

Macro Supplier Health Safety & Environmental Standards

Translations of this document can be found at <https://macro123.com/Documents/> under Macro Standards and Procedures.

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Version Number	Date	Notes on changes since last version
2	30/01/2024	Rebrand and minor revision to all sections

1. Purpose and Scope

This document will be distributed to all Macro Suppliers who provide services on Macro sites and our client sites. Its purpose is to set clear and consistent requirements and expectations regarding the management of Health and Safety while working for Macro. These rules form part of our contractual agreements.

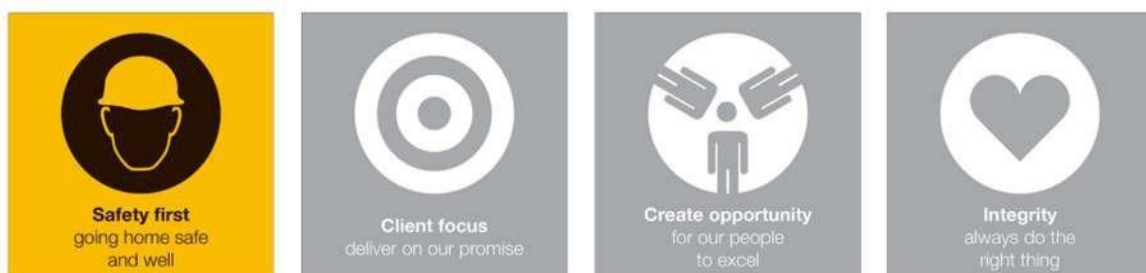
Overall, these requirements are a summary of several different Macro standards and procedures that are already required by suppliers and covered by our terms and conditions and as specified in our [supplier portal](#). However, this document aims to simplify these into one short and concise document for Suppliers.

Where Macro is appointed by a client as a Managing Agent to oversee the client's contract with the supplier, the expectation will be that the supplier complies with the client's H&S rules and local regulatory requirements. The rules and requirements set out in this standard will be regarded as good practice only. Since many of these requirements cover local regulations common in many countries, we expect suppliers to maintain a similar level unless the client's HSE rules and local regulations are different. Where we observe that that this is not the case, we will engage with the client to agree the best outcome to ensure safety and compliance.

2. Introduction

2.1. Safety first, going home safe and well

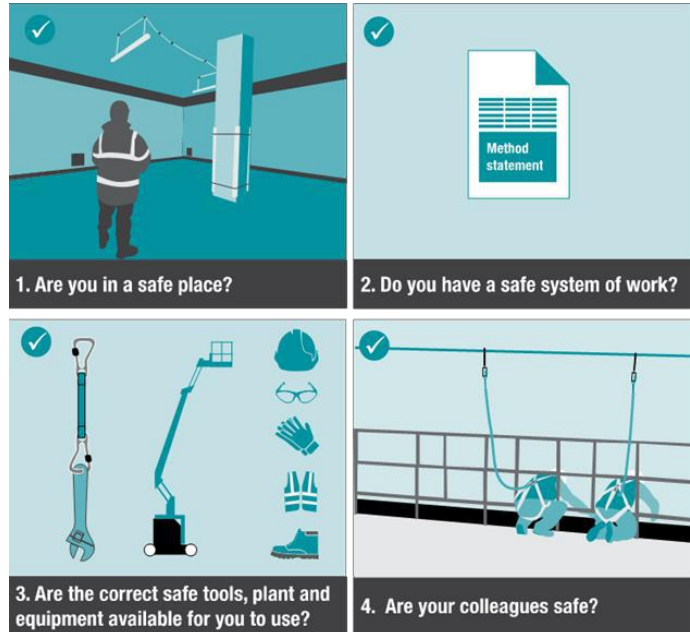
Macro's core value is '**Safety first. Going home safe and well,**' and we strive to put health safety & wellbeing at the heart of everything we do. We expect the same level of commitment and behaviours from all our suppliers.



2.2. Four Steps to Safety

We expect you, your workers, and sub-contractors to

- (1) ensure that your work area and conditions are safe,
- (2) that you have safe systems of work in place,
- (3) that you have the right tools and equipment to perform the work safely, and
- (4) that you look out for the safety of your colleagues and others present in the areas where work is being performed (e.g., tenants, public).



We call this the **‘Four Steps to Safety’**. Whenever you observe that any of these steps are not in place, or where you have concerns about H&S (Health & Safety (**H&S**)) risks not being professionally managed, stop work immediately and ask for support. This behaviour is encouraged and will be commended, even when this delays the work – no job is so urgent that its worth injuring someone.

2.3. Don't Walk By

If you observe any H&S hazards onsite, even if not related to your job, we encourage you to report these and to engage with the site staff to discuss how this can be improved or eliminated – ‘Don't Walk By.’



By following these rules and behaviours everyone should go home to their families safe and well.

2.4. H&S Induction

An H&S induction will be provided to all Suppliers directly contracted by Macro in the form of a power point presentation (Macro-Client Supplier H&S Induction) that illustrates this document. Where there are client specific HSE requirements, these will be summarised in this induction to supplement the Macro requirements.

The Supplier is responsible for communicating this to all their workers and sub-contractors who will be working for Macro and on our clients' sites, and to record their acceptance of the contents of this document by signing below. This shows that that they have read, understood, and agree to abide by these requirements.

3. Our Properties

3.1. Property Risks

Macro manages the facility services at a large variety of sites on behalf of our clients, ranging from; offices, schools, universities, museums, residential, retail, healthcare, laboratories, data centres, warehouses, light industrial, manufacturing sites, infrastructure/transport, and mixed use.

Some of these sites provide services to the public and come with additional risks that suppliers must consider in their work planning, risk assessments and on-site behaviours. This can include vulnerable persons on site, such as: children and young people, older persons, people with disabilities, new and expectant mothers, people with ill health, etc.

We expect that are aware of and enquire about the site aspects and risks and take these into account when planning you work and developing your risk assessments.

3.2. Property Rules

Some clients also have their own specific HSE requirements, which sometimes exceed these Macro requirements. Suppliers and contractors must be informed about these and consider when planning and conducting works. The supplier must ensure it is familiar with any client/site-specific rules before starting work including the following:

- Approval of any out of hours works.
- Issuing and returning of access cards or keys.
- Signing in and out.
- Identification worn on site.
- Access to welfare facilities (toilets, washrooms etc.)

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Ref: QHE-PL-006
Owner: Levente Marton

- Site or client-specific work permit requirements for high-risk tasks
- Critical client activities that cannot be disrupted
- Site evacuation procedures and fire muster / assembly points
- Who to report incidents to at site level

General property rules

- Whilst all buildings are no smoking areas (including no smoking directly outside or close to all site entrances or open windows), some sites also have no smoking rules in the outside ground areas.
- All doors and access hatches must be secured before leaving, even for short periods.
- All Suppliers' tools will be stored safely, so as not to pose a trip hazard and will not be left unattended whilst on site.
- Any suspicious items/packages will be reported to the property reception.
- No photographs will be taken without prior consent from the property manager; however, we commonly request photos to be taken of works before and afterwards as evidence of work done and of safety controls in place related to Permits issued.
- Personal Protective Equipment (PPE) relevant for the task must be worn when on site.
- All site traffic management and parking restrictions will be adhered to on site and pre-arranged parking will be sourced.
- Whilst onsite welfare facilities (including break rooms, toilets, washrooms) for routine works are generally available for suppliers at most sites, suppliers may need to provide their own facilities for any long duration works such as projects or minor construction works and must be discussed beforehand.
- Work areas should be segregated by means of barriers, signage and/or access control (e.g., inside maintenance rooms) to separate works from the building occupants and members of the public. These 'exclusion zones' should protect others from hazards during the work activities and must be agreed with individual Property Managers.
- Suppliers should take all reasonable steps to ensure that workers have sufficient lighting to complete their tasks, and that they are not working in uncomfortable temperatures.
- No vehicle washing is permitted on sites.

3.3. Waste Management

- Suppliers are responsible for the removal of waste they generate onsite, unless specifically agreed with the property manager prior to the works.
- Suppliers are expected to recycle where possible.
- All Hazardous waste must be removed from site in a safe and environmentally friendly manner in accordance with the local hazardous waste regulations.

- No chemical or contaminated products may be poured down any drains on site. □

The use of 'single use plastics' should be avoided or reduced wherever possible

4. Health & Safety Management

4.1. Risk Assessments and Method Statements (RAMS)

- A Risk Assessment (and Method Statement in the UK and countries where this is the norm) will be requested from all (sub)contractors before performing any works. This will be checked, accepted, and tracked by Macro or another party with delegated authority on site.
 - All workers attending site must have copies of relevant RAMS with them and must have reviewed these prior to starting work.
 - All workers must also conduct a point of work risk assessment (sometimes known as a Dynamic Risk Assessment) where local hazards are reviewed, and controls are agreed that may not be covered by their general RAMS. This does not need to be documented, although is a good practice encouraged by Macro.
- Outside the UK, you are required to submit a suitable form of written of assessment of Health & Safety risks for the specific work or service being performed (e.g., Job Hazard Analysis in the US, Document Unique in France, RIE in NL, etc.). This must meet the local regulations at a minimum if it addresses the H&S risks and recommended control measures for works being performed.

4.2. Permit to Work for High-Risk Activities

- All suppliers should have implemented their own permit to work system for high-risk activities. These should include the required controls listed in section 4.3 below.
- High-risk activities include, but are not limited to the following:
- work at height
 - asbestos removal
 - confined space entry
 - hot works
 - electrical works
 - gas installations
 - Use of cranes
- Permits should be issued by competent persons who are not conducting the works themselves, and consideration given to when permits can reasonably be issued remotely vs in person shall be made. Where issued remotely, a reasonable verification of agreed controls should be conducted with suitable evidence retained.

- All high-risk work must be carefully planned, supervised, and performed by competent workers.
- Exclusion zones must be set up prior to starting any high risk works.
- All Suppliers should send site specific RAMS to the Macro H&S Manager and Account Lead prior to attending site to allow for a review.
- Where a permit is issued remotely (i.e., the person issuing the permit is not located on site), we will commonly request the supplier to take photos of the safety measures and controls in place related to the Permits issued. This serves as evidence of the permit conditions being met (e.g., energy isolation Lockout-Tagout (LOTO) in place, barriers installed, signage placed, scaffolding erected with fall protection etc.).

4.3. High Risk Works

4.3.1 Electrical Safety

- No live electrical works are permitted on any Client sites.
- Safe isolation procedures must be always adhered to.
- All isolated circuits must be locked and tagged out to ensure re-energisation cannot be performed other than by the Supplier.
- Only qualified technicians trained and examined to locally recognised industry standards may work on electrical circuits on Client sites (e.g., BS7671:2018 in the UK).
- All Inspection and test equipment must be calibrated at least annually to locally recognised industry standards (e.g., GS38 in the UK).
- A proving unit must be used to verify a voltage meter is working correctly.
- All electrical equipment used is portable appliance tested.

4.3.2 Working at Height

- Suppliers must ensure that work equipment is appropriate to the nature of the work being performed and any foreseeable loadings.
- Any elevation equipment used for working at height (e.g., mobile elevated working platforms), must be inspected and tested in accordance with local country regulations or industry practices (e.g., LOLER or PUWER Regulations in the UK).
- Any step ladders or ladders used on Client sites must comply with local country regulations of industry standards (e.g., EN131 ladders for trade use only; class 1 industrial use in the UK) and used safely (e.g., suitable height and type selected, suitably secured, etc.).
- Scaffolding must be erected in accordance with the local country regulations or industry standards (e.g. National Access & Scaffolding Confederation (NASC) safety guidance 'SG4 Preventing falls in scaffolding operations' in the UK).

- Scaffolding must be checked, and the inspection recorded, before use, every 7 days, after alterations, damage, or extreme weather conditions.
- Suitable Fall Protection Equipment, preferably fall restraint, must be used when working at height, which must be inspected and tested as regulations stipulate for the type and use of the equipment

4.3.3 Hot works

- Suitable fire extinguishers must be kept close by during hot works.
- A fire watch must be performed after all hot works for a minimum of 2 hours after the works are completed.

4.3.4 Confined Spaces

- Confined space works as defined by the Confined Space Regulations.
- All services or other connections must be isolated and locked out before any confined space works.
- Air quality must be measured and checked, and ventilation supplied to confined spaces as appropriate.
- Emergency rescue plans must be in place before any confined works commence and a rescue team will be trained and available during any confined space works.

4.3.5 Lifting Activities

- A lifting plan must be developed and communicated to all involved for all lifting activities (e.g., use of cranes to lift equipment onto roof areas).
- All lifting equipment must be inspected and tested, and a copy of the certification is available for inspection.

- All lifting activities require trained supervision and banksmen, and training certificates should be checked.
- Ensure exclusion zones must be erected around lifting activities for the duration of the works

4.3.6 Asbestos

- Suppliers should request a copy of any asbestos reports for a property if present.
- If asbestos is present on site, as identified in the report, the report should be reviewed with the Supplier workforce to identify relevant locations in the property that contain asbestos, and to take appropriate precautions.
- Emergency procedures in the event of accidental release should be formed and the Supplier's workforce made aware before attendance to site.
- All Supplier workers who work at such sites must be trained in Asbestos awareness.
- If suspected asbestos is observed on site, the work in that areas must stop immediately and immediately report to the Macro facility manager responsible for the site in question (and FM Helpdesk if applicable).

4.4. Emergency Preparedness

- First aid will be the responsibility of the Supplier.
- A first aid kit should be carried on Suppliers' vehicles and be always easily accessible.
- Suppliers will make themselves aware of emergency reporting and escape routes on any properties visited.
- The local property manager will inform Suppliers of any planned fire drills as part of the sign-in process.

4.5. Incident Reporting

- Suppliers must report all incidents/accidents/near-misses immediately (within 2 hours) to the Macro facility manager for the site in question. Where the Macro FM helpdesk is used on an account then they should also report this to the Helpdesk.
- Suppliers should explain in their report both actual and potential severity, and reference this within their own incident reports. Contactors should supply written incident reports to Macro within 2 working days. Macro will notify Suppliers whether an investigation report is required, that shares lessons learned and preventative measures.
- Macro will use their online reporting system to record and monitor incidents, conduct inspections, and track follow-up actions.
- Macro will share incident & investigation reports with the Client where these occurred on client property

4.6. Reporting Unsafe Conditions

- Suppliers should report any unsafe conditions or behaviours observed on site. We also encourage suppliers to report positive observations like safe working practices. These should be reported to the Macro facility manager responsible for the site in question.
- Where the Macro FM Helpdesk is used on the account, then this should also be reported to the Helpdesk.

4.7. Audits/Inspections

- Macro and Client will conduct planned and ad-hoc property inspections to observe H&S conditions and Supplier safe working practices. Suppliers may have actions to complete following these inspections, and a timeframe for completion will be agreed between the auditor and Supplier.
- Suppliers are also expected to manage their own audits and inspections that should cover a sample of their site visits throughout the year, conducted by a person independent to those conducting the works, and to share such reports with Macro.

4.8. Personal Protective Equipment (PPE)

- The supplier should specify the required PPE in their Risk Assessments under control measures.

- PPE requirements are also often defined per site/area by the client (e.g., for industrial sites) and should be communicated to the suppliers by the client or Macro.
- All required PPE will be provided by Suppliers for their workers and will be inspected according to the country legal requirements by suppliers.

4.9. Work Equipment

- All equipment used by Suppliers and their workers must be suitable for the task in hand.
- All equipment used by Suppliers must be inspected and tested in accordance with local country legal requirements, manufacturers guidance or industry best practice, (e.g., LOLER / PUWER / Portable appliance testing in the UK).
- All workers who use equipment must be trained and competent in their correct and safe use.

4.10. Chemicals & Hazardous Materials Management

- All chemicals must have a valid Safety Datasheet (SDS) with a copy held by the operative when on site that must be easily accessible.
- When working with solvents, solvent-based paints, glues, dust, fumes, gases, etc. Suppliers must ensure there is adequate ventilation which may include extraction to ensure the air quality is maintained and persons in the property are not adversely affected.
- All spillages must be reported to the Property Manager and FM helpdesk immediately and contained to prevent entering watercourses and prevent slip hazards.

4.11. Training of Suppliers

- All training and competency certifications for Macro suppliers and their workers (who work on Macro sites or our client sites) will be the responsibility of the Supplier according to the legal requirements in each country to cover the activities they perform, and the risks indicated in their risk assessments and the equipment they use to conduct their tasks.
- Records of such training must be available on request by Macro or Client, and specific competency certificates or trade cards should be kept with the worker to be shown on request during any site visits.
- Any H&S induction, briefing or toolbox talk provided by Macro or our clients to Supplier workers will not be considered training.

4.12. Further Information

- Macro's policies, standards, and procedures can be found in our Supplier Portal <https://macro123.com/Documents/>. Suppliers are required to follow these per our 'Standards Conditions of Contract', where relevant to the scope of services provided by

each supplier.

- This portal also contains HSW Moments and Safety Alerts that have been shared with our suppliers with the aim of sharing good practices and alerts for the benefit of the supplier.

Documents

Restricted Area, these documents are for Mace Suppliers only and not to be shared with any other 3rd party without prior approval.



FM24 Helpdesk SOP



Macro HSW Moments and Safety Alerts



Macro Non-Disclosure Agreement



Macro Standard Conditions of Contract



Macro, Standards and Procedures



SCC Info



System Guides

- For urgent queries, please contact your designated Macro representative.
- For general queries about these requires, please contact macro.QHSEW@macegroup.com

5. Abbreviations

- FM Facilities Management
- FPE Fall Protection Equipment
- H&S Health and Safety
- LOLER Lifting Operations and Lifting Equipment Regulations in UK (or equivalent)
- SDS Safety Data Sheet for hazardous materials
- NASC National Access & Scaffolding Confederation in UK (or equivalent)
- PPE Personal Protective Equipment
- PPM Planned Preventative Maintenance
- PTW Permit to Work (for high-risk activities)



- PUWER Provision & Use of Work Equipment Regulations in UK (or equivalent internationally)
- RAMS Risk Assessment & Method Statement – *this can be a Risk Assessment or Job Hazard Analysis (JHA), or other locally recognised term but that covers an assessment of the safety hazards or risks of a work activity and recommends the safety controls to reduce these to an acceptable level. SSoW Safe System of Work – a written set of documents that outline the safe way of working. This includes RAMS and permits to work and H&S procedures and standards.*

6. Definitions

- **Supplier** A person or company providing services to Macro or our client.
- **Sub-contractor** A person or company providing services to the Supplier.
- **Managing Agent** Where Macro have a contract with the client to manage the FM services, but the suppliers have a contract with the client
- **Method Statement** A document covering the safe working procedure for a specific task. This commonly accompanies a risk assessment