Comhairle Cathrach & Contae Luimnigh
Limerick City & County Council

Limerick City and County Council

Policy and Procedure for the Management of Service providers

(Non-Construction)

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1.0 Policy Statement

It is policy so far as is reasonably practicable to eliminate the hazards that give rise to safety, health and welfare risks for employees and those who may be affected by their activities, where this is not possible, implement control measures that will manage the hazards and risks that may arise, so as to prevent injuries at work.

It is policy to protect employees and others who may be affected from, or by the hazards and risks associated with works undertaken for, or on behalf of Limerick City and County Council by service providers.

2.0 Purpose

To provide guidance and a series of actions, on how to prevent injury and/or ill-health associated with works by service providers, and to mandate all employees to demonstrate compliance with all applicable legislation in respect of the management of service providers

3.0 Scope

This policy and procedure is applicable to:

- All employees who have responsibility for the procurement and management of service providers.
- To services provided at the place of work (on-site)

This policy and procedure is not applicable to:

- Any construction project, (for construction projects, refer to No 5 Policy and Procedure for the Management of Construction Projects).
- Services provided fully remote (e.g. EazySafe, Eco-Online, ProWork online platforms)
- Services not procured by Limerick City and County Council.

4.0 Objectives

- Demonstrate compliance with legislation.
- Document roles and responsibilities.
- Provide evidence of required document management and record keeping.
- Implement control measures.

5.0 Interpretations

Service provider: An individual or entity that provides a service, or services to another party. For the purposes of this policy, a service provider refers to an individual or entity who provides goods or services and does NOT fall within the requirements of the Safety, Health and Welfare at Work (Construction) Regulations, 2013 and all amendments arising thereunder.

6.0 Key Hazards

- Failure to assess the competency of service providers.
- Failure to appoint service providers.
- Failure to provide service providers with relevant information and documentation.
- Failure to adequately monitor service providers

7.0 Roles and Responsibilities

The following roles and responsibilities are specific to this policy and procedure and are in addition to the other roles and responsibilities assigned to the post-holder.

7.1 Directors of Service / Department Heads

- Shall ensure the objectives specified in section 4 of this policy and procedure are delivered.

7.2 Line Managers and Supervisors shall:

- Ensure this policy and procedure is implemented.
- Ensure that all aspects of the work are clearly identified.
- Provide required health and safety information to the service provider.
- Assess the competency of service providers prior to appointment.
- Appoint the service provider in writing and ensure acceptance is received in writing.
- Provide an induction to the service provider.
- Establish and maintain communication with the service provider
- Monitor the service provider's performance in relation to health and safety, where issues are identified ensure corrective action is undertaken.
- Ensure staff member to procure the service provider is competent with the relevant experience & knowledge of the work being procured.

7.3 Service Provider

- Service providers shall comply with the requirements of all relevant legislation, codes of practice, standards and guidance documents.
- Complete in full and submit any competence assessment, questionnaire any health and safety documentation requested in advance of appointment
- Submit completed acceptance of appointment in advance of commencement of work.
- Do not arrive to Limerick City and County Council premises unannounced, contact must be made with point of contact prior to arrival at Limerick City and County Council premises.

7.4 Employees

- All employees shall ensure that they are familiar with and comply with the requirements of this policy and procedure.

7.5 Health and Safety Officer

- Coordinate the safety management system.
- Advise on the implementation of this policy and procedure.
- Undertake inspections of this policy and procedure.
- Undertake audits of this policy and procedure.

7.6 Interdepartmental procurement Responsibility

- Where a department engages another department to procure services, plant, or equipment on its behalf, the original department retains full responsibility for ensuring compliance with all applicable requirements of this policy and procedure, this includes verifying any necessary competency assessments are completed.

8.0 Procedure

8.1 Selection of Service Provider

- Identify and define the work to be carried out.
- Ensure staff member to procure the service provider is competent with the relevant experience & knowledge of the work being procured.
- The tendering service provider completes SF21 Service Provider Health And Safety Competence Questionnaire and returns to LCCC
- Assess the competence of the tendering service provider using SF12 Suitability (External Questionnaire) Assessment Service Provider form.
- The successful service provider shall be appointed in writing using SF19 Appointment of Competent Service provider)
- Service provider shall confirm in writing acceptance of the appointment using SF20 Acceptance of Competent Service Provider)
- Complete the Officer Order / Director Generals Order as appropriate
- Provide relevant safety documentation
- Provide relevant safety induction as required
- Agree communications procedures with service provider

8.2 Monitoring of Service providers

- Works shall be monitored.
- Frequency of monitoring (inspection and/or audit) will depend upon:
    - Scale and complexity of the works

        - Level of risk associated with the project
        - Standards demonstrated in previous site visits / inspections / audits.
    - Non-conformances identified through monitoring exercises shall be reported to the:
        - Service provider management for action
        - Limerick City and County Council employee in charge of the service provider
    - All incidents resulting in lost time accidents and dangerous occurrences shall be reported by the Service Provider to Limerick City and County Council.
    - The outputs from any Health and Safety Authority inspection in respect of work undertaken on behalf of the council shall be reported by the Service Provider to Limerick City and County Council.

8.3 Review of Performance

- Service provider performance should be reviewed annually.
- Where appropriate a documented report on the overall safety and health performance shall be prepared.

9.0 Emergency Preparedness

- Where relevant, the service provider shall be provided with relevant information pertaining to the emergency procedures relevant to the place of work
- Service provider shall develop their own specific emergency procedures which shall be brought to the attention of all relevant Limerick City and County Council employees.

10.0 Review

This policy and procedure should be reviewed by Limerick City and County Council every 5 years unless circumstances dictate otherwise.

Appendix:
Safety Forms

All Safety Forms part of this Policy & Procedure can be found on the Staff Portal here:

- SF19 Appointment of Competent Service provider
- SF20 Acceptance of Competent Service provider
- SF21 Service provider health and safety competence questionnaire
- SF12 Suitability assessment (External health and safety competence questionnaire Service Provider)

Indicative list of Service Providers

Fire detection & alarm & equipment	Water Dispenser
Photocopy	Street Performers,
Surveyors (who do not fall under the Construction Regs)	Estate Agencies
Cash in transit providers	Arts Service providers
BER Assessors	Theatre Performers & Theatre Workshops
Laboratories	Mechanic and Mechanical Services,
Pest Control	ICT
Cleaning & Hygiene companies	Planning
Waste companies	Environmental Consultants
Hire companies	Auditors
Heritage	
Consultants	