

## Newcastle University Excellent Contractors Awards

### 1. Introduction

Newcastle University recognise that many of our contractors provide us with an excellent service and feel that it is only right that we formally recognise them for their efforts.

We do this with our annual awards scheme based on contractors' performance against specific Key Performance Indicators (KPI's), these KPI's have been derived from goals considered to be very important to us.

Because contractors vary in size significantly we feel that it is only fair that we categorise the awards into the following 3 bands:

### 2. Contractor Categories

Small	4 employees or less
Medium	50 employees or less
Large	Over 50 employees

### 4. Key Performance Indicators

Contractors performance will be measured against our KPI's (below) by the University employee responsible for the contract and members of the Estate Support Service Management Team.

#### Our Key Performance Indicators

##### 4.1 Health and Safety

- Performance recorded on the Approved Contractor List Data Base
- Points awarded for membership of health and safety groups and for signing up to health and safety initiatives and campaigns

##### 4.2 Neighbourly behaviour

- Evidence based on compliments or complaints from neighbouring parties

##### 4.3 Responsiveness

- In the case of remedial works contractors should attend site within three working days when requested to following the completion of work.

##### 4.4 Security

- Compliance with logging in and out procedures when attending site
- Ensuring appropriate identification badges are worn as necessary
- Compliance with the arrangements for contractor parking

#### **4.5 No Smoking**

- Compliance with University's No Smoking Policy

#### **4.6 Housekeeping**

- Ensuring the site remains tidy while work is being carried out
- Ensuring all waste is removed following the completion of work and the site is cleaned/made good

#### **4.7 Grounds Maintenance**

- Ensuring the standard agreed for reinstating grassed/planted areas is achieved

#### **4.8 Travel planning**

- Points awarded for contractors that can demonstrate they have a travel plan?
- Points awarded for promoting the use of more sustainable forms of transport e.g. vehicle sharing, public transport, walking, cycling.

#### **4.9 Sustainability**

- Switching off appliances when not in use
- Recycling waste materials
- Site waste management plans (as appropriate)
- Does the contractor have an Environmental Policy?
- Is the Contractor accredited to ISO 14001?

#### **4.10 Equality and Diversity**

- Does the contractor have an equality and diversity policy?

### **5. Monitoring Performance**

The ESS employee responsible for the contract will report exceptional issues relating specific KPI's to a contractors performance at team meetings. The administration support in attendance at the Team meetings will collect all information and file creating an "Excellent Contractors File"

### **6. Judging the Awards**

A panel of judges made up of representatives from Estate Support Service will consider all information held in the "Excellent Contractors File" inspecting the work location as necessary before drawing up a shortlist from which the winners will be chosen based on their overall performance.

### **7. The Awards**

Contractors that have performed well while working for us during the course of the year will be shortlisted and invited to an awards presentation at the University.

At the presentation successful contractors will be photographed receiving their awards as formal recognition for the excellent service they have provided.

The photographs and details of the winners will then be posted throughout the University and on our website to ensure the maximum publicity is achieved for the winning contractors.

## **8. Feedback**

Contractors will receive formal feedback from ESS as necessary and annually. The feedback will provide details of how they have performed on site. It is hoped that this feedback will be used constructively to further improve performance and working relationships.

## Excellent Contractors Awards - Assessment Form

<b>Company Name</b>	<b>Company Address</b>	<b>Company Tel No</b>	
<b>Date contract commenced</b>	<b>Date contract completed</b>	<b>Company contact name</b>	
<b>Name of Assessor</b>	<b>Signature of Assessor</b>	<b>Date of assessment</b>	
<b>Scope of contract:</b>			
<b>1. Health and Safety</b>	<b>Scoring criterion</b>	<b>Score</b>	
Performance recorded on Approved Contractor List	+ 5 good performance - 2 risk of minor injury - 5 risk of major injury - 10 risk to life		
Is the Contractor a member of any Health and Safety Groups or have they joined any safety campaigns e.g. North East CDM Support Group, Working Well Together Campaign?	+ 3 for each group or campaign joined		
<b>2. Neighbourly behaviour</b>			
Evidence based on compliments or complaints from neighbouring parties	Compliment + 3	Complaint - 3	
<b>3. Responsiveness</b>			
In the case of remedial works contractors should attend site within three working days when requested to following the completion of work.	Compliant + 5	Not Compliant -5	
<b>4. Security</b>			
Compliance with logging in and out procedures when attending site	Compliant +3	Not Compliant -3	
Ensuring induction identification badges are worn when on site	Compliant +3	Not Compliant -3	
Compliance with the arrangements for contractor parking	Compliant +3	Not Compliant -3	
<b>5. No smoking</b>			
Compliance with University's No Smoking Policy	Compliant +3	Not Compliant -3	

<b>6. Housekeeping</b>			
Ensuring the site remains tidy while work is being carried out	Compliant +3	Not Compliant -3	
Ensuring all waste is removed following the completion of work and the site is cleaned/made good	Compliant +3	Not Compliant -3	
<b>7. Grounds Maintenance</b>			
Ensuring the standard agreed for reinstating grassed/planted areas is achieved	Compliant +3	Not Compliant -3	
<b>8. Travel Planning</b>			
Points awarded for contractors that can demonstrate they have a travel plan?	Compliant +3	Not Compliant -3	
Points awarded for promoting of the use of more sustainable forms of transport e.g. vehicle sharing, public transport, walking, cycling.	Compliant +3	Not Compliant -3	
<b>9. Sustainability</b>			
Energy use: Does the contractor switch off equipment when not in use e.g. lights in site cabins	Compliant +3	Not Compliant -3	
Are waste materials recycled?	Yes +3	No -3	
Are there recycling facilities available on site or back at the company's workplace?	Yes +3	No -3	
Where applicable: Does the contractor have a comprehensive site waste management plan?	Yes +3	No -3	
Does the contractor have an Environmental Policy	Yes +3	No -3	
Is the Contractor accredited to ISO 14001?	Yes +3	No 0	
<b>10. Equality and diversity</b>			
Does the contractor have an equality and diversity policy?			