

David Lloyd

CLUBS



Code of Conduct for Contractors working on behalf of David Lloyd Clubs

General health, safety, and environmental requirements

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1. Contact Numbers

Contact details

For general queries, please contact the David Lloyd Clubs facilities management email address-

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Maintenance Compliance Manager-

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2. Introduction

David Lloyd Clubs (DLC) acknowledges and accepts its statutory responsibilities for securing and maintaining the highest standards of health, safety and welfare for all who are directly employed or contracted to work within any DLCs premises.

DLC believe that no business activity is of such urgency or importance that it may be carried out in an unsafe manner. Good safety is good business and DLC are committed to taking all reasonable steps to provide a safe and healthy workplace and working environments for all our Team Members, Members, Guests, and others affected by our operation and activities. This includes contractors and others who may undertake work on or visit any DLC premises.

All contractors must read and acknowledge the procedures, precautions, and guidelines in this code of conduct. While working at any DLC, it must be adhered to at all times. This also applies to contractor's workforce, sub-contractors, and anyone else brought onto any DLC site.

3. Basic contractor rules

Any contractor working on behalf of DLC or on any DLC site, must not put anybody at risk, themselves included and must comply with all relevant legislation.

Contractors on all projects or works must:

- Provide upon request a written risk assessment and method statement identifying protective and preventive measures before commencing work.
- Ensure all workers have the required skills, knowledge and experience to conduct their assigned work.
- Ensure all workers have received a suitable induction
- Comply with the DLC 'Permit to Work' System
- Provide documentary evidence of adequate insurance cover
- Sign and return the Acknowledgement Slip within the Code of Conduct on an annual basis.
- Put in place adequate arrangements to supervise and monitor compliance with the agreed H&S arrangements.

Unattended works

It is particularly important that contractors leave unattended works in a safe condition with no hazards to the DLC team members, members or guests remaining i.e. scaffolding access ladders must be removed or a ladder guard fitted, excavations should have substantial barriers, any gases and LPG are stored correctly.

Restricted Areas

Contractors are responsible for ensuring that they are aware of the control measures to restricted areas such as pool plant rooms and boiler rooms and must not leave doors propped open or unlocked potentially allowing unauthorised access.

Contractors must not prop open, conduct works on, or remove any access doors/gates that lead to indoor and outdoor swimming pool areas without direct approval from the clubs General Manager and/or Senior Manager on Duty. Gates and doors leading to these areas must self-close and latch at all times to prevent children from accessing these areas.

Provision of warning notices

Contractors are responsible for the provision and display of any safety signs that may be required as a result of the work being undertaken. Signs must comply with the Health and Safety (Safety Signs and Signals) Regulations 1996.

Completion of works

On completion of all works, contractors must:

- Remove all refuse and debris;
- Remove all surplus materials;
- Remove tools, ladders, access equipment and scaffolding;

- Replace all manhole or access covers in a secure state;
- Ensure that equipment is either brought back into service or made safe by disconnection and isolation as appropriate;
- Ensure all doors, gates or other access to restricted areas are secured.
- Return all keys to the issuer;
- Return all "Permits to Work" to the Authorised Person who issued the permit to ensure that the issuer can check that work has been properly completed, all safety systems are made safe or have been brought back into service.

Overnight Contractual Works

There may be instances where works are required to the clubs premises that cannot be easily or safely undertaken during operational hours. In this instance, DLC may arrange for works to be undertaken outside of operational hours, however, the type of work required will depend on the need for a DLC team member to be present for the duration of the work.

Where works are of a higher risk nature – for example works that would require a permit to work to be issued– then at least one DLC team member must be present at all times whilst the contractors are working. Where works are of a lower risk nature then, providing the relevant risk assessment is followed, contractors may be left in the club without a DLC team member presence to undertake the required works. The following are key requirements, but not exhaustive, for non-DL present works:

- No work that would require a permit to work may be undertaken without David Lloyd presence overnight
- Contractors must submit their risk assessments – where relevant, method statements – to the Club in advance of the works beginning and these must be site-specific
- Contractors must be in the club for the duration of the works and until the early club team arrive the following morning
- Contractors must never work alone in club overnight. Two or more members of contractors staff must be present at all times.
- The Club sign-in/out procedure must still be followed by the evening and morning Club teams respectively
- Work must not be deviated from in such a way that it moves from low risk to a higher risk without prior discussion with the clubs General Manager (GM).

Failure to follow these rules could lead to your staff being removed from the site and DLC premises, so it's important that the rules are known by all those attending our sites before their arrival. We reserve the right to intervene directly, where there is a serious and immediate hazard.

4. Contractor signing in and out procedure

Whether the club has scheduled work with a contractor, such as minor repair work, or the company has arranged contractors to engage in more extensive work within the club premises, all contractors must sign in at the beginning of each visit filling out all of the fields required on the contractors register at reception. Once the fields are completed and a 'time in' and signature have been given the contractor must tear out the perforated pass section of the register that has been completed and keep this on their person at all times whilst in club, this will be their I.D

pass whilst on site to show all other DLC team members that they have been signed in correctly and are permitted to be in the building.

The reception team will contact the Senior Manager on Duty whilst the contractor is filling out the register so that they may meet the contractor at reception and ascertain the reason for the visit and the works to be completed. It must be made clear then that once the work is complete, the contractor must report back to reception so that the Senior Manager on Duty is aware that the work is complete and can check the area to ensure it is safe and returned to normal operation (where applicable). The contractor workforce, sub-contractors, and anyone else brought onto any DLC site must adhere to this process.

If the work to be undertaken is of a higher risk than most activities. Then a Permit To Work (PTW) must be issued to the contractor and completed by both the club and the contractor.

5. Permits to work

DLC operates a Permit to Work system and the conditions on any issued permit must be complied with. Contractors will need to complete a PTW with the Senior Manager on Duty during the signing in and out process for the following works and attach a copy of the RAMs.

- **Hot Work** - Examples of hot work include but are not limited to Gas, Welding/Brazing/Cutting, Electric welding, Soldering, Blowlamps, electrically powered hot air guns, Bitumen Boilers, Grinding and Cutting and any other equipment that produces a naked flame, or sparks. These activities can only be undertaken by suitably trained individuals in receipt of a Hot Works permit. Organisations must demonstrate that they are suitably insured to undertake this type of work.
- **Confined Spaces** - Permanent confined spaces are defined as a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby (e.g. lack of oxygen). Only suitably trained individuals, with an agreed safe system of work may work in these places.
- **High Voltage Electrical Systems** - No person is permitted to work on any HV electrical equipment unless they are in possession of a HV Permit and Switching Schedule.
- **Low Voltage Electrical Systems** - A permit to work is required when an Authorised Person isolates for a Competent Person to work on the low voltage electrical infrastructure.
- **Asbestos**- A permit to work is required when an authorised person completed works on any asbestos containing materials.
- **Excavations** - Excavations include physical ground excavations and perforations through floors, walls and ceilings where there is a possibility of contacting hidden services. These activities can only be undertaken by suitably trained individuals.
- **Working at Height**- A permit to work is required for any works at height.

6. Public Liability Insurance/ Accreditations

Contractors shall take out and maintain suitable and sufficient insurance to comply with the Employers' Liability (Compulsory Insurance) Act 1969 and the Employers' Liability (Compulsory Insurance) Regulations 1998 or any subsequent amendment and Public Liability Insurance being insured for a minimum of £5 million pounds in respect of claims arising out of any one occurrence. Contractors are required to provide insurance documents ahead of any works on site. Contractors are responsible for ensuring their insurance certification is updated on the CAFM system.

Contractors shall be liable for and shall indemnify David Lloyd Clubs (DLC) against any expense, liability, loss, claim or proceedings whatsoever, arising under any statute or common law in respect of personal injury, or death of any person whomsoever, or any damage to property arising out of, or caused by the carrying out of works, except to the extent that the same is due to any act or neglect of David Lloyd Clubs (DLC).

In addition to the correct public liability insurance, the following items must be in place for listed trades.

Trade	Insurance	Accreditation	Qualification
Plumbers	Public Liability Insurance of at least £5m	Accredited by the Chartered Institute of Plumbing and heating engineering (CIPHE)	NVQ or City and Guilds
Joiners/Carpentry	Public Liability Insurance of at least £5m	United Kingdom Accreditation Service (UKAS) to work on doors	NVQ or City and Guilds.
Electricians	Public Liability Insurance of at least £5m	The National Inspection Council for Electrical Installation Contracting (NICEIC)	18 th edition, NVQ, City and Guilds
Ground Maintenance / Gardening	Public Liability Insurance of at least £5m	N/A	N/A
Tree Surgeons / Arborists	Public Liability Insurance of at least £5m	Certified Arborist	Certificate in Arboriculture
Painters & Decorators	Public Liability Insurance of at least £5m	N/A	N/A
General Builder / Handyman	Public Liability Insurance of at least £5m	CHAS	N/A
Swimming Pool Engineer	Public Liability Insurance of at least £5m	Member of PWTAG, member of Institute of Swimming pool engineers or swimming pool and allied trades association	N/A
Roofer	Public Liability Insurance of at least £5m	National federation of roofing contractors NFRC, CHAS	N/A

7. Work Equipment and Plant (Provision and Use of Work Equipment Regulation 1998)

All contractors will bring their own plant and equipment and will not use any that is the property of DLC.

They will ensure that all plant equipment, including cranes, lifting equipment and lifting tackle has been suitably maintained is fit for purpose and where required have appropriate test and inspection certification with maintenance records available.

All persons using the equipment must be properly trained and competent in its use.

Any portable electrical equipment should be either battery powered or 110v powered. All battery chargers, 110v tools and transformers must have been PAT tested within the past 3 months.

8. Lifting Operations and Lifting Equipment Regulations (LOLER) 1998

Any lifting operation needs to be planned, supervised and carried out in a safe manner by people who are competent. Contractors who are intending to undertake this type of operation should provide a safe system of work which needs to be viewed for adequacy. Certificates of test, thorough examination, and inspection register entries shall be available for checking in connection with any lifting operations.

9. Vehicles and traffic

All drivers shall obey the Highway Code and local traffic rules that are in place.

Drivers must hold an appropriate, valid driving licence and have been trained in the correct operation of their vehicles. This includes dumpers, forklift trucks, cranes and mobile elevated working platforms (MEWPs or "cherry-pickers"). Vehicles must be maintained in good condition and test certificates and inspection records must be made available to DLC upon request.

Ref: HSG144 Safe use of vehicles on construction sites

Contractors must exercise great care when travelling on any DLC site and give priority to pedestrians, wheelchair users, cyclists and other non-motorised vehicles. The use of reversing notifications/alarms or banksman should be considered when vehicles are interacting with pedestrian movement. The local speed limit highlighted in our club car parks and surrounding areas must be observed at all times.

Contractors should not park on grassed areas (unless agreed and protected) or park longer than an hour (unless stated) in delivery or service bays. Contractors will be held liable for any damage caused.

Contractors must take care when approaching the club's entry barrier, using the intercom system to communicate with the club team if the barrier does not open automatically. Contractors must obtain the exit code from reception before leaving. Contractors must not tailgate and will be held liable for any damage caused to the entry/exit barriers.

10. Waste Disposal

Contractors must:

- Arrange their own disposal processes for waste generated through their activities and are not to use the clubs onsite waste bins / skips, unless with prior agreement with the clubs General Manager.
- Ensure that prior to commencement of any work they plan and then adequately implement the Waste Hierarchy legal obligation principles. Starting with waste avoidance, waste minimisation, reuse and waste recycling, prior to final waste disposal.
- Make sure their waste containers are secure to prevent any unintended release of waste, and that DLC and other waste cannot be placed in them, or potential for access for arson.
- Not accumulate any hazardous or combustible waste on site.
- Obtain explicit permission from the clubs General Manager prior to bringing a skip on site.
- Skips must not be located within 10 metres of any club building.

11. Working at ground level

All contractors must:

- Make an assessment of the risk to other people in the area. Make sure that all reasonable precautions are taken to segregate the work from passers-by, using fences, ropes, tape or other suitable barriers. The suitability of these must be assessed with each different situation.
- Enclose any area handed over for exclusive contractor use with a secure fence or similar barrier. Maintain all barriers in a serviceable condition at all times.
- Adequately protect all authorised stores of materials wherever it has been agreed they can be located.
- Provide direction signs and adequate lighting, if appropriate.
- Display appropriate warning signs.
- Avoid trailing cables and other trip hazards.
- Take precautions in the vicinity of overhead power lines.
- Keep fire exits and escape routes free from obstructions.
- Periodic inspection of all barriers, signage and of protection schemes must be carried out by the contractor.

12. Working at height (The Work at Height Regulations 2005)

All contractors must:

- Provide their own access equipment, all equipment to conform to BSEN 131 Professional Standard.
- Comply with the Work at Heights Regulations 2005.

- Only use ladders and stepladders for access and short duration work which must not exceed 30 minutes (as per HSE INDG455) and where three points of contact can be maintained.
- Maintain ladders and other access equipment in good condition.
- Hold an appropriate CISRS (Construction Industry Scaffolders Record Scheme) card to erect or strike scaffold. Working in accordance with NASC TG 20:21
- Ensure the competency of scaffolding subcontractors both in terms of erection and where appropriate design
- Ensure any scaffolds left overnight are protected by physical barriers to the first lift to deter unauthorised access. Any tied ladders used to access the first lift must have a ladder guard.
- Ensure all scaffolds display a completed 'scafftag' to enable a rapid check whether the scaffold has been inspected on a weekly basis and after bad weather.
- Ensure partially completed scaffolds have warning signs prohibiting use
- Consider sheeted fan guards when erecting over access routes, brick guards, debris netting, access trap doors on working platforms etc.
- Not overloaded scaffolding or use it to support or anchor an installation unless it has been specifically designed for this purpose.

13. Working on roofs (The Work at Height Regulations 2005)

A suitable and sufficient assessment must be made prior to any roof work being undertaken, general principles include, assessment of weather conditions, any sources of emissions, access/egress arrangements, fall arrest control measures, competency and training.

Ref: HSG33 Health and Safety in Roof Works

14. First aid emergencies, accidents and incident

Contractors must:

- Make their own arrangements for first aid to meet the requirements of the First Aid at Work Regulations 1981.
- Keep records of accidents involving employees and make statutory reports of injuries and dangerous occurrences to enforcing authorities.
- Immediately inform the Senior Manager on Duty, of any incident or unsafe event or behaviour including near misses. DLC reserves the right to inform the Health and Safety Executive or the Environment Agency independently of any accident or incident we consider worthy of further investigation
- Where these incidents have the potential or have impacted on DLC staff, Members or visitors these must be reported to the Senior Manager on Duty as soon as possible. The details must be recorded on DLC's accident reporting system Prime Safety.
- All notifications that fall under RIDDOR must be reported to the Senior Manager on Duty. It is the duty of the Contractor to notify the Enforcing Authority (HSE) where appropriate.

- All Contractors (and their subcontractors) must be made aware that in an emergency, they should contact the Emergency Service by dialling 999.

15. Alcohol and drugs

The consumption of alcohol and the taking of drugs either before or during working hours is not permitted. Anyone found to be under the influence of alcohol or drugs will immediately be removed from site and may be refused future entry.

16. Behaviour

All contractors must be polite and courteous to all members of DLC staff, members, visitors and other contractors. All contractors must be appropriately attired and are required to wear all appropriate personal protective equipment.

David Lloyd Clubs is committed to promoting a culture based on the principles of respect, dignity and inclusion for everyone. At all times contractors must conduct their undertakings with DLC best interests in mind. DLC will not accept any forms of sexism, homophobia, racism or any form of harassment and/or discrimination on the basis of the protected characteristics outlined in the Equality Act 2010.

Contractors will refrain from swearing, profanities and offensive language. Contractors have the responsibility to report any offensive behaviour immediately to the Senior Manager on Duty.

DLC reserves the right to ask those found to have behaved in an unacceptable manner to leave site immediately, with the option of prohibiting future access to DLC sites.

17. Fire Safety

Contractors are required to familiarise themselves with the local procedures, rules and instructions, comply accordingly and:

- Ensure that their employees are familiar with the Fire Safety Warning Alarms and means of activating them.
- Advise the Senior Manager on Duty of any flammable mixtures, liquefied petroleum gases or explosive substances to be used or stored by them on any DLC site.

Contractors must not interfere with any provisions in place with regards to fire safety, including alarm systems, fire doors, fire barriers, escape routes, fire extinguishers, emergency lighting, detector heads or call points without prior agreement from DLC.

Contractors must not commence any work that may cause the fire alarm to activate (dust, heat etc) until confirmation has been received that the local devices have been isolated.

All works which produce heat or sparks cannot be started until the DLC Duty Manager has issued the appropriate hot works permit and all identified controls are in place.

Contractors must not introduce fire risks during work and must ensure that flammable materials are safely handled and stored, that materials and waste are stored safely and regularly removed from site and that good housekeeping standards are observed to prevent the blockage of escape routes.

18. Work in areas wholly handed over to contractors

The points below apply to work areas wholly handed over to contractors; being areas vacated by staff, members, visitors and the general public, etc.

- Work site or parts of the premises not required by occupiers or the public for access should be secured to prevent unauthorised access. The work site should be enclosed within a boarded or sheeted perimeter fence of at least 2m high, which is sufficient to prevent access by unauthorised people, particularly children, unless this is already achieved by an adequate boundary wall or barrier.
- All aspects of fencing and protection should be confirmed at a site handover meeting. Perimeter fencing should be erected before the works begin and when the surrounding areas are clear of people not engaged in the work activity.
- The contractor should provide all necessary security provisions, including padlocked entrance gates, where appropriate, and ensure that they are closed when they are not in use and are locked whenever the site is unattended.
- Provision must be made and maintained for access by DLC personnel in the event of an emergency and for maintenance. For DLC personnel who may be required to access such an area, the contractor shall provide an induction upon request.
- If fencing is to be removed or adapted during the works, this should be undertaken only when the surrounding areas are clear of staff, members, visitors and the general public, etc. All fencing should be dismantled and removed at the completion of the works, but not until all danger to DLC employees, members, visitors and the general public has passed.

19. Security Arrangements

Contractors are to adhere to DLC's security arrangements and ensure that their employees are fully conversant with the requirements.

Contractors will:

- Permit the searching of any of their employees, vehicles or property at any time either on entry, exiting or within immediate vicinity of any premises when required to do so.
- Report any use of, damage to, or removal of equipment from any premises
- Isolate and secure all plant, equipment and vehicles when not in use and before leaving the premises
- Not store any explosive, flammable or noxious substances on site, even temporarily, without permission from the club management team.

- Report any losses or damage of property to the Senior Manager on Duty.
- Not take photographs or copy documents without the express permission of the clubs General Manager and/or the Senior Manager on Duty.

20. CAFM System

DLC uses a computer aided facilities management system (CAFM) called Expansive.

As a contractor for David Lloyd Clubs (DLC), adherence to the following guidelines when using the Expansive CAFM system is mandatory:

- **Authorised Access:** Only authorised personnel should access the system, and login credentials must not be shared.
- **Data Security:** Protect all data per DLC's policies, use secure passwords, and report any security concerns immediately
- **Timely and Accurate Data Entry:** Promptly log all work orders, reports and updates, ensuring all entries are accurate and complete.
- **Site Attendance Log:** Ensure all engineers when completing DLC site visits correctly log the attendance on Expansive.
- **Insurance Documentation-** Ensure all insurances are kept up to date and uploaded too Expansive.

21. Assessing Contractor Performance

A variety of means will be utilised for assessing contractor performance, which will include internal audits, KPI performance, club feedback forms and club visits during work completion. In the event that there is a breach of this Code of Conduct, a Non-Compliance Notice will be issued to the contractor. The notice will detail the breach that has occurred, the action taken while on site and any further action required to resolve the non-compliance. These will be stored centrally within the CAFM system.

The severity of the incident will determine who else will be notified about the non-compliance.

22. Acknowledgment Slip

We acknowledge receipt of and will abide by the DLC Code of Conduct for Contractors.

Signed _____

Date ____ ____ ____

Name & Position _____

Company Name _____

Address

If required, further copies can be obtained from the David Lloyd Maintenance Compliance Manager. This acknowledgement slip shall be completed and signed by your company's chief executive officer or their nominated representative prior to any work activity being undertaken and should be returned to DLC.