

REQUIREMENTS FOR WORKING ON ROYAL MAIL PREMISES

1. INTRODUCTION AND PURPOSE

This document sets out the arrangements that Royal Mail Property & Facilities Solutions Limited and Royal Mail [hereinafter jointly referred to as “Royal Mail”] have put in place for the health and safety of all persons who may be affected by activities undertaken

This document does not define work to be undertaken by Contractors rather, this document sets out the Contractor’s and Royal Mail’s obligations in respect of compliance and health and safety including the possible consequences if the Contractor fails to comply with these obligations.

Compliance with Royal Mail health and safety requirements is mandatory on all suppliers (including their employees and Subcontractors) who provide goods and services to Royal Mail Premises.

- Definitions**

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| CDM | The Construction (Design and Management) Regulations 1994 |
| Contractor | means the individual or company undertaking the works and unless excluded by the context any reference to Contractor shall include his Subcontractors and any further Subcontractor |
| Contractor’s employees | Unless excluded by the context any reference to the Contractor’s employees shall include a reference to the employees of his Subcontractors and any further Subcontractor. |
| Corrective Action Notice | A notice issued by Royal Mail to the Contractor demanding action within a given time to rectify serious failures |
| Health and Safety File | The document required to be produced at the completion of a project that falls within the full scope of CDM |
| Improvement Notice | A notice issued by Royal Mail to the Contractor, requiring specific improvements in performance. |
| Person in Control of the premises | means such person as is from time to time appointed to that position by Royal Mail or delegated to act on his behalf. |
| Principal Contractor | The holder of certain duties set out in CDM |
| Royal Mail Helpdesk | A service managed by Royal Mail, to report faults, and request assistance on Royal Mail sites. |
| Royal Mail | Includes Royal Mail and all subsidiary companies thereof, including Royal Mail Property & Facilities Solutions Limited, as defined by s 736 of the Companies Act 1985. |
| Safety Method Statement | Means a summary of the risk assessments and safe systems of work made specific to a site and a set of tasks required for the completion of a discrete piece of work, generally referred to as a ‘job’. |
| Site Log Book | means the Property and Facilities Management log book which contains important information such as the Contractor attendance sheet and the hazard and control register, asbestos register and which is kept at each site at which a Contractor is required to work. |

- Royal Mail’s Objectives**

Royal Mail's Zero Harm philosophy is a driver to improve Health and safety performance with the aim of all employees and any one working for Royal Mail being able to leave work without being injured or harmed in any way. Contractors are expected to embrace this philosophy

Zero Harm is an objective to monitor and measure health and safety performance which includes Contractors, with the aim of minimising risk to the health and safety of its employees, members of the public and Contractor's personnel, whilst works of any description are being undertaken.

This document defines the requirements and arrangements for:

- (a) the Contractor's compliance with key safety criteria whilst performing the services defined in the Purchase Order and
- (b) Royal Mail's monitoring and performance measurement of such compliance.

2. HEALTH AND SAFETY STANDARDS FOR CONTRACTORS

2.1 Statutory Requirements

The Contractor shall execute all works in compliance with the Health and Safety at Work Act 1974, all other health and safety and Environmental laws and statutory requirements, approved codes of practice and safety/environmental information published by the Health and Safety Executive Environmental agency and all other relevant bodies regardless of whether they are detailed in any specific requirements.

2.2 Contractor Health and Safety Guide

All Contractors working at Royal Mail premises shall comply fully with Royal Mail's publication "Contractor Health and Safety Guide" as updated from time to time and advised to the Contractor. Copies of this are available upon request.

The Contractor shall ensure that all personnel attending or working on Royal Mail premises (including Subcontractors) are fully aware of and comply with the Contractor Health and Safety Guide.

The Contractor's employees and Subcontractors shall carry a copy of the Contractor Health and Safety Guide at all times when working at Royal Mail Premises.

Royal Mail, and in particular the Person in Control of the premises, may request sight of the Contractor Health and Safety Guide and suspend work where the Guide is not carried by the Contractor's employees and Subcontractors.

2.3 CHAS or SAFEcontractor Registration

The Contractor must be registered with either the Contractors' Health and Safety Assessment Scheme (CHAS) or the SAFEcontractor scheme, and must complete a successful assessment by that organisation at least once in any 12 month period. For avoidance of doubt, you must be able to provide a valid certificate for one or both of the above accredited schemes.

2.4 Risk Assessment and Safe Systems of Work

The Contractor is responsible for carrying out risk assessments for all work activities undertaken.

The Contractor shall employ safe systems of work at all times and where appropriate must include arrangements which ensure the health and safety of persons who may be affected by the works including those working unaccompanied, Royal Mail employees and members of the public.

Risk and SSOWs must be available when works are taking place on site.

NOTE

The Contractor shall be wholly responsible for the suitability of any risk assessment, safe system of work and Safety Method Statement. Royal Mail will not issue approvals of risk assessment, safe systems of work or Safety Method Statements. Royal Mail may review representative samples of risk assessments, safe systems of work and Safety Method Statements from time to time. Any failure on the part of Royal Mail to comment upon any generic or specific risk assessment, safe system of work or Safety Method Statement shall not be taken as approval by Royal Mail of any such assessment, system or statement whether submitted under this or any other paragraph of this document.

2.5 Permits to Work

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The Contractor shall be responsible for operating a Permit to work system for the work the Contractor undertakes, in relation to the work activities listed below, except in respect of Permits required when working in restricted areas noted in the Site Log Book (item e in the next paragraph).

The activities requiring the Contractor to issue a Permit to work include the following:

- (a) Hot works / welding / grinding.
- (b) Confined space working.
- (c) Live electrical working
- (d) Any temporary disconnection of safety systems e.g. fire warning systems or emergency lighting

Permits to work are also required for the following but will be issued by Royal Mail.

- (e) Restricted areas designated by Royal Mail and which are noted in the Site Log Book, for example security areas.
- (f) Working on or near high voltage services. Royal Mail will issue the permit to work to gain access to high voltage enclosures. (Work on HV will be carried out by a Royal Mail subcontractor not Royal Mail)

Persons issuing permits must be fully aware of the implications of issuing a permit to work and should be trained in their completion and use.

The Contractor shall be responsible for liaison with Royal Mail and for ensuring the safety of the proposed work, completing the permit to work and gaining approval from the Person in Control of the premises before commencement of the work

NOTE

Any such approval shall not constitute approval of any health and safety aspect of the work covered by any such permit. The approval of the Person in Control of the premises or their deputy shall only relate to the commencement of work in that area.

Details of the completed permit to work shall be incorporated into the Safety Method Statement and copied to Section 1 of the Site Log Book

2.6 Third Party Premises

The Contractor may occasionally be expected to work in areas under the general control of third parties. In these cases the Contractor will comply with the regulations and safe systems of work that may apply at that site.

2.7 Supervision

Where more than one person attends site the Contractor shall appoint a named competent supervisor to be responsible for health and safety and to act as the Contractor's representative on site.

2.8 Health and Safety Training and Competence

The Contractor shall ensure that its employees and Subcontractors have health and safety training to current legislative requirements and appropriate levels of competence to complete the work. The Contractor shall be able to demonstrate, including at regular supplier review meetings that it and its Subcontractors have structured and progressive health and safety training programmes.

The contractor's employees or subcontractors must carry on them while on site any skill cards for the work that carry out.

2.9 Discipline

The Contractor shall accept responsibility for the discipline and behaviour of its employees, including any Subcontractors or their employees. Royal Mail will require the removal from site of any Contractor's employee or Subcontractor found acting in an unacceptable manner. The Contractor shall be liable to, and indemnify, Royal Mail for any injury loss or damage arising from lack of discipline or misbehaviour of its own employees and Subcontractors or their employees irrespective of whether it would be liable vicariously for such injury loss or damage.

2.10 Unsafe working practices/ conditions

Royal Mail have the right to require the Contractor to stop work immediately in the event of unsafe practices or if unsafe working conditions exist. This applies where these practices or conditions affect the health and safety of the Contractor, its employees, Royal Mail employees or members of the public. Where it is evident to any Royal Mail employee or representative that there is serious or imminent risk of personal injury that person may request that the work cease and the Contractor must cease that work.

3. GENERAL HEALTH AND SAFETY ARRANGEMENTS

3.1 Entering and leaving Royal Mail sites

Except in emergency call out situations, the Contractor shall not work at closed premises, without obtaining the specific consent of Royal Mail.

Except for the above, and for the scheduled delivery, collection and exchange of waste containers, all Contractors and their employees shall, on every occasion they visit, sign in and sign out of the premises using the attendance sheet in Section 1 of the Site Log Book for the site and have due regard to the information contained therein. See also paragraph 3.2 and Section 9 below.

All visitors to the site shall wear company identification and any identification provided for them by Royal Mail . This identification must be visible at all times.

The purpose of this procedure is to ensure that the Contractors' employees are made aware of any hazards specific to the premises, to notify other Contractors, and to ensure a record is available of all persons on the site that will be used in the event of fire or other emergencies.

3.2 Property and Facilities Management Site Log Book

This is provided at each Royal Mail premises and is kept by the Person in Control of the premises. The Site Log Book contains important information about the site. The Contractor shall comply with all procedures set out in the Site Log Book and in this document.

The Site Log Book incorporates:

- Contractor attendance sheet
- site hazard and control register
- service isolation point schedule
- Asbestos Register
- fire certificate / fire risk assessment
- Royal Mail risk assessments for the premises.
- any other relevant site specific information.

If the Site Log Book or any other information referred to above is not available the Contractor shall contact the Royal Mail Helpdesk to report this and to confirm the work they have attended site to carry out. Royal Mail may introduce an electronic version of the Site Log Book. As this becomes available at Royal Mail premises, the Contractor shall comply with the procedures for entering and obtaining information via this medium.

Once the site log book has been signed, the hazard and asbestos logs must be reviewed to ensure they do not affect the work to be carried out. The contractor must also ensure their work will not be affected by other contractors who may be on site.

Where required the contractor will call the Elite system, using the information on the purchase order, to register attendance on site and to confirm Health and Safety requirements are being complied with.

As part of the Elite process, the contractor is required to register any work that involves any of the designated hazardous activities listed in 9.2. The contractor is required to identify the designated hazardous activity prior to control measures being applied then detail the control measures for each hazardous activity that are to be put in place.

Once the "signing in" procedures have been completed The Contractor shall inform the Person in Control of the premises of the work to be carried out and gain their permission to carry out the work. Once permission has been received the contractor must put copies of risk assessments/SSOWs in section 1 of the site log book prior to work commencing. Royal Mail, and in particular the Person in Control of the premises, may request sight of this information, and suspend work where such information is not available.

3.3 Health and Safety Signs or Instruction Notices

The Contractor shall comply with any health and safety sign or instruction notice displayed on site. The Contractor is responsible for supplying, displaying and removing, on or off site necessary health and safety signs or instruction notices in relation to the work being undertaken.

3.4 Restricted Areas

Under no circumstances shall the Contractor or any of its employees enter restricted areas without prior written permission from Royal Mail or the Person in Control of the premises.

3.5 Vehicle Movements

The Contractor shall comply with any site requirements regarding the movement of vehicles. In particular traffic routes must be followed, parking areas observed, and pedestrian routes adhered to.

3.6 Hazard or Nuisance

The Contractor shall take all practicable steps to eliminate any hazard or nuisance created by its own operations, e.g. dust, vapours or noise. The Contractor shall inform the Person in Control of the premises in advance of any operation intended to be carried out where a hazard or nuisance cannot be eliminated. A suitable time will need to be agreed.

3.7 Designated Work Areas

The work areas, within the premises, in which the works are to be carried out, shall be agreed between the Contractor and the Person in Control of the premises.

Any such agreement shall not remove from the Contractor his obligation to ensure that the area is safe, nor shall it affect the Contractor's duty under paragraph 2.1.

3.8 Barriers

The Contractor shall erect and maintain suitable protection including barriers around any hole, excavation, or other hazard that cannot be eliminated. Where practicable the Contractor shall ensure that any excavation is adequately covered. The Contractor is responsible for the provision of the suitable protection unless otherwise agreed in writing beforehand with Royal Mail.

3.9 Temporary Arrangements

If the Contractor is unable to complete repairs or maintenance work, or has to provide a temporary repair, or secure the site in some way, the Contractor shall: inform the Person in Control of the premises and Royal Mail of any temporary arrangements; disable or lock off equipment or areas as necessary; provide signs explaining the temporary arrangements; ensure that the area affected is safe and report to the Royal Mail Helpdesk Elite system.

3.10 Obstructions

The Contractor shall at all times keep the site affected by its work clean and tidy and free from unnecessary obstructions and tools. All gangways, and escape routes must be kept clear and free from hazards at all times.

3.11 Waste and Salvage

Unless otherwise specifically agreed in writing at purchase order placement, the Contractor shall arrange for the regular and safe removal of waste arising from the works, in full compliance with prevailing waste legislation and shall provide a copy of any waste transfer/waste consignment documentation to Royal Mail. The contractor is responsible for ensuring that any waste stored on site, prior to disposal, is stored in a manner which will prevent its escape. Such storage shall only be at a location agreed with Royal Mail /the site Person in Control. Items of salvage must only be kept in a location agreed with the Person in Control of the premises. All Contractors transporting waste shall be registered Waste Carriers and shall ensure that the disposal facilities used are licensed to accept the wastes generated. Contractors shall endeavour to apply the waste hierarchy to the management of waste arising, as required by waste legislation.

3.12 Disruption of Services

Disruption of any services, including isolation, reinstatement or commissioning will not be permitted without prior arrangement with the Person in Control of the premises and Royal Mail.

3.13 Smoking Policy

All Royal Mail premises are designated no smoking buildings which also includes electronic cigarettes. Smoking is only permitted in areas designated by the Person in Control of the premises.

4. EMERGENCY ARRANGEMENTS

4.1 Emergency Evacuation

The Contractor shall make itself aware of the site rules, restricted areas and emergency arrangements (see also paragraph 9.1).

The Contractor must make its employees and Subcontractors aware of:

- a) the Fire alarm testing arrangements along with assembly points and
- b) evacuation routes to use in the event of an emergency; and
- c) any other evacuation arrangements in place (e.g. bomb alerts) and
- d) the identity of any Royal Mail staff nominated to assist in evacuation procedures.

4.2 Fire Alarm

Site fire alarms are tested every week. The Person in Control of the premises will make the Contractor aware of the day and time of the test.

4.3 First Aid

The Contractor shall provide first aid facilities for employees in accordance with statutory requirements, unless written agreement is reached with the Person in Control of the premises that Royal Mail facilities may be used.

5. HAZARDOUS SUBSTANCES AND MATERIALS

5.1 Control of Substances Hazardous to Health (COSHH)

Contractors bringing materials or substances of a hazardous nature onto Royal Mail sites shall immediately inform the Person in Control of the premises by supplying him with any relevant COSHH assessment records.

The Person in Control of the premises shall at the same time be informed of the means of storage of any hazardous substances. The Contractor shall be responsible for the safe storage, use and disposal of any such hazardous substance.

5.2 Asbestos

Except for the scheduled delivery, collection and exchange of waste containers, before any work is started, the Contractor shall refer to the Asbestos Register located in the Site Log Book which contains the following information:-

- (a) the Asbestos Register;
- (b) the Guidance Note that provides additional information on asbestos management procedures;
- (c) the key to the computer aided design drawing associated with the Asbestos Register and;
- (d) the flowchart describing action to take on discovery of damage to suspected asbestos containing materials,

The Contractor shall use the above as the principal means of information about the presence of asbestos containing materials on the site.

The Contractor shall ensure that it and its employees and all Subcontractors and their employees have received training in the recognition of asbestos containing materials and components that typically contain asbestos, and understand the potential health effects of exposure to asbestos.

The Contractor shall immediately cease work if substances, materials and/or components are discovered that are suspected to contain asbestos. The Contractor must immediately remove all personnel from the immediate area, and immediately inform the following:

- Person in Control of the premises,
- the Royal Mail incident line 0800622840 and
- the Royal Mail Helpdesk

The area should be isolated and sealed where practicable.

6. CONTRACTORS TOOLS AND EQUIPMENT

6.1 Supply and Maintenance

The Contractor shall supply all necessary tools, plant, and protective clothing and safety equipment to carry out the work and shall ensure that the same are suitable and are maintained in a safe working condition. If any of the above is declared by Royal Mail and/or Royal Mail to be unsuitable or in an unsatisfactory condition, it shall be removed from site immediately.

Any equipment use to take measurements or readings must be calibrated and records of calibration must be maintained and made available upon request.

6.2 Electrically Operated Tools and Equipment

The Contractor shall use 110 volt or battery operated equipment, unless specific permission to use alternatives is given, in writing, by Royal Mail

6.3 Lifting Equipment

All lifting equipment brought onto Royal Mail sites by the Contractor, must have a copy of the current certificate of inspection with the equipment which must be available upon request.

6.4 Personal Protective Equipment

The Contractor shall make itself aware of and ensure that all employees and sub Contractors comply with Royal Mail's current site requirements for personal protective equipment. For example, the wearing of high visibility clothing in operational areas.

6.5 Scaffolding

The Contractor is responsible for ensuring that any scaffolding (Temporary or permanent) erected in order to undertake or enable the works, is erected by a competent person, is subject to statutory inspection and complies with all matters referred to in paragraph 2.1. Copies of relevant statutory documentation shall be held on site for the duration of the works and shall be made available for inspection upon request.

6.6 Inspection

Royal Mail reserves the right at any time to inspect tools, plant, protective clothing and safety equipment used by a Contractor and to view copies of all relevant test and inspection records relating to the same.

6.7 Certification and Guarantees

Where required, any records, certification, instructions, manuals or guarantees must be sent to the Royal Mail manager within 5 working days of the completion of the works.

7. ROYAL MAIL FACILITIES AND EQUIPMENT

Equipment will NOT normally be loaned by Royal Mail .

7.1 Exceptional use of equipment

Specialist access equipment may be available for use by the Contractor, subject to:

- (a) prior permission of Royal Mail and;
- (b) completion of a risk assessment by the Contractor which will ensure the suitability of the equipment for the work to be undertaken and;
- (c) proof of Contractor competency to use any such equipment and
- (d) availability and suitability of the equipment.

Exceptionally, where Royal Mail equipment is loaned, a written record shall be kept by Royal Mail. The record shall contain a list of loaned equipment, a report of its condition, and copies of any risk assessments made. The record shall be signed by Royal Mail and an authorised representative of the Contractor. On completion of the work Royal Mail shall inspect the loaned equipment against the original condition report and provide the Contractor with a signed acceptance receipt. The Contractor shall be liable to and shall indemnify Royal Mail for any injury loss or damage whatsoever and howsoever occurring during the loan period in connection with such use, irrespective of the cause thereof.

7.2 Royal Mail Workshops and Maintenance Facilities

The Contractor is not normally permitted to use Royal Mail workshops or maintenance facilities.

Royal Mail workshops or maintenance facilities may exceptionally be available for use by the Contractor, subject to:

- (a) prior permission of Royal Mail and;
- (b) completion of a risk assessment by the Contractor which will ensure the suitability of area for the work to be undertaken and;
- (c) proof of Contractor competency to use any such area and
- (d) availability and suitability of the area.

Exceptionally, where Royal Mail workshops or maintenance facilities are made available, a written record shall be kept by Royal Mail. The record shall contain a list of any area made available, a report of its condition, and copies of any risk assessments made. The record shall be signed by Royal Mail and the Contractor. On completion of the work Royal Mail shall inspect the area against the original condition report and provide the Contractor with a signed acceptance receipt.

The Contractor shall be liable to and shall indemnify Royal Mail for any injury loss or damage whatsoever and howsoever occurring within the area in connection with such use, irrespective of the cause thereof.

7.3 Electrical and Piped Services

At the discretion of Royal Mail, standard services may be made available for use by the Contractor. Only designated take-off points may be used and the connections must be of a type acceptable to Royal Mail. The Contractor shall ensure that all such connections are safe and shall be wholly responsible for the supply and installation of any connection and for its satisfactory removal and reinstatement upon completion.

7.4 Lifts and Service Hoists

Lifts or hoists may only be used with the written permission of Royal Mail and only after a risk assessment has been carried out by the Contractor, which will, ensure the suitability of the lift or hoist for the load to be carried.

The Contractor shall be liable to and shall indemnify Royal Mail for any injury loss or damage whatsoever and howsoever occurring to any lift or hoist in connection with such use, irrespective of the cause.

7.5 Storage Areas

The Contractor shall obtain the agreement of the Person in Control of the premises for the locations of any huts or other temporary storage facilities before they arrive on site.

7.6 Welfare

Toilet and washing facilities if made available for use by the Contractor will be indicated by the Person in Control of the premises. No other toilets or washing facilities may be used.

Canteen facilities, subject to prior permission of the Person in Control of the premises may be used by the Contractor. Any unclean work wear, including shoes, must not be worn in any canteen area. Failure to comply may result in the withdrawal of the privilege. Otherwise it shall be the duty of the Contractor to supply suitable and sufficient welfare facilities.

8. PROVISION OF PREMISES / WORKPLACE INFORMATION

8.1 Royal Mail Requirements

Royal Mail, normally through the Person in Control of the premises, will make available to the Contractor, all existing information held by Royal Mail regarding the state and condition of the premises to assist the Contractor to ensure the works can be planned and executed safely. If not made available without request it shall be the duty of the Contractor to request all such information by, requesting to see the information at paragraphs 8.2 and 8.3.

Except in emergencies the Contractor should not commence work without obtaining such information as is referred to in this paragraph.

8.2 Existing Record information

The following reference documents held at each property are available to the Contractor:

- (a) The Site Log Book
- (b) Royal Mail risk assessments for the premises.
- (c) Health and Safety File (if previously produced under a Agreement executed in accordance with CDM).
- (d) any other relevant site specific information.

If the Site Log Book or any other information referred to above is not available the Contractor shall contact the ROYAL MAIL Helpdesk to report this and to confirm that the Contractor will undertake all necessary risk assessments, and produce Safety Method Statements prior to undertaking the works.

If after using reasonable endeavours the Contractor is not able to produce a Safety Method Statement which complies with all the requirements of this document because sufficient existing record information is not available, the Contractor shall not commence work until Royal Mail /Royal Mail has provided the relevant information (unless it is the Contractor's responsibility to provide and maintain such information itself) to the Contractor to enable the Contractor to produce the Safety Method Statement.

If the information in the site hazard and control register contained in the Site Log Book is found to be inadequate, or further hazards are identified during the course of the work, the Contractor shall attach a note to the site hazard and control register, and also notify the ROYAL MAIL Helpdesk by means of a written report as soon as is practicable. For the avoidance of doubt, it is Royal Mail's responsibility to ensure the information in the Site Log Book is adequate, except where it is the Contractor's responsibility to provide the information in the Site Log Book.

Royal Mail will ensure that any changes to, or improvements in, relevant information will be placed in the Site Log Book as soon as is reasonably practicable.

8.3 Operational Workplace Information

The Person in Control of the premises will normally assist the Contractor when requested so to do by supplying information as regards the day-to-day operations of the premises that may affect the programming and safe completion of the works. Details will typically include:

- (a) operational hours
- (b) staffing and shift schedules
- (c) specific local security arrangements
- (d) vehicle traffic movement patterns and schedules
- (e) emergency evacuation arrangements
- (f) First Aid information

8.4 Other Contractors working on site

Royal Mail requires all Contractors to share information and to cooperate with any other Contractors who are working on the premises.

The Contractor shall use the Contractor attendance sheet to identify other Contractors who are working on the premises, and shall coordinate its activities with those of the other Contractors as necessary to ensure safe working.

Additionally, for the duration of a project to which CDM applies, the Principal Contractor will be required to place a notice in the Site Log Book requiring all Contractors to report on arrival each day to the Principal Contractor.

9. MANAGEMENT OF DESIGNATED HAZARDOUS ACTIVITIES

9.1 Designated Hazardous Activities

Royal Mail has identified a list of designated hazardous activities frequently undertaken by Contractors. Where work includes a designated hazardous activity Royal Mail has additional requirements listed in paragraph 9.3 below.

9.2 List of Designated Hazardous Activities

- Working with asbestos.
- Working in confined spaces as defined in the Confined Spaces Regulations 1997.
- Working at a height of above 2 metres.
- Working near fragile surfaces as defined in The Work at Height Regulations 2005.
- Interceptor and drainage cleaning.
- Hot working, grinding, hot cutting and welding.
- Work that may involve overhead or underground services.
- Grounds maintenance and pest control.
- Work under lifts or lifting equipment (including dock levellers).
- Loading, unloading and manoeuvring of large vehicles.
- Electrical maintenance work involving live working.

The Contractor shall assess all work activities for significant risks, and ensure a suitable and sufficient risk assessment is carried out prior to commencing the task and a safe method of working is thereafter implemented and maintained. The Contractor must take account of concurrent activities being undertaken by Royal Mail and/or other Contractors, having first obtained this information in accordance with the requirements of this document.

9.3 Safety Method Statements

When undertaking works that include any of the designated hazardous activities, the Contractor must:

- (a) Undertake risk assessments and produce task and site specific Safety Method Statements;
- (b) Place the Safety Method Statement in the site logbook for the duration of the works
- (c) Complete the works in accordance with the Safety Method Statement.

Notwithstanding the Contractor's own arrangements for producing a Safety Method Statement, the completed Safety Method Statement shall also make reference to the following:

- (a) The Contractor Health and Safety Guide;
- (b) Relevant details taken from existing recorded information described in paragraph 8.2;

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- (c) Relevant operational workplace information, provided by the Person in Control of the premises described in paragraph 8.3;

- (e) The risk assessment(s) and safe systems of work on which the Safety Method Statement is based;
- (f) a Permit to work, when required; and
- (e) Any arrangements to share information and to plan safe working with Royal Mail's employees and other Contractors working at the premises.

The Contractor must have available the Safety Method Statement required under paragraph 9.3(b) **prior to works commencing**, The Contractor shall, on request, provide a copy of the completed Safety Method Statement to the Person in Control of the premises.

10. HEALTH AND SAFETY MONITORING

10.1 Royal Mail Arrangements

As part of a co-ordinated approach to achieve Zero Harm, Royal Mail may from time to time:

- (a) review the Contractor's safety management system including the Contractor's Safety Policy and the Contractor's procedures for risk assessment and safe systems of work;
- (b) conduct random periodic reviews of both generic and site and job specific risk assessments, safe systems of work and Safety Method Statements;
- (c) conduct random periodic site safety inspections (SSI) of the work; and
- (d) review compliance by the Contractor with Royal Mail's requirements for the management of designated hazardous activities as set out in paragraph 9.

Royal Mail may appoint consultants to conduct independent reviews of the Contractor's safety management system, risk assessments, safe systems of work and Safety Method Statements, and to carry out inspections of the work.

10.2 Contractor's Obligations

Notwithstanding Royal Mail's monitoring of the procedures and the works, the Contractor shall continue to control and monitor its own compliance, and that of its sub-Contractors, with health and safety laws and statutory requirements as set out in paragraph 2.1 and compliance with the Royal Mail's Health and Safety Requirements set out in this document.

The Contractor shall notify Royal Mail of works that are found to involve one or more of the designated hazardous activities listed in paragraph 10.2 in accordance with this document.

The Contractor shall fully co-operate with Royal Mail or its appointed consultants.

The contractor shall carry out timely corrective actions that may result from SSIs that have been carried out. The contractor shall provide Royal Mail with evidence of that action taken so the issue can be closed on the SSI report.

10.3 Results and Reporting

Consultants appointed by Royal Mail to conduct reviews and inspections will report directly to Royal Mail and shall owe no duty of care to any Contractor or sub-Contractor or any of their employees. Reports showing results, findings and recommendations from reviews of Contractor's safety management systems, risk assessments, safe systems of work and Safety Method Statements, and inspections of the work, will be passed to Royal Mail and will be tabled at supplier review meetings, as part of the ongoing monitoring of the Contractor's performance .

11. ONGOING HEALTH AND SAFETY REPORTING

11.1 Accident and Near Miss Reporting

In the event of an accident or near miss occurring, however minor, in connection with any work being carried out by the Contractor or Subcontractors on Royal Mail premises, the Contractor shall notify the Royal Mail Incident line (**0800 622 840**) and the Person in Control of the premises, at the time of the accident or near miss.

When calling the Royal Mail incident line, the operator will ask for a pay number, the Contractor or Subcontractors will need to say they are a Subcontractor and that is the information the operator needs to input.

The Contractor will be required to complete a Royal Mail accident form, and return this to the Person in Control of the premises with a copy to Royal Mail . The Contractor shall provide to Royal Mail copies of reports on any investigation the Contractor carries out regarding accidents that occur on Royal Mail premises.

Royal Mail and/or Royal Mail reserves the right to investigate all accidents, near misses and dangerous occurrences on its premises and the Contractor shall at all times co-operate fully with any such investigation including but not limited to making its employees available for questioning.

11.2 Provision of Accident and Near Miss Statistics

The Contractor is expected to produce reports on their own health and safety performance, to help manage and improve health and safety.

As part of Royal Mail's contract with Royal Mail, Royal Mail is required to produce health and safety reports which include the information detailed below and also includes accidents and near misses involving our Contractor's employees and Subcontractors. The contractor shall provide Royal Mail with any relevant information it requests that will support the reports below that Royal Mail has to send to Royal Mail.

- (a) **Total Accidents** - The total number of accidents recorded during the period, which shall include any injury recorded by the Contractor and/or Royal Mail, regardless of seriousness, whilst performing the work.
- (b) **Near Misses** - The total number of near misses recorded which shall include any incident that had the potential to cause injury or result in damage to plant equipment or property whilst performing the work.
- (c) **Notifiable Accidents** - The total number of notifiable accidents, as defined by Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), together with appropriate supporting reports and learning outcomes from the incident whilst performing the work.
- (d) **Accident frequency rate**- The overall accident / incident statistics for the Contractor, but excluding any shareholders of the Contractor. Where the Contractor is not a holding company these statistics shall include the statistics for the holding company and all subsidiary companies. Where the Contractor is a holding company these statistics shall include the Contractor and all subsidiary companies, all as defined by s.736 of the Companies Act 1985.

The accident frequency rate required in paragraph (d) will be calculated as follows:

$$\text{NRA} / \text{ANE} \times 100,000$$

Where:

- NRA is the number of reportable accidents in the previous 12 months.
- the number of reportable accidents is defined as the total number of RIDDOR accidents (as defined by the Health and Safety at Work Act), across all the Contractor's customers [including its holding company and/or subsidiaries]; and.
- "In the previous 12 months" shall mean the previous 12 month period relevant to each current month.
- ANE is the average number of employees over the previous 12 months which shall take into account the following:
 - Where Subcontractors provide part of the service the number of sub Agreement workers should be included.
 - Head office and management staff should be included.
 - The Contractor shall take a reasonable view on the use of part-time staff and sub-Agreement workers when calculating the number of employees.

12. HEALTH & SAFETY PERFORMANCE MEASUREMENT

12.1 Review of Contractor's Adherence to the Health and Safety Requirements

From time to time Royal Mail may carry out a review to assess the Contractor's performance in respect of health and safety from the following sources:

- Reports on reviews of the Contractor's safety management systems, risk assessments and safe systems of work, commissioned by Royal Mail
- Reports on inspections of the work, commissioned by Royal Mail
- Reports on compliance by the Contractor with Royal Mail's requirements for the management of designated hazardous activities as set out in section 10.
- Accident / near miss statistics supplied by the Contractor under paragraph 12.2 above.
- Demonstration of the ongoing training programmes across the Contractor's organisation that shall include its application to Subcontractors where appropriate.
- Reports on health and safety audits carried out.
- Feedback from interested parties, who commissioned or were affected by the work undertaken by the Contractor.
- Provision of the Health and Safety File, where required by CDM.

In addition, Royal Mail may benchmark the Contractor's performance against industry standards and against other Contractors undertaking works for Royal Mail on similar Agreements

12.2 Health and Safety performance targets

At Contractor review meetings, the Contractor's performance will be reviewed and where required targets with timescales for completion of the targets may be set to improve performance. Where set targets will be monitored and adjusted as required.

13. IMPROVEMENT AND CORRECTIVE ACTION NOTICES

13.1 Royal Mail's arrangements

Royal Mail will work with the Contractor to maintain high standards of health and safety as set out in this document. Should the Contractor manifestly fail to meet the required standards, Royal Mail may take action against Royal Mail or the contractor in the form of issuing a written notice. The 2 types of notice are detailed below but the Contractor must be aware of the potential consequences of not following the requirements of this document.

If any of the following notices are issued, corrective actions will need to be taken to resolve the issue and if the notice involves work carried out by the contractor they will be required to assist Royal Mail in the reply to Royal Mail and the provision of any information/records that may be required to resolve the issue. The issue of any notice involving the Contractor could result in termination of any agreements for future work.

13.2 Improvement Notices

Royal Mail will issue Improvement Notices in the following circumstances:

- (a) The actions of the Contractor, whilst undertaking work on behalf of Royal Mail, have led to the issue of a Prohibition Notice or an Improvement Notice from the Health and Safety Executive and/or Environmental Health Officer.
- (b) The Contractor records any notifiable accident / incident whilst undertaking work on behalf of Royal Mail. (If it is subsequently proved that the accident / incident was not the fault of the Contractor, the Improvement Notice will be withdrawn).
- (c) Failure to meet Royal Mail's health and safety performance targets within the agreed timescale.
- (d) (Failure to produce relevant monthly health and safety statistical data by the dates instructed by Royal Mail (see section 12))
- (e) The failure of the Contractor to respond to, or comply with a previously issued Improvement Notice within the prescribed timescale.

13.3 Corrective Action Notices

Royal Mail will issue Corrective Action Notices in the following circumstances:

- (a) A serious incident causing, or with the potential to cause, severe injury to persons, and/or significant damage to property.
- (b) Three Improvement Notices having been issued over a period of three consecutive months.
- (c) Prosecution being upheld for a breach (breaches) of relevant legislation.
- (d) The failure of the Contractor to respond to, or comply with a previously issued Corrective Action Notice within the prescribed timescale.

End

SUB CONTRACTOR INDUCTION PACK

Please sign and return to:-

Procurement, Royal Mail Property & Facilities Solutions Ltd, Ground Floor, Highbank House
Exchange Street Stockport Cheshire Sk3 0ET

Dear Sirs,

I have read and understand the requirements of the Subcontractor Induction Pack and I can confirm that all staff who will be working on Royal Mail premises have been made aware of the requirements and understand the implications and will comply with the requirements.

.

Job Title: (Print)

Company: (Print)

Name: (Print)

Signature:

Date: