

NORTH, WEST AND HEBRIDES A TUATH, AN IAR IS INNSE GALL

Control and Management of Contractors Policy

POL-NWH-018

Lead Officer (Post):	Head of Infrastructure
Responsible Office/ Department:	Infrastructure
Responsible Committee:	Audit and Risk Management
Review Officer (Post):	
Date policy approved:	17.09.25
Date policy last reviewed and updated:	New Policy
Date policy due for review:	17.09.28
UHI Single Policy / UHI NWH Policy:	UHI NWH Policy
Public face / College internal facing only	Public face
Date of Equality Impact Assessment:	03 June 2025
Has a Data Privacy Impact Assessment been completed:	Data Protection Officer has approved that no DPIA is required

Policy Summary

Overview	UHI NWH has a statutory duty to manage Contractors in such a way as to ensure that, whilst in contact with UHI NWH, those Contractors do not pose a significant risk to themselves, College staff or students, so far as is reasonably practicable.	
Purpose	The aim of this Policy is to provide guidance to all UHI NWH staff who are directly involved in the appointment, use and/or management of Contractors.	
Scope	The Policy will be most applicable for departments involved in liaising with external Contractors undertaking works on our campuses, e.g., Estates, Campus Services and Engagement teams; however, other UHI NWH departments or employees may require managing Contractors from time to time. This policy will be applicable to All Contractors and therefore all UHI NWH staff managing Contractors are required to follow this policy.	
Consultation	UHI NWH Estates team, Campus Services team, Finance team, Procurement team, Senior Management team.	
Implementation and Monitoring	The policy will be implemented and monitored by the Head of Infrastructure across the departments most involved in dealing with Contractors (Estates, Campus Services, ICT and Engagement).	
Risk Implications	Failure to comply with this policy puts the college at risk in its work with external contractors in ensuring that all person's health, safety and welfare are protected whilst contracted works are underway.	
Link with Strategy	This policy links to the UHI NWH Infrastructure Strategy and the UHI NWH Health and Safety Policy	
Impact Accomment	Equality Impact Assessment: June 2025	
Impact Assessment	Privacy Impact Assessment: NA	

1 Policy Statement

The aim of this Policy is to provide guidance to all UHI North, West and Hebrides (UHI NWH) staff who are directly involved in the appointment, use and/or management of Contractors.

The Policy will be most applicable for departments involved in liaising with external Contractors undertaking works on our campuses, e.g., Estates, Campus Services and Engagement teams; however, other UHI NWH departments or employees may require managing Contractors from time to time. This policy will be applicable to All Contractors and therefore all UHI NWH staff managing Contractors are required to follow this policy.

The Health and Safety at Work etc. Act 1974 places a duty upon organisations to, so far as is reasonably practicable, ensure the health, safety and welfare of its staff and anyone else who may come into contact with UHI North, West and Hebrides, its premises, or its undertakings. This includes Contractors and Subcontractors.

UHI NWH uses contractors to undertake a wide variety of different tasks. These range from support services such as vehicle delivery or waste collection to technical works such as electrical repairs, construction works or low-level maintenance works.

UHI NWH has a statutory duty to manage Contractors in such a way as to ensure that, whilst in contact with UHI NWH, those Contractors do not pose a significant risk to themselves, College staff or students, so far as is reasonably practicable.

2 Definitions & Acronyms

'UHI NWH' refers to UHI North, West and Hebrides

'The Client'. In managing Contractors, 'the client' refers to the individual or organisation that commissions the works, In this case, UHI NWH.

'Contractor Manager'. This refers to the UHI NWH staff member who is responsible for managing the Contractor on site. Often an Estates Manager, Estates Team Leader or Engagement Lead but extends to any person who has appointed a Contractor for the provision of their services.

'Managing Department'. This refers to the UHI NWH department that has liaised with the Contractor in order to procure their services. Often a Procurement or Administration function. In this case the Contractor Manager is the direct manager of the Managing Department.

'Nominated Person'. The duties of the Contractor Manager may be delegated to another Nominated Person (UHI staff member), typically an individual at the site of the contracted works. It is the responsibility of the Contractor Manager to ensure that the nominated person is aware of all of their duties and is capable of enacting them.

'Contractor' means an individual, company or organisation engaged by UHI NWH to carry out work. Is not inclusive of UHI NWH employees.

'Subcontractors' are individuals, companies or organisations employed by the Contractor to undertake works or sub aspects of works.

'All Contractors' refers to both Contractors and Subcontractors

'Responsible Person' / 'Competent Person' refers to individuals who hold relevant qualifications, experience and training in order to carry out specific tasks. These categories can refer to both Client and Contractor employees.

'HSE' The Health and Safety executive

'HASWA' The Health and Safety at Work etc Act 1974

'DSE' Display screen Equipment Regulations

'CoSHH' Control of Substances Hazardous to Health

'CDM' Construction, Design and Management Regulations

'PPE' Personal Protective Equipment

'RIDDOR' Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

'MSDS' Material Safety Data Sheet

'RAMS' Risk Assessment & Method Statements

3 Objectives

The objective of this policy is to ensure that in engaging Contractors:

- UHI NWH protects the Health, Safety and Welfare of its staff and any other persons may come into contact with its operations.
- All contractual arrangements comply with UHI NWH policies and procedures and with legislation.

4 Scope

This Policy and any associated guidance or forms provide a framework for the management of Contractors in relation to services provided on UHI NWH premises.

5 Roles and Responsibilities

The Board of Management has ultimate responsibility for Health and Safety within UHI NWH, with the College Principal holding delegated responsibility for its day-to-day management.

The UHI NWH Contractor Manager holds various responsibilities, specifically in ensuring that this policy is implemented in all of their dealings with Contractors who are appointed UHI NWH. These duties are outlined in Section 6 – Contractor Management Duties and Procedure.

All Contractors also hold various responsibilities as designated in this policy or in legislation and law. These duties are outlined in Section 6 – Contractor Management Duties and Procedure.

6 Contractor Management Duties and Procedure

6.1 The Contractor Manager (UHI NWH)

The Contractor Manager or Managing Department have various responsibilities before, during and after Contractor engagement.

These duties may be delegated from a Contractor Manager to another nominated person. It is the responsibility of the Contractor Manager to ensure that the nominated person is aware of each of these duties and capable of enacting them:

Prior to works commencing:

- The Contractor Manager must consider the health and safety needs of the contract or works. As a result of this assessment, resources such as additional training, equipment or staffing can be considered.
- The Contractor Manager must assess the need for a risk assessment. If required, undertake a risk assessment and set out suitable control measures in order to manage any significant risks.
- The Contractor Manager must ensure that the Contractor is competent to carry out the works specified and where possible, should utilise pre-selected, certified or accredited contractors/organisations who can demonstrate safe systems of work, safe staff, good quality administration and management processes and who implement appropriate levels of supervision of their staff, based on competence and training.
- Where the Contractor provides information to UHI NWH related to how they manage risk whist
 undertaking works (e.g., toolbox talks, Risk Assessments & Method Statements (RAMS)
 documentation, Health and Safety processes, Permits to Work, etc.), the Contractor Manager
 must review this documentation, checking that the documentation is complete, specific to the
 contracted works and satisfactory as a means of controlling risk.
- The Contractor Manager must provide All Contractors with clear information on the required works and any relevant hazards. This should include a copy of the risk assessment and any local Control of Substances Hazardous to Health (CoSHH) assessments or local asbestos management information. See Extended Information Section 7.
- The Contractor Manager must provide the Contractor of any local emergency procedures and evacuation plans.
- The Contractor Manager must instruct All Contractors to book onto site by completing a
 Contractor Appointment Form prior to attending site. Contractors arriving at site without
 having pre-booked should not be allowed to commence work.

Upon arrival at a UHI NWH campus:

- The Contractor Manager must meet with the Contractor upon arrival at any UHI NWH site in order to complete the following duties before works have commenced.
- The Contractor Manager must ask the Contractor to sign in, providing the information detailed See Extended Information Section 8.
- The Contractor Manager must provide All Contractors with a BLUE CONTRACTOR lanyard, identifying them as Contractors, to be worn at all times whilst on site.
- The Contractor Manager must inform the Contractor of any local emergency procedures, evacuation plans, and information pertaining to emergency drills that will impact upon their work.
- The Contactor Manager must check that the Contractor is aware of local emergency procedures and evacuation plans (communicated in advance) and provide information pertaining to any planned emergency drills that will impact upon their work. See Extended Information Section 9.
- The Contactor Manager must inform the Contractor of the availability of local welfare arrangements. See Extended Information Section 10.

During the works:

- The Contract Manager must ensure that all relevant safety measures are taken not only to
 protect the contractors but all persons who may come into contact with UHI NWH and its
 undertakings. UHI NWH has a duty to ensure that these work activities do not alter the
 conditions or impede the provision of a safe place of work for staff, students and visitors.
- The Contractor Manager must instruct Contractors to stop work it is felt that works impede the health and safety of staff, students, visitors or Contractors. The works must not continue until the Contractor Manager is satisfied that adequate safety measures are taken.
- The Contract Manager must monitor the standard of the contractor's work throughout the contract period to check that appropriate controls and health and safety practices are adhered to.
- Where the Contractor maintains an incident log, the Contract Manager must regularly review
 the log to assess whether appropriate controls are being implemented and may suggest further
 controls as deemed necessary.
- Generally, Contractors are expected to provide and use only their own equipment that is
 necessary for the completion of the works. However, where UHI NWH equipment is provided,
 equipment and works should be appropriately checked/supervised to ensure that the
 equipment is in a suitably safe condition, it is used appropriately, that Contractors are suitably
 trained and that equipment is returned to UHI NWH upon completion.
- Some contractors on site will have duties under the Construction (Design and Management)
 Regulations (CDM Regulations). These will generally be contractors undertaking large
 construction projects. In some cases, works will require more than one contractor at a time to
 be working in the same area or on the same premises. The Contract Manager must ensure that
 all parties are aware of relevant information and duties under the statutory requirements of
 the CDM regulations.

6.2 Contractors

All Contractors have various responsibilities when in contact with UHI NWH:

• Contractors have a duty to supply a safe place of work to their staff adhering to all Health and

Safety protocols as dictated by UHI NWH processes and legislative requirements.

- It is the Contractor's responsibility to obtain relevant health and safety related information from UHI NWH prior to commencing work and to highlight any areas that require further information or clarity.
- Once this information has been obtained, the Contractor must develop safe systems of work relevant to the premises and work activities.
- The Contractor must inform the Contractor Manager of the impact of the systems of work on the health and safety and normal systems of work within the area in which work is being carried out.
- The Contractors must ensure that work carried out does not compromise the health, safety or welfare of others. For example, UHI NWH students, staff, visitors or passer's by (the general public).
- It is the contractor's responsibility to make their own provisions for first aid. (This includes trained/competent first aiders and equipment.)
- Prior to arrival on any UHI NWH site, the Contractor must book on to site by completing a UHI NWH Contractor Appointment Form and emailing the completed form to the Contractor Manager. Contractors arriving at site without having pre-booked may not be allowed to commence work.
- Upon arrival All Contractors must sign in providing the details outlined in Section 6. Upon leaving site, All Contractors must sign out.
- Whilst on a UHI NWH site, All Contractors must, at all times, wear a BLUE CONTRACTOR lanyard identifying them as Contractors. The lanyard should be returned to UHI NWH upon signing out.

6.3 Subcontractors

Subcontractors have the same responsibilities as Contractors. The Subcontractors may use equipment provided by the contractor and may be working under the supervision of the contractor. The main Contractor must inform UHI NWH of any intent to subcontract work and provide a list of all subcontractors.

—Extended Information—

7 Local Hazards

Contractors who work on the site should be made aware of hazards identified within the risk assessment. In some cases, additional policies and procedures will need to be issued to Contractors. These may cover areas of high risk including the following:

- Asbestos
- Process Gases (bottled or other)
- Electrics
- Gas / hot water pipes
- Infection Control
- Working at height
- Confined spaces
- Hot work
- Excavations / buried plant.
- Plant / asset protection.

8 Sign-in Details

Upon arrival on site, Contractors will be required to sign in providing the following details:

- the company name
- an on-site contact (including mobile contact details)
- sign in and sign out times.
- the location of works
- the number of Contractor staff on site

9 Local Emergency Plans and Emergency Procedures

The Contractor Manager must inform All Contractors upon arrival of emergency planning arrangements specific to the site. This will include:

- Local fire evacuation procedures
- Alarm tones
- Evacuation muster points
- Any planned drills

At the location of works, the Contractor Manager must show Contractors and their employees the following basic fire safety measures:

- The closest fire escape
- The location type and method of operation of the nearest fire-fighting equipment/station.
- The location of the nearest fire alarm and the method of activation

Contractors are responsible for the provision of suitable and sufficient firefighting equipment

appropriate to the work involved and must obey alarm signals whilst on UHI NWH premises.

Smoking is prohibited in all areas of UHI NWH site except identified smoking areas and All Contractor staff are required to comply with this.

Hot works are strictly controlled by permissions at booking form stage. No hot works are permitted in any circumstances without the permission of the UHI NWH Contractor Manager, who must ensure that adequate safe systems of works are in place.

9.1 Security

The Contractor Manager must ensure relevant security procedures are enforced. This will require informing the Contractors of their access routes throughout the site, information regarding confidentiality, restricted access, and high-risk areas.

10 Welfare Arrangements

Restaurants and washrooms may be made available to use by Contractors, or Subcontractors, as defined by the Contractor Manager or those persons nominated to meet the Contractor upon arrival. The conditions for the use of such facilities are that they are used only during the time specified by Contractor Manager.

The Contractor or Subcontractor should be suitably dressed and observe normal standards of hygiene when using restaurant facilities.

UHI NWH reserves the right to request that Contractors provide self-contained welfare arrangements externally and will generally only call upon this right for larger projects anticipated to cause significant disruption to college operations.

11 Suitable Staff Allocation by Contractors

Contractors may only employ persons aged 18 or over.

All Contractor personnel must be legally allowed to work in the UK during the course of the contract period.

Due to the nature of the work undertaken by UHI NWH, there is a high likelihood that Contractor personnel may come in contact with members of the public, staff, students and/or vulnerable persons. UHI NWH reserve the right to request that all Contractor personnel working on site demonstrate having passed the relevant clearances. UHI NWH reserve the right to reject a commercially and technically viable Contractor bid where the Contractor is unable to provide this assurance.

12 Accident/Incident Reporting

The Contractor must report all accidents and near misses to the Contractor Manager or to the nominated person acting as point of contact on site. Contractors may then be required to provide further information to assist the Manager in filling in a relevant incident report. UHI NWH use RISKEX as an incident reporting system. This information is then managed by the UHI NWH Health and Safety Officer. Reporting incidents in RISKEX that have occurred on UHI NWH premises is mandatory and

Contractor's use of any other incident reporting system does not constitute a suitable substitution.

If an incident/Accident requires a RIDDOR report and follow up investigation, the Contractor is required to undertake or support this investigation in accordance with relevant HSE Legislation. If the Contractor is the responsible party to undertake the RIDDOR investigation, those conclusions must also be passed to the Contractor Manager and the Health and Safety Officer and should again be logged on RISKEX.

13 Management of Disruption

Where nearby spaces are in use, the Contractor or Subcontractor must make best efforts to carry out works in such a manner as to cause minimum disruption to daily business (generally teaching and research activity).

Where works are likely to cause unavoidable disruption, the Contractor and Contractor Manager should discuss the likely disruption and agree a suitable mitigation plan.

14 Delivery, Unloading and Hoisting of Materials

The Contractor or Subcontractor is responsible for the delivery, unloading, hoisting and storage of all their own materials. At no time should these works impede or make dangerous, normal access to areas within or outside of the immediate vicinity of the works.

15 Electricity

All electrical equipment on site to be used in a safe and approved manner in accordance with current Electricity at Work Regulations. All portable electric tools shall operate at 110 volts A.C. from a double wound transformer having a centre tapped earth on 110 volt winding. All portable appliances brought onto site must have been tested and be within the validity period. The Contractor Manager may request evidence of testing having been completed.

16 Water Supply

Where a water supply is required on site, the Contractor Manager (or nominated person) will designate a water supply available for use. Contractors must restrict themselves to this designated supply and must ensure that the area is kept clean, tidy and free of rubbish. The water supply is to be kept fully closed/off whilst not in use.

The use of firefighting equipment (Hoses / Extinguishers, etc.) is prohibited unless in case of emergency.

17 Housekeeping

All Contractors must ensure that rubbish or excess equipment and materials is not allowed to accumulate in the immediate work area, and in no circumstances is material for disposal to be stored outside the working area unless in the Contractors authorised skip. All surplus materials and/or rubbish should be cleared from the site on completion of the contract.

Burning of any materials including rubbish on UHI NWH sites is prohibited.

Where dust, cuttings or filing are expected to be produced during the works, these waste materials must be cleared before excessive build up. Where works are being undertaken in the vicinity of specialist areas such as labs, dust control measures must be implemented. These measures may include the use of dust control mats. The need for such additional controls will be communicated to the Contractor by the Contractor Manager prior to works commencing.

At all times, access routes must be kept in a clean and tidy manner to enable safe access and egress.

Good housekeeping standards are to be maintained at all times during the works.

18 Control of pollution

Contractors may not deposit any waste, chemicals or any other substances whatever into drains or waste containers on UHI NWH premises unless express permission has been given by the Contractor Manager or nominated person.

Arrangements should be made to prevent sand, soil, cement or any other solid materials being washed into drainage or sewage systems. Under no circumstances should hazardous substances be flushed into drainage or sewage systems as a means of disposal.

19 Mobile Phones

Mobile phones are to be turned off in areas that display the No Mobiles signs.

20 Specific Hazardous Work Activities

Some contractors may be employed by UHI NWH to carry out a specific Hazardous activity, some of which are explained below. If the activity in question is not contained within the text of the procedure the Contractor Manager will be required to carry out relevant risk assessment.

20.1 Working at Height

Scaffolding will be erected only by competent persons who will carry out statutory inspections and maintain records of inspections. Contractors must erect suitable scaffolding with guardrails and toe boards. The scaffolding tower must be fully boarded. Scaffolding must be erecting in line with relevant manufacturer standards and HSE legislation. This will include The Construction Design and Management Regulations (CDM).

Contractors should not carry out roof works without authorisation. Relevant Personal Protective Equipment must be used or worn for example, harnesses, hardhats and appropriate footwear.

20.2 Over Head Works

No work is permitted to take place over the heads of UHI NWH staff unless this is agreed with the Contractor Manager and provided suitable and sufficient risk assessment has been carried out and mitigating actions fully implemented.

20.3 Working near Public and Private Roads

A management plan for all road works (or works in close vicinity to roads) on UHI NWH sites must be agreed with the Contractor Manager. Any excavations, storage and skips must be guarded using appropriate signs, rails, traffic cones and lights etc. All works must consider Local Planning Authority guidelines.

20.4 Working with Hazardous Substances

Contractors must not bring hazardous substances (CoSHH specific substances) onto the site without informing the Contractor Manager. The substance may only be utilised once the appropriate documentation, for example, Material Safety Data Sheets (MSDS) and relevant CoSHH assessments have been reviewed and the works approved by UHI NWH.

20.5 Working in Hazardous Areas

Contractors are not permitted to enter specific hazardous areas, e.g., workshops, crane bay or kitchens without the permission from the Contractor Manager. Where necessary relevant information pertaining to risk, specific instruction and training for operating in these areas will be provided.

20.6 Working in Confined Spaces

Contractors may not enter any confined space where there may be dangerous fumes or lack of oxygen, without the express permission of the Contractor Manager. If permission has been given, work in such places must be carried out following the methods and taking the precautions detailed in the relevant HSE guidance. Example will include biomass fuel stores.

For these works a full set of Risk Assessments & Method Statements (RAMS) will be required from the Contractor to be reviewed and approved by the Contractor Manager prior to the works commencing.

20.7 Asbestos

Work involving asbestos and/or asbestos containing materials (ACMs) is strictly controlled by legislation. If, during the course of a contract the work is likely to involve disturbing ACMs in such a way as to give rise to dust the Contractor must cease work, withdraw his employees from the area and report immediately to the local Estates Manager, nominated person and Contractor Manager. Only Contractors that are licensed by the Health and Safety Executive are permitted to work with asbestos.

21 Personal Protective Equipment

The Contractor is responsible for providing the personal protective equipment (PPE) for his employees that is necessary for the work in hand. PPE must also comply with the statutory requirements or equivalent guidance appropriate to the circumstances.

22 Contractors Working in Security Roles

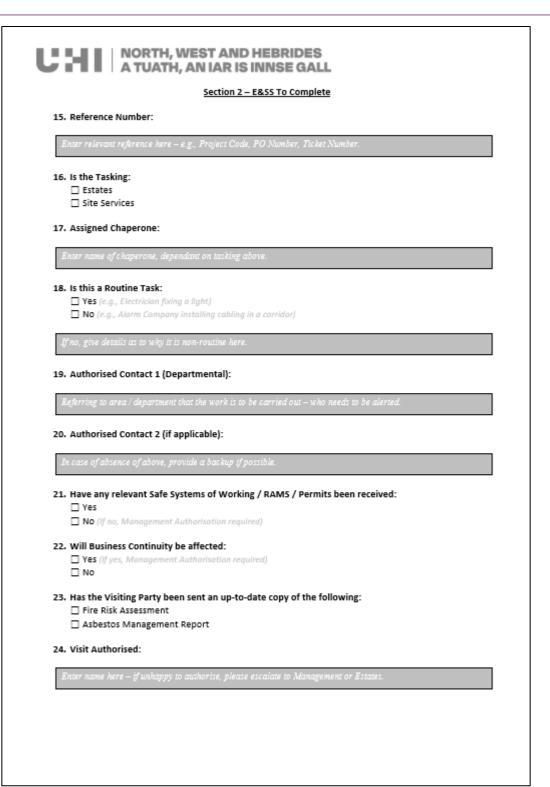
Contractors involved in security roles must ensure that they have received relevant training for the role. They should also follow UHI NWH procedure when managing aggression and any statutory requirements must be complied with.

23 Related Policies, Procedures, Guidelines and Other Resources

The Contractor Appointment Form, required by All Contractors in order to book onto site before arriving is attached for information.

			ESTATES & CAMPUS SERVICE Contractor / Visitor Appointment For
			contractor / visitor Appointment ro
		Section 1 – Contractor to Comp Return to estates.nwh@uhi.a	
1.	Site(s) of visit (select all tha		
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	☐ Benbecula	☐ Broadford	☐ Cnoc Soilleir
	☐ Dornoch – Burghfield	☐ Fort William	☐ Gairloch
	☐ Halkirk – Dale Farm	☐ Kilchoan	☐ Kinlochleven
	☐ Mallaig	☐ North Uist	☐ Portree
	☐ Stornoway	☐ Strontian	☐ Thurso - ERI
	☐ Thurso - ETEC	☐ Thurso – Ormlie Road	Ullapool
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☐ Use of Gas	☐ Use of COSHH	☐ Electrical Isolations
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Section 3 - Chaperone Induction Reminder

Checked the Visitor's ID	
Checked the Visitor's ID Made them Aware of the Fire Procedure (including Exits and Assembly Point) Made them Aware of Local Welfare (including Water, Toilets, Food) Made them Aware of any Concurrent Tasks Reminded them to be mindful of Students, Staff, and the Public around site Ensured that barriers or other suitable measures will be used to prevent access to hazardous area Provided a Contact Number in Case of Emergency wring the duration of any visit, you are permitted to stop a job and escalate if you feel there are unsafe	
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24 Version Control and Change History

Version	Date	Approved by	Amendment(s)	Author
1	June 2025	SMT	First Issue	D Rattray