

Third Party Service Providers Safety, Welfare and Security Agreement

Version History					
Version no.	Date	Originator	Approver	Signature (Approver)	Summary of changes
2.0	14 Jan 2020	Sarah Miller	N/A	N/A	Update Author and Re a line with current legislation
3.0	07 Dec 2021	Tom Warren	Tom Warren	N/A	Update author and review content, inclusion of section on Ionising Radiation to cover the maintenance of X-ray equipment
4.0	01 Jun 2023	Tom Warren	Tom Warren	Original signed	Updated format, renamed from Standard Operating Procedure – Management of Contractors to align with reformatted PR3003 Management of 3 rd Party Service Providers
5.0	01 Jul 2026	Tom Warren	Tom Warren		Greater clarity provided on use of welfare facilities.

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Purpose

A Third Party Service Provider is any person or company who is asked to do work for Goldstar, but is not an employee.

Both Goldstar and the Third Party Service Provider have responsibilities under health and safety law. All parties need to take the right precautions to reduce the risks of workplace dangers to employees and the public.

Everyone must understand the part that they need to play in ensuring health and safety.

Third Party Service Provider are subject to even greater hazards and risks than Goldstar's own staff because they are not wholly aware of our business or our operating procedures.

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Policy

Introduction

Goldstar acknowledges and accepts its statutory responsibilities for securing and maintaining the highest standards of health, safety and welfare for all who are directly employed or contracted to work on Goldstar premises.

As the controller of the premises, Goldstar has a statutory duty to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees, visitors, and further, to take necessary actions to ensure that our activities do not endanger others including Third Party Service Providers and others who may undertake work on Goldstar premises.

This Policy and Agreement is for the benefit of Third Party Service Providers and their employees, including any sub-contractors engaged on Goldstar premises and its vehicles.

All Third Party Service Providers undertaking work at Goldstar will conform to the provisions of this Policy and Agreement. Observation of this Policy and Agreement does not in any way relieve Third Party Service Providers of their own statutory and other contractual obligations.

Third Party Service Providers are reminded that all legal duties and responsibilities relating to the Health and Safety at Work etc act 1974 cannot be delegated by contract.

A copy of this Policy and Agreement will be passed to all Third Party Service Providers who are contracted to undertake work on behalf of Goldstar.

Acknowledgement

Third Party Service Providers are required to sign the acknowledgement at the back of this Policy and Agreement and return it to Goldstar or other addressee as may be directed.

Third Party Service Providers are required and will be deemed to have copies of this Policy and Agreement in any sub-contract let by them and shall make compliance with this Policy a condition of any sub-contract. It should be noted that Third Party Service Provider shall not sub-let work without the expressed permission from Goldstar.

Definitions

‘Company’ – means Goldstar Heathrow Ltd

‘Third Party Service Provider’– means any company, firm, person or persons appointed to undertake work on behalf of Goldstar.

This Policy and Agreement does not alter the terms and conditions of the company order or exempt Third Party Service Providers from the duties placed on the employers and employees to comply with the Health and Safety at Work Act 1974 nor any associated legislation, but it is intended to assist Third Party Service Providers in attaining compliance with the law.

Any reference to appropriate Government legislation is to the most recently published version.

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Role and Responsibilities

Compliance and Security Manager

The Compliance and Security Manager is responsible for developing Goldstar procedures and guidance for the control and management of Third Party Service Providers and shall be responsible for:

- Being the main focal point for contact and communication with the Enforcing Authority, Health and safety Executive (HSE), Local Authorities or Agencies for all matters of Health, Safety and Welfare.
- Ensuring all accidents and incidents defined under the reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) are formally investigated and communicated across Goldstar for the purposes of preventing a recurrence.
- Submitting on a weekly basis a report on all accidents and incidents including the findings from investigations to the senior management team and staff committee.

Third Party Service Provider

The Third Party Service Provider is responsible to the Compliance and Security Manager for the control and management of health and safety in relation to their undertaking and work activities at Goldstar.

Third Party Service Providers shall comply with current legislative requirements, best practices and industry standards, contractual terms and conditions; and Goldstar's Policy and Agreement.

The role of the Third Party Service Provider will include:

- Not undertaking any works at Goldstar without the express authority of the Compliance and Security Manager or appropriate delegate
- Provide appropriate risk assessments and method statements prior to undertaking work to the Compliance and Security Manager
- Signing into and out-of the site as directed
- Co-operating with the Compliance and Security Manager in planning and managing work, including reasonable directions and site rules
- Providing details to the Compliance and Security Manager of any employee or sub-contractor who is engaged in connection with undertaking work.
- Ensuring that all employees have been made aware of the risk assessment and method statement and are aware of the local site rules.
- Bringing to the attention of the Compliance and Security Manager any problems with the project or work as previously defined
- Informing the Compliance and Security Manager of all injuries, incidents including near-misses, reportable accidents, diseases and dangerous occurrences.

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Scope

This Agreement applies to all Third Party Service Provider providing services for Goldstar whether on a long term or short term basis.

Safety Arrangements

Risk Assessment

In addition to the provisions in the introduction above, the **Management of Health and Safety at Work Regulations 1999** imposes specific duties to:

- Undertake a risk assessment of work activities in order to identify protective and preventive measures and record significant findings
- Incorporate the findings of such assessments into a Method Statement (or Safe System of Work) for working safely
- Implement arrangements for planning, organisation, control, monitoring and review of the preventive and protective measures and record these arrangements.
- Ensure the adequate provision of emergency arrangements if not provided by Goldstar
- Co-operate with others.

Before Commencement of Work

No Third Party Service Provider will be permitted to commence work without:

- Submitting the name of the individual responsible on their behalf for health and safety
- Providing a written statement of the Third Party Service Providers health and safety policy and arrangements, risk assessments and method statement(s).
- Providing documentary evidence of adequate insurance cover to indemnify the company in respect of any negligence resulting in personal injury and/or death, damage to property and plant arising out of or in connection with the work
- Establishing the area of operation, access and storage, etc having been clearly defined and agreed with the company
- Providing a written statement of safety precautions to be taken to protect the Third Party Service Providers employees, Goldstar employees, site visitors and the public from work activities.
- Informing Goldstar of all plant, equipment and materials to be used during the work
- Ensuring that all plant, equipment, materials and systems of work used during the contract comply with statutory requirements
- Using a 'Permit to Work' system when applicable and in accordance with Goldstar policy

Work Activities

Third Party Service Providers must arrange for all their employees to sign-in when arriving on site and to wear the necessary ID badge at all times, as required.

Their staff must be over 18 years of age, be competent, fit and able for the work they are expected to undertake and have previously been given adequate information, instruction and training.

Third Party Service Providers will ensure that sufficient supervision is available at all times when work is undertaken. Supervisors will be competent, experienced, and trained as necessary.

Third Party Service Providers will appoint a named Competent Person (CP) to liaise with Goldstar on all relevant health, safety and welfare matters.

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Third Party Service Providers will be responsible for ensuring that their employees are aware of their individual responsibilities and site safety rules associated to the work.

Third Party Service Providers are not permitted to use any tool (hand or powered), plant, equipment or materials belonging to Goldstar without previously ascertained specific authorisation.

Third Party Service Providers are to confine themselves as far as possible to their area of work. Movement outside that area should be the minimum necessary to facilitate their work. Care should be taken not to obstruct passageways, covered walkways, stairs, corridors, exit routes or means of escape etc.

Third Party Service Providers will maintain a suitable level of attire at Goldstar and in accordance with company protocols and safe systems of work, and will not “strip off”.

Third Party Service Providers will not smoke or consume alcohol whilst working at Goldstar.

Third Party Service Providers will refrain from swearing, profanities, offensive language and gesticulation.

Third Party Service Providers will only use authorised and designated parking facilities.

Completion of Work Activities

On completion of all works, contractors will:

- Remove all refuse and debris
- Remove all surplus materials
- Remove tools, ladders, access equipment and scaffolding
- Replace all manhole or access covers in a secure state
- Ensure that equipment is either brought back into service or made safe by disconnection and isolation as appropriate
- Ensure all doors, gates or other accesses to restricted areas are secured
- Return all keys to the issuer
- Return all “Permits to Work” to the Authorised Person who issued the permit. The Authorised Person will check that the work has been properly completed, all safety precautions have been taken and that all systems are made safe or have been brought back into service

Safe Systems of Working

Permit to Work

Where potentially hazardous activity is identified, no Third Party Service Providers will be permitted to work unless they are in possession of a ‘Permit to Work’ signed by the Compliance and Security Manager (or another appropriate Goldstar manager). The Third Party Service Provider will, in turn, assume the duties of the Competent Person (CP) and will also be required to sign the Permit to Work prior to, and on completion of, the work when the Compliance and Security Manager (or another appropriate Goldstar manager) is satisfied that a safe system and method of work has been established.

Certain work activities, procedures and pieces of equipment may require a ‘Permit to Work’ which is specific to the following work activities. For example:

- High Voltage or Low Voltage Electrical Systems
- Maintenance or isolation of the Fire system
- Hot Work
- Working at Height, including Access Equipment and Towers
- Boilers and pressure systems

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The Permit to Work will determine the nature and extent of any isolations or physical controls, the equipment, the timing and extent of the work, the number of people involved with the work activity and the duties of those in attendance and any identified emergency arrangements and procedures.

The issue of a Permit to Work must not be regarded as a mere formality. It will not be issued until and unless the Compliance and Security Manager (or another appropriate Goldstar manager) is satisfied that all necessary preliminary safety precautions are in place.

The authorisation, receipt, clearance and cancellation arrangements in place must be strictly adhered to.

Hot Work

Heat and Naked Flame

No Third Party Service Providers are to undertake any work involving heat and naked flame unless authorised by the Compliance and Security Manager (or another appropriate Goldstar manager) and are in possession of a risk assessment, a method statement and a valid 'Hot Work Permit'.

Welding

Third Party Service Providers will not commence any welding or cutting operation unless they are in possession of a 'Hot Work Permit' and must have:

- Provided suitable screens to protect persons from the effects of flash and flying particles
- Provided suitable fire fighting equipment in the form of fire blankets, fire extinguishers etc suitable for their work activities and be located adjacent to the area of work
- Provided and ensured that their employees are using suitable and sufficient PPE.
- Ensured that before leaving any welding or cutting works, it is cold and there are no hot or smouldering embers

Electricity

Any work associated with an electrical system shall be undertaken in strict compliance with the **Electricity at Work Regulations 1989**.

Third Party Service Providers must:

- Ensure that the work, associated equipment and appliances are without avoidable safety risk and all activities conform to all statutory provisions and accepted practices.
- Take all practicable precautions to prevent danger to any person from any live or charged electrical cable or apparatus
- Ensure that all electrical equipment and/or temporary installations are brought back into service, made safe by disconnection or isolated before leaving the area of work
- Ensure that all distribution cables, plugs, sockets and equipment provided to serve small tools etc, conform to the requirements of current legislation and associated health and safety guidelines and codes of practice
- Ensure that electricity cables and equipment being used are regularly inspected and results recorded to ensure that any defective equipment is taken out of service until repaired or replaced.
- Unless advised to the contrary, ensure that all portable tools are a maximum voltage of 110 volts. The supply will be by means of a transformer provided by the specialist suppliers or contractors.
- Not work on any high voltage electrical equipment unless in possession of a 'High Voltage Permit to Work' and Switching Schedule and an HV Authorised Person is available for switching
- Have due regard to any condition/advice given regarding to the local supply.

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Means of Access including Working at Height

Third Party Service Providers are required to provide their own access equipment. Work at Height should be carried out from a platform with suitable edge protection.

Occasionally this may not be possible and a ladder may have to be used. Special considerations are to be applied to the use of personal suspension equipment (i.e. body harness and lanyard) and Permit to Work systems where applicable must be met in full.

Ladders may only be used following an assessment of risk where assessment identifies the work activity to be of a low risk and of short duration, and where a second operative 'foots' the ladder maintaining a watching visual during the work.

Where ladders are used, the **Provision and Use of Work Equipment Regulations (PUWER) 1998** requires that they must be suitable for their intended purpose taking into consideration the particular working conditions and risk in a building, and:

- Should be in a good condition and be examined regularly for any defects
- Where a maintenance log is required, it must be maintained and kept up to date.
- Should be secured so that they cannot slip, usually by tying and securing them at the top.
- Should extend at least 1 metre above the working platform providing a hand-hold for operatives for getting on and off.
- Must ensure that all temporary means of access provided outside a building are removed or rendered unmountable at the end of each working day.
- Must ensure that all ladders not in use are secured by chains/padlocks, etc to prevent unauthorised use.

Access Equipment

Third Party Service Providers are to ensure that all employees involved in working at height activities are provided with general information regarding duty of care and due diligence, including the task to be undertaken and its hazards.

In addition, instruction on how to operate and use access equipment safely, information about manufacturer's instructions and limitations, and where applicable loading and unloading procedures, are to form part of induction awareness and any refresher training.

Third Party Service Providers are to:

- Eliminate the risk by finding an alternative method of work if working at height is not strictly necessary, for example it may be possible to assemble a component on the ground and then lift it into position.
- Where it is not reasonably practicable to avoid working at height, take measures to allow the work to be done whilst preventing people or objects falling, for example by carrying out the work from a level, stable and strong surface that has barriers to prevent people from falling
- Where the risk of people falling still remains, take steps to minimise the distance and consequences of such falls, for example by selecting and using suitable fall arrest equipment.

Third Party Service Providers are to ensure that all their employees are provided with specific information on any working at height hazards and Goldstar rules and procedures.

Third Party Service Providers should take suitable and sufficient steps to prevent materials or objects falling onto any person. In situations where it is not reasonably practicable to prevent materials or objects falling, suitable and sufficient steps must be taken to protect any person being hit by such an object (for example,

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where overhead work is being undertaken the area will be designated a 'Head Protection Zone', ground level areas must be classed as safety exclusion zones and suitable barriers and warning signs posted).

Scaffolding

Responsibility for the provision of scaffolding will be as stated by Goldstar and all scaffolding must comply with current regulations and codes of practice including the use of appropriate signage when the scaffold is not in use.

Where Third Party Service Providers provide scaffolding for the sole use of their employees, the responsibility for ensuring its safety rests with the Third Party Service Provider.

Any Third Party Service Provider who utilises a scaffold erected for common use must, prior to use by his employees, inspect the scaffold to ensure that it is safe and suitable for a given task, and immediately report any defects to the Compliance and Security Manager (or another appropriate Goldstar manager).

Co-ordination arrangements for the use of scaffolding will usually be under the direction of Goldstar and Third Party Service Providers shall comply with the Building Management rules as they affect scaffolding and access.

Adequately trained scaffolders holding a valid and recognised Certificate of Competence or the Construction Industry Training Board (CITB) training record cards must erect any scaffolding above 5 metres in height.

Scaffolding must not be overloaded and must not be used to support or anchor an installation unless it has been specifically designed for the purpose.

The safety of tower scaffolds requires special consideration, particularly those made up of proprietary light-weight materials. They must be erected and dismantled by competent operatives and used in accordance with the Prefabricated Access Suppliers' and Manufacturers' Association (PASMA) guidelines with outriggers/stabilisers used when there is more than one vertical section erected. Towers must not be moved whilst operatives are on the platform.

Roof Work

While the protection of any operative carrying out work is important, it is essential that suitable precautions are also taken to protect others who may be in the vicinity (including Goldstar employees, visitors and visiting drivers etc.) from falling materials, tools, etc. In such cases loose goods are to be stored away from the roof edges.

Where hoisting is taking place, there is always a risk of goods falling and precautions such as the erection of substantial barriers or other quality effective measures should be taken into account to prevent non-authorized persons gaining access to a danger zone.

In situations where operatives have to approach within 2 metres of an open roof edge, where full body harness, life and connecting lines are considered inappropriate, guard rails (strong enough to provide support if someone falls against it) and toe boards will be required.

Openings in the work area liable to be approached should either be protected by suitable and sufficient guard rails, toe boards and gates as applicable or by substantial covers which must be fixed in position and suitably marked, for example "Hole Below".

Consideration must be given to ensuring the safety of personnel and security of goods stacked, particularly on exposed areas of roofs that may be affected by environmental conditions including wind and rain. In addition, the contractor must:

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- Provide suitable and safe temporary means of access when required which must be properly secured in an appropriate manner
- Provide and use crawling boards or roof ladders when working on or gaining access over fragile materials
- Remove all materials, rubbish, etc from roof areas in a safe manner
- Ensure that their employees do not block or obstruct any roof valley, gutter, or drain, or down pipe.

Work Equipment

The **Provision and Use of Work Equipment Regulations (PUWER) 1998** requires that employers ensure that all items of work equipment provided to their employees and self-employed working for them comply with these regulations. All work equipment must be suitable by design, construction, or adaptation, for the purpose of which it is used or provided. Only competent persons may operate the work equipment.

Third Party Service Providers are required to provide their own equipment. Under no circumstances must contractors use equipment provided by Goldstar unless authorised to do so.

The Third Party Service Provider will:

- Only use machinery, plant and equipment that is suitably guarded and protected to approved standards
- Make available all statutory notices, registers, certificates etc that apply to any machinery, plant or equipment used.
- Use machinery, plant and equipment in compliance with manufacturer's instructions, statutory provisions and accepted work practices.
- Maintain their plant and equipment in accordance with manufacturer's instructions, statutory provisions.
- Ensure that exhaust gases, vapours, fumes etc are prevented when practicable, from entering the working environment.
- Ensure that all machinery, plant and equipment is properly stored and secured when not in use.

Third Party Service Providers who use Mobile Elevating Work Platforms (MEWP) must ensure that the equipment is suitable for the task and is operated by individuals who hold a valid Certificate of Competence. Full body harness must be worn on all MEWP and be clipped to a suitable anchorage point to prevent falls.

Third Party Service Providers are to inform the Compliance and Security Manager (or another appropriate Goldstar manager) of any dangerous equipment that will be used or stored at Goldstar. Such equipment might include abrasive wheels, angle grinders etc. Third Party Service Providers are also required to take any necessary steps to ensure that they comply with the requirements of the Regulations and that they ensure all work equipment is in good condition, well maintained and suitable for the task.

Third Party Service Providers are reminded that they are responsible for any excessive noise created from the use of noisy items of equipment. Reasonable precautions must be taken by Third Party Service Providers to minimise noise. Should noise cause problems, contractors may be required to reschedule such works outside of normal working hours.

Working in Confined Spaces

The interpretation of a "Confined Space" as laid down in the **Confined Spaces Regulations 1997** is to be strictly adhered to. Evidence of suitable and sufficient assessment of the risks and Safety Method Statements for all work activities, for the purpose of deciding what measures are necessary for safety, is to be provided to Goldstar prior to undertaking the work.

In addition to the previous paragraph, Third Party Service Providers will:

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- Not enter any tank, vessel, chamber, sewer or void, etc without being in possession of a 'Permit to Work'.
- Provide suitable and sufficient equipment and carry out atmospheric monitoring as specified
- Have attended and be in possession of a valid Certificate of Competence for entering or undertaking work in confined spaces
- Have attended and be in possession of a valid First Aid Certificate of Competence
- Provide all necessary protective equipment and facilities as specified to meet the requirements of the "Permit to Work".
- Be conversant with the site emergency arrangement and evacuation procedures.

Control of Substances Hazardous to Health (COSHH)

The **Control of Substances Hazardous to Health (COSHH) Regulations 2002** require that suitable and sufficient risk assessments are provided where hazardous substances or processes are brought into use. Prior to commencement of work involving hazardous substances, specialist suppliers and contractors are required to provide the Compliance and Security Manager (or another appropriate Goldstar manager) with copies of their Material Safety Data Sheet(s) (MSDS), risk assessments made and the measures they will undertake for the control of any substance hazardous to health including compressed gases that may be brought onto or be present at Goldstar premises.

Personal Protective Equipment (PPE)

The **Personal Protective Equipment (PPE) at Work Regulations 1992** requires Third Party Service Providers to assess the risks and the PPE they intend to use to ensure that it is suitable. Third Party Service Providers are therefore required to ensure that equipment is maintained in a clean and serviceable condition, is replaced when damaged or lost and is properly stored when it is not being used. In addition, specialist suppliers and contractors are to ensure that the equipment is properly used and give training, information and instruction to their employees on how to use and look after it.

Third Party Service Providers will:

- Provide all suitable PPE required by their employees in order to carry out the work safely
- Ensure that all PPE provided complies with statutory requirements and appropriate British Standards
- Ensure that employees use PPE provided, both to protect themselves from injury or ill health and to comply with statutory requirements and accepted working practises.
- Be required to remove from the workplace any employee who fails to wear PPE when required to do so
- Where communal PPE appropriate to the work upon which operatives are engaged, for example body safety harness equipment, is required, provide it to the appropriate British Standard, give training for its use, make available appropriate test certification and maintain it in a serviceable clean condition
- Ensure that employees are aware of and comply with rules concerning the use of PPE in specified areas.

Manual Handling Operations (MHO)

The **Manual Handling Operations Regulations 1992** apply wherever there are risks to the health of employees from Manual Handling Operations (MHO).

Third Party Service Providers are required to:

- Avoid the need for hazardous MHO as far as is reasonably practicable

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- Check whether an item needs to be moved at all – can any repair or maintenance work be carried out in situ?
- Consider the use of Mechanical Handling Equipment (MHE)
- Assess the risk of injury from any MHO that cannot be avoided
- Reduce the risk of injury from hazardous MHO as far as is reasonably practicable

Following a risk assessment the main requirement may include the provision of adequate employee training. This may involve:

- How to recognise harmful MHO
- Appropriate safe systems of work
- Use of MHE
- Good handling technique

Lifting Operations (LOLER)

Lifting Operations and Lifting Equipment regulations (LOLER) 1998 apply when risk from lifting operations and equipment is prevalent.

Requirements relate to both the integrity of the equipment itself, for example the requirements in certain circumstances for visibility aids, control measures to prevent unauthorised start-up, and to the management of how work equipment is used.

All lifting operations must be undertaken under the specific control of a Competent Person.

Certificates of test, through examination, with inspection register entries must be available for checking in connection with any lifting operations.

Gas Safety

Third Party Service Providers will not be permitted to undertake any work in relation to any gas fitting without the authority of the Compliance and Security Manager (or another appropriate Goldstar manager). They will:

- Ensure operatives involved in work on any gas fitting are competent, approved and registered by the Health and Safety Executive (HSE) Gas Safety Registration Scheme.
- Ensure gas fittings are of good construction and sound material, of adequate strength and of a type appropriate for the gas with which it is to be used.
- Ensure compliance with the Gas Safety (Installation and Use) Regulations by following the Approved Code of Practice and Guidance on the safety in the installation and use of Gas Systems and Appliances.

Accident Reporting

The **Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 1995 (RIDDOR)** require that certain accidents or dangerous occurrences at work be appropriately reported. Goldstar has developed a system of accident reporting and investigation for our own employees and insist that all Third Party Service Providers do likewise in order to comply with the regulations.

Such systems involve an investigation to determine the cause of an accident and any relevant contributory factors. This would be followed up with regard to rectifying any hazards in the workplace, modifying or amending a system of work and informing employees of any lessons to be learned. Goldstar requires a copy of any accident investigation carried out.

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Third Party Service Providers are to inform the Compliance and Security Manager (or another appropriate Goldstar manager) of any accidents or near misses occurring to themselves or their employees during the course of the work. In addition to following the Third Party Service Provider's procedure, incidents will be recorded in Goldstar's Accident Book. Third Party Service Providers are responsible for notifying the Enforcing Authority where appropriate.

First Aid

The Health and Safety (First Aid) Regulations 1981 require all Third Party Service Providers to carry out an assessment in order to determine their own individual requirements for the provision of First Aid for their employees. In most cases this will require the provision of First Aid kits and the nomination and training of a First Aider or an Emergency First Aider.

A First Aider or Emergency First Aider must be fully qualified and certified and will be responsible for administering First Aid treatment, maintaining First Aid equipment and facilities, summoning medical assistance and maintaining records. Some Third Party Service Providers may employ sufficient staff to warrant the nomination and training of a First Aider; smaller companies may nominate an Emergency First Aider who will not administer First Aid but will take charge of an emergency and summon medical assistance.

Third Party Service Providers are responsible for the provision of their own First Aid cover and arrangements.

Asbestos and Asbestos Containing Materials (ACM)

Asbestos and ACM are present within the premises at Goldstar. Removal of such materials will be by a licensed Third Party Service Provider only. However, where such materials are in good condition they may be left in situ, encapsulated and labelled "Asbestos – Do not disturb". Under no circumstances are contractors to carry out or undertake work on such materials without prior consultation with the Compliance and Security Manager (or another appropriate Goldstar manager).

Should any Third Party Service Provider come across a substance within the workplace which they suspect may contain Asbestos or ACM, they must stop work immediately. Steps will then be taken to verify the composition of the material. Contractors must not resume work until it has been deemed safe to do so by the Compliance and Security Manager (or another appropriate Goldstar manager).

All contractors are reminded that it is a legal and statutory requirement under the **Control of Asbestos at Work regulations 2012 (Regulation 10)** to have and maintain appropriate asbestos awareness training (including the use of PPE if necessary) on an annual basis.

Ionising Radiation

A set of Local Rules are in place and available at all Goldstar premises where there is a risk of exposure to Ionising Radiation. These Local Rules are designed to ensure safety of all staff, third party service providers and visitors during the normal course of their duties and in the event of any incident which may occur with the X-ray freight inspection equipment. The Local Rules are written in accordance with the Ionising Radiations Regulations 2017 (IRR17).

Goldstar have a nominated Radiation Protection Supervisor (RPS) who must ensure that all persons that are required to work in compliance with these Local Rules have read and understood them and signed off the acknowledgement sheet detailed in the Local Rules.

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The Local Rules detail the handover/takeover procedures of X-ray equipment between X-ray equipment operators and maintenance providers. These procedures and handover takeover records specified in the Local Rules must be adhered to and records completed and retained.

Housekeeping

Third Party Service Providers are to put in place appropriate measures to ensure that equipment surfaces not subject to a work activity are covered or otherwise protected from damage. Third Party Service Providers will be held responsible for any damage caused to property during the course of any work.

Third Party Service Providers will also be responsible for the removal of any refuse or debris produced by them during the course of their work.

Third Party Service Providers will place all refuse or debris in suitable bags or other receptacles and remove them from the workplace on a daily basis. On completion of the work, all material, tools and equipment must be removed from Goldstar.

Alcohol and Drugs

Goldstar has a strict policy of not allowing the consumption of alcohol or the taking of drugs by employees at work either before or during work periods. Goldstar requires Third Party Service Providers to implement this policy with their employees.

Consultation Arrangements

Goldstar, in accordance with the **Health and Safety Consultation with Employees Regulations**, recognises the requirement to ensure that contractors are able to express their views on health and safety matters. Third Party Service Providers are required to co-operate with Goldstar to ensure lines of robust communication remain open.

Where appropriate, Goldstar will recognise appointed Safety Representatives and will co-operate on all health and safety matters.

Welfare Arrangements

Third Party Service Providers have a legal obligation to ensure their staff have access to suitable welfare facilities. Use of Goldstar welfare should not be assume by Third Party Service Provider staff but use of facilities can be agreed in advance if situations and arrangements permit.

Where Third Party Service Providers are required to provide their own welfare facilities on a Goldstar site the Third Party Service Provider will ensure that the facilities are kept in a clean and hygienic condition, and that any regulation or instruction laid down by the Compliance and Security Manager (or another appropriate Goldstar manager) is complied with.

Fire Safety

Fire Action Notices are posted alongside every break-glass alarm activation unit on Goldstar sites. Third Party Service Providers are required to familiarise themselves with the local procedures and rules, instructions, comply accordingly and:

- Ensure that their employees are familiar with the Fire Safety Warning Alarms and means of activation.
- Ensure that their employees are aware of the location of Fire Fighting Equipment (FFE) and report any use or damage of such equipment.

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- Ensure safe methods of work to eliminate any anomaly that may involve danger to life or property.
- Advise the Compliance and Security Manager (or another appropriate Goldstar manager) of any Flammable Mixtures, liquefied petroleum gases or explosive substances to be used or stored by them within the confines of Goldstar.
- Ensure that cylinders and containers are not left in unauthorised places and where oxygen, acetylene, propane, etc is used, that flashback arrestors are fitted.
- Obtain a “Hot Work Permit” prior to commencing any operations involving the use of any flame or heat producing equipment.
- Not burn rubbish or light fires on any Goldstar premises.
- Ensure that their employees comply with Goldstar’s Smoking Policy.
- Provide additional FFE as appropriate or as required by the Compliance and Security Manager (or another appropriate Goldstar manager).

In addition to any instructions or precautions against fire in a building, Third Party Service Providers will ensure that their employees’ activities and equipment in no way prejudices:

- Means of escape in case of a fire
- Fire warning or fire fighting installations
- Water supplies for fire fighting
- Access to FFE
- Access for the Emergency Services

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Security Arrangements

Third Party Service Providers are to adhere to Goldstar's stringent security arrangements and ensure that their employees are fully conversant with the requirements.

Third Party Service Providers will:

- When required to do so, permit the searching of any one of their employees, vehicles or property at any time either on entry, exiting or within the immediate vicinity of the Goldstar premises.
- Report any use of, damage to, or removal of equipment from the Goldstar premises
- Isolate and secure all plant, equipment and vehicles when not in use and before leaving Goldstar's premises
- Not store any explosive, flammable or noxious substances on site, even temporarily without the Compliance and Security Manager's permission.
- Report any losses or damage of property to the Compliance and Security Manager (or another appropriate Goldstar manager) immediately after it is discovered
- Not take any photographs or copy documents without the express consent of the Compliance and Security Manager or other senior Goldstar manager.

Insurance Arrangements

Third Party Service Providers must take out and maintain suitable and sufficient insurances to comply with the **Employers' Liability (Compulsory Insurance) Act 1969** and the **Employers' Liability (Compulsory Insurance) Regulations 1998** or any subsequent amendment and Public Liability Insurance being insured for a minimum of £5 million in respect of claims arising out of any one occurrence. The Third Party Service Provider must, if requested to do so by the Compliance and Security Manager (or another appropriate Goldstar manager), provide a copy of their Certificates of Insurance.

Third Party Service Providers shall be liable for and shall indemnify Goldstar against any expense, liability, loss, claim or proceedings whatsoever, arising under any statute or common law in respect of personal injury or death of any person whomsoever or any damage to property or any damage to any real personal property arising out of or in the course of, or caused by the carrying out of works, except to the extent that the same is due to any act or neglect of Goldstar.

Confidentiality Acknowledgement

Third Party Service Providers shall accept, by signing the acknowledgement for this Goldstar Policy and Agreement, that no employee of, or person controlled by, their organisation may use any information which comes into their possession as a result of any Goldstar contract, directly or indirectly, for their personal gain or their employees have information gained deliberately or by accident, which could be described as "inside information" and pass it on to others, they may be committing an offence.

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Return Acknowledgement Slip

We acknowledge receipt of and will abide by Goldstar's Policy and Third Party Service Providers Safety, Welfare and Security Agreement.

Name

Position

Company Name

Address

Signed

Date

If required, further copies of this Policy and Third Party Service Providers Safety, Welfare and Security Agreement can be obtained from Goldstar, or downloaded from www.goldstar.uk

This acknowledgement slip must be completed by Third Party Service Providers prior to any work activity being undertaken and returned to the Compliance and Security Manager or their delegate at:

Goldstar Heathrow Ltd
Colndale Road
Colnbrook
Berkshire
SL3 0HQ

Or emailed to:

compliance@goldstar.uk

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