

# SRSS Contractor and Supplier Management Procedure

## 1. DOCUMENT CONTROL

Management System Element	<b>SRSS SMS PROCEDURE</b>			
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## 2. REVISION LOG

Revision date	Version number	Section number	Description of change	Revised by
01/09/2015	V1	All	New document	QHSE Manager
10/08/2016	V2	All	Review	

## 3. OBJECTIVES

Sodexo is committed to the management of health and safety for both Sodexo employees and all contractors engaged by Sodexo. This procedure provides the health and safety guidelines that all parties must follow to ensure Occupational Health and Safety (OHS) is managed during the course of business. Sodexo Contractor/Supplier management procedure is a process of pre work assessment of contractor's OHS management, approval to undertake work for Sodexo and the ongoing checking, auditing and monitoring of contractors OHS management performance. Sodexo Contractor management procedure is designed to enable sharing of information and continuous improvement.

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## 4. RESPONSIBILITIES

Sodexo's Leadership team has the ultimate responsibility for ensuring that the company meets the requirements of the Food Safety Act 1990, the Health and Safety at Work etc, Act 1974 and all relevant regulations.

The SRSS Senior Leadership Team and Senior Managers are defined as senior leadership in relation to meeting the requirements of the relevant standards.

The Unit Manager/Site Managers are responsible for: -

- The implementation of this standard in their area of responsibility and accountability or where they have engaged a contractor
- Pre contract assessment and approval (where granted) of contractor OHS management.
- Establishing an approved contractor list.
- The scheduling and completion of contractors OHS induction.
- The management of contractors in relation to site specific hazards and ensuring contractor's proposed work methods do not place themselves and/or company employees at risk
- Advising the relevant manager/supervisor when the work will be conducted in the workplace.
- Checking, monitoring and auditing contractor's performance and documentation.
- Applying the respective contractor disciplinary processes when required.

## 5. WHAT YOU NEED TO KNOW

**Legislation: -**

The Health and Safety at Work etc. Act 1974

The Management of Health and Safety at Work Regulations 1999.

### Contract Management System

Through the application of the Contract Management System, SRSS aims –

- Provide a safe and healthy workplace and systems of work that prevent reduce risk of illness and injury equally for employees and contractors
- To provide a practical, consistent and relevant system for SODEXO staff managing and overseeing the work of contractors and/or their sub-contractors
- To integrate OHS requirements into contractor management

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- Fulfil SODEXO OHS legal requirements to ourselves and to contactors

## Procedure

The following procedures must be followed when engaging a contractor or subcontractor: -

**Contractor OHS Management.** Contractors must provide details of their OHS management structure, OHS record and their technical and commercial ability, for consideration when their suitability for the work is assessed.

**Documented OHS Requirements.** The written contract, or in short term cases, in a letter of engagement to carry out the specific task, both must include commitment to meet contractor's own OHS management standards and a reference to meeting SODEXO OHS standards. In the case of a contractor not having their own OHS standards, a commitment to apply and meet Company's OHS standards is satisfactory.

**Insurances, Licences, Registrations & Certificates.** The SRSS Unit/Site Manager must ensure that contractor's or subcontractor's employees possess the insurances, licences, registrations and certificates required by current legislation.

**Pre-Work OHS Induction.** Before work is commenced, the SRSS Unit/Site Manager will organise for the SODEXO OHS induction training to be completed. Contractors and subcontractors are not permitted to start work until the SRSS H&S Induction is successfully completed.

**Safe Work Procedures.** Where applicable, copies of SRSS written safe systems of work procedures must be given to the contractors. Particular attention must be paid to lockout or tag-out procedures. Copies of the contractor's written safe work procedures must be provided prior to any work being undertaken. If contractors are undertaking SRSS standard work tasks, SRSS procedures can be utilised by the contractor.

**Supervision.** The SRSS Unit Manager must arrange for the work of the contractor or subcontractor to be monitored to ensure their compliance with contractor's documentations, safe systems of work procedures.

**Feedback.** If the contractor or subcontractor is not working to expected OHS standards, the Unit/Site Manager must discuss the deficiencies with the persons concerned and work with the contractor to resolve the problems. At the completion of works or contract, where appropriate feedback is to be provided to the contractor on their OHS performance.

**Reporting Incidents, Injuries and Property Damage.** Contractors, subcontractors, or any other persons must be advised during SRSS H&S Induction that all incidents, injuries or damage to property must be reported to the relevant SRSS person on site, e.g. Site manager. Contractors who fail to meet the reporting standard will be subjected to Company's disciplinary processes.

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**Emergency Procedures.** Emergency procedures must be explained to contractors and subcontractors during SRSS H&S Induction. Contractors and subcontractors will be required to take part in practice drills should they occur when the contractor or subcontractor is on site. If the contractor is undertaking any tasks, or brings onto site any tools/equipment or product that may affect the site's emergency management, SRSS is to be notified prior to works to allow for a risk management strategy to be developed.

**Environmental Protection.** SRSS environmental standards must be clearly outlined prior to contractor engagement with the contractor or subcontractor having an understanding that strict adherence to these standards is required. This applies to, but not limited to: noise, dust, gas or fume emissions, water management, spillages and preservation of the local ecology.

**Property Security.** Contractors, subcontractors or other persons must be made aware that they will be responsible for the security of their own property while on site.

**Drug and Alcohol Policy.** Contractors and subcontractors will be made aware of the details and the requirement to meet the SRSS Drug and Alcohol Standard during Company's OHS Induction. Any person found to be not conforming to the Drug and Alcohol Standard will be immediately removed for the workplace and will be subjected to the SRSS disciplinary processes

## **Monitoring Contractors/Suppliers**

Monitoring is essential to ensure that agreed control systems, method statements, systems of work etc. are being followed, and helps to show the commitment of all parties. Monitoring will provide feedback to SRSS, as well as the contractor/supplier, on performance, and how remedial actions will be put into place.

Sodexo will provide: -

- A proactive monitoring strategy is in place, which is proportionate to the risks associated with the work being undertaken and the type of contract. The strategy should include technical monitoring of the quality of contractor/supplier work where this may have an impact on health and safety.
- Reactive monitoring systems as a result of incidents and reported events are clearly explained.
- Those undertaking the monitoring have arrangements in place to ensure they are familiar with the proposed method of work, the risks and the risk control systems.
- Explanation of the type and scale of actions that will be taken as a result of monitoring activities, and how they will be put in place.

## **General Requirements for Suppliers**

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Suppliers are required to establish and implement an effective Quality Management System. The Supplier's management will ensure that the quality requirements are thoroughly distributed, understood, and maintained, and that adequate levels of authority have been established to ensure the continuous improvement of the Quality System.

## Managing the supply chain

Once a supplier or suppliers are chosen and the contract awarded, SRSS will work with suppliers to develop supply chain capabilities. SRSS will use effective contract management to ensure that good supply chain management is implemented over the duration of the contract and we will ensure that there is a mechanism in place for feedback both from the supplier and SRSS which increases the likelihood of problems and issues being promptly identified and resolved.

There will be a detailed agreement of the required service levels and thus expected performance and quality of service to be delivered. The quality of the service being delivered will be assessed. Quality measures will include assessing aspects such as completeness, availability, capacity, reliability, flexibility and timeliness, among others

SRSS will endeavour to ensure value for money by promoting a balance between service quality and cost. A key objective by SRSS for contract management is to ensure that it continues to achieve value for money over its life.

## 6. COMPETENCES AND TRAINING

### What You Need to Do?

The unit manager must ensure that all staff are adequately trained. The type of training given will depend on a number of factors but will be based on one or more of the following categories:

- Induction Training
- Legal Training
- Mandatory On-Job Training
- Certified Training

In order to demonstrate compliance with legal requirements and 'Due Diligence' all training must be recorded on Training Record Cards.

## 7. RECORD KEEPING

### What information should be kept?

- Contractor/supplier contracts.

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- Contractor/supplier OHS documents.
- Change documents.
- The significant findings - what the risks are, what is already been done to control them and what further action is needed.
- SMS\_QAL\_GU\_019\_Suppliers Pre-qualification Questionnaire\_V1
- SMS\_QAL\_GU\_021a\_Supplier Audit Report Food\_V1
- SMS\_QAL\_GU\_021b\_Supplier Audit Report Non Food\_V1
- SMS\_QAL\_GU\_021c\_Approved Suppliers List\_V1

## 8. FURTHER GUIDANCE

The Health and Safety at Work ETC. Act 1974.  
 BS OHSAS 18001 Occupational Health and Safety Management.  
 ISO 9001 Quality Management Systems  
 'Successful Health and Safety Management' (HS(G)65).  
 Using contractors. A brief guide INDG368 (rev1)  
 SRSS Quality and Health and Safety Manual.  
 SMS\_QAL\_PR\_034\_Core Process, Legal and Other requirements\_V1  
 SMS\_QAL\_PR\_005\_Retention and Control of Quality Records Procedure\_V1.  
 SRSS Training Policy 2015

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