



RO GROUP

CONTRACTORS CODE OF PRACTICE



HEALTH & SAFETY CODE OF PRACTICE FOR CONTRACTORS

GROUP MANAGING DIRECTOR MESSAGE

As a private, family owned business the health and safety of our staff, Tenants, Contractors and their operatives, and indeed the sites and properties we own or are involved with, is of paramount importance. In this regard we are continually looking to raise standards by improving our compliance and safety management systems as well as the all-important behavioural aspects of health and safety in our offices, properties, and development sites.

For me there always needs to be much greater emphasis placed on the human impact of health and safety and I'm therefore asking you to have this specific aspect in your mind at all times when on a site, in the office or whilst travelling in your role, maintaining your own personal safety, those of your colleagues and those beyond the boundaries of the workplace. As the video link below highlights, we must all recognise the importance and impact a serious incident would have on all our lives.

With the above in mind please try to be aware of what is going on in and around your work environment. Our 'Don't Walk By' initiative encourages everyone to highlight any health and safety concerns they may have or report any hazards they may see.

Thank you for working with us to maintain the safety of everyone.



PURPOSE

It is the policy of the RO Group, and Group Trading Companies, to maintain a high standard of Health and Safety in all its undertakings and, as part of their policy, all Contractors carrying out work on our premises must comply with both statutory requirements and the requirements of this Code of Practice.

The Code of Practice forms an integral part of any Contract placed by RO Group with any Contractor, where there is no Principal Contractor. Contractors failing to comply with the Code of Practice fully will not be permitted on any RO Group sites.

The Contractor is responsible for ensuring that their employees, subcontractors and agents are briefed in Code of Practice for Contractors requirements and any other information outlined in the Contract.

APPROVAL OF CONTRACTORS

1.1 Contractor Vetting

The RO Group will only use Contractors that are registered with Constructionline (including Acclaim Accreditation), Prosure360 or a similarly recognised (SSIP) accreditation scheme, such as Safe Contractor.

It is the responsibility of the Contractor to make sure that all information provided to Constructionline, Prosure360 or other accreditation scheme is kept up to date and therefore maintaining a valid membership. This includes confirming that the RO Group Health and Safety minimum requirements are understood and will be implemented, along with the RO Group Considerate Constructor minimum requirements – both available from: [Health & Safety | RO Group](#) – as well as these Codes of Practice.

In addition to providing recent accident/incident and HSE action details to the accreditation scheme, the Contractor is required to notify RO Group immediately of any new relevant information regarding their health and safety performance (events, enforcement, and corrective and preventive actions).

As part of the vetting process, Contractors must also demonstrate they hold minimum public liability insurance of £5m, rising to £10m where repeat or substantial works orders are placed by RO.

1.2 Contractor Competency

Contractors must be registered with a recognised Health and Safety (SSIP) accreditation scheme at the time of placing an order/instruction as the first step to demonstrating competency.

Prior to any works being carried out on site, a Construction Phase Plan, Method Statements and Risk Assessments shall be submitted as necessary for review. Guidance for completing such documents can be found at [Health & Safety | RO Group](#).

The competency of all personnel and operatives on site must be confirmed and recorded prior to works proceeding. (Usually a valid Construction Skills Certification Scheme (CSCS) or similar card).

1.3 Construction (Design and Management) Regulations

RO Group require all legal requirements to be met by the appointed Contractor.

For planned maintenance and improvement works, RO will be the Client within scope of CDM and the appointed Contractor will have responsibility as the Principal Contractor.

1.4 Method statements/Risk Assessments

Method statements and risk assessments must be submitted to RO Group for review at least a week prior to work commencing on site. RO trade checklists must be self-assessed before RAMS submitted to RO Group for review, available at [Health & Safety | RO Group](#).

“Don’t Walk By!”

The RO Group actively seeks to improve safety performance, including the focus on human factors involved in accidents and incidents. By changing safety behaviours, RO Group believes outcomes will improve. To message these intentions to all site users and interested stakeholders the following has been introduced to support the DWB initiative.

- Site signage displayed at site entrances, within the site compound and team facilities:

The most important thing you can do for us on this site today is go home safe and well.




GOLDEN RULES

1. Be fit for work
2. Always receive a Safety Briefing
3. Stop work if something changes
4. Speak up about safety




TAKE 5

Construction checklist

- 1 STOP! Think through the task**
 - Am I clear on what the task is?
 - Do I have the required skills, training, and licenses for the task?
 - Is all my equipment and tools correct and in good working order?
 - Do I have the necessary permits for the task?
 - Do I have the correct personal protective equipment?
- 2 Look for hazards**
- 3 Assess the hazards**
- 4 Make the hazard safe**
 - Have I removed the hazards and/or implemented effective controls?
 - Can I complete the task safely?

5 If answering NO to any of these questions, STOP! and see your Supervisor.

If you are unsure of anything **STOP!** and discuss with your Supervisor or the Site Manager.




Take time to **CARE** Check Assess Report Engage






A DEVELOPMENT BY 

Be a Safety **FRIEND** Fix if you can Report if you can't Ignore at your peril Eyes open for hazards Never assume Don't walk by



A DEVELOPMENT BY 

RO Think Site Safety

Don't Walk By! video for site users to hear from familiar faces and peers about the impact and positive benefit of embracing our Don't Walk By! Initiative.

- RO 'Don't Walk By!' tool box talks to be delivered monthly for new operatives. [Health & Safety | RO Group](#)
- RO 'live' shot posters at a construction site to accompany the launch of these videos and to highlight where we should all take action – and not walk by! [Health & Safety | RO Group](#)
- Health & Safety Property Management checklist



H&S Checklist Property management

External Areas - including roads and parking areas

- Entrance gates / barrier operating correctly
- Surface of car park free from damage and slip/trip hazards
- Area free from litter / spillages
- Boundary fence correctly in place
- Bin/waste area clean and tidy
- Entrance doors and fire exits free from obstruction
- Out of hours service contact details sign visible



If you are unsure of anything ask your Line Manager and report it with a photo to dontwalkby@rogroup.co.uk



H&S Checklist Property management

Building Interior

- Entrance access controls identifiable and working
- Reception entrance area clean and tidy
- Emergency exits clear from obstruction
- Floors - free from damage, trip hazards, obstructions
- Fire panel operating without faults
- Unauthorised areas locked - Plant rooms/cleaning cupboards
- Common area including WCs - clean and in working order



If you are unsure of anything ask your Line Manager and report it with a photo to dontwalkby@rogroup.co.uk



H&S Checklist Development or construction work

From an external position

- Is the works area secure
 - gates closed or locked if out of hours and
 - is fencing/barriers continuous and in good condition
- Are the Don't Walk By H&S signs clearly displayed
- Are there contact details for the contractor & an out of hours name/number
- Is PPE being worn by operatives
 - hard hat and Hi-Viz vest/jackets as a minimum



If you are unsure of anything ask your Line Manager and report it with a photo to dontwalkby@rogroup.co.uk



H&S Checklist Development or construction work

If on site

- Were you given a site safety briefing/induction on arrival
- Are pedestrians separated from vehicles
- Is PPE being worn by everyone
- Are Don't Walk By posters displayed
- Is a site hazard board displayed/completed
- If it looks unsafe, it often is so use Don't Walk By email & report to the Site Manager



If you are unsure of anything ask your Line Manager and report it with a photo to dontwalkby@rogroup.co.uk

- dontwalkby@rogroup.co.uk for report of any potential hazards and near misses.

HEALTH & SAFETY ARRANGEMENTS FOR CONTRACTORS

2.1 Prior to commencing work(s)

Prior to any work being carried out the Contractor will advise the representative(s) who will be present on site whilst work or servicing covered by the contract is being progressed.

Declare if there will be any 'Young Person' working onsite & prepare the relevant risk assessments (see section 2.8)

Arrival on site to commence work

On arrival at site the Contractor's representative should park in the designated parking bay(s).

The Contractor must inform reception of their arrival and sign in where available facility. Alternatively, where there is no reception area the Contractor should advise a tenant of their arrival onsite.

On completion of the detailed period of work, the Contractor will carry out a full inspection to ensure that the area of work has been left in a safe and satisfactory condition. Photographs of the before and after will support work completed and should be submitted with any claim for payment.

Upon departure the Contractor must sign out at reception or inform the tenant they are leaving the building.

The Contractor and their Employees / Sub-Contractors will:

- Ensure that the location of operations on site has been clearly defined
- Be aware of available facilities i.e. toilets, washing facilities, First Aid facilities, fire escape routes, emergency evacuation procedures, assembly points and waste disposal procedures
- Be aware of any information or instructions concerning site operations, which may affect their employees or the work in hand

2.2 Entry/Access from Site

Vehicular access to site

Vehicle movements, parking, off-loading/loading and overnight storage must be pre-agreed and confirmed in the RAMS.

Equipment

Any cranes, mobile access equipment or hydraulic lifting equipment must be left powered down in neutral load-off state with all safety mechanisms engaged. These items of equipment must be parked in a secure designated area.

2.3. Accident Reporting and Emergency Procedures

Accident & Incident Reporting

The Contractor is responsible for the reporting of accidents to employees resulting in time-loss injuries of 7 days or more and dangerous occurrences as described in the "The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995". These must be reported using the HSE online RIDDOR submission system.

All dangerous occurrences, accidents, incidents or near misses must be reported to the RO Group immediately by telephone and followed by email to: HEALTH&SAFETY@rogroun.co.uk.

Where RIDDOR reportable or where the potential severity of an incident would have been reportable, the Contractor is required to investigate the root cause to determine immediate and preventive actions, RAMS review or changes of procedures to avoid recurrence.

Near Misses

An intrinsic part of “Don’t Walk By!” is to encourage reporting all near misses to help identify preventive measures before accidents or incident occur. For this purpose, a dedicated email is provided for all site users: dontwalkby@rogroun.co.uk

Emergency Procedures

Contractors and their employees / sub-contractors must familiarise themselves with the RO Group emergency procedures, including the fire alarm signals, nearest means of escape and contractors assembly point.

2.4. Security Arrangements

Site Security

All visitors must report to the site reception (if applicable) upon arrival.

Where necessary, and as agreed, to define and secure the work area, fencing and barriers shall be erected, fully maintained and adequate warning signage displayed.

Construction sites shall be checked at the end of each working day and reasonable steps taken to ensure the site is safe and secure against unauthorised access, specifically including access by children.

The Right to Search

RO Group reserves the right to search when entering and leaving the premises.

Photography/Video

No photographs or video recording may take place on, or off, the premises without prior agreement of RO Group.

Personal Entertainment

Personal entertainment devices must not be used whilst on site.

Computer Equipment and Software

No computing equipment or software may run on, or in conjunction with, any of the RO Group computing equipment or network without prior permission.

2.5 Fire Precautions and Emergency Procedures

The Contractor must implement a Hot Works Permit system as appropriate.

The Contractor shall remove, at least daily, all combustible waste materials from the site to a safe disposal area.

The RO Group has a ‘No Smoking’ policy on site, which applies to ALL buildings. The ‘No Smoking’ policy applies even where buildings have been designated to the Contractor for major refurbishment works.

Where work takes place which may block a fire exit, prior agreement must be sort. Details of any new arrangement’s must be supported with prominent signs displayed warning personnel of this fact. Building/area occupants must also be informed that a fire exit is temporarily out of use and of the alternative arrangements implemented.

2.6 Lone Working

The Contractor must implement a safe system of Lone Working as appropriate. If working 'out of hours' use of the lift must be documented in the permit to work (see section 4.1)

2.7 Waste Disposal

No hazardous substances, building materials, or similar materials of liquids are to be washed or flushed down any drains on the RO Group property or deposited on RO Group grounds. Where the Contractor requires a license for the disposal and tipping of controlled waste, a valid copy of this license and any waste documentation must be provided to RO Group.

The Contractor will responsibly remove all waste material, rubbish, packaging and other scrap from the site, segregating where possible, unless otherwise instructed by RO Group.

2.8 Contravention of Safety Rules & Regulations

The RO Group will undertake both formal and informal monitoring and inspections of the work of contractors and reserves the right to require the immediate withdrawal of any persons on site if in the opinion of the RO Group, the conduct of such individuals is likely to cause danger to themselves, other contractor employees or employees and guests of the RO Group.

The RO Group also reserve the right to stop any work in progress, which is a danger to persons or property.

2.8 Young Persons

The contractor should assess the additional hazards of employing a 'young person' onsite and prepare a relevant risk assessment.

2.9 Vulnerable/Inexperienced workers

The contractor should assess the additional hazards of employing vulnerable or inexperienced workers onsite and prepare a relevant risk assessment.

HEALTH & SAFETY ARRANGEMENTS FOR SPECIFIC WORK AREAS

3.1 Electrical Work on LV Systems

No Contractors will have access to any HV systems operated by the power supplier unless authorised in writing by the power supplier directly. Any work on High Voltage (415v) systems authorised by the power supplier will require a Permit to Work (see section 4.1).

Only suitably qualified personnel may be employed by the Contractor for work on or in connection with electrical or electronic equipment.

Electrical Mains & Main Distribution Boards (Low Voltage 240v) work will require a **Permit to Work** (see section 4.1).

Use of Electrically Driven Tools and Equipment

The Contractor is required to use low voltage equipment of 110v or Battery operated. Where a 110- volt circuit is not available, the Contractor must provide their own step-down transformer at their own cost.

3.2 Gas

No contractor shall perform gas works or work on gas installations, fittings or storage vessels unless they provide evidence of the relevant qualifications & are a member of a class of persons approved by the Health & Safety Executive (i.e. Gas Safe registered).

3.3 Works at Height

Roof Work

All roof works require a safe system that includes a Permit to Work (see section 4.1).

Scaffolding, Tower Scaffolds & MEWPs

All fixed scaffolds must only be erected by skilled scaffolders with a CISRS lead hand and regularly inspected. All erectors of aluminium mobile Tower Scaffolds must be PASMA certified. IPAF training required for MEWPs operators.

Ladders

Only used as last resort, unless for access. Ladders are for short duration works in accordance with HSE Safe Use of ladders and step ladders guidance

Overhead Work

A specific RAMS must be agreed covering controls arrangements to protect others

Overhead Electric Cables

A specific RAMS must be agreed covering Permit to Work controls and controls arrangements to protect others

Lifting Equipment

Only authorised and competent persons can operate lifting equipment. All lifting operations will require suitable and sufficient Lifting Plan.

3.4 Confined Spaces

Any works being carried out in an area defined as a confined space must be identified and controlled by a safe system of work that includes a Permit to Work (see section 4.1).

3.5 Toxic and hazardous materials or substances

The RO Group must be informed prior to the commencement of any operations involving toxic or hazardous materials / substances. Where applicable, there must be conformity with any statutory requirements e.g. Control of Asbestos Regulations 2006. Where regulations do not exist industry codes of practice or normally accepted safety standards must be adopted.

NOTE: Only contractors appointed under the Asbestos Licensing Regulations 1983 (as amended 1998) will be allowed to carry out work with asbestos contaminated material

Where possible sustainable products should be used supporting the environment and net zero strategy. We are a member of the UK Green Building Council, practicing and supporting their mission to improve the sustainability of the built environment. For further information visit [UKGBC | UK Green Building Council](#)

Asbestos

The RO Group will make available the Asbestos Register or Management Plan. Contractors must make themselves aware of the contents of the Asbestos Register prior to commencing works and act accordingly to prevent disturbing any ACMs

The Contractor will inform the RO Group immediately if the presence of asbestos is suspected and make safe the area around the material. Sample will be taken in an appropriate manner by a Licensed Contractor and sent for analysis to a UKAS certified laboratory. The results of any analysis should be discussed by all parties and steps taken to ensure its safe removal or enclosure (if the results are positive).

Dusts and Fumes

RAMS must confirm Safe Systems that protect operatives and others from dust and fumes. Further guidance can be obtained from the HSE website

[Construction dust - Controlling hazardous substances - Managing occupational health risks in construction \(hse.gov.uk\)](#)

[Dust hub- HSE](#)

VOCs

To improve air quality post works being completed and to protect site users during work activities, only materials, substances and other products with low or zero Volatile Organic Compounds must be specified and used.

3.6 Mental Health

The RO Group takes health and wellbeing very seriously, promoting an open culture around mental health. Our manifesto towards mental health is that *it's ok to not be ok*. We all have mental health to maintain just as we would with our physical health and it's acknowledging that our experiences, feelings, anxieties, and worries can be accepted and managed. With this in mind we actively promote the below helplines and expect our contractors to also promote a similar support network for their employees.

[Home \(constructionindustryhelpline.com\)](#)

[Construction - Stronger Together : Stronger Together \(stronger2gether.org\)](#)

PERMIT TO WORK SYSTEM

4.1 High Risk Activities

The Contractors own Permit System must be used to control high risk activities as identified in the RAMS, including:

- Roof Work
- Hot Works
- Confined Spaces
- Lone Working
- HV Electrical
- Work at Height
- Excavations/Breaking ground

4.2 Permit to Access

A Permit to Access will be issued by RO Group for planned maintenance activities on an annual basis, per contractor and per property, once suitable RAMS have been provided for all work activities.

Work must not commence until the Permit to Access is granted and must cease when the Permit to Access expires.