# 9.0 CUSTOMERS, VISITORS AND CONTRACTORS

We have a legal duty to ensure that customers, visitors and contractors are not harmed or put at risk when visiting our premises.

## 9.1 Customers and Visitors

A visitor is any person other than an employee eg. sales reps, customers, couriers and members of the public. All visitors shall be directed to Reception with the aid of building design, signage or met by an employee and escorted to Reception. While this may be inconvenient at times it is nevertheless our every employee’s responsibility to ensure this procedure is followed.

Visitors who go beyond the Reception area shall be the responsibility of the employee they are with. Visitors are to be made aware of relevant workplace hazards and emergency response procedures and shall comply with the company’s Health and Safety Programme while on site (eg. wearing of Personal Protective Equipment).

Visitors shall be returned to Reception or escorted off the premises upon completion of their business.

***Action:*** *Maintain a Sub-Contractors / Suppliers / Visitors attendance register at Reception. Refer to ‘Visitor Procedure’ for further information, this can be found on the H&S website under ‘Guidance Documents’.*

## 9.2 Contractors and Sub-Contractors

We require a risk assessment to be carried out on all work where contractors are working on our premises based on whether the activity is **low impact** or **high impact**. This will determine the level of monitoring required. This process will also ensure the contractor is qualified and where necessary certified (eg. plumber, gas fitter, and electrician).

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| --- | --- | --- | --- |
| **Category** | **Description of activity** | **Example** | **Actions** |
| **LOW IMPACT** | Most likely will not have a negative impact on the environment or health and safety of other employees on site. | Office cleaning, consultants, office equipment repair and maintenance, office services (copy centre), information technology (IT), decal/graphics applicator. | A  B |
| **HIGH IMPACT** | May have a potential negative impact on the environment or the health and safety of employees or others on site. Includes but are not limited to working with machines, tools, chemicals, paint, and height or construction activities. | Auto glazier, paint less dent removal, locksmith, air conditioning technician, test and tag, whereby the very nature of the work means carrying out activities in our workshop or in the vicinity of our workshop. | A  B  C  D |
| **Actions key:**  A Sign visitor book  B Shown fire evacuation procedure for area working and assembly point  C Induction checklist  D Contractor health and safety plan prepared and accepted | | |  |

### 9.2.1 Contractors

All contractors shall be identifiable either by company uniform or identification such as an ID badge or company business card.

**Low Impact Contractors On Site Procedure**

Sign in at Reception, either issued with an ID badge or wearing their company uniform or ID. Escorted to work area and familiarised with hazards, emergency procedures and facilities. Sign out when work completed.

**High Impact Contractors On Site Procedure**

Sign in as above, and formal site induction or preparation and acceptance of safety plan. Activities monitored throughout to ensure controls for managing any hazards on site or created are complied with.

You may wish to create site rules for contractors. The ‘Contractor Health and Safety Plan and Rules’ is an example and can be modified to suit your site.

Contractors are to be inducted onto site using the ‘Contractor Induction Checklist’. Contractors are to be re-inducted annually.

**Off Site Contractors Procedure**

As a way of demonstrating that you are taking steps so far as is reasonably practicable to establish if your Off Site Contractors are safe operators, you can vet your contractors by completing the ‘Audit for Off Site Contractors form’.

### 9.2.2 Contractor Performance

The contractor should provide feedback to the Company on hazard identification and accident reporting as it occurs and any other relevant health and safety issues encountered while undertaking the contract.

The contractors overall performance should be reviewed to include not only agreed contractual provisions (timeframe, quality, value) but health and safety and compliance with the health and safety plan and site safety rules. The review will indicate whether the contactor will be used in the future.

This content is found at the bottom of the ‘Contractor Induction Checklist’.

**Contractor Evaluation**

🞏 Satisfactory 🞏 Unsatisfactory

🞏 Retain 🞏 Withdraw 🞏 Add to List 🞏 Do not add to list

### 9.2.3 Preferred Contractor Database

Based on your assessments of Contractors a list of preferred contactors can be maintained. Refer to ‘Preferred Contractor Database form’.

**Contractor Site Management Process Flow Chart**

Scope of work and risk classification high or low determined

Responsible Person to evaluate performance and update ‘Preferred Contractor Database’

Formal monitoring by Responsible Person

Formal induction meeting or safety plan with contractor, and Responsible Person

Sign in / ID or badge

High risk

Health and safety agreement to work

Informal monitoring by Responsible Person

Verbal exchange of task related health and safety information with Responsible Person

Sign in / ID or badge

Escorted under supervision on site

Low risk

Contractor competency evaluation and selection