



Association of Residential  
Managing Agents

# Contractor Handbook

## 2018



**HAMILTON TOWNSEND**

**napier**  
management services limited

**REBBECK**  
BROTHERS  
Chartered Surveyors and Property Managers

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## Section 1. Introduction

The purpose of this Contractor Handbook is to communicate and clearly outline the four Agents' - Burns Property Management, Hamilton Townsend, Napier Management and Rebbeck Brothers - mandatory health and safety expectations and requirements to Contractors in relation to conducting work at all their Managed Properties. This document must be read, signed and understood by all Contractors conducting work at any of the Managed Properties and is to be kept for reference purposes.

We, the Managing Agents, place great emphasis on safety, the environment and the quality of our work, and we expect that all Contractors who work on our properties to adopt these requirements.

Failure to comply with these requirements may result in termination of the contract or the Contractor no longer being engaged to carry out works for us.

### 1.1 Document control

Date of next review - This document has been formally approved by Burns Property Management, Hamilton Townsend, Napier Management and Rebbeck Brothers and is due for review twelve (12) months from the date of approval.

## Section 2. Pre-qualification Requirements

### 2.1 Contractor Health & Safety Competency Assessment

In order to comply with the Construction (Design and Management) Regulations 2015, we, the Managing Agents, are obliged to competency check all contractors with regard to health and safety. Therefore, every contractor will be required to complete a Health & Safety Competency Assessment via MSP Business Services Ltd. This will ensure that you are able to send on request, the relevant health and safety documents required. It will also mean that all personnel working on our Managed Properties have the necessary and relevant skills, training certificates, qualifications, insurance, and will be competent to follow safe working practices. The assessment will need to be up-dated annually, in order for us to continue to comply with the CDM Regulations 2015.

### 2.2 Risk Assessments and Method Statements (RAMS)

Contractors will need to provide suitable and sufficient risk assessments and a method statement prior to work commencing. These should be **site specific** and relevant to the property concerned. Generic documents will not be accepted. A copy of these RAMS should be available on site when work is taking place.

### 2.3 Construction Phase Plans

When applicable, a suitable and sufficient Construction Phase Plan must also be submitted prior to work commencing. Correctly completed copies of the CITB Wizard application will be accepted. A copy of this Construction Phase Plan should be available on site when work is taking place.

### 2.4 Substances harmful to health

In order to comply with the Control of Substances Hazardous to Health Regulations 2002, completed CoSHH assessments should be submitted with the RAMS (risk assessments and method statement) for each job, prior to work commencing. Substances used should be listed on the method statement and all documents should also be available on site.

### 2.5 Expectations of Contractors

#### 2.5.1 General

We, the Managing Agents, expect all contractors, their employees and their sub-contractors to comply with, as a minimum, the same standards that apply to our employees, and to:

- Demonstrate a knowledge and commitment toward health and safety, and work with the relevant Property Manager to meet the health and safety obligations of both parties
- Take all steps necessary to protect their employees, agents, sub-contractors and invitees from any health and safety risks arising from performance of work under the contract
- Co-operate with the Managing Agents and any other Contractors at the work site in the pursuit of positive workplace health and safety outcomes.

All contractors must read and adhere to the conditions of this document. All work on Site is subject to we, the Managing Agents policies, procedures, work instructions and conditions.

#### 2.5.2 Specific

The specific expectations that we, the Managing Agents has of its Contractors include, but are not limited to, the following:

Comply with all applicable requirements under:

- The Construction (Design and Management) Regulations 2015
- The Control of Asbestos Regulations 2012
- The Control of Substances Hazardous to Health Regulations 2002
- The Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Personal Protective Equipment at Work Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Workplace (Health, Safety and Welfare) Regulations 1992

- The Work at Height Regulations 2005 plus any relevant industry standard.
- Perform work in a manner that minimises the risk to the health and safety of any person who might be involved in or affected by the work.
- Ensure that only appropriately qualified, licensed and competent personnel undertake the work, and workers are authorised to carry out specified tasks.
- Provide adequate resources to ensure that the work activities are carried out safely and without adverse impact on the environment or water quality.
- Comply with access and security protocols, and site rules as directed by the relevant Property Manager, and not allow unauthorised access by persons to the work site.
- Prepare and have approved by the relevant Property Manager prior to commencement of the work, risk management documentation (i.e. risk assessments, method statements, Construction Phase Plans, CoSHH and Emergency Rescue Plans, etc.) for the activities to be carried out, and ensure implementation and compliance in the workplace.
- Participate positively in consultation about potential hazards, risks and controls.
- Provide copies of licences, certificates, documents and records (e.g. plant/machinery service records and scaffold registers) as requested by the relevant Property Manager as evidence of appropriate management of health and safety issues.
- Ensure that all machinery, tools and equipment including Personal Protective Equipment used to conduct the work, are inspected and serviced, maintained, tested, and/or calibrated in accordance with manufacturer's instructions and any relevant British Standards.
- Ensure competent supervision and monitoring of work and personnel, appropriate to the level of risk of the activities.
- Comply with lawful instructions given by any Managing Agents or Property Manager, including a direction by a Managing Agent employee to suspend work because of unsafe practices, behaviours, and/or conditions.
- Conduct pre-start site inductions (these must be recorded) and toolbox talk meetings and participate in any meeting called by the Managing Agent to deal with health and safety issues.
- Maintain good housekeeping practices.
- Advise the relevant Property Manager immediately of any health and safety incidents that occur, and the corrective/preventive actions that have been/will be taken to prevent recurrence.
- Notifying the Property Manager immediately of any changes in Contractor and sub-Contractor personnel details.
- Not wilfully or recklessly interfere with or misuse anything provided for health and safety and environmental protection.
- Not wilfully place at risk the health and safety of any person at the workplace.

## 2.6 Disclaimer

No Company shall be permitted to undertake works for Burns Property Management, Hamilton Townsend, Napier Management and Rebbeck Brothers until the Acceptance Form attached to this Site Handbook (8.1) has been completed and received by MSP Business Services Ltd.

The Acceptance Form is valid for a period of twelve (12) months from the date signed and must be completed by a company director or person of equal seniority. It must be renewed upon expiry if the Company wishes to continue being considered for work at our Managed Properties.

## Section 3. Roles and Responsibilities

### 3.1 CDM Regulations 2015

The CDM Regulations 2015 relates to all work we, the Managing Agents, arrange to be carried out on any of our Managed Properties. Maintenance and repair fall under the definition of construction work under CDM 2015.

CDM Regulations 2015 covers works such as:

Construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration or other maintenance (including cleaning which involves the use of water or an abrasive at high pressure, or the use of corrosive or toxic substances), de-commissioning, demolition or dismantling of a structure.

### 3.2 Client Responsibilities

Clients are organisations or individuals for whom a construction project is carried out.

Under the CDM Regulations 2015, we, the Managing Agents, are classified as the commercial 'Client'.

For all projects, we have a duty to ensure contractors carrying out works manage health and safety risks in a proportionate way. This includes:

- Appointing the contractors and designers to the project (including the Principal Designer, and Principal Contractor on projects that involve more than one contractor on site)
- Making sure they have the skills, training, knowledge, experience and organisational capability to carry out the work safely.

### 3.3 Principal Designer Responsibilities

Principal Designers are designers appointed by the Client in projects involving more than one contractor. They can be an organisation or an individual with sufficient knowledge, experience and ability to carry out the role.

When applicable, Principal designers will be appointed by us, the Client, in writing. Their role is to control the Pre-construction Phase on projects where there will be more than one contractor on site.

The Principal Designer's main duty is to plan, manage, monitor and coordinate health and safety during this phase, when most design work is carried out.

### 3.4 Principal Contractor responsibilities

Principal Contractors are contractors appointed by the Client to coordinate the construction phase of a project where it involves more than one Contractor on site.

As a Principal Contractor, you must ensure you:

- Plan, manage, monitor and coordinate health and safety in the construction phase of a project
- Liaise with the Client and Principal Designer
- Prepare the Construction Phase Plan and ensure it is followed
- Organise cooperation between contractors and coordinate their work
- Provide suitable site inductions
- Take reasonable steps to prevent unauthorised access
- Consult operatives regarding their health and safety
- Provide (or ensure suitable provisions are made) for welfare facilities

### 3.5 Contractor Responsibilities

A contractor is anyone who directly employs or engages construction workers or manages construction work.

Contractors include sub-contractors, any individual self-employed worker or business that carries out, manages or controls construction work.

This includes all types of work carried out on our managed property sites.

As Contractors, you must:

- Plan, manage and monitor all work carried out by yourselves and your operatives.
- Be aware of the risks to anyone who might be affected by the works (including public/residents) and the measures needed to protect them.
- Check that all operatives you employ or use as sub-contractors, have the skills, knowledge, training and experience to carry out the work.



- Ensure all your operatives understand what the works involve and have read and signed the appropriate RAMS and construction phase plan prior to work commencing.
- Provide suitable site inductions
- Ensure you do not start work on site unless reasonable steps have been taken to prevent unauthorised access to work areas/equipment/materials etc.

In addition to the above responsibilities, Contractors working on projects involving more than one contractor must:

- Liaise and coordinate your work with the other contractors involved on site.
- Comply with directions given by the Principal Designer or Principal Contractor.
- Ensure the relevant Construction Phase Plan is followed.

### 3.6 Health & Safety File

For projects involving more than one contractor, the Principal Designer will compile, alter, update and issue the Health & Safety File for the project.

Where the role of Principal Designer ceases prior to completion of the Project, the Principal Contractor must then update, review and complete the Health & Safety File.

This legal requirement covers all construction and maintenance work regardless of whether it is subject to Construction (Design & Management) Regulations 2015 or not.

## Section 4. Tender/Procurement process

### 4.1 When there is just one contractor working on the project:

- Contractors will be appointed from the Joint Approved Contractors list.
- Pre-construction information to include an Asbestos report and fire risk assessment and any other relevant documents will be provided by the relevant Property Manager to the Contractor.
- Contractors are to provide a quote for the works required.
- When appointed, Contractors are to complete the INSTRUCTION OF WORKS form and return it to the relevant Property Manager.
- Contractors must provide copies of the Construction Phase Plan, RAMS and CoSHH assessments for all the work being undertaken to the relevant Property Manager.
- Welfare Facility Arrangements must be agreed prior to work commencing.
- We, the Managing Agents, will confirm with you, the Contractor, when works can start on site.

### 4.2 When there is more than one contractor working on the project:

- Principal Contractors will be appointed from the Joint Approved Contractors list.
- Principal Contractors are to complete the INSTRUCTION OF WORKS form and return to the relevant Property Manager.
- If the project is HSE notifiable, the appointed Principal Designer must submit the F10 Notification form to the HSE and confirm to the Property Manager that this has been done.
- The Principal Designer will provide the Pre-construction Information to include an Asbestos Report (if applicable) and Fire Risk Assessment and any other relevant documents.
- Principal Contractors must provide copies of the Construction Phase Plan, RAMS and CoSHH assessments for all the work being undertaken to the relevant Property Manager.
- Welfare Facility Arrangements must be agreed prior to work commencing.
- Written confirmation will be requested from the Principal Contractor that **all sub-contractors** have been competency checked.
- Principal Contractors must provide a copy of the scaffold handover certificate to the relevant Property Manager before the scaffold platform is accessed and used for the first time.
- A completed copy of the scaffold register (which must be completed every seven days after the scaffold has been inspected) should be forwarded each week to the relevant Property Manager (a photo will suffice).
- We, the Managing Agent, will confirm with you in writing, that work can start on site.

## Section 5. Terms and Conditions

### 5.1 Accidents and Emergencies

In the event of an emergency, these steps are to be taken:

ACCIDENTS that require medical attention:

- Dial **999** for the AMBULANCE SERVICE
- Wait for trained medical help to arrive
- STOP all works
- Inform the relevant Property Manager of the details. You may be required to follow this up with a written report depending on the situation and circumstances.

### 5.2 Asbestos

All Contractors at risk of coming into contact with Asbestos Containing Materials (ACM) whilst carrying out their normal work should have undertaken Asbestos Awareness Training prior to commencement of the works. They must consult the relevant Asbestos Register before any work is undertaken. Work is only to be undertaken in asbestos free areas or where asbestos will not be disturbed.

Contractors must always proceed with caution to avoid disturbing unrecorded asbestos and releasing asbestos fibres into the environment.

DO NOT TAKE ANY CHANCES. If you suspect that you may come into contact with asbestos containing material then you MUST STOP and seek guidance from a The Principal Contractor, your Supervisor or the Managing Agent.

### 5.3 Animals

No pets/dogs are permitted on our Managed Properties without prior consent.

### 5.4 Conduct on site

All works carried out on our Managed Property sites must ensure minimal disruption to residents, neighbours, members of the public, staff and the environment.

Radios, singing, whistling or shouting are not permitted on site.

Contractors are to ensure that their operatives, including sub-contractors, are suitably dressed, clean, tidy and polite at all times, when on our Managed Property sites.

Possession or display of material of a pornographic nature is not permitted.

Burns Property Management, Hamilton Townsend, Napier Management and Rebbeck Brothers will not tolerate any reckless, wilful, argumentative, aggressive or other unsociable behaviour which could cause anyone to suffer harassment, alarm or distress and/or cause loss or damage to property, assets or the environment.

### 5.5 Consultants

Consultants, designers and surveyors will also be required to hold valid Asbestos Awareness and Work at Height training certificates in order to access work areas on our Managed Property sites.

### 5.6 Consultation/communication

It may be necessary to contact you, the Contractor, at any time in the process from appointment to end of works. Please ensure all communications via email or telephone are responded to promptly. If you have any concerns regarding anything on site, contact the relevant Property Manager without delay.

### 5.7 Drugs and Alcohol

The consumption of alcohol and the taking of drugs are prohibited. Any operative showing signs of drinking alcohol or suspected of taking drugs will be subject to immediate removal from the site and will not be allowed to return.

## 5.8 Electricity

Service Interruptions - If a contract requires the electricity service to be isolated, the Contractor shall report to the relevant Property Manager and obtain authorisation prior to work commencing. Sufficient advance warning will need to be made to ensure normal activities are not adversely affected.

DO NOT ASSUME that an immediate isolation can be obtained.

All operatives working on electricity should be fully qualified.

Any work undertaken on the following must have prior approval of the relevant Property Manager, who will need to be made fully aware of what is being proposed:

- Fire alarm systems
- Data networks
- Single appliance or facility (cooker etc.) (Isolated services must be locked off and clearly labelled with details of who has made the isolation and how they can be contacted. Upon completion of the work all locks and labels must be removed).
- Strip out and Isolation of Services - Where a Contractor is required to remove mechanical and electrical services as part of the works it must be assumed that ALL services remain live until tested and certified as dead by the Contractor.

## 5.9 Emergency Repairs and Accidental Damage

All accidental damage to mains service supplies must be immediately reported to the relevant Property Manager before any attempts are made to effect repairs, unless such delay presents an immediate danger to life or property. We, the Managing Agent, reserve the right to independently instruct repairs and contra-charge the Contractor at our discretion if we see fit.

## 5.10 Fire Safety

In the event of a FIRE, these steps are to be taken:

FIRE ACTION:

- Operate the nearest fire alarm call point
- Leave the building by the nearest available exit
- Do not use a lift
- Dial 999 for the FIRE BRIGADE
- Report to the person in charge of the assembly point
- Do not re-enter the building until authorised to do so

You as Contractor must physically check the following before vacating the work area every day. This must be documented:

- You do not create, nor allow to exist, any fire hazard in areas in which you are working on any of our Managed Properties. This includes preventing the build-up of combustible materials.
- Fire doors must not be wedged or propped open in any position.

## 5.11 Fire Alarms

When fire alarms with smoke/heat detectors are fitted in any of our Managed Properties, isolation of these systems must be arranged with the relevant Property Manager and a permit to work obtained prior to commencement of any works.

## 5.12 First Aid

Contractors are requested to supply their own First Aid Kits. If an emergency situation arises, please follow the procedures set out in 'Accidents and Emergencies' above.

## 5.13 Gas

Service Interruptions - If a contract requires the gas service to be isolated the Contractor shall report to the relevant Property Manager and obtain authorisation prior to work commencing. Sufficient advance warning will need to be made to ensure normal activities are not adversely affected unless in an emergency situation.

DO NOT ASSUME that an immediate isolation can be obtained.

All operatives working on gas should be fully qualified.

## 5.14 Housekeeping

### 5.14.1 Cleanliness and Maintenance

The Contractor is to ensure the access routes and surrounding areas of their designated areas are free from the spread of litter, dust and debris emanating from their site.

Damage, debris or litter not addressed in a timely manner by the Contractor will be addressed by the relevant appointed Property Manager with the cost deducted from the Contractor's final account.

### 5.14.2 Delivery and Storage of Materials

The delivery of materials to construction sites will be the responsibility of the Contractor including ensuring that the delivery address and location of the Works is correctly identified to the delivery company. Managing Agents will not accept responsibility if delivery drivers are unable to find the correct location or make extraordinary efforts to locate the correct site.

Deliveries must be made during working hours with special out-of-hours deliveries by prior written arrangement with the relevant appointed Property Manager.

## 5.15 Insurance

When working on any of our Managed Properties:

- All contractors must hold Public Liability insurance.
- All those with any employees must hold Employer's Liability insurance
- Principal Contractors should hold Contractors' All Risks insurance.

After the initial Health & Safety Competency Assessment has been carried out, interim renewed insurance documents should be provided to the relevant Property Manager. Only Contractors with valid/relevant insurance will be appointed for works.

## 5.16 Internal Works

### 5.16.1 Working within Occupied Buildings

The Contractor must make themselves fully aware of the challenges associated with working in live residential buildings at our Managed Properties and take all steps and make such provisions as necessary to mitigate any problems. Accordingly, the Contractor must undertake a jobsite specific Risk Assessment and Method Statement (RAMS) for their working environment and the effect that these Works will have on occupied adjacent areas, implementing all necessary measures to mitigate the risks.

### 5.16.2 Dust Nuisance

The Contractor will make all necessary provision to prevent the spread of dust through the building during the Works and should include as a minimum:

- Hanging dust sheets over all doorways and windows.
- Damping down dust contaminated surfaces at regular intervals and frequent sweeping.
- Providing power tools with dust collection devices.
- Carrying out as much as possible heavy dust producing activities off-site.
- Providing walk on/walk off dust matting.
- Ensuring site operatives overalls, boots etc. are dusted down before leaving the work area.

### 5.16.3 Moving Materials

The Contractor is to provide full and robust protection to existing finishes including staircases and any lift cars along the prescribed site delivery route. Where specific times for deliveries are advised by the relevant appointed Property Manager, the Contractor will organise their delivery and working schedule to take account of these prescribed periods at no additional cost to the contract.

Storage of materials must be within the Contractor's agreed site or in areas designated for use as storage by the Managing Agents or Property Manager. Stored materials must not present a fire hazard or obstruct means of escape whether designated or otherwise and security of materials remains the responsibility of the Contractor.

#### 5.16.4 Area Specific Rules

Special rules apply to access and to Work carried out in some areas such as care homes, shops and residential blocks. These must be followed by all Contractors and will be notified in advance by the relevant Managing Agent and appointed Property Manager.

#### 5.17 Invoicing

Invoices for any works carried out for Burns Property Management, Hamilton Townsend, Napier Management and Rebbeck Brothers should be sent to the Client c/o the relevant Property Agent, who will authorise payment.

#### 5.18 Legionella

In line with the L8 Approved Code of Practice (ACOP), we the Managing Agent, have undertaken the relevant and necessary precautions to prevent the risk of contamination from Legionella to any persons on any of our Managed Properties.

As the Contractor, you must take all necessary precautions to protect residents, staff and visitors from the inhalation of aerosol sprays emanating from the work site whilst your company is working with water. Contractors will provide the relevant Property Manager with fully detailed risk assessments and method statements for the activities you are undertaking, clearly indicating the controls being used to minimise the defined risks involved, prior to work commencing.

#### 5.19 Lost Keys

Where any keys have been issued and not returned, the Contractor who signed them out will be charged at cost plus a reasonable administration fee.

Monies will be recovered by deduction from final account or direct invoice at the discretion of the appointed Property Manager.

#### 5.20 Manual Handling

Contractors will only be able to work on site if they have had valid Manual Handling training and follow best practice guidance to avoid accidents. Contractors should comply with The Manual Handling Operations Regulations 1992 at all times.

#### 5.21 Near Miss Reporting Procedure

All accidents, injuries, near misses and dangerous occurrences shall be logged and reported in accordance with the Contractor's own procedures. In addition, such instances must also be reported to our relevant appointed Property Manager.

#### 5.22 Noise and Vibration

Contractors must minimise as best they can, noise and vibration to other parts of the Managed Property and its surroundings. Where noise levels are likely to exceed 85dB in occupied areas, the Contractor is to ensure that suitable risk assessments and method statements have been submitted to and approved by the relevant Property Manager prior to works commencing.

#### 5.23 Parking

Parking may or may not be available on site – all Contractors are to confirm parking arrangements with the relevant Property Manager prior to work commencing.

Unauthorised parking on any of our managed properties will not be allowed.

#### 5.24 Personal Protective Equipment (PPE)

The Contractor will be held responsible for the use of suitable and sufficient PPE relevant to the nature of the work involved in line with the Personal Protective Equipment at Work Regulations 1992.

The Contractor shall assess the requirements for and supply adequate and suitable PPE and protective clothing for all operatives. Where PPE and/or protective clothing are required, the Contractor must ensure that they are used correctly. All PPE must be CE marked and fit for purpose with damaged PPE replaced immediately.

As a minimum we require Contractors to wear the relevant PPE for the Works involved in the Project, including: hard hat, high visibility vest/jacket and steel toe-capped mid-sole boots with gloves and eye protection.

The Contractor's company logo is to be clearly featured on all high visibility vests and jackets worn on site to ensure operatives are clearly identifiable

### 5.25 Photography

Only the taking of photographs relevant to the Project, i.e. for surveys, reports or site inspections, is permitted on our Managed Properties.

All Contractors are strictly forbidden from taking photographs or making comments for posting on social media whilst working on site.

### 5.26 Potential Site Hazards

Contractors should be aware that the sites to be worked on may have the potential hazards, of which they need to pay particular attention:

- Asbestos Containing Materials
- Children and vulnerable adults
- Pets
- Pedestrians
- Ponds/deep water
- Work at height and risks of falls from height

### 5.27 Preparation

Any preparation on site required prior to work commencing must be agreed in writing with the relevant Property Manager after suitable and sufficient RAMS/Construction Phase Plans have been provided, you have been appointed for the works, and have completed the INSTRUCTION OF WORKS for Contractors and Principal Contractors and the APPOINTMENT OF PRINCIPAL DESIGNER form. This will include:

- Erecting scaffold/mobile scaffold towers
- The delivery of any goods or materials

### 5.28 Public Safety

The safety of residents, staff and visitors to all our Managed Properties is paramount. Contractors MUST take all necessary precautions to prevent unauthorised access to work sites.

### 5.29 Removal of Site Compounds

Following completion of the Project, the Contractor is to remove their site compound and make good all areas affected as follows:

- Paved areas are to be reinstated with paving to match existing.
- Tarmac or concrete areas are to be reinstated to match existing.
- Grass areas are to be reinstated using high quality turf. Where works are completed outside of the ideal growing season the Contractor is to allow for a return visit to reinstate these areas at no additional cost.
- Planted areas are to be reinstated with mature planting commensurate with the surrounding foliage. A proposal is to be submitted for the relevant Property Manager to review and comment on prior to works taking place.
- Line markings are to be repainted using paint to match existing.
- Materials forming site hoardings are to be removed from site, with the entire area being inspected and swept for debris. Where a site compound has been located on a car park / area of hard-standing the whole area should be cleaned.
- Skips are to remain protected until removed from site. Where a larger site compound has been struck prior to removal of the skips, then the contractor is to secure the skips with Heras fencing.

### 5.30 Scaffolding

Scaffolding can only be erected on our Managed Properties with prior written consent.

The following applies to all scaffolding used on our Managed Property sites:

- All Contractors erecting scaffolding must be trained and competent to do so.
- Unauthorised access **MUST** be prevented **at all times**, especially out of work hours.
- The Contractor erecting the scaffold will be responsible for obtaining a licence for any scaffolding they put up on the highway (this includes the pavement).

By law, a competent person must check the scaffolding to make sure it is safe:

- Before you first use it
- Every 7 days while it's up
- After alterations, damage or extreme weather conditions
- You **must** keep records of these checks
- A copy of the handover certificate must be sent to the Property Manager before the scaffold is used.
- A copy of the Scaffold Register should be sent to the relevant Property Manager every 7 days after the re-inspection has taken place.

**ANY UNAUTHORISED USE OF SCAFFOLDING WILL NOT BE TOLERATED.**

### 5.31 Security/Signing in/out of sites

Contractors must ensure they follow the relevant policy at each Managed Property site.

The Contractor is responsible for the security of their work area, tools, equipment and belongings.

Tools/equipment must be removed at the end of each day or stored in a secure place which has been pre-agreed.

Under no circumstances will Burns Property Management, Hamilton Townsend, Napier Management or Rebbeck Brothers accept any liability for vandalism or theft of Contractor's belongings.

The Contractor must control access to the work site and keep daily records of all operatives and visitors, for inspection by the appointed Property Manager upon request. (Signing in and out sheets or book).

### 5.32 Site Inductions

All Contractors must undertake site inductions with all of their operatives. A record of the induction will be taken and kept for auditing purposes. Principal Contractors must also undertake site inductions for all of their sub contractors and other contractors on site.

### 5.33 Skips

The use of skips on our Managed Property sites is to be agreed in writing prior to work commencing.

The positioning of all skips must be at least 9m from any building unless agreed in advance and in writing by the appointed Property Manager. If skips are used for the collection of building material via a chute from high level, these will be exempt from the 9m requirement, subject to agreement with the relevant Property Manager.

Permission will be given in writing prior to work commencing, providing it can be demonstrated that the waste is non-flammable.

If agreed by the relevant Property Manager that a skip may be located within 3m of a building, the following precautions as prescribed in HSG168 – Fire Safety in Construction must be taken:

- Situate the skip against a fire-resisting wall that is high enough to prevent fire from reaching other flammable parts of the building.
- Avoid locating skips beneath canopies or overhanging eaves.
- Restrict the amount of flammable materials placed in the skip.
- Empty the skip before it contains a significant fire load.
- The surface of the skip should always be protected by plywood or similar.

### 5.34 Smoking

Smoking is not permitted on any of our Managed Property sites.



### 5.35 Snagging

If required, payment for works may be withheld until suitable and sufficient snagging tasks identified by the Property Manager has been carried out to our satisfaction.

### 5.36 Sub-contractors

If there is a requirement for a Contractor to employ another organisation to assist with the task for which they have been employed, the Company or individual hired by the Contractor will be considered as a sub-contractor of the Contractor and not of the Managing Agents.

The Contractor will be responsible for Competency Checking all sub-contractors for health and safety prior to works commencing; the organising/provision of the inductions, training, site specific requirements and documentation required by the relevant Property Manager and the conduct of the sub-contractor. The documentation must be:

- Relevant to the specific work being performed.
- Up to date, detailed and to include all aspects of the work to be performed.

Any breach of the Managing Agents systems and procedures by the sub-contractor will be deemed a breach by the Contractor.

### 5.37 Suspicious Activity

If at any time any suspicious activity is observed on site, Contractors are asked to report this immediately to the relevant Property Manager.

### 5.38 Temporary Services

The Contractor is responsible for temporary service connections to the surrounding infrastructure of the Managed Property and must issue a written proposal to the relevant appointed Property Manager prior to undertaking any such connections.

Subject to availability, electrical power, water and drainage connections will be provided free of charge however, if usage be deemed to be excessive, then the relevant Property Manager further reserves the right to charge the Contractor for the excessive usage.

Upon completion of the works all temporary services are to be removed and any damage made good.

It is the Contractor's responsibility to provide site-based staff with communication services including telephones and data if this is required. Managing Agents and Property Managers will not be held responsible for any failure or restriction in the supply for any temporary services.

### 5.39 Terminology

ArmaQ Agents refers to Burns Property Management, Hamilton Townsend, Napier Management and Rebbeck Brothers.

Relevant' or Appointed Property Manager means a directly employed member of staff acting on behalf of the ArmaQ Agents / Managing Agents to manage, oversee and/or deliver Projects.

The Contractor means either the Principal Contractor or Main Contractor or any of their authorised representatives and any sub-contractor employed by them directed to carry out Work on behalf of the ArmaQ Agents.

Project means the undertaking and delivery of one or more pieces of Work under a single contract or order.

Work or Works means any task that involves creation, installation or adaptation of fabric, infrastructure or services, including the carrying out of any maintenance, inspection and survey works associated with the built environment at our Managed Properties.

### 5.40 Unauthorised Access/Restricted Areas

Contractors will be informed of any restricted areas on site prior to work commencing and are expected to comply with the relevant Property Managers' instructions at all times.

No unauthorised access to any restricted area will be allowed.

### 5.41 Vehicle Movements and Road Safety

Contractors must ensure that all vehicles, including staff cars/vans, plant, delivery vehicles etc. are operated by trained and competent persons and are adequately maintained and used in accordance with recommended

guidance and safe working practices. Adequate insurance must be in place and where applicable valid MOT or other certification. In addition, they shall comply with all site-specific safety signs, notices and instructions. Large or abnormal vehicle activities will require prior permission from the relevant Property Manager.

Where a site is located away from designated vehicle routes, then a temporary route will be agreed by the relevant ArmaQ Property Manager with usage restrictions advised up front.

Anyone bringing or operating a vehicle at any of our Managed Property sites must observe all speed limits and drivers must pay attention to designated pedestrian crossings at all times. Any vehicle or driver found speeding or ignoring signs will be permanently removed from site. Engines must be switched off when vehicles are stationary or not in use – no idling.

## 5.42 Waste Management

Contractors are to remove any waste created on site during works safely and in line with local government guidelines. Waste generated from any gardening works, such as lawn clippings, can only be disposed of on site with prior written agreement from the relevant Property Manager.

In addition to normal demolition materials, packaging and spoilt materials rubbish will be deemed to include unused material, redundant equipment and fixtures.

### 5.42.1 Surface pollution

Contractors must ensure that no paint, solvents or other material are discharged in to the sewerage system or surface water drains of any of our Managed Properties. Mud and silt must not be allowed to enter the surface water drainage system or any watercourse.

Any wash out from concrete mixing equipment or the cleaning of ready mix concrete lorries must not be allowed to flow in to any drain or watercourse. Any tanks or drums of chemicals must be stored in a secure container or compound which must be kept locked when not in use.

### 5.42.2 Dust and air borne pollution

Contractors must adopt methods of work which minimise the creation of dust, emissions or odours on all our Managed Properties. If dust pollution occurs, contractors should investigate and offer to remedy the matter by cleaning windows, cars etc. Relevant Health & Safety Executive and Environment Agency guidance should be followed, and care should be taken not to carry pollution off site either on vehicle wheels or in covered loads. No burning of materials is allowed on site.

## 5.43 Welfare

The Contractor shall provide suitable welfare facilities including, where appropriate, additional toilet and wash facilities to avoid unnecessary or excessive travel distances between places of work and the facilities. All temporary site accommodation shall be kept clean, tidy and in good order.

For small projects where a site compound would not normally be provided and subject to permission being given by the Property Manager, drinking water, washing and toilet facilities may be made available to the Contractor subject to security and safety requirements prior to work commencing.

## 5.44 Work at Height

Contractors are expected to comply with the Work at Height Regulations 2005 at all times and hold valid Work at Height training certificates if carrying out ANY work at height as a minimum requirement.

### 5.44.1 Ladders

Wherever possible ladders shall only be used as a means of access to a working platform or stage. The use of ladders should be strictly in accordance with relevant Health & Safety Executive Guidance Notes and British Standards. Access to roofs is not permitted without the permission of the relevant Property Manager and relevant Permit to Work where appropriate. It is the Contractor's responsibility to ensure the safety of their employees and persons below whilst working on roofs.

### 5.44.2 Access Equipment

The provision of access equipment is the responsibility of the Contractor.

#### 5.44.3 Mobile Access Towers/Platforms

If any mobile access towers/platforms are used on any of our Managed Property sites, operatives are required to have current PASMA training and be qualified to erect, move and dismantle the towers/platforms.

#### 5.44.4 Cherry Pickers/Scissor Lifts

If any cherry pickers/scissor lifts are used on any of our Managed Property sites, operatives are required to have current IPAF training and be qualified to operate/use this machinery/equipment.

#### 5.44.5 Fall Protection

Contractors are to assess all work at height carefully prior to work commencing. If any Fall Restraint, Fall Arrest or Fall Protection equipment is required in order to carry out the Works, the Contractor is to use/provide all necessary equipment and plan for this in their site-specific health and safety documents (RAMS/Construction Phase Plan).

Contractors should follow the Hierarchy of Fall Protection:

- Eliminate the need to work at height.
- Guard the hazard / persons – prevent them from falling
- Protect the worker / reduce the consequences of a fall from height

### 5.45 Works Below Ground

No excavations or lifting of chamber covers at our Managed Properties may be carried out without the permission of the relevant Property Manager. Whilst the Property Manager will advise as far as possible to the location of buried services, it is the Contractor's responsibility to ensure that adequate checks are carried out to locate any services and to proceed with the excavation work with due care.

The work site must be made and kept safe by means of barriers to all exposed sides, warning notices, lights etc. at all times. When work is complete, the site must be made good with any markers, protective covers and working notices removed. All trenches and excavations, particularly those adjacent to roads and existing buildings, must be adequately shored. Excavations must be fenced off or boarded over when work is not actually proceeding and be inspected to ensure integrity at least every 24 hours, 7 days a week.

#### 5.45.1 Entry in to Confined Spaces

Contractors may not enter any confined space without the prior permission of the relevant Property Manager and completion of the relevant Permit to Work. Where permission is given, the precautions stated on the Permit to Work and those outlined within Health & Safety Executive Guidance Notes and the ArmaQ policy must be strictly followed. Any underground service tunnels are classed as confined spaces with further restrictions applying to any work undertaken within them.

### 5.46 Work Equipment/Tools

**All** work equipment (including ladders, steps and access equipment) and tools used on site must be:

- Used by trained personnel only
- Suitable and sufficient for the task and maintained regularly

All portable electrical tools must be:

- Either battery operated or low voltage. Contractors are required to provide their own step-down transformers (240v – 110v) with a centre tap or midpoint earth. All portable equipment cased in metal and any flexible metallic covering to conductors must be earthed.
- CE marked and maintained in accordance with the manufacturer's instructions and recommendations
- Makeshift and unsafe connections are prohibited
- No trailing cables should be left where risk of harm to any persons could occur.

### 5.47 Working Hours

Please check with the relevant Property Manager the applicable working hours for each site prior to work commencing.

#### 5.48 Work Inspections

Workplace/site inspections will be undertaken periodically by MSP Business Services Ltd. Contractors are expected to conform with the recommendations of said inspections if required. Contractors must also ensure they undertake regular inspections of the workplace to ensure safety at all times on our Managed Property sites.

## Section 6. GDPR – Privacy Notice

To comply with the GDPR (General Data Protection Regulation) the purpose of this privacy notice is to explain to you how we, the Managing Agents control, process, handle and protect your personal information. We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement.

Our websites may contain affiliate links on some pages. We only use trusted partners who have high standards of user privacy and security. However, we encourage you to read the privacy statements on the other websites you visit.

This notice applies to all information collected or submitted via phone calls and email. We the Client, do at times, record telephone calls. The types of personal information collected depends on the nature of contact, but may include:

- Name, address, telephone number, mobile telephone number, email addresses
- Financial information (bank account number, sort code and address)
- Contractors membership of trade organisations
- Contractors qualifications and training certificates

There may be times when we are asked to share your information with a third party, for example:

Pre-Construction Information, Construction Phase Plans, Health and Safety File information, Contractor competency checking.

Your information is used to send you messages or produce documents within the scope outlined to you at the point of instruction. We always endeavour to make sure that the information we hold about you, the Contractor, is accurate and up to date, but we need your help to do this. If you have a change of name and/or contact details, please contact the relevant Property Manager.

Data retention period:

We shall continue to process your information until the contract between us ends or is terminated under any contract terms. We do not share your data for marketing purposes.

We handle subject access requests in accordance with the GDPR.

The GDPR introduces a right for individuals to have personal data erased. A request for erasure can be made via the relevant Property Manager. Such requests will be responded to within 30 days of receipt. The erasure will be free of charge. However, a 'reasonable fee' may be charged when a request is manifestly unfounded or excessive, particularly if it is repetitive.

Contractors are to be reminded that any personal information that we, the Managing agents, pass to a Contractor to enable them to make contact with the owners/Directors of any of our Managed Properties, should be treated confidentially and in line with GDPR. Under NO CIRCUMSTANCES is it to be shared with anyone else or used for any purpose other than for the reason that it was given.

# Section 7. Appendices

## 7.1 Acceptance Form

I have read and understood this Contractor Handbook and the contents therein. I therefore comply with the Managing Agents Burns Property Management, Hamilton Townsend, Napier Management and Rebbeck Brothers’ terms and conditions. A copy of this page, signed and dated by hand, will be returned to the relevant Property Manager prior to appointments being made.

Name: .....

Company Name: .....

Address: .....

.....

.....

.....

Postcode: .....

Telephone no.: .....

Mobile no.: .....

Email address: .....

If I have further questions or queries relating to this handbook or matters arising regarding work with the Managing Agents named above, I will contact the relevant Property Manager without delay.

Signed: .....

Date: .....