

Serv Contracts Limited

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Management of Contractors Policy 2025

Key Facts

- This policy applies to all Contractors working on behalf of Serv Contracts Limited
- This policy details Serv Contracts Limited Procedural Requirements and Detailed Arrangements for the Management of Contractors working on their projects.

This policy has been designed to provide Serv Contracts Limited Management with guidance on what Information is required when asking Contractors to undertake any works on their projects.

Introduction

Serv Contracts Limited recognises that when we engage a contractor to undertake any works on our behalf within any of our projects, that we have obligations to plan, monitor and control their work for the health, safety and welfare of everyone who could be affected by their activities.

In addition to not only the health, safety and welfare elements of the work when it takes place, we need to consider the quality of workmanship, and the environmental impacts their activities may have during their time on each project.

Procedural Requirements:

As a company, we have a set procedure that must be followed whenever a contractor enters our projects / premises to undertake any work and this needs to be implemented on every occasion, no matter if the contractor is a regular visitor to the project or someone new.

The procedure is as follows:

- The person engaging a contractor to undertake any work must ensure that they have a completed Pre-Qualification Questionnaire (PQQ) to ensure that they are competent to undertake the works requested, and this PQQ has been signed off by a Co-Director or authorised representative of the company.
- The person also requesting a contractor to attend a project must ensure that a Risk Assessment and Method Statements (RAMS) has been submitted and approved for the works being undertaken prior to any works commencing.
- When a contractor attends site to undertake the works, they must ensure that they contact the client or their representative in charge of the building to inform them that they are on site. This will allow the client or their representative if required to give the contractor a task specific induction for the building if required. This induction may include Fire Precautions, Assembly Point Location, Welfare Facilities, awareness of known Hazards, adjacent works, restricted areas at the location of works. Note: The information given by the client or their representative for the building may vary depending on the works being carried out.
- Ensure the contractors are conversant with their own RAMS and have the competency and training to undertake the tasks required of them. If at any point during this process, there is a lack of comprehension (maybe due to language or ability) or concerns over competence then the contractor should not be allowed to proceed with the works. All contractors must receive a project/location induction in addition to their own RAMS.
- Contractors undertaking any works have been instructed that they must ensure that all fire and emergency evacuation routes are maintained. If this is not possible the contractor before commencing any works informing the client or their representative that the fire and emergency evacuation route will be blocked. This will allow them to ensure that an alternative route has been identified and allow them to inform other working/living in the building of the revised fire and emergency evacuation routes to be used when works are being undertaken.
- The Serv Contracts Limited Co-Director/supervisor in charge of the works must ensure that ongoing monitoring of the works is carried out throughout the duration of the works.

- On completion of the works the Serv Contracts Limited Co-Director/supervisor in charge of the works will need to inspect the area that the works have been undertaken in to ensure that the area has been left in a safe condition for others and that it is safe to use and can be reopened to other working in the area.
- Any handwritten service reports, statutory inspections, electrical test paperwork received from contractors must be checked to ensure it is signed and formal certificates and records are requested from the contractor for the works to comply with statutory obligation under all Legislation.
- The person who requested that the contractor attended must ensure that all paperwork is given to the appropriate person so that it can be formally filed to maintain the records system on the project showing any changes, to the fabric and electrical/mechanical systems within the project, this is to include and as built drawings/sketches or schematics to any system changes.

Detailed Arrangements:

Competency Assessment:

As a company we select contractors based on task specific and appropriate competence, experience and suitability for the work to be done. Our competency assessment involves a review of past performance and requested information from contractors in the form of a Pre-Qualification Questionnaire:

This PQQ includes:

- membership of reputable trade bodies or approved contractor schemes
- legally required registrations (e.g., Gas Safe Register)
- compliance with section 54 of the Modern Slavery Act 2015 (*if applicable*)
- health and safety policies and practices.
- recent health and safety performance (number of accidents etc.)
- qualifications, training and skills of their staff and manager (NVQ / First Aid)
- health and safety information and training provided to workers.
- supervision arrangements.
- arrangements for consulting with their workforce
- current insurance certificates (employers and public liability, professional indemnity, as applicable).

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

The PQQ's we issue, and the information provided is then placed onto our approved contractor database.

Our PQQ database is constantly monitored to ensure that new insurance documents are added.

Essential Information Provided to Sub-contractors:

To enable contractors to take account of all issues affecting health, safety and welfare issue within their quote, we provide essential health and safety information such as information of known hazards, specification and timescale restrictions, access and egress restrictions. So far as it is applicable and relevant to the contractors work on our projects.

~~We also would actively encourage contractors to undertake a site visit before quoting for works to ensure that they can understand the complexities of the area in which they will be working.~~

In addition to the above we will provide additional specific details such as:

- information about other people who could be present on the project or could be at risk in the vicinity.
- restrictions which will apply to the storage of goods, materials, tools and equipment.
- rules regarding the segregation of waste site
- smoking restrictions/rules
- requirements for work on or close to any gas systems
- requirements for work on or close to any electrical systems
- any works being undertaken on the fire alarm system or planned tests.
- general rules about the need to maintain escape routes and access to fire equipment plus any specific rules in relation to the project.
- rules requiring the use of personal protective equipment.
- provision of first aid facilities and personnel
- requirements to report all accidents and incidents to our representative immediately.
- the contact details of the Serv Contracts Limited manager or representative and requirements for communication.

Receiving Information from Contractors:

Once the contractor is selected, detailed work plans are discussed, and the contractor's risk assessments and method statements are reviewed. The level of detail of the paperwork expected must be proportionate to the complexity of the work to be undertaken and the risk involved.

Authorisation/Permits:

We will ensure that no one under our control including any Contractor's employees is authorised to start work on site until we are satisfied that:

- they are competent to carry out the works.
- there are adequate security and work segregation arrangements; and
- there are adequate welfare facilities available for workers.

When our Contractor's representatives enter any building where the work is to be carried out they will adopt the clients rules (if applicable) for signing in and out of the building.

For particularly hazardous work, a permit to work may be required, e.g., for hot work, work in confined spaces, working on live gas and electrical installations etc.

Where such hazardous work is likely to take place, we will ensure that suitable permits to work are issued in coordination with other working in the area whilst our works are being carried out.

The contractor's representatives will be instructed that they are required to keep a copy of their permit at the place of work which may be inspected by the client's representative or Serv Contracts Limited management.

Supervision:

We will ensure that those managing and supervising the work have the right combination of skills, knowledge, training and experience and that there is an adequate supervision provision by the contractor for the works being undertaken.

Monitoring:

All work by contractors is monitored periodically 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 the risk assessment and method statement for each task is being followed.
- that the contractor's employees are complying with clients rules covered in the induction, and that they are generally working in a safe manner.
- ensure that workers continue to have access to welfare facilities.

The degree of monitoring depends on the type of work involved. Where monitoring detects poor standards, this is addressed with the contractor's management and, if necessary, monitoring frequency is then increased. Where appropriate, work is stopped whilst a solution is found.

Long-term/Rolling Contractors:

As part of their on-going commitment to provide a safe place to work, we have long term contractors that undertake works/maintenance on rolling contracts. In these cases, they are managed slightly differently to the above process, in that they are signed on to longer duration permit that covers the scope of their works.

They will still be met by their point of contact on arrival into the project and briefed on any new procedures or specific hazards. If this is the case, they will need only to undertake a quick re-induction to ensure they comply with our new procedures and are able to work around/alongside a specific hazard.

Jamie Reynolds and Nick Wettner the Co-Director of Serv Contracts Limited have equal responsibility for Health, Safety and Welfare of contractors working on our projects and fully endorses the contents, and implementation of this Management of Contractors Policy.

Signed:

Name: Jamie Reynolds
Position: Co-Director
Date: September 2025

Signed:

Name: Nick Wettner
Position: Co-Director
Date: September 2025