


Manage Contractors

KI_P_011

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1. Scope of Process

This Group Procedure shall apply to both the Knauf Insulation Europe / Middle East / Asia (KIEMEA) & Knauf Insulation North America (KINA) Organizations (Referred to jointly as “Knauf Insulation” for the purposes of this Document).

This document remains unchanged in all projects and local organisations.

It contains the requirements regarding the selection, management and monitoring of contractors associated with maintenance, servicing (e.g., industrial cleaning) and repair work, excluding assessment.

It specifies the requirements to meet the Knauf Insulation Integrated Management Systems Policy (KI_001) and the requirements of the Knauf Insulation Integrated Management Systems Manual (KI_002).

It also contains the minimum requirements, which were formulated in order to guarantee an appropriate occupational health and safety, environmental, energy and quality level at Knauf Insulation locations worldwide.

These minimum requirements do not invalidate the applicable national rules and regulations. Therefore, if in some cases stricter statutory rules and regulations exist, they must be given priority.

2. Aim / Purpose

The aim of this Group Procedure is to outline the requirements associated with the management of contractors, including request, approval, induction, and supervision.

The purpose of this Group Procedure is to ensure that any contractor performing a work or a service for Knauf Insulation adheres to the organization's HSEEQ requirements.

3. Definition

Approved Contractor List – A register of approved Contractors, clearly stating each individual contractor's details and their status with regard to the requirements of this procedure (and any relevant local requirements). Subject to regular review/audit to ensure continued compliance.

Contractor – Any service providers/individuals who are not direct employees of Knauf Insulation and are working according to their own processes & methods and are not under Knauf Insulation's direct control except for what is specified in the agreed contract.

This includes contractor employees, sub-contractors, and sub contractor's employees.

Services can be of a long- or short-term nature.

Contractor – Supervised - Contractor employee working under direct supervision of a KI Supervisor, e.g., Agency workers, Interims, Hired Labour (working under Permit to Work).

Contractor – Unsupervised - Contractor employee working under direct supervision of a Supervisor from his/her own Company, not being KI.

Contractor Approver – KI employee who is required to review the information provided by the Contractor and determines whether or not they become approved and are entered on to the approved register.

Contractor Requester – The person authorised and responsible for the search, selection, appointment, and follow-up of the contractors. The purchaser is not the requester, but may be used to assist (e.g., hiring).

Contractor Safety Tour - Short tour carried out by the HSE department or by the Contractor Approver, to ensure Contractor management and permit to work requirements are met. Frequency conditions outlined in Section 5.5. (The Contractor Safety Tour may be combined with other tours taking place.)

Method Statement (RAMS) - Risk Assessment Method statements are documents that detail exactly how to carry out work safely. It is to describe the safety precautions to put in place to control risks identified in the **RA**. They detail the equipment to use during works/tasks, the control equipment and PPE required to keep workers and site visitors safe while tasks are ongoing.

Risk Assessment (RA) - Structured approach to determining the level and nature of risk of identified hazards, the output of which will be a prioritized level of risk for each potential hazard, leading to appropriate Control Measures. (As explained fully in Group Procedure **KI_P_001 Identify Hazards and Manage Risks**)

Single Point of Contact - KI and the contractor are required to designate a single point of contact to oversee the works while ongoing and to liaise with each other should any need arise.

4. Responsibilities

With respect to our structure, all legal entities as well as functional responsible boards, managers, and other executives (i.e., Plants, Central Functions and Regions) bear responsibility for the implementation and compliance of this procedure.

The Single Point of Contact / Responsible Personnel of the area in which the works are being carried out, is responsible for supervising the work.

The Contractor Approver is responsible for:

- Implementing the procedure.
- Sending the contractor questionnaire to the contractor
- Approving contractors with the support of the HSE/SEQ Department (using the Group Form **KI_F_P011_1 – Contractor Approval Questionnaire**)
- Maintaining a register of approved contractors (this can be done by using the Group Form **KI_F_P011_2 – Approved Contractor List**) and make the register available to users.

The contractor approver can be a Manager (e.g., Engineering Manager) or a deputy person nominated by the Plant Manager / Leader of the Central Function.

The Contractor Requester is responsible for:

- Searching & selecting the contractor from the relevant **Approved Contractor List**. Should any other contractors require adding to the list, the contractor approval process must be followed with the **Contractor Approver** (as detailed above).
- Appointing & following-up the contractor.
- Informing the Responsible Manager of the area where the works will be carried out about the details of the job to be executed.
- Inducting contractors in Knauf Insulation specifications and requirements and behavioural expectations while on site.
- Familiarising contractors with their work environment and the specific hazards they may be

potentially exposed to.

- Familiarising contractors with Site safe work procedures.
- Complying with the Group Procedure **KI_P_020 - Manage Work Permits** and issuing the appropriate permits.
- Defining and authorise the **Single Point of Contact**.

The Contractor is responsible for:

- Ensuring compliance to Knauf Insulation specifications, requirements, and expectations.
- Ensuring they have the required insurance (e.g., public liability insurance), qualifications, training, licences, experience, and certificates of competency required for the job as appropriate.
- Ensuring **Risk Assessments** and **Method Statements (RAMS)** have been completed for the job and are available for all tasks being undertaken.
- Maintaining the workplace in a clear, safe and healthy manner (e.g., securing the work area by using fences, barriers, safety signs).
- Communicating on a regular basis with the **Contract Requester**.
- Raising any issue that is or may become Knauf Insulation concern.
- Defining and authorise the **Single Point of Contact**.

Notes:

- Should the Contractor require assistance in developing the necessary method statement and risk assessment, Knauf Insulation shall make use of the forms referenced in the **Section 6** of this procedure and complete these together with the Contractor.
- In all cases it is Knauf Insulation's responsibility to check the quality of the delivered method statements and risk assessments.

5. Process Description

5.1. Request a Contractor

When a service need is identified, the person requiring this service must contact the **Contractor Requester**. Only Contractors currently registered on the **Approved Contractor List** may be engaged. Should any other contractors require adding to the list, they must go to the contractor approval process (as described in Section 5.2)

In case of a very urgent intervention a non-approved contractor may be hired but only with the written approval of the Plant Manager / Leader of the Central Function. Before the execution of the work, a thorough Risk Assessment must be made and – when needed - during the execution of the job, supervision from a KI employee must be always guaranteed.

5.2. Approve a Contractor

Contractors requiring approval, are required to complete the Group Form **KI_F_P011_1 – Contractor Approval Questionnaire**.

The completed checklist and copies of the requested documents are then reviewed by the Contractor Approver with the support of the HSE Department.

Contractors that are subsequently approved are added to the **Approved Contractor List**.

If the contractor is assessed as falling below the standard for approval, the contractor may be asked to submit further evidence prior to the works commencing. Otherwise, the contractor is not to be used.

5.3. Induct a Contractor

Prior to carrying out the work, all contractor employees attending the site must go through an **Induction Program**.

This program covers the following topics as a minimum. Additional information may be included at the Site's discretion:

- Site / Plant lay-out.
- HSE rules of the site (PPE, working at height, waste management, workplace traffic, hazardous substances, pollution prevention, work permit system, Last Minute Risk Assessment, Last Second Risk Assessment, Safety Principles, Life Saving Rules etc.).
- Emergency procedures.
- Fire safety instructions.
- Incident reporting.
- Information regarding access, security, KI Single Point of Contact and Welfare facilities (sanitary, refectory, etc.).

Following the induction, a test is to be undertaken by the contractor to confirm that the information provided is understood. If the contractor employee hasn't understood all necessary information, he/she must be trained more thoroughly before the actual work may be commenced.

Every contractor that comes on the site must go through the induction process again whenever changes have been made to the content and/or at least every 3 years.

All employees of contractors must be registered daily when entering and leaving the site.

5.4. Manage Contractor Work Permits

All works of contractors need a work permit.

This work permit must be used to formalise information and agreements made and shall be managed as described in the Group Procedure **KI_P_020 – Manage Work Permits**.

5.5. Supervise Contractors

During the execution of the work the **Single Point of Contact** (or designated person) shall monitor performance. Any violations or unsafe practices must be communicated towards the contractor and the Contractor Approver.

If an HSE violation could endanger people in the area, then the manager/supervisor has responsibility and authority to STOP the job immediately and contact the contract hirer to take the necessary steps towards the contractor.

Besides the above-mentioned supervision, the HSE department or the Contractor approver of the plant/site must perform **Contractor Safety Tours**. (Group Form **KI_F_P011_3 – Contractor Safety Tour checklist and Template** may be used to support the development of an effective inspection)

The frequency of contractor safety tours will be determined by:

- The presence of contractors on site
- The risk of the work involved.
- The number of different contractors and subcontractors present on site at the same time.

Note: The minimum requirement is once per day during OCO's and Plant Shutdown periods

5.6. Review Contractors

Once per year, as a minimum, a review of the **Approved Contractor List** must be carried out.

As an input for this review the following topics can be taken into consideration:

- Accident/ Incident statistics
- Number of complaints / negative references
- Number of remarks made during inspection tours (see **Section 5.5**)
- Quality of delivered documentation (Method Statements, Risk Assessments)
- Review of the current completed questionnaire (still up to date?)
- Contractor insurances

5.7. Contractor HSE requirements

Contractors that are hired on occasion of either a Plant or a Central Engineering Project need to be informed about the Contractor HSE Requirements (induction program or verbally, or with the help of the Group Procedure **KI_P_025 – Contractor HSE Requirements**).

5.8. Records

The following records must be collated / retained by the Engineering Manager:

- Approved contractor list
- Approved list of contractor requesters (approved by the Engineering Manager)
- Copy of Risk Assessment and Method Statements provided by the contractor should be kept for at least 3 years

The following documents must be reviewed and checked by the HSE Department

- Reviewed contractor questionnaires (should be kept for at least 3 years).

5.9. Low Risk Contractors

An example of a low-risk contractor is anybody coming on site to perform a light duty. A duty which does not involve any tools or equipment for example, Security, Canteen or Office Cleaner.

On arrival at site, the relevant Department Manager shall be made aware prior to entry onto the premises, and they should then give authorisation for the contractor to come onto site. Any specific safety hazards and PPE requirements shall be made clear to the contractor. In all cases, if the contractor is to spend any time in the production areas unaccompanied then a permit to work must be issued as per normal contractors. This is the responsibility of the authorising Manager.

If a contractor has not been to this site before the authorising manager must complete a contractor induction.

If a contractor visit involves any kind of manual work involving tools, equipment, coupling / uncoupling, loading / unloading or extensive visitation around all areas of the production site (e.g., Pest Controller), then a Work Permit must be issued

6. References / Annexes

Related Documents

Policy

KI_001 – KIMS Policy

Manual

KI_002 – KIMS Manual

Procedure

KI_P_001 – Identify Hazards and Manage Risks

KI_P_020 – Manage Work Permits

KI_P_025 – Contractor HSE Requirements guidance document

Form / Template

KI_F_P011_1 – Contractor Approval Questionnaire Template

KI_F_P011_2 – Approved Contractor List Template

KI_F_P011_3 – Contractor Safety Tour checklist and Template

7. Version

Version	Date	Reason for revision
Version 1	20.09.2010	
Version 2 (KI_P_S_011)	29.09.2016	Revised ISO Standards
Version 3 (KI_P_011)	15.03.2022	Revised KI Structure and ISO Scope extension