

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent),

OR

2. The bidder must have the following:

a. A documented policy regarding quality management. The policy must set out responsibilities for quality management demonstrating that the bidder has and continues to implement a quality management policy that is authorised by their Chief Executive, or equivalent, and is periodically reviewed at a senior management level. The policy must be relevant to the nature and scale of the work to be undertaken and set out responsibilities for quality management throughout the organisation.

b. Documented procedures for periodically reviewing, correcting and improving quality performance including processes for ensuring that the bidder's quality management is effective in reducing/preventing incidents of sub-standard delivery, this must include the quality of output and general performance.

c. A documented process for ensuring that quality management is effective in reducing/preventing incidents of sub-standard delivery, this must include the quality of output and general performance. The bidder must be able to provide copies of their organisation's documentation procedures, which meet current agreed good practice. These must include the arrangements for quality management throughout the bidder's organisation. They must set out how the bidder's organisation will carry out its policy, with a clear indication of how the arrangements are communicated to the workforce.

d. Documented arrangements for providing the bidder's workforce with quality related training and information appropriate to the type of work for which this organisation is likely to bid. This will demonstrate that the organisation has in place and implements training arrangements to ensure that its workforce has sufficient skills and understanding to discharge their various responsibilities. These must include a programme of training that will keep the workforce up to date with required knowledge about quality related issues, including copies of job profiles; training manuals and records.

e. Documented arrangements that your organisation has a system for monitoring quality management procedures on an on-going basis. The bidder's organisation must be able to provide evidence of systematic, periodic review and improvement of quality in respect of output and general performance

f. Documented arrangements for ensuring that the bidders apply quality management measures that are appropriate to the work for which they are being engaged.

g. A documented process demonstrating how the bidder deals with complaints. The bidder must be able to provide details of how their organisation maintains records of any complaints received and how corrective measures are carried out to prevent reoccurrence.

Health and Safety Procedures

1. The bidder must hold a UKAS (or equivalent), accredited independent third party certificate of compliance in accordance with BS OHSAS 18001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum.

OR,

2.a The bidder must have a regularly reviewed and documented policy for Health and Safety (H&S) management, endorsed by the Chief Executive Officer, or equivalent. The policy must be relevant to the nature and scale of the work and set out responsibilities for H&S management at all levels within the organisation. The policy must be relevant to the nature and scale of your operations and set out your company's responsibilities of health and safety management and compliance with legislation.

Note - Organisations with fewer than five employees are not required by law to have a documented policy statement.

b. A documented process demonstrating the bidder's arrangements for ensuring that H&S measures are effective in reducing/preventing incidents, occupational ill-health and accidents. This must provide details of the arrangements for H&S management that are relevant to the nature and scales of the requirement.

c. A documented procedure how the bidder obtains access to competent Health and Safety advice and assistance. This must demonstrate evidence of how the bidder's organisation obtains access to competent Health and Safety advice.

d. Documented arrangements for providing the bidder's workforce with training and information appropriate to the type of work of which the organisation is likely to bid. This must provide evidence that the bidder has in place and implements, training arrangements to ensure that its workforce has sufficient skills and understanding to discharge the various duties. This will provide details of staff health and safety training arrangements and how relevant information is communicated to staff. This must also include a description of arrangements for keeping the workforce updated on legislation and good H&S practice applicable throughout the organisation.

e. A documented procedure describing what H&S or other relevant qualifications and experience the bidder's workforce has, in order to implement the H&S policy to a standard appropriate for the work for which the organisation is likely to bid. This must demonstrate that the workforce possesses suitable qualifications and experience for the tasks assigned to them, unless there are specific situations where they need to work under controlled and competent supervision, e.g. trainees.

f. Documented arrangements for checking, reviewing and where necessary, improving the bidders H&S performance. This must demonstrate that the bidder's organisation has in place, and implements, a system of monitoring H&S procedures on an ongoing basis and for periodically reviewing and updating that system as necessary.

g. Documented arrangements for involving the bidder's workforce in the planning and implementation of H&S measures. This must demonstrate that the bidder has in place, and

implements, a means of consulting its workforce on H&S matters and show how workforce comments, including complaints, are taken into account.

h. Documented procedures for recording accidents/incidents and undertaking follow-up action. This will include records of accident rates and frequency for all RIDDOR reportable events for at least the last 3 years. It must demonstrate a system for reviewing significant incidents, and recording action taken as a result including action taken in response to enforcement.

i. Documented arrangements for ensuring that the bidder's suppliers apply H&S measures to a standard appropriate to the work for which they are being engaged. This must demonstrate that the bidder's organisation has, and implements, arrangements for monitoring suppliers' H&S procedures, and for ensuring that H&S performance appropriate for the work undertaken is delivered throughout the whole of your organisation's supply chain.

j. Documented arrangements for carrying out risk assessments capable of supporting safe methods of work and reliable contract delivery where necessary. This must demonstrate that the bidder has in place, and implements, procedures for carrying out risk assessments and for developing and implementing safe systems of work ("method statements"), and be able to provide relevant indicative examples. The identification and control of any significant occupational health issues must be prominent.

Note - Organisations with fewer than five employees are not required by law to record risk assessments.

k. Documented arrangements for co-operating and co-ordinating the bidder's work with other suppliers. This must provide an explanation of how co-operation and co-ordinating of the work is achieved in practice, and how other organisations are involved in drawing up method statements/safe systems of work etc. including arrangements for response to emergency situations. This must include details of how comments and input from your suppliers will be taken into account and how external comments including any complaints, will be responded to.

l. FOR CONSTRUCTION/WORKS CONTRACTS ONLY

Documented arrangements for ensuring that on-site welfare provision meets legal requirements and the needs/expectations of the bidder's employees. This must demonstrate that suitable welfare facilities will be in place before starting work on site, whether provided by site specific arrangements or the bidder's own organisational measures.

m. You must meet any health and safety requirements placed upon you by law.

Environmental Management Procedures

1. The Bidder must hold a UKAS (or equivalent) accredited independent third party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate,

OR

2. The bidder must have the following:

a. A regularly reviewed documented policy regarding environmental management, authorised by the Chief Executive, or equivalent. This policy must include and describe the bidder's environmental emergency response procedures including the preparedness and response procedures for potential accidents and emergency response situations that give rise to significant environmental impacts (for example hazardous substances spill control).

b. Documented arrangements for ensuring that the bidder's environmental management procedures are effective in reducing / preventing significant impacts on the environment. This should evidence the bidder's organisation's environmental policy implementation plan provides information as to how the organisation aims to discharge relevant legal responsibilities and provides clear indication of how these arrangements are communicated to the workforce, in relation to environmental matters including: sustainable materials procurement; waste management; energy management. This should include the arrangements for responding to, monitoring and recording environmental incidents and emergencies and complaints.

c. Documented arrangements for providing employees with training and information on environmental issues, including evidence that the bidder has in place and implements, training arrangements to ensure that its workforce has sufficient skills and understanding to carry out their various duties. This should include a programme of refresher training that will keep the workforce updated on relevant legal requirements and good environmental management practice.

d. Documented arrangements for checking, reviewing and where necessary improving the bidder's environmental management performance and the environmental impact of this organisation, demonstrating that it has in place and implements, training arrangements to ensure that its workforce has sufficient skills and understanding to carry out their various duties. This should include a programme of refresher training that will keep the workforce updated on relevant legal requirements and good environmental management practice.

e. Documented arrangements checking, reviewing and where necessary improving the bidder's environmental management performance and the environmental impact of this organisation, demonstrating that it has a system for monitoring environmental management procedures on an on-going basis and for updating them at periodic intervals. These must include details of the procedures in place to access and deal with environmental risks.

f. Procedures for dealing with waste (e.g. waste management plans, waste segregation, recycling etc.).

g. Documented arrangements for ensuring that any suppliers the bidder engages apply environmental protection measures that are appropriate to the work for which they are being engaged, including procedures for monitoring supplier's environmental management arrangements and ensuring that environmental performance appropriate for the work to be undertaken is delivered throughout the whole of the bidder's supply chain.