

Contractor Code of Conduct

Application	This procedure and associated documents are based on Health, Safety and Environmental best practice. Additional guidelines may be required within countries where local and / or in-country regulations or requirements are of a higher standard or differ significantly from this procedure. These will be detailed in local operational controls and approved by the responsible QHSE Director. This procedure is applicable throughout EMEA.
Purpose	The intent of this code of conduct is to provide instruction to company contractors in order to comply with the company QHSE procedures.
Scope	This procedures applies across all accounts and all buildings within EMEA.
Associated documents	Contractor Management (SCMT)
Summary of Changes	Issue 01: 28/04/16 Release of new document Issue 02: 21/11/17 Update header and footer

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Health, Safety and Environmental Contractor Code of Conduct - Instructions for Contractors

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Instructions For Contractors

This information must be issued to appropriate contractors working for the company and the accompanying acknowledgement form must be completed, signed, dated and returned to confirm the contractor has received, understood and has implemented the requirements outlined in this document.

Terms Used

- Contractor – refers to contractors, sub contractors and self-employed persons working under contract to the company as above.
- Company – refers to CBRE.
- QHSE – refers to Quality, Health Safety and Environment.

Introduction

This document explains to the contractor the QHSE rules and procedures which must be followed when carrying out work for the company. The contractor's management and supervisory staff must ensure this information is brought to the notice of relevant employees including any contractor's employees who may work on the contract.

If there is any doubt or misunderstanding about these requirements the contractor must approach the company representative for clarification before proceeding with the work. Additional QHSE requirements imposed by any of our clients will be given to the contractor to supplement this company specific information.

Each contractor has a responsibility for ensuring that his employees understand and comply with the relevant QHSE procedures detailed in this document.

General Information

Legal Obligations

The Contractor must comply with their legal duties detailed in appropriate QHSE legislation relating to their activities such as those regulations covering:

- Construction
- Workplaces
- Work Equipment
- Personal Protective Equipment
- Manual Handling
- Noise
- Electricity
- Pressure Systems
- Chemicals
- First Aid, etc.

Contractual Obligations

The contractor must ensure all equipment installed or brought onto site complies fully with the regulations described above and any relevant European Products Directives and appropriate European and specific country legislation.

The contractor must ensure his staff working on site are qualified, trained and have a sufficient level of experience to complete the work safely. The contractor shall inform the company in advance of any apprentices that will be present on site. The company retains the right to refuse contractor employees on site if it considers that their qualifications, training or level of experience is insufficient. The company will not accept responsibility for any increase in cost arising out of such action.

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The company retains the right to stop any of the contractor's activities if it considers that employees or others may be exposed to risk of injury or ill health. The company will not accept responsibility for any increase in cost arising out of such action. The contractor and his employees must also obey any written or verbal instructions on QHSE given by an appropriate company representative. The rules and procedures described in this document do not relieve the contractor from his general legal or contractual obligations.

Contractor Evaluation

Each contractor may already have submitted a QHSE evaluation form when bidding for working confirming they have the necessary systems and procedures for controlling risk.

However, before commencing work, the contractor may be asked to demonstrate to the company that such systems are suitable for managing the risks associated with their work and that during the contract these systems and procedures remain effective.

Exchange of Information

It is mandatory before commencing work to exchange appropriate information about significant risks and to explain how these risks will be managed. Some of these risks may relate to a specific building or site and others may be related to the work or activity of other employers.

Exchanging information between the company and the contractor ensures these significant risks and corresponding control measures are clearly understood by all concerned. Some of this information will be provided by Landlords, Site Owners or Main Occupiers and other documents will be provided by the company and contractor undertaking the work.

Typical information relating to a building or site will include, where appropriate, details of key services such as gas, electrical distribution, pressure systems, water installations, fire systems, drainage etc. as well as aspects of the building structure and materials such as asbestos, hazardous material storage, fragile roofs and walls, non-load bearing surfaces, anchor points for equipment, access routes, restricted areas etc.

Other appropriate information may relate to activities and procedures within a building or site such as personal protection, no smoking, signing in and out, use of welfare facilities, emergency evacuation and other emergency response arrangements etc.

Information provided by the contractor will include such things as the organisation and arrangements for managing risks, specific written risk assessments, safe systems of work, competency records, inspections and tests of plant and equipment brought onto site etc.

It is mandatory for the contractor to submit and retain all appropriate information mentioned above as part of their overall obligation to understand and manage workplace risks.

Whenever changes occur that give rise to new risks or influence already identified risks, the information will be updated accordingly and exchanged with the company.

The company can set up regular or ad-hoc meetings regarding QHSE on site whenever this is deemed necessary.

Induction

Once appropriate information has been exchanged there will be a need to ensure those expected to undertake activities in a building or site are familiar with the layout, inherent risks and arrangements for avoiding or mitigating these risks. Induction training serves this purpose and contractor personnel will be expected to attend such training whenever appropriate.

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Health and Safety Assistance

The contractor must provide the company with the name of the competent person appointed by the contractor to give health and safety advice during the course of the work.

The competent person should effectively monitor from time to time the contractor's activities to ensure suitable QHSE standards are properly implemented and that employees receive adequate information, instruction and training to understand the dangers and corresponding safeguards associated with the work.

Specific Authorisation

There are certain activities, which require written authority from the company before proceeding with the work. Where contractors work for the company on a regular basis this can be done to cover an extended period provided it covers the activities listed.

These activities are summarised below and the contractor must read each section of this document carefully to understand what is expected before commencing these operations and activities.

Operation or Activity	Section No.	Requirement
Asbestos – working on or near	3	Written agreement & plan of work
Confined Spaces - entry	4	Permit to Work
Electrical	5	Permit to Work
Energy Sources – connection to	6	Written agreement
Fire Prevention – impairment and hot work	8	Written agreement & Permit
First Aid & Welfare – sharing facilities	9	Written agreement
Gas & Oxygen – use or storage of cylinders	10	Written agreement
Ground, Wall or Floor Penetration	11	Permit to Work or written agreement
Highly Flammable Liquids – use or storage	14	Written agreement
Permit to Work – activities indicated	17	Permit to Work
Plant and Equipment – connection to structure	19	Written agreement
Restricted Areas - access	20	Written agreement
Vehicles – use on site	22	Written agreement
Work at Height	23	Permit to Work or written agreement

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Specific Information

1. Access

Contractors must ensure their employees use the proper access provided e.g. walkways, paths, stairs etc. when going to and from their place or work, and must not stray into areas not directly connected with their work. Contractors must not change, impede or misuse the access, which has been provided.

2. Accidents, and Ill- Health

Contractors must ensure their employees report all injuries, as soon as possible. They must also ensure they notify the company about such incident and where the accident is of a serious nature it must be reported as soon as possible after the event.

A copy of the investigation report following the accident must be given to the company representative and should contain details of the steps taken to prevent a recurrence. Contractors must also comply fully with the legal requirements relating to notifying incidents to the enforcing authority and confirm to the company when this has been done.

3. Asbestos

Many workplaces today still contain asbestos in various places and in different forms. The contractor must undertake a suitable asbestos assessment before undertaking any activity, which may accidentally disturb this material. The contractor must seek written approval from the company representative before commencing any work of this nature.

Part of this assessment must include consulting the building or site asbestos management plan, register or surveys in order to determine the presence of any known asbestos and the general arrangements for controlling risk.

If there is the likelihood of disturbing asbestos the material must be safely removed or sealed using a licensed contractor to avoid exposure before commencing work.

4. Confined Spaces

Contractors must check with the company representative if there are confined spaces on the premises and must not enter or commence work in these areas where dangerous fumes or lack of oxygen may be present without prior written authorisation. Any proposed method for entry including the precautions to prevent danger must be discussed and agreed with the appropriate company representative and the required Permit to Work completed before commencing work.

5. Electricity

The contractor must ensure any work involving electrical equipment complies with all aspects of relevant legislation, standards and supporting guidance.

All equipment on the premises or site must be treated as “live” unless isolated and marked accordingly. Installation, repair or maintenance of any electrical equipment must only be carried out by competent personnel and where appropriate a Permit to Work must be obtained prior to undertaking this type of activity.

6. Energy Sources

Contractors will not be allowed to operate any equipment including plant and machinery which requires to be connected to an energy sources within the building or site (e.g. gas, compressed air, electricity etc) unless they receive written authority from the company representative. It is the

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responsibility of the contractor to ensure that any equipment and energy source provided is used safely and that defects are reported, as soon as possible.

Contractors must ensure tools and equipment connected to such energy sources, are compatible e.g. pressure, voltage etc., and safe for their intended use and must ensure their employees are properly trained and competent to connect and safely use the equipment provided.

7. Environment

The contractor must comply with all applicable environmental legislation when undertaking work activities on the premises and must not commission any work or bring materials or liquids onto the premises which could adversely impact on the environment without first carrying out an environmental impact review to assess its significance.

If there could be a significant impact it must be discussed with the company representative and suitable steps must be taken by the contractor to eliminate or mitigate this risk by applying suitable control measures. The contractor is expected to adopt a “Green” approach to environmental issues by implementing where appropriate:

- Waste re-cycling schemes.
- Effective control of waste.
- Minimise emissions from plant and equipment.
- Promote the use of environmentally friendly products.
- Prevent accidental spills and leaks.
- Put in place robust emergency response procedures.

8. Fire Prevention

Most of our clients operate a strict no smoking policy and contractors must ensure their employees comply with this policy whilst working on the premises.

The contractor must take adequate fire precautions when carrying out work, particularly where hot work is involved and a permit must be obtained from the company representative before commencing work. The permit conditions must be strictly adhered to during the course of the work. Hot work includes any activity, which generates heat, e.g. grinding, burning, welding, tar boilers, blowlamps, etc.

The contractor must ensure his employees clearly understand and implement satisfactory fire precautions and must always adhere to the condition set down in the hot work permit including any associated fire procedures for the building or site such as use of fire equipment, evacuation procedures etc. Fire doors extinguishers, hose reels, hydrants and escape routes must be kept clear at all times.

Under no circumstances must any part of the fire detection or alarm system be disabled in order to carry out specific tasks without prior written approval from the company. In such circumstances the extent of system isolation must be kept to a minimum, appropriate temporary fire precautions must be introduced to reduce the inherent risk and the work completed as soon as possible so that the disabled section can be re-instated quickly.

9. First Aid and Welfare Facilities

The contractor shall provide all necessary first aid and welfare facilities for their employees, which will necessitate providing, and maintaining separate washing and toilet facilities together with suitable accommodation for meals and drying and changing clothes unless the company agrees in writing to share existing facilities.

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10. Gas and Oxygen Equipment

Written permission is required before gas or oxygen equipment is brought onto the premises and may form part of a permit to work arrangement if it involves hot work or confined spaces. Such equipment must comply with relevant regulatory requirements and be properly maintained.

In the case of gas cutting equipment flash back arrestors must be used. Portable cylinders must be safely stored in a separate open enclosure designed for this purpose well clear of any buildings, sources of ignition or combustible materials. Under no circumstances must L.P.G. or oxygen cylinder storage area be established without prior written permission from the company representative.

All oxygen and fuel gas cylinders should be stored separately and handled with great care to avoid damage. Cylinder valves must be fully closed when not in use and cylinders must be supported whilst in use. Gas equipment including hoses must not obstruct roadways, walkways or other means or access. Hoses not in use should be coiled up and stored safely.

Cylinders must never be placed in confined spaces. At the end of each working period, isolation valves should be closed and hoses disconnected, where possible. The correct procedure must be followed when using gas or oxygen equipment in confined or potential confined spaces.

11. Ground, Wall and Floor Penetration

No ground, wall or floor penetration shall commence unless an Authorised Person has issued a permit giving permission to undertake this work within an agreed safe system of work. Buried services must be identified and made safe before commencing work and where "live" services may be present, hand excavation should be carried out until the location of the service has been clearly identified.

Contractors must erect suitable edge protection around excavations or openings. Excavations, openings or obstructions near, or on, roadways and walkways must be clearly identified by a sufficient number of barriers, cones, warning signs, lamps etc. particularly during hours of darkness. All ground, wall and floor penetration work must be carried out in accordance with the appropriate regulatory requirements and permit conditions.

12. Harnesses

If it is not possible to provide a safe place of work to prevent persons falling, safety harnesses must be worn and secured to a suitable anchor point at all times. Safety harnesses must comply with appropriate standards and be properly maintained and regularly inspected. Records of examinations must be kept readily available on site.

Any uncertainty about the suitability of securing a harness to an existing structure should be discussed with the company before proceeding with the work.

13. Hazardous Substances

Contractors must not bring hazardous materials onto premises without first discussing it with the appropriate company representative and any such material must be properly stored and transported, and potential exposure assessed and controlled as part of the contractors responsibilities under the appropriate regulatory requirements.

The contractor must provide his employees and anyone else who may be affected with adequate information, instruction and training on the hazards and corresponding precautions relating to the use of hazardous substances and must ensure these precautions are effectively implemented.

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14. Highly Flammable Liquids

Highly flammable liquids and flammable liquids must not be brought onto the premises unless written permission has been given by the company authorising its use, including the maximum quantities, which can be stored on the premises. Only small quantities should be used at any one time, with the bulk of the flammable liquid kept in an appropriate store.

All flammable liquids must be stored and used in accordance with the legal requirements relating these liquids. Contractors must implement the following general precautions:

- Replace lids on containers when not in use.
- Remove empty containers and dispose of them safely.
- Ensure a "No Smoking Policy" is vigorously applied.
- Provide suitable extinguishers near to the workplace.
- Ensure flammable liquids are not discharged into drains etc.

15. Housekeeping and Removal of Material

The contractor must keep his work areas tidy and not allow rubbish or scrap to accumulate. If storage is necessary for materials or waste, the company must be consulted so that, if appropriate, an area can be allocated for this purpose.

Controlled waste (general waste) must be disposed of correctly in accordance with environmental duty of care requirements. The contractor should ensure a copy of the consignment note signed by the waste disposal organisation is kept readily available. It is also important to separate special and general waste when arranging disposal.

Combustible waste must be removed from the premises frequently to minimise the risk of fire and material should be stored safely, clear of access ways and fire routes and must not be thrown from a height. If it has to be transferred from one level to another, proper arrangement must be made using skips, waste chutes or other proper waste transfer systems.

16. Noise

Contractors must implement suitable precautions to eliminate or control noise from plant and equipment brought onto the premises and must advise the company about noise above the regulatory action levels so that persons who may be affected can be properly protected.

Contractors must also comply with their legal duty under noise legislation including any nuisance noise, which may affect the neighbourhood particularly outside normal working hours. Signs must be displayed which identify noisy areas and the contractor must ensure his employees who work in these areas, wear suitable hearing protection.

17. Permit to Work

The company operates a number of permit to work systems, which prohibit personnel from undertaking certain activities unless suitable precautions have been taken to prevent injury and ill health while carrying out certain activities. The contractor will be informed about relevant permit systems depending upon the nature of work and must ensure their employees clearly understand and follow the laid down system.

If the contractor has an equivalent or better permit system then the company may allow the contractor to use his system to control such work. Under no circumstances must work requiring a permit commence until the appropriate paperwork has been completed and issued.

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18. Personal Protective Equipment (PPE)

It is the responsibility of the contractor to ensure his employees are provided with and wear suitable personal protective equipment. Any items of protective clothing supplied by the contractor must be properly maintained and stored safely when not in use.

19. Plant and Equipment

All plant and equipment brought onto the premises by the contractor must be safe for use and comply with all appropriate regulatory requirements and standards. Records must be kept where appropriate to verify that the plant and equipment meets these criteria. Portable electrical equipment must be suitably tested within the required period and marked accordingly.

Operators of such plant and equipment must be properly trained and competent and where appropriate carry a recognised operator's certificate to prove that they have the required skill and experience to operate this type of equipment safely. The contractor must show the company representative evidence that this is the case before using such plant and equipment.

All lifting equipment used by contractors must be tested and examined in accordance with current statutory requirements. Equipment must be properly marked with an identity number and safe working load. Copies of all test and examination certificates must be readily available for inspection.

Before connecting any lifting appliances including terrors, pull-lifts, chain blocks, snatch blocks, gin wheels or similar equipment to an existing structure, the contractor must check to ensure the structure is adequate to take the load safely and obtain written agreement from a company and site (client) representative before attaching equipment to the structure.

20. Restricted Areas

There are a number of areas which are restricted to "Authorised Personnel" only such as plant and motor rooms, sub stations, transformer compounds, flat roofs etc. and therefore any work requiring access to these areas will need to be authorised in writing.

The contractor must approach the company representative to seek authorisation if he wishes to work in a restricted area and the necessary safe system of work agreed and implemented to effectively manage the risks associated with such areas.

21. Tools

The contractor must ensure any tools brought onto the premises are suitable and adequate for the purpose and conform to appropriate standards. Where protective devices form an integral part of the tool, arrangements must be made to ensure they work effectively. Under no circumstances must protective devices be removed or bypassed unless other satisfactory safety precautions have been implemented.

22. Vehicles

The contractor is not permitted to drive any type of vehicle on or around the premises or site unless he has been specially authorised and his employees are suitably trained to undertake this activity. Apart from delivery trucks and vans the contractor must provide the company with written evidence of competency prior to allowing his employee to drive and must ensure:

- Drivers observe speed limits and give way to pedestrians and internal transport.
- Passengers are not carried on vehicles unless it is designed for this purpose.
- Personnel do not get on or off vehicles while in motion.
- Vehicle loads are within safe limits, properly secured, and do not project beyond the vehicle body unless suitable precautions have been taken to avoid striking pedestrians, adjacent structures or other vehicles.

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All vehicles must be roadworthy and conform to current legal requirements and must be properly maintained in accordance with the manufacturer's recommendations.

Internal roadways must be kept clear except where permission has been given to load or unload. In such circumstances the driver must remain with the vehicle in case it has to be moved in an emergency. Trailers may be uncoupled and parked in designated areas.

23. Work at Height

For short duration work suitable ladders may be used, all other activities, a permit to work may be required when undertaken work at height prior to commencing work. Where the contractor provides his own means of access and working platform, he must ensure the equipment meets the required standard and is properly maintained.

Scaffolding must only be erected or dismantled by suitably trained and qualified personnel once permission has been obtained from the company representative. Openings created in roofs, floors or other areas, where persons could fall, must be properly protected with guard-rails or covers.

Where material may fall, effective steps must be taken to erect suitable barriers and to warn people below about the danger. If the contractor requires to work on roofs and other elevations he must check for fragile material before commencing work.

A suitable safe system of work must be provided where appropriate on every roof where persons can fall and on pitched roofs, suitable access must be used as part of the contractor's safe system of work.

24. Conduct

Contractor shall implement a policy on alcohol and substance abuse on site. The company retains the right to refuse contractor employees on site if it has indications of alcohol or substance abuse by that person. The company will not accept responsibility for any increase in cost arising out of such action.

If you are uncertain about anything detailed in this document or any associated instruction, please consult the appropriate company representative before proceeding with the work.

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**Acknowledgement of receipt**

CBRE: _____

Address: _____

Tel.No.: _____

We acknowledge receipt of CBRE Quality, Health, Safety and Environmental (QHSE) instructions relating to all work undertaken on their behalf and we have taken appropriate steps to ensure our employees and those of our subcontractors read, understand and follow the requirements stated in this document.

Name (Please Print): _____

Job Title: _____

Signature: _____ Date: _____

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