

# CONTRACTOR INDUCTION HANDBOOK

Minimum Health & Safety Standard for contractors  
VERSION: 2015 – 02



**VEILIGHEID**  
Voorop!

## CONTENT

1	Introduction .....	3
2	Welcome to Sodexo .....	3
3	Health and Safety Policy .....	4
4	Work Health and Safety Responsibilities .....	5
5	Sodexo Code of Conduct .....	6
6	Sodexo's safety guidelines.....	7
7	Site Rules and conditions of entry .....	8
8	Risk Management .....	8
9	Hazard identification, risk assessment and control .....	8
10	Hazard reporting.....	8
11	Job Hazard Analysis.....	9
12	Incident and non-conformance management .....	9
13	Emergency Preparedness, response and recovery.....	9
14	Drug and Alcohol.....	9
15	Smoking .....	9
16	Manual handling and ergonomics.....	10
17	Personal Protective Equipment .....	10
18	Working in heat and other extreme conditions .....	10
19	Occupational Health and Hygiene .....	10
20	Management of Chemicals.....	11
21	Tools and equipment .....	11
22	Electrical Safety.....	11
23	Electrical testing and tagging.....	11
24	Vehicle and traffic management .....	12
25	Mobile Phones.....	12
26	Asbestos.....	12
27	Permit to Work.....	12
28	Issuing a permit to work.....	13
29	Hot work Permit.....	13
30	Cold work .....	13
31	Excavation or break into a concealed space .....	14
32	Confined space .....	14
33	High voltage equipment or system .....	14
34	Low voltage equipment or system .....	15
35	Working at height.....	15
36	Explosive power tool.....	15
37	Line Breakage .....	15
38	Environmental management.....	15
39	Resource recovery and waste management .....	16
40	Clean work environment / housekeeping.....	16

## 1 Introduction

Sodexo is committed to ensuring the health and safety of all contractors engaged to undertake work with or on the behalf of Sodexo.

This Contractor induction handbook provides the minimum health, safety and environmental guidelines that must be adhered to by all contractors and subcontractors, engaged to undertake work on a site on the behalf of Sodexo.

If you are unsure of any of the documented requirements, please seek clarity from your Sodexo contact person **prior** to undertaking a task.

Every contractor and subcontractor is required to have read and submitted the sign-off form (located at the back of the handbook) back to their Sodexo contact person prior to undertaking work at a client/Sodexo site.

**All contractors and subcontractors engaged by Sodexo to undertake work at a clients site are required to at least comply with National Law, client's - and Sodexo's safety regulations and safe working procedures.**

If there is a difference in regulations and procedures between the client and Sodexo the most stringent regulation / procedure will be applicable.

We take the safety of all very seriously and failure to comply with any of the requirements documented within this handbook may result in your immediate removal from the workplace.

## 2 Welcome to Sodexo

As always, safety continues to be our highest priority. We demonstrate our safety commitments in all that we do - from the emphasis placed on engaging our employees to the service culture seen by our clients. At Sodexo, nothing is so important, that we cannot take the time to do it safely. I encourage each of you to continue to work at embedding a true safety culture in our workplaces as we strive towards a zero harm environment.

### 3 Health and Safety Policy

Health and Safety is an integral part of Sodexo's mission to improve Quality of Life. Sodexo is committed to achieving a global health and safety culture and world class health and safety performance. We believe that integrating health & safety into everything we do will minimize risk to people and property.

The following mandatory principles define our expectations and guide our actions.

#### Principle 1

We are committed to providing working conditions and client services that are safe and healthy. Safety is a condition of employment for all Sodexo employees.

#### Principle 2

We will comply with all applicable legal requirements, relevant industry standards and agreed client standards in each country where we operate. We will assess risk and establish safe work systems and procedures to protect our employees, clients, customers and others affected by our business.

#### Principle 3

Sodexo's values of team spirit, service spirit and spirit of progress are the foundation of Sodexo's health and safety culture. Our senior leadership and all employees are expected to personally demonstrate their commitment to support and improve our health and safety culture.

#### Principle 4

We will clearly define management and employee health & safety responsibilities. All employees are required to observe our health & safety rules and procedures and use all health & safety equipment provided.

#### Principle 5

We will ensure our employees have an understanding of health & safety appropriate for their role. We will provide appropriate information, instruction and training required to work safely.

#### Principle 6

The engagement of our employees, clients, contractors, customers and suppliers is essential to improve safety behaviors and practices. To achieve this we will communicate and consult widely on health & safety matters.

#### Principle 7

We will maintain safe access and exit arrangements for all company workplaces. Established emergency procedures will be regularly tested and periodically reviewed.

#### Principle 8

We require all accidents and incidents to be reported as well as lessons learned implemented.

#### Principle 9

We will continuously improve our performance and to do this we will ensure adequate resources are provided.

#### Principle 10

We will regularly monitor and report on our health and safety management system to ensure it remains effective.

January 5<sup>th</sup>, 2015

Michel Landel  
Group CEO

Michel Croisé  
Benelux CEO

## 4 Work Health and Safety Responsibilities

A contractor provides goods or services or performs work for a set price or rate. As a contractor, you may be self-employed, work for another company, have contractors of your own or have business partners.

The law sets out specific duties that employers must comply with as part of their general duty to protect contractors. These may include, but are not limited to:

- providing and maintaining safe plant so that all machinery, equipment and tools are suitable for their purpose, guarded where necessary, and maintained in a safe condition;
- arranging safe systems of work (for example how work is organised, including work processes and safe operating procedures, work arrangements, the pace, and procedures to prevent fatigue, and manage occupational stress and violence);
- maintaining the workplace in a condition that is safe and without risks to health (including space, layout, security, lighting, ventilation and noise control);
- implementing procedures for the safe use, handling, storage and transport of plant and substances;
- providing adequate facilities for the welfare of contractors (such as drinking water, toilets, eating areas and first aid); and
- providing such information, instruction, training and supervision to contractors as is necessary for them to do their jobs safely and without risks to health.

It is the contractor's responsibilities to know these and adhere to them. Duties extend to matters over which you have control. Employers have duties to any contractors under their control, including subcontractors, to ensure their physical and psychological health and safety. Where a risk cannot be eliminated, it must be reduced as far as is reasonably practicable.

Contractors are responsible for:

- taking reasonable care for your own health and safety and that of other people who may be affected by the way the work is done;
- ensuring compliance to client and Sodexo specifications, requirements and expectations;
- ensuring they have the required qualifications, training, experience and certificates of competency required for the job;
- ensuring a risk assessment/safe work method statement has been completed for the job to be completed and safe work procedures are available for all tasks;
- maintaining the client and Sodexo workplace in a safe and healthy manner for themselves, sub-contractors and other staff and visitors of the site
- supervision of sub-contractors;
- communication on a regular basis with the Sodexo contact person, and
- raising any issue that is or may become a safety concern.

Successfully managing health and safety in the workplace relies on commitment, consultation and co-operation. Understanding our roles in making the workplace safer is rewarding as it increases job satisfaction, morale and productivity for all of us.

## 5 Sodexo Code of Conduct

Sodexo's success depends on it being, and being seen to be:

- a good corporate citizen
- a great supplier of services to its clients
- a welcoming, rewarding workplace that fosters personal and professional development.

Sodexo has high standards of business conduct, performance, and behaviour to maintain this success. Sodexo's ethical principles guide the way for all its business conduct and its employees' behaviour at, or in connection with their work. These principles are:

- loyalty
- respect for people
- transparency
- business integrity.

Sodexo also requires all contractors and subcontractors to:

Requirement	Description
Keep safe and healthy	Always keep themselves and their workmates safe at work and to keep their workplaces safe and healthy.
Obey the law	Comply with the law applying to their workplaces.
Perform their role	Apply themselves to their jobs the best they can, following all lawful and reasonable instructions as well as Sodexo policies, procedures and other requirements. Always being honest, polite, professional and co-operative with Sodexo and its clients.
Act professionally	Behave in a way that credits themselves Always appearing with a high level of personal grooming that meets Sodexo's and clients standards Treat all stakeholders without harassment or discrimination.
Be responsible	Take reasonable care of all Sodexo property and that of its clients, that they use or is in their workplaces Not remove company assets without authorisation.
Protect its business	Keep all of Sodexo's business and that of its clients confidential unless it is public knowledge or required by law; and not make negative public or untruthful comments about Sodexo, its competitors or its clients.
Disclose	Tell Sodexo of any conflicts of interest they have or any breaches of Sodexo policy or procedures or the law of which they become aware Sodexo can give an employee permission to do something that would otherwise be a conflict of interest or potential conflict but it has to know about it first.

## 6 Sodexo's safety guidelines

Whilst at work, all contractors and subcontractors have a legal obligation to take care of the health and safety of themselves and any persons who may be affected by their acts or omissions.

**All contractors and subcontractors engaged by Sodexo to undertake work at a clients site are required to comply with client and Sodexo's safety regulations and all safe working procedures.** The following are general guidelines that must be followed on all occasions to ensure a safe working environment:

- Sodexo Contractor Induction program – All contractors must read and signed off that they understand and will comply with the requirements outlined, prior to commencing work at a client site.
- The law (or VCA) requires that operators of certain types of plant and equipment must have a current certificate of competency or license. You must have a valid license before you are able to commence work and must be in your possession at all times.
- Contractors must wear safety equipment, e.g. safety helmets, glasses, ear and eye protection, protective clothing etc. in designated areas, on specific jobs, and when directed to do so by a client or Sodexo contact person for a specific purpose.
- Approved safety footwear must be worn in all work areas.
- Contractors must not operate any equipment or perform any tasks unless it is their job to do so, and they have been instructed on the safe methods necessary to complete the task. Where qualifications are required to operate specific machinery or to carry out a task e.g. plumbing, electrical work, current certificate, license or permit must be held
- Where machines are required to be fitted with guards, they must not be operated without the guards in place and functioning correctly. Operators must not disable or disconnect guards unless authorised by the Sodexo contact person to do so.
- Obey all danger signs and safety warnings. They are placed there to warn you and must not be removed unless authorised by the Sodexo contact person
- All accidents and equipment damage must be reported immediately to your Sodexo contact person.
- Fire extinguishers must be kept clear for access at all times. All fire and emergency exits must be kept clear for emergency use at all times.
- Where it is identified that a permit to work is required to complete a job, the contractor or subcontractor shall immediately advise their Sodexo contact person. The relevant permit shall be completed and signoff will occur by an authorized permit issuer prior to undertaking permit works.



## 7 Site Rules and conditions of entry

Contractors and subcontractors are required to sign a visitor's book on arrival at the client site (where applicable). Depending on the client, you may be required to conduct a client induction prior to commencing work.

The inductions cover information which include but is not limited to:

- health and safety requirements whilst on the premises
- incident and hazard reporting
- smoking policy
- emergency information, etc.

Contractors/subcontractors will need to comply with all site rules as signposted or covered off during the site induction. Failure to do so may result in individuals being told to leave the site.

## 8 Risk Management

Risk management are the activities conducted to control risk in the workplace. It involves identification, assessment, and controlling risks based on priority.

## 9 Hazard identification, risk assessment and control

The contractor/subcontractor is responsible for providing Sodexo with appropriate approved safe work procedures (SWP) or safe work method statements (SWMS) which should include:

- the type of work being conducted
- the health and safety hazards and risks arising from that work
- how the risks will be controlled
- risk control measures to be put in place to eliminate, or minimise those risks.

If a specific hazard is identified where a risk of illness or injury to a person may be a consequence, contractors will be required to conduct risk assessments and implement controls to manage the identified risk.

## 10 Hazard reporting

The contractor/subcontractor is responsible for reporting all hazards immediately to their Sodexo contact person.

If the hazard cannot be corrected immediately, then the Sodexo contact person shall ensure that a hazard report is completed and/or notify the client.

All reported hazards must be investigated, and the contractor/subcontractor shall implement the appropriate controls to either eliminate and/or minimise the likelihood of an incident or injury. The contractor/subcontractor must regularly review and evaluate the effectiveness of control measures until the hazard is addressed.



## 11 Job Hazard Analysis

All contractors and subcontractors shall ensure that a JHA (or JSA) is conducted prior to commencing a job that:

- is highly hazardous/high risk
- requires a work permit (e.g. confined space entry)
- does not have a SWMS/SWP in place (or where the job or tasks deviates from the SWP)

## 12 Incident and non-conformance management

The contractor/subcontractor must report all incidents and non-conformances to their Sodexo contact person or the client (if required) as soon as is practicable, who will ensure that appropriate medical attention or off-site treatment is obtained.

The Contractor/subcontractor will be responsible to notify the Sodexo contact within a timely manner (no more than 2 hours) of the incident occurrence.

The contractor/subcontractor shall assist with the investigation of all near misses or incidents where they were involved.

In the case of a notifiable incident, the Sodexo contact person in consultation with the client shall determine whether to preserve the scene for investigation.

Sodexo also reserves the right to have any injured or ill contractor/subcontractor assessed by a nominated medical professional. Contractors/subcontractors shall make themselves available for such assessments.

## 13 Emergency Preparedness, response and recovery

Contractors/subcontractors should follow any client emergency procedure(s) as outlined during site induction processes.

Contractors/subcontractors shall defined their emergency/rescue plans when undertaking high-risk tasks or using plant/equipment at the site or office of a high-risk nature. Plans shall form part of a SWP or SWMS, or as an attachment to a permit to work etc.

## 14 Drug and Alcohol

It is prohibited for any contractor/subcontractor to commence work on behalf of Sodexo when they have detectable levels of alcohol &/or prohibited substances within their system. It is also prohibited to be in the possession of illegal drugs and alcohols whilst at a Sodexo or client site.

## 15 Smoking

Smoking is prohibited on any client or Sodexo site unless in signposted designated smoking areas.

## 16 Manual handling and ergonomics

Almost all jobs include work that involves performing some form of manual tasks. As far as is reasonably practicable, contractors/subcontractors shall use lifting aids and other mechanical aids to reduce the risk associated with manual handling as well as practice safe manual handling techniques.

## 17 Personal Protective Equipment

The contractor/subcontractor is responsible for supplying, using and maintaining PPE in accordance with the relevant National Standards.

The contractor/subcontractor is responsible for training its personnel on the correct use of the PPE it provides.

The contractor/subcontractor shall ensure PPE essential to a task is worn while undertaking work and as defined within the SWP/SWMS.

## 18 Working in heat and other extreme conditions

Contractors or subcontractors working in heat and other extreme conditions must comply with following:

- Managing their own safety when working in heat or other extreme conditions
- Notify the Sodexo contact person if they or someone else is/may be affected by heat/cold illnesses
- Reporting situations/hazards likely to cause heat/cold stress
- Avoiding situations which would expose themselves or others to the risk of heat/cold stress

## 19 Occupational Health and Hygiene

The contractor/subcontractor shall report to their Sodexo contact person where they identify contaminants in the workplace that may impact their health. The types of contaminants may include, but are not limited to:

- physical – noise, vibration, temperature, light, humidity, ventilation and radiation
- chemical – vapour, gases, dust, mist, fumes, corrosives, solvents
- biological – fungi, bacteria, mites, yeasts, viruses, enzymes and body fluids.

Contractors/subcontractors shall conduct a job hazard analysis and implement processes to reduce their risk exposure.

## 20 Management of Chemicals

Management of chemicals includes dangerous goods and hazardous substances. Prior to commencing work, the contractor/subcontractor shall provide their Sodexo contact person a list of all chemicals they will be bringing onto the clients site for approval.

Current material safety data sheet (MSDS) (within 5 years of the date of issue) shall be carried by the contractors/subcontractors for all products and substances that will be used onsite.

Where chemicals are brought onto a client's site, they shall be stored and used in accordance with the MSDS/SDS and legislative requirements. They shall be stored in their original containers with the label intact.

The contractor/subcontractor is responsible for providing its employees with training on the safe use of hazardous substances or dangerous goods used.

## 21 Tools and equipment

All tools and equipment brought onsite and used by contractors and subcontractors shall be appropriately maintained and used in accordance with applicable codes and National Standards.

## 22 Electrical Safety

The contractor/subcontractor is responsible for ensuring that all electrical equipment including leads, portable power tools, junction boxes and earth leakage or residual current devices are inspected to ensure they are in good working order prior to use. Damaged tools and equipment should be removed from use.

## 23 Electrical testing and tagging

The contractor/subcontractors shall ensure that electrical equipment used is regularly inspected and tested to detect obvious damage, wear or other conditions which might render it unsafe. The safety inspection and testing of low voltage single phase and polyphase electrical equipment, connected to the electrical supply by a flexible cord or connecting device that:

- is new equipment placed into service for the first time
- is already in-service
- has been returned from service or repair
- has been provided/installed by the client
- is hired.

All electrical equipment in use must be tested to meet the legal requirements

## 24 Vehicle and traffic management

Contractors and subcontractors must possess a relevant licence to drive vehicles.

When vehicles are operated within client sites, contractors/subcontractors shall comply with all road laws, clients' traffic management plans and site signage (e.g. stop signs, speed signs, no parking signs, etc.).

Vehicles shall not be parked over pedestrian walkways or in front of emergency exits.

## 25 Mobile Phones

Contractors/subcontractors shall not operate a mobile phone when operating a vehicle or while performing work. In instances where a call must be made or answered, the contractor shall stop all work and ensure they are in a safe location prior to taking or making the call.

If operating a vehicle the contractor/subcontractor shall pull over to the side of the road and come to a complete stop prior to taking the call.

Contractors/subcontractors shall comply with client's site rule on mobile phone use.

## 26 Asbestos

Asbestos is a hazardous material that poses a risk to health through inhalation if the asbestos fibres become airborne.

Where a contractor/subcontractor identifies asbestos onsite or the risk of disruption of asbestos fibres as part of the work contracted to perform, they must notify their Sodexo contact person immediately.

## 27 Permit to Work

The contractor/subcontractor shall ensure that the appropriate permits to work are obtained prior to commencing work. Permits are required for the following tasks:

- Confined spaces
- Hot work
- Cold work
- Line breaking
- Working on high voltage equipment or systems
- Working on low voltage equipment of systems
- Explosive power tools
- Excavations or break into concealed spaces

Depending on the client and location, the contractor/subcontractor may be required to obtain permits for other tasks than stated above.

## **28 Issuing a permit to work**

Prior to commencing work, the contractor/subcontractor performing the work (Permit Holder) must contact the Sodexo contact person (Permit Issuer) and inform them of the intent to perform the work and:

- discuss what the work will involve
- discuss what could go wrong
- complete a Job Hazard Analysis (JHA/JSA)
- complete the appropriate permit to work form

The Sodexo contact person (Permit Issuer) will approve the permit to work only when they are satisfied that all the safety requirements have been met. The Permit Issuer will indicate the date and time that the permit was approved, and the expiry date and time. Note: The maximum period of validity for all permits is one shift.

Contractors/subcontractors shall inform their teams on the requirements of the permit prior to them undertaking the task.

Contractors/Subcontractors must display the approved permit in the area where work is being undertaken.

## **29 Hot work Permit**

Contractors/Subcontractors shall obtain a permit when the following tasks are conducted on a client site:

- welding,
- thermal or oxygen cutting,
- heating,
- fire-producing or spark-producing operations that may increase the risk of fire or explosion.

## **30 Cold work**

Contractors/subcontractors shall obtain a permit when the following tasks are conducted on a client site:

- painting,
- insulation,
- mechanical work,
- cabling,
- field connection activities or miscellaneous civil work.

### **31 Excavation or break into a concealed space**

Contractors/subcontractors shall obtain a permit when the following tasks are conducted on a client site:

- Work involving digging,
- trenching,
- drilling,
- post hole boring,
- hydro-vacuuming,
- driving of star pickets,
- posts into the ground,
- structural change or breakthrough (e.g. drilling) of walls, floors, ceilings or ducts that could conceal services

### **32 Confined space**

Contractors/subcontractors shall obtain a permit when work on an enclosed or partially enclosed space is required that is not intended or designed for human occupancy. These spaces generally have a risk of the following:

- an oxygen concentration that is outside the safe oxygen range
- a concentration of airborne contaminant that may cause impairment, loss of consciousness or asphyxiation
- a concentration of flammable airborne contaminant that may cause injury from fire or explosion
- engulfment in a stored free-flowing solid or a rising level of liquid that may cause suffocation or drowning.

### **33 High voltage equipment or system**

Contractors/subcontractors shall obtain a permits where equipment or system using high voltage electricity exceeding 1000 V AC or 1500 V DC.

Isolation, lock-out and tag-out procedures must be followed when working on any plant or equipment where the source of energy is: mechanical, electrical, pneumatic, hydraulic, radio-active, chemical, biological, contains steam or liquid gases under pressure, potential stored energy or any other type of energy capable of activating the plant or equipment in a manner that would adversely affect safety. Only licenced electricians are permitted to do these works.

Work may include constructing, installing, setting-up, adjusting, inspecting, modifying, lubricating, cleaning, maintaining and/or servicing.

### **34 Low voltage equipment or system**

Contractors/subcontractors shall obtain a permit where equipment or system using low voltage electricity between 50 –1000 V AC or 120 –1500 V DC.

Isolation, lock-out and tag-out procedures must be followed when working on any plant or equipment where the source of energy is: mechanical, electrical, pneumatic, hydraulic, radio-active, chemical, biological, contains steam or liquid gases under pressure, potential stored energy or any other type of energy capable of activating the plant or equipment in a manner that would adversely affect safety. Only licenced electricians are permitted to do these works.

Work may include constructing, installing, setting-up, adjusting, inspecting, modifying, lubricating, cleaning, maintaining and/or servicing.

### **35 Working at height**

It is a Sodexo requirement that contractors/subcontractors obtain a permit for all works that may risk a person falling from 2 meter (BE) / 2,5 meter (NL) and above.

The contractors and subcontractors shall notify their Sodexo contact person prior to engaging in work at height.

### **36 Explosive power tool**

Contractors/subcontractors shall obtain a permit when using a tool or device whereby a stud, pin, dowel, screw, rivet, spike or other object is driven against, into or through a substance by means of an explosive charge.

### **37 Line Breakage**

Contractors/subcontractors shall obtain a permit when work will breach gas or chemical lines for repair or replacement.

### **38 Environmental management**

When performing work, contractors and subcontractors shall consider:

- air quality (dust/emissions)
- concrete or paint wastes
- heritage and archaeology
- waste disposal
- contaminated soil/water
- noise and vibration
- spills and response
- traffic and parking.



### **39 Resource recovery and waste management**

All contractors and subcontractors are required to keep wastage to a minimum for cost effectiveness and environmental responsibility.

### **40 Clean work environment / housekeeping**

All contractors and subcontractors shall ensure their immediate work areas are kept clean and tidy. These areas shall be cleaned up prior to leaving the client site. Furthermore, contractors/subcontractors should also be observant in their daily tasks and clean up any dangerous items such as nails and screws and prevent storage areas being located in pedestrian walkways or in front of emergency exits.

Contractors shall follow all recycling requirements when conducting work on a client site. This may include; paper/cardboard recycling, copper tube recycling, aluminium and glass recycling. Where this is not available, the contractor is required to take their rubbish with them prior to leaving the site.

