

Contractor Code of Conduct

For all contractors working on behalf of the University of Warwick

Important: This Code sets University-wide expectations. Project, site, building, departmental or task-specific rules may also apply. You must follow the stricter requirement where rules differ.

Purpose

This Code explains the standards expected of all external contractors working for, or on behalf of, the University of Warwick. It is designed to help you work safely, responsibly and respectfully on University sites. The campus is a dynamic environment with thousands of students, staff, and visitors, requiring thoughtful coordination and conduct.

- You must follow this Code, your contract, agreed risk assessments, method statements, permits and all relevant legal duties.
- This document is a minimum standard. You must also follow any stricter legal, project, site, building or task-specific rules that apply to your work.

Document approved by Estates Director and Director of Capital Programmes.
Next review and issue due September 2029.



**UNIVERSITY
OF WARWICK**

Key rules at a glance

Topic	You must	You must not
Authorisation	Complete induction, agree controls and obtain required permits before work starts.	Start work without authorisation, induction, agreed controls or permits.
Safe working	Follow approved risk assessments, method statements, permits and local instructions.	Bypass controls, remove barriers, ignore alarms or continue if conditions become unsafe.
Fitness for work	Arrive fit for work and tell your supervisor if anything may affect your ability to work safely.	Work while impaired by alcohol, drugs, fatigue, illness or any other condition.
Reporting	Report accidents, incidents, near misses, unsafe conditions, service strikes and safeguarding concerns immediately.	Hide, delay or minimise reports of events that could affect safety, security or the environment.
Respect	Treat students, staff, visitors, tenants and other contractors with dignity, courtesy and respect.	Harass, intimidate, abuse, discriminate against, threaten or offend anyone.
Security and environment	Keep work areas tidy, secure, controlled and environmentally safe.	Leave tools, waste, substances, vehicles, materials or access points in a dangerous or insecure condition.

Before you start work

Do not start work until the following checks are complete and understood by everyone involved in the work, including subcontractors.

Confirm the following:

- Who your University Representative, Project Manager or Principal Contractor is.
- Emergency arrangements, fire alarm points, escape routes, assembly points and first aid arrangements.
- Safeguarding, security, welfare, waste and environmental arrangements.
- Whether permits, access permits or site possession arrangements are required.

Complete

- Watch our Code of Conduct Video (<https://warwick.ac.uk/services/healthsafetywellbeing/guidance/contractors/contractorinductionvideo/>) and keep a record.
- Any project, building, laboratory, residential, nursery or area-specific induction.
- That workers are competent, medically fit, equipped and briefed.
- Tools, plant, PPE, materials and substances are suitable, inspected and controlled.
- Have received your works briefing, and understood your risk assessments and method statements.

Stop and ask before starting if any requirement is unclear.

Emergency contacts

Community Safety 24-hour control room: 024 7652 2222 (x22222)

Emergency services (police, fire ambulance): 999

Police (non-emergency) - 101 (press option for either Warwickshire or West Midlands Police when prompted).

Immediate actions

Stop work if it is safe to do so. Raise the alarm. Call for help. Follow evacuation instructions. Keep access routes clear. Report to the assembly point. Do not re-enter until authorised.

In life-threatening situations, call 999 first if you're the only person present. If others are with you, one person should call 999 while another contacts the Community Safety Control Room. If achievable please contact Community Safety after you have called 999.

However, for all other instances, if you need external emergency services (like ambulance, fire, or police) while on campus, call the Community Safety Control Centre emergency number first. They will advise you if you should then call 999. You may be best placed to answer questions from the emergency services, and Community Safety can help by guiding them directly to your location.

Behaviour and respect

You represent your organisation and the University. Act professionally, safely and respectfully at all times. The University is a diverse community. Treat everyone with dignity, courtesy and respect. Behaviour that undermines inclusion, safety, dignity or respect is not acceptable.

- Be polite, considerate and cooperative with students, staff, visitors, tenants and other contractors.
- Respect privacy, especially in residences, the nursery, laboratories, welfare spaces and other sensitive areas.
- Keep noise, dust, fumes, obstruction and disruption as low as reasonably practicable.
- Do not display material likely to cause offence.
- Follow instructions from authorised University staff, the Project Manager, the Principal Contractor and emergency responders.
- Contractors must respect the privacy, dignity and wishes of others at all times. The use of recording devices, smart glasses, cameras, audio recorders or similar technology to capture images, video or audio is prohibited unless expressly authorised and the informed consent of those affected has been obtained.
- Report safeguarding concerns immediately through the agreed project or University route.
- Please make yourself aware of our Safeguarding Policy:
<https://warwick.ac.uk/services/wss/about/safeguarding/>
- Do not work while unfit through alcohol, drugs, fatigue, illness or any other impairment.

Unacceptable behaviour: The University may require you to leave site immediately and may refuse future access.

Emergencies, first aid, accidents and incidents

- You must provide first aid equipment and trained first aiders suitable for your work and legal duties.
- You must understand local first aid arrangements, especially in higher hazard areas such as science, laboratory or specialist environments.
- You must keep accident records and make any statutory reports required of your organisation.

- Tell the University promptly about any accident, incident, near miss, unsafe act, unsafe condition or environmental event.
- The University may also notify the Health and Safety Executive, Environment Agency or other authority where it considers this necessary.

Defibrillators

- Automated External Defibrillators are available across the University.
- Community Safety vehicles also carry AEDs.
- If an AED is in a locked cabinet, contact Community Safety on internal 22222 or external 02476 522222 for access.
- For AED locations, refer to the University first aid and defibrillator information: https://warwick.ac.uk/services/healthsafetywellbeing/guidance/first_aid/defibrilators/

Emergency procedures

- You must know how to raise the alarm, where to evacuate and where to assemble or if you need to disperse from a building before work starts.
- When the alarm sounds, leave immediately by the nearest available safe exit.
- Follow directions from Evacuation Wardens, Community Safety, emergency responders or authorised University staff.
- Keep fire lanes, escape routes, emergency access routes and assembly points clear.
- Contractors remain responsible for accounting for their own employees, subcontractors and visitors.
- Written emergency procedures must be displayed and briefed where required for contractor-controlled sites.

Fire safety

Plan fire safety before work starts.

- Keep escape routes, fire lanes, alarm call points and firefighting equipment clear unless a change has been formally agreed.
- Get the required permit before hot works or work affecting fire alarm or detection systems.
- Prevent false alarms from dust, heat, fumes or detector contamination.
- Agree detector isolation, covers, fire watch and end-of-day checks before work starts.
- Follow Appendix A for detailed controls on temporary buildings, flammable materials, gases, hot works, plant, waste and detector protection.

Appendix A gives extra fire and site-control rules for temporary buildings, flammable materials, gases, hot works, plant, waste, alarms and contractor-controlled areas.

Health, safety and permits

Plan the work so no one is put at risk. You are responsible for meeting the law that applies to your work, including Health and Safety at Work Act, Construction Design and Management, Control of Substances Hazardous to Health, Fire Safety, Building Safety Act and Environmental requirements.

- You must provide suitable risk assessments and method statements before work begins and implement the controls identified.
- You must brief all workers and subcontractors on the agreed safe system of work.
- You must stop work if conditions change or if the agreed controls are no longer sufficient.
- You must complete the University contractor induction and any required local induction.
- You must use competent workers, suitable equipment and required PPE.
- Cooperate with inspections and audits. Provide evidence of competence, training, maintenance or compliance when asked.

Permits and controlled work

Please refer to the following link for information on University permits: https://warwick.ac.uk/services/estates/service_centre/permit_to_work/

Remember contractors may require their own permits for specific tasks and work areas.

Activity or area	Requirement
Hot works	Hot Works Permit required before work starts.
Work at height	Permit required where the University permit process applies.
Confined spaces	Confined Space Entry Permit required.
Excavation, digging or ground penetration	Permit required before breaking ground where the University process applies.
Electrical isolation, live electrical work or access to electrical rooms	University permit or access permit required where applicable.
Fire alarm or detection system work	Approval and permit arrangements required before work starts.
Principal Contractor controlled site area	Contractors Site Possession arrangements may apply.
Other high-risk work or restricted areas	Check with the University Representative, Project Manager or Permit Office before starting.

Equipment, vehicles and work areas

- Use tools, plant, vehicles, PPE and materials that are suitable, inspected and safe.
- Keep cables, equipment and work areas controlled so they do not create hazards.
- Do not leave power tools or batteries charging overnight.
- Drivers must be licensed and must take extra care around pedestrians, cyclists and shared spaces.
- Principal Contractors must agree any required Construction Logistics Plan before work starts.
- Detailed controls for electrical supplies, gas, plant, waste, hot works and contractor-controlled areas are in Appendix A.

Hazards and services

- Identify and control hazards before work starts.
- All contractors working on our premises must have undergone asbestos awareness training as a minimum from a competent training provider in the last 12 months.
- The Contractor shall, upon the discovery of any suspect material, stop work and report to the University Representative. If the material is broken, the contractor must:
 - o Stop work.
 - o Leave any potentially contaminated materials, clothing, PPE, or equipment in the work area.
 - o Ask others working nearby to stop work.
 - o Exit the area.
 - o Put measures in place to prevent access such as locking the door, signage, or the use of barriers.
 - o Report to the supervisor immediately.
 - o Report to the University Representative immediately.
- Any work that is required on known asbestos-containing materials must be undertaken by a licensed asbestos removal contractor and will be carried out in accordance with the requirements of the Control of Asbestos Regulations 2012.
- Do not connect, isolate, interrupt or interfere with services without permission.
- Use a safe system of work for breaking ground or any work that could contact services.
- All work which could result in interruption of a utility service requires explicit permission from and coordination with the University.
 - o Services must not be connected or interrupted without prior permission.
 - o All work must be carried out by trained and authorised personnel.
 - o Appropriate Regulations and Codes of Practice (especially for gas and electricity) must be followed, where applicable.
 - o Contractors must have a Safe System of Work for any work which involves breaking ground or otherwise potentially making contact with services.
 - o Contractors must report any incident involving a struck service to the University Representative and must manage the consequences of a service strike in order to minimise disruption and any further risk to life or safety.
- Risk assess hazardous substances and prevent harm or environmental release.
- Follow Appendix A for detailed technical controls on asbestos, services, gases, electrical work, hot works, fire systems and contractor-controlled areas.

Security and access

- You must secure work areas, tools, materials, equipment, compounds and vehicles.
- You must prevent unauthorised access, including tailgating into controlled buildings or areas.
- Protect University, personal, commercial and research information from unauthorised access or disclosure.
- Visitors to contractor-controlled areas must report as instructed and receive any required site induction.
- Where a site is handed over to a Principal Contractor, the site must be fenced, signed with key personnel details, controlled and secured as agreed at handover.
- Emergency access for University personnel and emergency responders must be maintained at all times.

Sustainability and environment

- Prevent pollution, spills, leaks, dust, nuisance and environmental damage.
- Keep work areas tidy and store materials safely.
- Report spills and environmental incidents immediately.
- Use energy responsibly and support the University's net zero carbon commitments.
- Follow the waste hierarchy: avoid, reduce, reuse, recycle and only then dispose.
- Manage hazardous waste safely and protect trees, roots, planted areas, biodiversity and watercourses.
- Follow any University environmental management requirements, including ISO 14001 where applicable.

Quality expectations

- Understand the agreed scope, specification, drawings, quality standards, benchmarks and acceptance requirements before starting work.
- Use your own quality assurance process throughout the work.
- Prevent avoidable defects, rework, waste, disruption, reputational damage, loss of research or teaching time and loss of revenue.
- Protect finished work, University property, services, data and research or teaching activities.
- Raise quality issues, design conflicts, unclear instructions and risks to delivery promptly.

Appendix A - Technical fire safety and site control requirements

Use this appendix where it applies to your work. It supports the main Code. It does not replace legal duties, permits, risk assessments, method statements or project rules.

Temporary buildings and accommodation

- Follow relevant fire safety guidance for construction sites.
- Separate temporary buildings from construction, refurbishment and permanent buildings where required.
- Use materials and layouts that do not increase fire load, smoke or harmful fumes.
- Provide fire detection where temporary buildings are located inside buildings or used for cooking where required.
- Keep raised floors enclosed to prevent waste accumulation while maintaining ventilation.
- Do not store combustible materials under temporary buildings.
- Secure heaters, cooking appliances and drying racks so that they do not create fire risk.

Flammable liquids, LPG, compressed gases and acetylene

- Keep quantities to the minimum needed for the work.
- Store flammable liquids and LPG safely, securely, externally where required and away from ignition sources.
- Provide bunding, ventilation, warning signs and suitable fire extinguishers where needed.
- Store acetylene upright, secure and out of direct sunlight.
- Do not store incompatible substances together.
- Do not leave welding equipment unattended unless valves are closed, equipment is secured and keys are removed.

Electrical and gas supplies

- Electrical installations must meet current IET Wiring Regulations, BS 7671 and Electricity at Work Regulations 1989.
- Only competent electricians may carry out electrical work. Follow the University permit process where it applies.
- Temporary installations must be inspected, tested and recorded at appropriate intervals.
- Only suitably qualified Gas Safe registered engineers may carry out gas work.
- Gas cylinders must be located, secured and protected from unauthorised interference.
- Specialist and laboratory gas work must be undertaken by installers with the relevant technical competence.

Hot works

- A Hot Works Permit is required before any operation involving open flame, heat or sparks.
- Provide suitable fire extinguishers and a competent fire watch.
- Screen welding, cutting and grinding using non-combustible material.
- Secure gas cylinders vertically and fit regulators and flashback arrestors where required.
- Provide fire watch during hot works and for at least one hour afterwards, or longer if specified on the permit.
- Check adjacent surfaces, voids, ceilings and walls before ending the fire watch.

Smoking, plant and waste

- Smoking, including e-cigarettes, must follow the University smoking policy. Do not smoke in buildings, structures, work areas or within 3 metres of buildings, opening windows or doors.
- Plant with internal combustion engines must be used in the open air or a well-ventilated non-combustible enclosure.
- Do not refuel plant inside buildings or while engines are running.
- Keep plant, fuel tanks and compressors away from combustible materials and working areas where required.
- Remove waste, packing materials, oily rags, shavings and combustible materials regularly.
- Do not burn waste on site.
- Keep skips, waste storage and combustible materials at safe distances from buildings and equipment where required.

Fire alarm systems and detector protection

- Many University buildings have sensitive automatic fire detection and alarm systems.
- Work that creates dust, heat or fumes must be agreed before it starts.
- Detector covers, isolations or other controls must only be used where authorised.
- Where detector covers are used, fit them before work starts and remove them only when authorised and after the air has cleared.
- In occupied areas, detector covers may need to be removed at the end of each working day and refitted before work restarts.
- Return detector covers and confirm alarms are reinstated when work is complete.

Areas wholly handed over to contractors

- Secure contractor-controlled areas. Prevent unauthorised access, especially by children or the public.
- Agree fencing, hoarding, access, signage and emergency arrangements at site handover.
- Clearly display key site contact details on the hoarding.
- Maintain emergency and maintenance access for University personnel where required.
- Induct University personnel who need to enter contractor-controlled areas.
- Only remove or change fencing when the area around it is clear and safe.
- Do not remove protection until danger to staff, students, visitors and the public has passed.