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**The nicenstripy**

**Sub-Contractors Handbook**

**Personal Conduct and Working Standards**

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**Welcome to nicenstripy**

The following pages outline the standards of personal conduct and working standards within the nicenstripy group.

You, as a sub-contractor, are expected to adhere to these standards throughout the term of your engagement within the group.

Please read this handbook in detail and should there be anything you do not fully understand please speak with your nicenstripy manager within 7 hours of reading this handbook.

It will be assumed by nicenstripy that if you raise no questions regarding the content of this handbook that you fully understand your obligations contained within.

Date of Issue: …………………………….…………………

Issued By: …………………………………………………...

Name (Block Capitals): …………...……………………………...

Received By: …………………………………...……………

Name (Block Capitals): ………………………….……………….

### Private Property

You are responsible for your own unit and team. Neither our nicenstripy manager nor nicenstripy Gardencare Limited will accept responsibility for damage or loss of personal property whilst on its premises or in its vehicles.

1. Sub-Contractors Responsibilities

To ensure every care is taken to look after personal property at all times.

To inform nicenstripy management immediately if personal property is lost or missing.

Not to bring valuable items to the nicenstripy office or take to nicenstripy customers premises.

### Confidential Information

Disclosure of confidential information will be deemed a major offence and nicenstripy reserve their rights to instigate legal action if felt serious.

1. Sub-Contractors Responsibilities

Neither during engagement with nicenstripy nor at any time thereafter, to divulge to any individual, firm or company any information acquired in the course of, or for the purpose of, the engagement with nicenstripy concerning business, accounts or finances of the company or any associated company or customers of the company, unless expressly authorised by nicenstripy Gardencare Limited Board of Directors to so do.

### Disclosure Of Information

1. Sub-Contractors Responsibilities

Any sub-contractor who wishes to comment through any means such as books, journals, lectures or through the press, radio, television, or matters connected with nicenstripy on matters concerned with the individual's profession, which may have a bearing on the company's interests, the sub-contractor must first obtain the approval of nicenstripy Gardencare Limited Central Office.

### Smoking

i) Smoking is not allowed anywhere on customers premises.

1. Smoking is not allowed in any vehicle operated by nicenstripy.

### Alcohol And Drugs

Being under the influence of alcohol or drugs, or being in unauthorised possession of illegal drugs on any customers’ premises, in company vehicles or during the normal working day will result in immediate dismissal.

### Music and Mobiles

The use of portable entertainment gadgets or any device that uses headphones is prohibited (such as music, video or game players etc.) together with radios, music players and any entertainment equipment that can distract workers when they need to concentrate on the work at hand and could be a risk to Health & Safety.

Any and all electrical devices brought to work are solely at the sub-contractors risk and nicenstripy do not accept any responsibility for loss or damage.

### Risk Assessments and Method Statements

If not SafeContractor accredited, Contractors are required to provide relevant written Risk Assessments and Method Statements for all work. They will be required in advance of the work commencing, so that they can be checked and if necessary, returned for amendment.

### Awareness of Health and Safety Systems – Advice to Workers

Risk Assessments and Method Statements are of no value unless the sub-contractor and their workers are fully aware of their contents. They will tell you what risks are involved in your work and the control measures you will need to have in place. This will help you carry out work without risks to you or anyone else.

The answer to the following questions should be **YES**!

* + \_Have you seen the risk assessments and method statements for your work?
  + \_Do you understand the task and the hazards with the job?
  + \_Have all the people who may be affected been identified & notified?
  + \_Are you happy that all the measures to stop you being injured have been taken?
  + \_Do you know what to do and whom to contact if the job goes wrong?

If you have answered **NO** to any of the above then seek clarification from your sub-contractor before commencing any works.

If you find that your risk assessments or method statements do not match the work you are carrying out, stop work immediately, or as soon as it is safe to do so, and advise your manager and/or nicenstripy manager.

### Health And Safety At Work

nicenstripy places great importance on health, safety and welfare of employees, sub-contractors and third parties at work. At all times, sub-contractors are to follow Health & Safety guidelines and lack of knowledge is not considered to be a viable excuse.

1. Policy

It is nicenstripy’s general policy that an environment is created and maintained which is both safe and healthy for the benefit of all employees, sub-contractors and third parties. The prevention of all accidents, particularly those involving injury or damage to equipment and property is recognised as being essential to an efficient operation as well as avoiding hardship and suffering.

The safety of the individual is important and must be considered along with the needs of the business. All members of management will ensure that as reasonably practicable, safe methods and conditions of working are maintained and that they comply with statutory regulations.

The observation of the Health & Safety Regulations is a condition of engagement for all sub-contractors and it is made clear that failure to adhere to these regulations may lead to dismissal for serious cases, which jeopardise the health and safety of employees, sub-contractors or other persons.

It is nicenstripy’s intention to operate wherever possible using substances and plant that will not damage the environment.

Sub-Contractors Responsibilities

To comply with the current Health and Safety rules operating within nicenstripy and with all rules laid down by the Health and Safety at Work Act, the Factories Act, the Offices, Shops and Railways Premises Act. Failure to comply with such rules may lead to instant termination of contract, without financial penalties to nicenstripy.

All sub-contractors are further required to take such steps as are reasonably practical to ensure that the health and safety of themselves and of others is not affected by their work.

Protective clothing and equipment should be worn at all times and sub-contractors should co-operate with management in all respects for the full implementation of the health and safety policies in force. In particular, steel toecap boots must be worn at all times whilst on site.

### Safety Signs and Barriers

Appropriate barriers should be used where the nature of operations or hazardous site conditions are likely to expose others to significant risk. The barriers must be of suitable construction, appropriately sited and of adequate strength. Barriers, warning signs and where necessary adequate lighting for barriers and warning signs, shall be provided and maintained during the course of the works by the sub-contractor. Barriers removed for the purpose of allowing immediate access shall be replaced as soon as is practicable.

### Plant, Tools and Equipment

The Sub-contractor must provide sufficient plant, equipment, power tools and hand tools to carry out the works contracted for in a professional manner.

Plant, equipment and tools must be:

 \_Suitable for the purposes of the work and used only for the purpose for which they were designed.

 \_In safe condition, adequately maintained and regularly inspected (including a visual inspection prior to use).

 \_Properly guarded with all guards fitted and correctly adjusted before use.

 \_Used only by trained, experienced and competent operators.

 \_Switched off immediately after use.

 \_Removed to a safe place and/or left in a safe condition before being left unattended. In occupied premises they should be isolated from their power source and protected from tampering.

You must only operate or use plant and equipment that you have been specifically trained for. If you hold any relevant operative training certificates and tickets, have them available whilst on site, as they may be checked at any time. Please note that short periods of Hire Company training will not normally be accepted by nicenstripy as relevant training.

Do not use any plant or equipment unless you have been trained to do so. Trailing leads must be taken into account, and routed to remove or reduce risk.

### Record Of Attendance

1. Sub-Contractor Responsibilities

All sub-contractors are required to follow the procedures that are in force for recording attendance.

This is in compliance with the Health and Safety at Work legislation and failure to follow correct procedure could result in termination of the contract, without any financial penalties to nicenstripy.

### Accidents

If any sub-contractor or his staff are involved in any accident, however minor, this must be reported to a member of nicenstripy management as soon as possible. This includes any accident involving any other person on or off nicenstripy premises and it is your personal responsibility to ensure that all accidents are recorded in the accident book.

### Payment

Sub-contractors are required to invoice nicenstripy on the last working day of the month and will be paid by the 7th of the following month, unless alternative arrangements have been agreed between both parties. Invoices must always be provided before any monies are paid.

### Insurance

The sub-contractor shall affect and keep in force at all material times policies of insurance in such sums in all respects covering adequately the sub-contractors liabilities hereunder or at common law or under any statutes or regulation in respect of injury to, or the death of, any person, (including but not limited to employees) or loss or damage to any property real or personal arising out of or in connection, completion and maintenance or the sub-contractor.

The indemnity granted under the insurance effected in respect of claims for injury to, or the death of, any person under a contractor service with the sub-contractor and arising out of or in the course of his employment shall be unlimited in amount and for insurance covering the liability of the sub-contractor for injury to other persons or loss or damage to property the limit of indemnity shall be not less than £5,000,000 (five million pounds sterling) for any one occurrence or series of occurrences arising out of one cause.

### Return Of Company Property

On completion of nicenstripy’s engagement all uniform (if provided), property, documents and correspondence relating to the company's affairs must be returned, including books of instruction and reference and all effects etc. Failure to comply will result in the costs of such items being deducted from sub-contractor’s final invoice.

### Safeguarding

nicenstripy is committed to a zero tolerance policy against any kind of abuse towards anyone and to safeguarding and promoting the health, safety and welfare of our staff, sub-contractors, customers and third parties. Everybody has the right to be safe no matter who they are or what their circumstances.

Safeguarding means protecting a person’s right to live in safety, free from abuse and neglect and involves 6 key concepts – empowerment, protection, prevention, proportionate responses, partnership and accountability.

As an organisation we work collaboratively with others to make sure that as far as possible our customers are:

* + **\_Safe and able to protect themselves from abuse and neglect**
  + **\_Treated fairly and with dignity and respect**
  + **\_Protected when they need to be**
  + **\_Able to get support, protection and the services they need.**

Everyone who works with nicenstripy is in a position of trust and has a responsibility to report any concerns, suspicions or disclosures of abuse with regard to staff, customers or others they may come into contact with. We all have a responsibility to prevent, recognise and act on abuse and neglect in a timely way. Anyone raising a safeguarding alert or concern will always be listened to, taken seriously and assured that we will act on their concern immediately.

Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any social-economic group, gender or culture and can take a number of forms including;

Physical abuse, sexual abuse, psychological/emotional abuse, neglect, financial/material abuse, bullying, and hate crime.

At nicenstripy our approach to safeguarding our staff, sub-contractors, customers and third parties also includes considering wider issues that are or may be putting them.

It is not the sub-contractor’s responsibility to determine whether abuse is taking place, however, it is the sub-contractor’s responsibility to pass on any concerns they have. The following is the procedure that a sub-contractor should follow:

* ***Report concerns to the nicenstripy Manager as soon as possible. If the nicenstripy Manager isn’t available or if you suspect that the nicenstripy Manager is involved in the abuse, contact nicenstripy Central Office on 0800 014 2420 immediately.***
* ***\_If someone is in immediate danger, and the nicenstripy Manager is unavailable, call the emergency services (do not jeopardise your own safety). Try to remain calm.***
* ***\_Remember you may be at a crime scene; be aware of the need to preserve evidence. Do not clean up, do not wash the victim, do not touch anything you do not have to. If you have to clarify what happened keep it to a minimum, ask open questions – what, when, how. Do not probe further.***
* ***\_If a person discloses abuse, listen carefully to what you are being told - you will need to remember names, dates, places and descriptions of what happened etc. as this will need to be reported to the nicenstripy Manager, when notes must be taken and possibly passed to law enforcement officers.***
* ***\_Even if the person who has been abused, or tells you about abuse says they don’t want you to do anything, you must report to the nicenstripy Manager.***

All Contractors are expected to have considered safeguarding risks both in their general operations and HR procedures and in relation to the contract being undertaken.

### PAPERWORK Required

|  |  |  |
| --- | --- | --- |
| **Item** | **Date Received** | **Checked By** |
| **Liability Insurance** |  |  |
| **CSCS Card** |  |  |
| **Method Statement** |  |  |
| **Risk Assessment** |  |  |
| **PPE Checked** |  |  |

### General Responsibilities

1. Franchisee’s Responsibilities

To ensure sub-contractors are issued with and briefed on their Terms and Conditions of Engagement on commencement of engagement. Sub-Contractors should be issued a Sub-Contractor Handbook to read and sign.

To ensure that any queries with regards to a sub-contractors Terms and Conditions are answered to the Sub-Contractors satisfaction.

To keep Sub-Contractors fully briefed on their Terms and any variations, which may be issued/available to them from time to time.

Sub-Contractors Responsibilities

To read the Terms and Conditions of Engagement with a view to abiding by them with regard to their engagement.

To sign and return as acceptance the sub-contractors copy of the written statement of Terms of Engagement to you.

**Signed: ………………………………………………………….**

**Name (Block Capitals): …………………………………………...**

**Date: …………………………………………………………...**