systems are acceptable for the approval of subcontractors, work cannot be sublet to any contractor who does not already hold Approved status. Please provide the detail of any proposed sub-contractors as identified in Appendix A and you will be advised as to whether they are on our approved supplier list.

Should you be accepted you may be required to submit to routine surveillance audits to ensure you are maintaining acceptable standards.

Smaller contractors (less than five employees) will be allowed to comply with and work under the Scottish Ambulance Service's policy and procedure for management of contractors.

Should there be any material changes to any of the information provided on this form in the future you must notify us immediately.

Section 1 General Information

1.1 Name and address of the company

This should be the name and address of the Company who will submit the tender(s) if invited to do so (Not any parent or holding company)

Company registration No:
VAT Registration No:

1.2 Registered Office Address

Company registration No.
VAT Registration No.

1.3 Local Office Address

(Including key contact; telephone and fax numbers and e-mail address if applicable)

Contact:	Position:
Tel:	Fax:
E-Mail:	Web:
Address:	
Company registration No.	
VAT Registration No.	

1.4 Address for Correspondence (if different from above)

(Including contact; telephone and fax numbers and e-mail address if applicable)

Contact:	Position:
Tel:	Fax:
E-Mail:	Web:
Address:	
Company registration No.	
VAT Registration No.	

1.5 If your Company is a member of a Group of Companies, give the names and addresses of the ultimate holding company and associated companies (State the relationship(s) clearly)

1.5.1 Parent / Holding Company

Company registration No:
VAT Registration No:

1.5.2 Associated Companies

--

1.6 Name of person and position of those applying on behalf of the company

Contact:
Position:
Tel:
Email:

1.7 Regions

Please indicate the Company's capability in the following Regions:

Regions	Capability (select tick box if yes)	Regions	Capability (select tick box if yes)
North West Scotland	<input type="checkbox"/>	North East Scotland	<input type="checkbox"/>
West Central Scotland	<input type="checkbox"/>	East Central Scotland	<input type="checkbox"/>
South West Scotland	<input type="checkbox"/>	South East Scotland	<input type="checkbox"/>

1.8 Scope of Works

Please indicate the exact services or scope of works offered:

--

Section 2: Financial Information

2.1 State the name of the contact personnel in the company responsible for Financial Business and Customer Service matters and state the position he or she holds in the company

Contact:	Position:
Tel:	Fax:
E-Mail:	
Address:	

Section 3: Insurances / Certificates

Please give details of insurance as indicated below and provide copies of certificates.

a. Employer's Liability Insurance held:	
Insurer:	
Policy no:	
Extent of cover:	
Expiry date:	
Please indicate yes copy enclosed or no	
b. Public Liability (Third Party) Insurance	
Insurer:	
Policy no:	
Extent of cover:	
Expiry date:	
Please indicate yes copy enclosed or no	
c. Professional Indemnity Insurance held:	
Insurer:	
Policy no:	
Extent of cover:	
Expiry date:	
Please indicate yes copy enclosed or no	
d. Contractor's all risk:	
Insurer:	
Policy no:	
Extent of cover:	
Expiry date:	
Please indicate yes copy enclosed or no	
e. Plant/Vehicle Insurance (inc cars etc)	
Insurer:	
Policy no:	
Extent of cover:	
Expiry date:	
Please indicate yes copy enclosed or no	
h. Waste Carrier's Licence held:	
Licence no:	
Expiry date:	

Please indicate yes copy enclosed or no	
---	--

Please detail below any exclusions or exemptions relating to any of your insurances and reasons why these are in place

Section 4 Quality

- 4.1** Has your company obtained certification under BS EN ISO 9001 or similar quality assurance system?
*The third party body auditing your system should be accredited by UKAS. Further information is available at the UKAS website:
 If yes, please provide a copy of your certificate of approval including details of the activities/locations covered by the scope of your certification*
- 4.2** If the answer to 4.1 is No, does your company operate / work to other quality policies?
If Yes, please provide a copy of your quality policy manual.

Section 5 Health and Safety

- 5.1** Has your company obtained certification to OHSAS 18001?
*If the answer is yes please provide a copy of the certificate
 The third party body auditing your system should be accredited by UKAS. Further information is available at the UKAS website:
 If yes, please provide a copy of your certificate of approval including details of the activities/locations covered by the scope of your certification*
- 5.2** How many people does your organisation directly employ?
- 5.3** What is the total number of persons indirectly working under your control? This will be all of your direct employees plus any sub-
- 5.4** Please enclose a fully signed and dated copy of your Health and Safety Policy Statement. This must be enclosed if you employ five or more people.
There must be a genuine commitment from senior management for health and safety in your business. The commitment described will depend on the size of your company and the work you do.

Yes / No
Yes / No

- 5.5** If you answered no to Question 5.4, you need to sign up to some basic Health and Safety commitments below.

THIS IS MY COMPANY'S COMMITMENT TO HEALTH AND SAFETY:

- To provide adequate control of the health, safety and welfare risks arising from our work activities which may affect employees or others
- To consult with our employees on matters affecting health and safety

- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for employees
- To ensure all employees are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work related ill health
- To maintain safe and healthy working conditions
- To review and revise this statement as necessary at regular intervals not exceeding 12 months.

Signed

Date

Position

5.6 Please enclose a copy of your company's organisation showing who has responsibility for Health and Safety and a list of the arrangements covered by your written Health and Safety policy. This must be enclosed if you employ five or more people. Detailed documents must be made available if requested.
Some areas that you should consider in your health and safety arrangements are Asbestos, Health Surveillance, Work equipment, Hazardous substances, manual handling, first aid and fire precautions. (Please indicate yes (copy enclosed) or No)

Yes / No

5.7 Who acts as the competent person to provide you / your company with health and safety advice, as required by the Management of Health and Safety at Work Regulations 1999?

Name	
Job Title	
Address	

5.8 Please give brief details of the arrangements by which H&S issues are brought to the attention of your work force

--

5.9 Please give brief details of what methods are used to monitor Health and Safety performance within your organisation

--

5.10 Provide a copy of a recent H&S Inspection report, carried out on / at your work location / sites. If copy not available, explain how you supervise and monitor health and safety of work carried out and of your workplace

--

5.11 Please give brief details of any accidents or incidents reported to the Health and Safety Executive (as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) in the last three years. It is important any company has robust arrangements for reporting and investigating accidents and incidents.

	Year:	Year:	Year:
Fatal			
Major Injury			
Over 3 / 7 Days Off			
Minor Accidents			
Accident Frequency Rate			
Accident Incident Rate			

$$\text{AIR} = \frac{\text{No of RIDDOR Injuries} \times 100,000}{\text{No of employees}}$$

$$\text{AFR} = \frac{\text{No of RIDDOR Injuries} \times 100,000}{\text{No of employee hours worked}}$$

5.12 Have you / your company been issued with an Enforcement Notice under the Health and Safety at Work etc Act 1974, or been prosecuted by the Health and Safety Executive or any other enforcement authority?

	Yes	No
Prohibition Notice	<input type="checkbox"/>	<input type="checkbox"/>
Improvement Notice	<input type="checkbox"/>	<input type="checkbox"/>
Prosecution	<input type="checkbox"/>	<input type="checkbox"/>

If yes to any of the above, give details (continue on separate sheet if necessary)

--

5.13 Please provide a representative sample of your risk assessments and method statements for significant works undertaken. (If you do not normally use risk assessments and method statements, please explain how you comply with Regulation 3 of the management of Health and Safety at Work Regulations 1999)

--

5.14a Do you employ subcontractors?
 Please complete Appendix "A" – Use of Subcontractors (if yes)

Yes / No

5.14b Do you employ agency staff?

If yes, give details of how you appoint and manage subcontractors and / or agency staff

Yes / No

5.15 During the past 5 years, has any person, not being an employee or person working under your control, (i.e. member of the public, etc) been injured as a result of your work activity? If yes, provide details

Yes / No

5.16 What is your procedure for investigating and reporting accidents, dangerous occurrences or occupational injuries incidents of occupational ill health?

5.17 How do you keep the company up to date with legislation and the effect it has on the business?

Section 6 Environmental Approach

6.1 Has your company obtained certification under BS EN ISO 14001 or similar environmental management system standard e.g. EMAS.
*The third party body auditing your system should be accredited by UKAS. Further information is available at the UKAS website.
If the answer is yes, please provide a copy of your certificate of approval including details of the activities / Locations covered by the scope of your certification.
If the answer is "No" do you have a bespoke system?*

If you do have a bespoke system, please provide evidence of processes and procedures within that system.

6.2 Does your company have an environmental policy? (Please indicate Yes (copy enclosed) or No)

6.3 Please list your top three operations which have the potential to cause significant environmental impacts (potential to harm or benefit the environment) and highlight your proposed action for control and improvement (e.g. washing vehicles - pollution risks to water courses – control: wash-down areas with drainage including silt-traps etc).

Environmental impact	Control Measure

6.4 Please provide details of what you would do should an environmental emergency occur on site (e.g. fuel spillage). Please provide procedures where available.

6.5 Please provide any Environmental Plans or Risk Assessments carried out for your works (this may form part of your H&S Risk Assessment or Construction Phase Plan)

Yes / No

If so, please provide details of what you measure, how you measure it and frequency.

6.6 Has your company been prosecuted or issued with an improvement notice or a letter of concern by any enforcement body for the protection of the environment in respect of any services with which your company has been involved in the past 5 years? (Please indicate Yes or No. If yes, provide full details)

Yes / No	

6.7 How do you keep the company up to date with legislation and the effect it has on the business?

--

Section 7 Accident, Incident and Near Miss Reporting

All contractors working on behalf of the Scottish Ambulance Service or on service managed sites must report any Health and Safety and Environmental accidents, incidents and near misses to a Scottish Ambulance Service manager on site.

Accidents and incidents defined as RIDDOR reportable (under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) must be reported to the Scottish Ambulance Service Estate Department (Tel. 0141 842 3230) within one hour. All other accidents, incidents and near misses to be reported to the above number by the next working day.

Please sign to confirm that someone with the appropriate level of competency and responsibility will report accidents, incidents and near misses on the Company's behalf

Signed

Date

Position

Section 8 Other Aspects of your Business

8.1 Provide a copy of your Training Policy and details of relevant training completed in the last 2 years.

Include general H&S and Environmental training (awareness, etc), specialist H&S training (NEBOSH, IOSH, Asbestos, etc) as well as relevant skills / trade training / registration (CORGI, NICEIC, CSCS, etc).

This should include training records / certificates for all operatives, supervisors and managers working on Scottish Ambulance Service sites and demonstrate a competency in undertaking all tasks forming part of the Works Order, and competency in the safe operation of any plant you propose to deploy. Indicate yes, copy enclosed, or no.

Managers	
Trade persons / Operatives	

8.2 How does your company assess individual training needs to ensure competence?

Trades persons / Operatives

8.3 Please provide a representative sample of training records to demonstrate your competencies, along with a training matrix for your business indicating which topics you provide training in. (indicate yes/no copy enclosed) Yes / No

8.4 Do you promote diversity in your workforce? Yes / No

8.5 Do you have an equal opportunities policy? Yes / No

Section 9 Ability and Experience

9.1 Does the company have affiliation with any professional body? Please provide details
 Certificates supplied? Yes / No

Affiliation / Membership type	Registration No.	Expiry

Appendix A – Use of Subcontractors

Name	Product/ Service	Address	Contact Name	Telephone	Email

Before returning this questionnaire, please ensure you have:

- Answered all questions appropriate to your application
- Notified us of any other information or assistance that you may require from us
- Enclosed any relevant additional sheets duly referenced
- Signed undertaking

Please note the term “company” refers to: sole proprietor, partnership or co-operative as appropriate. The undertaking should be signed by the applicant, a partner or authorised representative in her/his own name on behalf of the company.

When you have completed this questionnaire, please read and sign the declaration below:-

I/We certify that the information supplied within this questionnaire is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in this questionnaire. I/We understand that false information could result in my/our exclusion from this tendering exercise.

I/We agree to inform the Scottish Ambulance Service if any significant changes are made to our company / organisation that may affect any of the statements made within this document and understand that this arrangement will apply for the full duration of engagement with the Scottish Ambulance Service that false information could result in my/our exclusion from this tendering exercise.

Completed by (signed):

Completed by (print):

For and on behalf of (company

Position:

Email address:

Telephone number:

Fax number:

Date:

Appendix 2

The Scottish Ambulance Service

Contractors Induction and Site Safety Rules

CONTRACTORS MUST OBSERVE THE FOLLOWING RULES AT ALL TIMES

For the purposes of this policy the term “Nominated Estates Individual” is the Service’s estate employee who has requested the work be carried out.

General Introduction - No works shall be started (except in the case of an emergency) until the Contractor has read the Service’s Control of Contractors Policy.

All Contractors should report to the Nominated Local Site Representative that they are on site and follow the signing in procedure.. The Contractor shall ensure that the contents of these rules are made known to everyone for whom they are responsible on site, including sub-Contractors under his/her instruction.

FIRE PRECAUTIONS AND PROCEDURES - The fire routine is clearly displayed in every building. The Contractor shall familiarise themselves with this and ensure they know what to do in the event of a fire and/or the sounding of the alarm.

No fires will be lit on Trust premises.

The Contractor shall inform the Nominated Estates Individual before using any equipment, materials or substances that could likely cause fire. A ‘Hot Work’ Permit will be issued by the Nominated Estates Individual for all such work.

FIRE ESCAPES MUST BE KEPT CLEAR AT ALL TIMES.

ASBESTOS - At no time shall the Contractor attempt to interfere with any materials containing asbestos. The Service maintains a register of all known locations of asbestos that exist on Service premises (this is held by the Estates Dept.) and the Nominated Estates Individual will inform the Contractor as required. Any Contractor finding what he suspects could be an asbestos bearing material on any of the Service’s premises should stop work immediately and bring it to the attention of the Nominated Estates Individual and the Nominated Local Site Representative.

PORTABLE TOOLS / EQUIPMENT - All portable tools brought onto the site must be suitable for use on 110v AC supply. The Contractor shall also provide a 240/110v transformer for use with the portable tools. Alternatively, battery driven tools may be used.

Evidence that all portable tools have been P.A.T. tested will be required.

All 240v AC tools are prohibited unless agreed with the Nominated Estates Individual and are RCD protected.

The Service accepts no responsibility for loss or damage to Contractor’s tools or equipment.

PERMITS TO WORK - Permits to Work are required from the Nominated Estates Individual before starting work involving any of the following:

Hot Work

- Work on Live Electrical equipment
- Working in Confined Spaces
- Work on all Roofs
- Work in Lift Shaft or Pit
- Removal of Asbestos (Licensed Contractor only)
- Work on LPG or Mains Gas Systems
- Any Work where there is the Potential for a fall

Once issued the conditions of the permit must be strictly adhered to at all times.

PATIENT PRIVACY & CONFIDENTIALITY - The Contractor must act with the utmost discretion at all times. During contact with our organisation, you or your staff member may observe or hear confidential information about patients, members of staff or other health service business. On no account must any information relating to this organisation be divulged to anyone.

Under the Data Protection Act 1998 any breach of confidentiality is an offence and can lead to prosecution.

CONDUCT - Contractors must not behave in a manner which may cause offence to staff or members of the general public on any Service premises.

The Service reserves the right to remove any Contractor from site who behaves in such a manner.

FLAMMABLE LIQUIDS/NOXIOUS SUBSTANCES, LPG, PRESSURISED CANISTERS ETC. - Any hazardous materials brought on site should be only in limited amounts and removed at the end of each day. All such materials are to be used only in strict accordance with COSHH regulations. Pressurised cylinders must be removed from site at the end of the working day or stored in an approved locked compound.

SITE FENCING/BARRIERS AND SIGNS - The Contractor is to supply and erect safety fencing and/or barriers to isolate the work from others, along with the appropriate warning signs. (All as agreed with the Nominated Estates Individual as part of the safety regime).

PERSONAL PROTECTIVE EQUIPMENT - Personnel must wear the correct protective equipment of a type suitable for the work being carried out in accordance with the Personal Protective Equipment Regulations.

RUBBISH REMOVAL - The Contractor must remove any rubbish created during the course of the work on a daily basis. The work area must be cleaned to the satisfaction of the Service's Nominated Local Site Representative.

No skips are allowed without prior arrangement with the Nominated Estates Individual.

LADDERS/ACCESS EQUIPMENT/SCAFFOLDING - All access equipment shall be provided by the Contractor, must be in good condition and suitable for the purpose. Any ladders or platforms must be securely supported by a second person before being used. Ladders must not be left unsupervised under any circumstances. Such

equipment must be removed at the end of the working day and cordoned off when in use.

ACCIDENTS/INJURIES/FIRST AID - Injury to persons or “near misses” must be reported immediately to the Nominated Estates Individual and the Nominated Local Site Representative who reports these using the Service’s incident reporting mechanism.

Contractors must provide their own first aid facilities.

ACCESS AND EGRESS ROUTES (INTERNAL AND EXTERNAL) - It is the Contractor’s responsibility to ensure all access and egress routes, and pedestrian walkways, on Service sites are kept unobstructed and clear of debris at all times unless alternative routes are arranged with the Nominated Estates Individual or the Nominated Local Site Representative.

RADIOS AND PERSONAL STEREOS - Radios and personal stereos are not to be used on site unless by prior agreement of the Nominated Estates Individual.

NOISE AND VIBRATION - The Contractor shall take appropriate measures to limit the harmful effects of noise and vibration emanating from his site working and shall agree appropriate controls with the Nominated Estates Individual.

SMOKING AND ALCOHOL - The Service operates a “No Smoking Policy” consequently smoking is not permitted at any time whilst on Service premises. The consumption of alcohol or substance misuse is NOT PERMITTED on any of the Service’s premises.

The Service reserves the right to remove any Contractor from site whom they suspect of being under the influence of drugs or alcohol.

WORKSHOP FACILITIES/SITE CABINS - Contractors will be expected to provide their own facilities for welding, cutting, drilling, bending etc. The use of cabins and their siting must be agreed with the Nominated Estates Individual and the Nominated Local Site Representative.

TOILET FACILITIES – Are available for use by Contractors, However, if complaints are received regarding the use of facilities by Contractor’s staff the amenity will be withdrawn with immediate effect and alternative provision will have to be made at the Contractor’s expense.

PARKING - Contractors must park in designated areas only and observe any on-site speed limits.

SECURITY – Contractors should carry out their work in such a way that the security of any Service building is not compromised. All entrance/exit doors should remain closed whilst on site.

On completion of the work - the contractor will leave the works together with all areas disturbed by the works, clean and in tidy condition, removing all waste materials, tools and equipment.