

**Unitas (Stoke on Trent) Ltd**  
**Stoke on Trent City Council**

**Technical Specification**

**For**

**Third Party Asbestos Auditing**

**August 2019**

**PRELIMINARY ISSUE**

# Contents

---

<b>PART 1 - PRELIMINARY CLAUSES .....</b>	<b>3</b>
1 Introduction	3
2 General Scope of Works	4
3 Information to be Supplied	5
4 Staff	6
5 Security	6
6 Health & Safety	6
7 Contract Administrator	7
8 Sub-Contracting	7
9 Standard of Service	7
10 Contract and Payments	7
11 Code of Conduct	8
12 Customer and Operative Care	9
13 Key Holding	10
14 Confidentiality	10
15 Access	10
16 Standards	10
17 Void Properties	11
18 Good Practice Requirements	11
19 Sub-Contractors	12
20 Information Sharing	12
 <b>PART 2 - SPECIFICATION CLAUSES .....</b>	 <b>12</b>
1 Scope of Works	12
2 Proposed Schedule	12

3	Documentation	14
4	Auditor Procedures	14
5	Materials Generally	15
6	Audit Reports and Records	15
7	Audit Visits	16
8	Access and Appointment System	16
9	Quality Control	16
10	Employers Quality Checks	17
11	Waste Disposal	17

## Part 1 - Preliminary Clauses

### 1.0 Introduction:

Asbestos surveys and sampling should be conducted as in accordance with CAR 2012, HSG 264 & HSG 268 by the approved asbestos consultancy. Surveys will involve elements of non-intrusive and intrusive inspections to a combination of occupied and unoccupied residential and public buildings, depending on the specifics of the project which are set by Unitas (Stoke on Trent) Ltd.

### 1.1 Independent Third Party Auditor & Unitas (Stoke on Trent) Ltd:

The Third Party independent auditor will conduct up to 10% of monthly site audits of surveys completed by the approved asbestos surveying consultancy.

Findings of the site audits will be regularly reviewed at monthly contract meetings and Unitas (Stoke on Trent) Ltd taking corrective action as appropriate. On an objective basis this will include:

- Evaluating the significance of non-conforming work
- Implementing any urgent actions required such as halting work, removing reports, documents or equipment out of operation.
- Implementing corrective actions and the acceptability of non-conforming work.

- Notification to employees, contractors, recalling work and authorising the resumption of work.
- Initiate a proactive approach with regards to implementing preventative actions as a result of non-conforming work.

Where independent third party survey audits and consultancy requests/work orders are issued then the third party auditor shall ensure that the responsible person for the work holds relevant expertise and experience to do so.

It is not anticipated that the appointed third party independent auditor or Unitas (Stoke on Trent) Ltd staff will conduct surveying or sampling work but may be involved in the re-inspection programme carrying out visual checks and monitoring condition of identified materials which have or may have been omitted from surveys and or sampling projects

## 2.0 The Works (see also Part 2 - Specification Clauses) comprising briefly of:

The whole of the plant, labour and the materials necessary to complete a full asbestos auditing service of asbestos work and documentation.

- Work to include desktop audits of asbestos surveys, removals, air testing and all associated documentation of work selected for audit inspection to confirm validity and compliance to current regulations and employer requirements.
- To help provide confidence to Unitas (Stoke on Trent) Ltd that requested survey scopes have been accurately and safely completed as in accordance with HSG 264 methodology.
- That identification and quantification of asbestos materials is detailed accurately within reports.
- That inspection points for asbestos materials have been undertaken as far as reasonably practicable and all possible efforts made to avoid caveats.
- To identify possible opportunities for improvements with regards to survey methodology and procedures of approved asbestos consultancy in relation to the survey and all asbestos work scopes that are requested.
- To help identify possible training needs of the approved asbestos consultancy surveyors, analysts and removal operatives.
- Fully intrusive post completion audits, to replicate the work completed during asbestos survey, as far reasonably practicable. Re-sample where necessary or where requested by employer.
- Provision of reports on surveyors performance, trends and unsafe situations in relation to surveys completed on the Employer's premises.

There will also be "work in progress" audits to assess:

- Competence of surveyors, analysts and removal operatives to drive improvement of service delivery and identify further training requirements.

- The surveyor is authorised to represent the approved asbestos sub-contractor on Unitas (Stoke on Trent) survey projects
- Assessment of equipment, RPE and PPE to confirm it is adequate/safe, correctly calibrated and, where recommended, an up to date face fit test.
- The audits will include coaching/questioning if required to determine the surveyors knowledge and understanding of the completed documentation. Any coaching/advice given will be recorded in the audit documentation.

The submitted sor prices for this service will include for the following:- cost of assessment of all associated documentation completed by the surveyor for the task being assessed, completion and checking of all audit documentation and system information completed by the auditor, the costs for associated meetings and communications, regardless of frequency, with the employer to discuss audit findings and surveyor performance or auditor performance, all access and two-person visit arrangements and all travel costs. Any RPE, PPE, wipes, PVA, other consumables, tools and documentation. The audit will also record instances of poor workmanship. The auditor will be expected to provide on-site coaching and guidance when/where required.

If compliance issues are identified with work undertaken by surveyors, analysts and/or removal operatives work, further intrusive Quality Checks may be required with agreement of the employer. This may include, but not be limited to, all the operatives work completed on the same day and a sample of previously completed works being rechecked by the auditor, if the employer chooses an employer representative will attend on a joint visit.

- 2.1 The Auditor shall, for the life of this contract, hold relevant accreditation for surveying and analytical works.
- 2.2 All auditors will have a minimum of 3 years surveying experience and be qualified to BOHS, P402/RPT.

### **3.0 Information to be supplied**

- 3.1 The Auditor will provide the following information:
- 3.2 Auditor's line management structure.
- 3.3 Contact information i.e. generic email address (receipt of orders), in and out-of-hours telephone number, address, etc. The telephone numbers for office hours and out-of-hours cover must not be an answering machine.
- 3.4 The names of the specific staff who will deal with the contract which must be in the form of a chart showing the employees and management structure.
- 3.5 Names of all relevant surveyors and details of BOHS qualifications. All changes to any of this information must be confirmed to the Employer within 5 days in the agreed format and no surveyor should start work on site prior to the Employer receiving the information above and the surveyor having received a full site induction.
- 3.6 Any documentation/information agreed to be stored in the Auditor's system/portal will remain to be the employer's property and if requested will be supplied to the employer

free of charge by the auditor in a format agreed by the employer if the contract ends or alternative storage/system is sourced, no additional administration charges will be applied by the auditor.

**3.7 DBS checks provision (Basic check).**

As far as permitted under law, the auditor must provide a Basic DBS check in respect of any staff who will be carrying out any work in occupied properties.

**4.0 Staff**

**4.1** The auditor shall employ only such persons who are suitably experienced in asbestos auditing, competent, qualified and suitably experienced to work in accordance with the industry standards.

**4.2** All staff working on the Employer's schemes must be supplied with an identification card bearing the individuals photograph, the cost of which will be borne by the auditor.

**4.3** The Auditor shall deploy the same auditor(s) to repeat calls to provide consistency, unless the Employer requests otherwise.

**5.0 Security**

**5.1** The auditor shall be responsible for the security of all material goods and equipment used by the auditor in fulfilling the Contract or otherwise belonging to the auditor, the auditor's employees or the Employer, on or around the Employer's premises.

**5.2** The auditor shall at all times consider the security of any or all keys held for and on behalf of the Employer and put into place a system which secures and records the locations and whereabouts of all said keys to the entire satisfaction of the Employer.

**5.3** If any keys are lost, the auditor shall replace the lock on a like for like basis at his own cost and will be responsible for any tenant claims arising.

**5.4** If the auditor is unable to organise or carry out a lock change within an acceptable time period (this will be judged on the level of risk the affected property is exposed to), the Employer or the Employer's agent can carry out the work and recharge the reasonable costs of the work to the auditor, by either set off against an outstanding invoice or by raising an invoice themselves.

**6.0 Health and Safety**

**6.1** All general standards/requirements should be adhered to, in line with the HASWA 1974. The auditor will be required to adhere to the Employers Health and Safety Standards as a minimum. All auditors' staff attending site will be required to undertake employer site inductions.

**6.2** It will be the responsibility of the auditor to ensure all members of their staff, full time, part time or temporary, have received and are familiar with all current, relevant Health and Safety information in the form of both instructions from suitably qualified persons and officially recognised bulletins and publications from the Health and Safety Executive, and relevant bodies. The auditor shall if so requested, supply the Employer with lists of staff who have received such training which must be signed by each individual member of staff and also if requested the auditor must be able to demonstrate an ongoing process of staff training.

6.3 All equipment employed in the execution of this Contract and left on site, shall be the responsibility of the auditor and must be stored in a safe position and condition.

6.4 The auditor shall be responsible for undertaking all risk assessments in relation to the Works and Additional Works as specified in this Contract, subject to Unitas approval.

## **7.0 Contract Administrator**

7.1 The person designated as the Contract Administrator for this Contract, or their successor, shall be duly authorised for all purposes connected with this Contract.

## **8.0 Sub-Contracting**

8.1 The auditor shall not transfer or assign this Contract or any part hereof and shall not sub-Contract any part of the provision of the services at any time during the life of this Contract except by prior written approval of the Employer, which consent shall not be unreasonably withheld or delayed. Such consent shall then apply to all services and orders except to the extent stated in the Employer's written approval.

## **9.0 Standard of Service**

9.1 The Employer is unreservedly committed to quality. The objective is to ensure consistent conformance to the specified requirements of BS EN ISO 9001. The Employer reserves the right to carry out internal audit of the auditor's records, which refer to the Employer's business. All the auditor costs to fully facilitate this process will be included for in the work in progress and post completion audits sor costs.

## **10.0 Contract and payments**

10.1 The Contract will be reviewed on a regular basis with monthly meetings, or more frequently if the employer requires, to discuss trends, non-compliance issues, auditor performance. These meetings may include attendance by a Tenant representative and the Employer's Compliance Team, along with the Contract Administrator or nominated deputy. Where a Tenant representative is invited to attend progress meetings, then any specific tenant information shall be made anonymous. The cost of these meetings, regardless of frequency will be included for in the work in progress and post completion audits sor costs. No further charges will be presented to the employer regardless of the meeting frequency or required communications with the employer.

### **10.2 Initial Action - The Auditor**

Each month (or more frequently if the employer requires) the auditor will be allocated all asbestos survey documentation relevant to the work to be audited. The documentation will cover a sample of all or some of the asbestos work streams, asbestos surveyors on a risk based approach. The auditor will be responsible for pre-arranging access to each property, (unless they are accompanying an engineer for work in progress audit), with the tenant, cold calling is not allowed. The Employer will be advised which addresses are being visited within two days of the appointment being agreed in the employers preferred format. Post Completion audit visits should be completed as close as possible to when the work was originally completed but no later than two weeks after unless previously agreed with the employer The cost of arranging these visits will be included for in the post completion audits sor costs.

### 10.3 Arrangements

It is the responsibility of the auditor to ensure that plant, materials and labour will be available to undertake the Work at the arranged time, or immediately to seek approval of tenants and the Contract Administrator's local deputy to amend the arrangement where a delay is inevitable. It is imperative that explanations for delays are communicated to tenants and Contract Administrator as soon as possible whenever they arise.

### 10.4 Work on Site - The Auditor

The auditor should remember at all times that although a property is owned by The Employer, it is the tenant's home, and must be treated as such with care and consideration.

## 11.0 Code of Conduct:

### 11.1 Inducement

Any offer or suggestion of inducement to influence ordering of work or payment of costs will be interpreted as bribery and corruption, and dealt with as outlined under the Conditions of Contract.

### 11.2 Gifts

Any offer of gift or gratuity (e.g. seasonal 'perks') will not be accepted if directed towards specific personnel. Where such gift is deemed acceptable, it will be marked for the attention of the company secretary and acknowledged on the clearly expressed understanding that it benefits equally all staff of the Employer.

### 11.3 Private Work for Employer's Staff

No work is to be undertaken privately for a member of the Employers staff, or their close relatives.

### 11.4 Private Work for Tenants

Note should be taken that any private work undertaken for tenants must be on a completely separate basis with no Employer (Unitas) involvement, or responsibility for payment. Whilst it is the responsibility of the tenant to obtain permission from the Employer to carry out work of a structural nature to the property, auditors would be well advised to ensure that the Employer (Unitas) is aware of the intention to carry out such work.

### 11.5 Capacity

Auditor shall maintain sufficient capacity to complete all contract requirements and response times. It is important that the Employer is given due notice of any intention to cease Employers work or to end trading.

### 11.6 Cessation

In the event of ceasing work for the Employer (Unitas), Auditor will be required to hand back any keys, plans, specifications, other documents or equipment issued by the Employer, any items not handed back will be charged to the auditor.



## 11.7 Labour

Under no circumstances must any member of the auditor's staff be:

- a) a member of the Employer's Board (Unitas) or a committee of the Board, or
- b) related to, or have a close personal relationship with, any member of the Employer's staff or member of the Board or a committee of the Board.

- 11.8 If the auditor employs a person who falls into the above category, or is linked in any way, with other members of staff within the Employer (Unitas), the Employer must be informed in writing by the auditor and the matter will then be discussed between the relevant parties and a decision made regarding issuing further work to the auditor.

## 12.0 Customer and Operative Care

- 12.1 Particular care must be taken to ensure the comfort, safety and security of tenants and adjoining householders during Work activity. Work and working methods and programme must be discussed with tenants before work commences so that they can work with operatives to minimise inconvenience to both parties and understand the nature and extent of work. All necessary reasonable action will be required to ensure the well-being of both the property worked on, and those adjoining. Specifically, auditors will be required to employ the use of dust sheets and protective coverings whenever dust, dirt, paint, mortar or similar is liable to foul surrounding property, fauna or flora.

- 12.2 Particular care must be exercised when Work is carried out in the vicinity of small children, particularly with regard to sharp tools and toxic substances being kept well out of reach.

- 12.3 Care and consideration will be required when working in the home of elderly or disabled tenants, particularly with regard to restricting or impeding movement around the house, tools and materials lying on floors and maintaining acceptable levels of warmth and comfort.

- 12.4 Any complaint arising from a dispute in any form, between tenant and auditor must be referred immediately to the Employer so that the Employer may satisfy the timescales set out in its Complaints Procedure.

- 12.5 If for any reason an auditor feels unable to undertake specified work on a property of the Employers, the Employer must be informed immediately.

- 12.6 In the interests of all concerned, whenever the auditor encounters a particular difficult or a potentially violent situation they must leave the site immediately and contact Employer (Unitas) as soon as possible.

## 12.7 Notice

- 12.8 Due notice must be given whenever it is necessary to disconnect services or interrupt the use of access or amenities, and such interruption should be kept to a minimum. The auditor is responsible for ensuring that, where appropriate, any statutory consent (i.e. scaffolding on a pavement), are obtained before work commences, and that any statutory notices (i.e. Building Regulation notices) have been applied for as appropriate.

## 12.9 Hours of Work

- 12.10 Whenever possible, activity should be restricted to normal working hours or, when necessary, due notice must be given to tenants and neighbours of work necessary during unsociable times.

### **13.0 Key-holding**

- 13.1 Whenever possible, work should be carried out or access obtained to premises when the tenant or representative is present.
- 13.2 Any other arrangement for key-holding or unaccompanied access should be discouraged, or if absolutely necessary, kept to a minimum.
- 13.3 The holding of keys to a tenanted property is arranged at the risk of the auditor, and must never occur without the specific agreement of the tenant.
- 13.4 The Employer's staff are not permitted to hold tenant's keys, and so should not be incorporated in any key-holding arrangement agreed between the tenant and the auditor. For avoidance of doubt return keys to tenanted property to the tenant not the Employer's staff or the Employer's offices.

### **14.0 Confidentiality**

- 14.1 Particular note should be taken to instruct auditors not to involve themselves in discussion with tenants, or others, of matters which may contravene reasonable requirements of confidentiality concerning the Employers business or concerning other tenants, other properties or other Contractors.
- 14.2 Any enquiry from tenants or others concerning Employers business should be diplomatically redirected to the appropriate staff.
- 14.3 The Employer will regard it as a serious matter and a potential breach of contract if auditors discuss with tenants, residential staff or members of the public matters confidential either to another tenant, resident, member of staff or matters which may prejudice the Employer's (Unitas) business interests.

### **15.0 Access**

- 15.1 In the event of tenants breaking arrangements, or refusing access, the Employer must be informed as soon as possible.
- 15.2 Employer's staff will accompany, in exceptional circumstances, auditor's if requested in advance.

### **16.0 Standards**

- 16.1 Over and above the general requirements of standards of performance and conduct required, due note should be taken that no deviation from these norms will be acceptable, regardless of the standards of living, housekeeping or behaviour of the tenants of the property. Disciplinary action would be taken if there was any attempt by an auditor to take advantage of the special circumstances of a tenant.

- 16.2 Auditors are reminded that in respect of their conduct to tenants the following is to be observed:
- 16.3 All dealings with tenants are to be undertaken with a polite attitude with strict observance of the requirements of Equal Opportunity and Discrimination Regulation law and good practice in relation to equality.
- 16.4 The auditor's operatives are to carry identification at all times and make such identification clear and readily available for inspection by tenants and residential staff.

## **17.0 Void Properties**

- 17.1 Abandoned belongings from voids may only be removed by the auditor with written Works Orders from the Employer. It is to the auditor's own advantage to ensure that a proper inventory is taken of any property removed. Clear instructions should be agreed on regarding disposal.

## **18.0 Good Practice Requirements**

- 18.1 When employed by the Employer, the auditor is required to follow certain practices, which the Employer considers fundamental to a quality customer centred service. These practices include:
- 18.2 Adjusting appointment times during the day to accommodate when tenants may have carers in their home;
- a) Making 'reasonable adjustments' to the service provision for tenants with a disability;
  - b) Being prompt when an agreed time has been organised for works;
  - c) Being clean, properly dressed, using shoe coverings if soiled shoes or boots before entering the tenant's home;
  - d) Not smoking in tenants homes;
  - e) Observing any reasonable cultural or religious requirements the tenant may have, and not questioning these;
  - f) Discussing the work with the tenant on arrival and agreeing on how it is to proceed, keeping the tenant regularly updated on the progress of the job, particularly when the work will require more than one visit to complete or encompasses meal or rest-breaks;
  - g) Not playing radios or using headsets in tenants' homes;
  - h) Not making or taking personal mobile telephone calls in tenants' homes;
  - i) Always using dust sheets where mess is likely to result from the works;
  - j) Always show ID cards before seeking entry for the first time;
  - k) Being courteous to and patient with tenants;

- l) Never using bad language or speaking in a way which may cause offence to any member of the community;
- m) Always clearing up promptly any mess left as a result of works;
- n) Not using any of the tenant's facilities without their prior permission;
- o) Taking all reasonable steps to ensure the security of the tenant's property and possessions.

## **19.0 Sub-contractors**

- 19.1 The auditor shall pass on to any sub-contractor they engage the same requirements set out in this code of conduct section.

## **20.0 Information sharing**

- 20.1 It is a principle that transparency, accuracy and timeliness is required at all times.

# **Part 2 - Specification Clauses**

## **1.0 Scope of the Works**

- 1.1 The auditor shall include for access, plant, tools, consumables, documentation, labour, and materials for all work prescribed herein
- 1.2 The Contract shall include for all Works, attendance, labour and rectification of faults identified by the employer (Unitas) to be attributed to the auditor's works failings at no additional cost to the Employer. It is the responsibility of the auditor to regain access to any property affected by the auditor's failings within the agreed timescales of
- 1.3 There will be some properties which may require a police presence or two person visit, arranging and attendance of additional staff will be allowed for in the post completion audits so costs, no additional payments will be made.
- 1.4 In these Terms and Conditions of Contract the term labour shall be deemed to include any and all costs associated with the execution of the Contract such as travelling costs and expenses, etc.
- 1.5 The tendered price includes the requirement for the reasonable reinstatement of damage to all surfaces and making good, to match as far as reasonably practicable, necessary for the full execution of the Contract.

## **2.0 Proposed Schedule**

- 2.1 Residential Properties Post Completion Audits  
Targeted 10% checks of surveys completed in tenanted and void properties, spread evenly across management, full refurbishment and a combination of management with targeted refurbishment elements while ensuring an even spread of all sub-contractors surveyors work. Checks to include all items listed below as a minimum

- Work to include desktop audits of asbestos surveys, and associated documentation of work selected for audit inspection to confirm validity and compliance to current regulations and employer requirements.
- To help provide confidence to Unitas (Stoke on Trent) Ltd that requested survey scopes have been accurately and safely completed as in accordance with HSG 264 methodology.
- That identification and quantification of asbestos materials is detailed accurately within reports.
- That all negative non-suspect materials been recorded
- Surveys plans are representative of the property being surveyed
- That all sample points been sealed appropriately
- That inspection points for asbestos materials have been undertaken as far as reasonably practicable and all possible efforts made to avoid caveats.
- To identify possible opportunities for improvements with regards to survey methodology and procedures of approved asbestos consultancy in relation to the survey scopes that are requested.
- To help identify possible training needs of the approved asbestos consultancy asbestos surveyors
- Fully intrusive post completion audits, to as far reasonably practicable replicate the work completed during the asbestos survey. Re-sample where necessary or requested by employer.
- Provision of reports on surveyors performance, trends and unsafe situations in relation to surveys completed on the Employer's premises.

## 2.2 Residential Properties Work In Progress Audits

Complete one work in progress audit per year per sub-contractor surveyor, analyst and removal operative.

The “work in progress” audits will assess the competence of surveyors, analysts and removal operatives to drive improvement of service delivery and identify further training requirements.

- Work in progress audits will also include assessment of equipment, RPE and PPE and will include checks to ensure correct calibration and condition.
- The audits will include coaching/questioning if required to determine the surveyors, analysts and removal operative's knowledge and assessment of the completed documentation.
- Competence of surveyors, analysts and removal operatives to drive improvement of service delivery and identify further training requirements.

- The surveyor is authorised to represent the approved asbestos sub-contractor on Unitas (Stoke on Trent) survey projects.

2.3. All mobile data appliances will be used in real time and not completed at a later time in the day.

2.4 All waste generated through works completed must be removed from site.

**3. Documentation- complete all documentation including:**

- a) Mobile electronic devices used for audit purposes must be used in real time not completed later in the day.
- b) Complete Unitas form D1 when unsafe materials are identified and inform appropriate Unitas staff immediately.
- c) Auditor needs to meet at the Employer's preferred location and share all quality check information with employer on a monthly basis, or more frequently if required, and populate and update shared data base. The cost for this will be included in the sor prices.
- d) Employer needs to be fully informed immediately of all non-conformance issues, investigations, prohibitions and actions against the auditor or any of their operatives or subcontractors.
- e) Employer to be informed of all tool box talks, technical updates and training attended by all relevant auditors staff and their sub-contractors
- f) Photographs of non-conformance issues not identified/omitted by the original survey are required as evidence. All costs associated with completing this will be allowed for in the post completion and work in progress audit sor costs.

**4.0 Auditor Procedures**

4.1 The Auditor shall visit the properties as pre-arranged with the tenant and carry out the following procedures:

- a) Establish their identity with the customer and make all necessary arrangements with the customer.
- b) The audit documentation shall be completed and signed in all the appropriate places.

4.2 The auditor shall return the following documents duly signed within 5 days of the issue date:

- a) Completed audit sheet for each property completed.

4.3 The auditor must ensure that all documents are accurately and clearly completed, failure to do so may result in the auditor being required to:

- a) Return to the property to confirm details at no additional cost
- b) Resubmit the documents at no additional cost

4.4 Abortive Visits- All properties:

- a) The auditor will be responsible for making as many visits as required to gain access to complete the audit. Under no circumstances must any correspondence be pushed

through the customer's letter box requesting another appointment access other than the appointment card as agreed by Employer.

- b) The auditor should include the cost of the abortive/no access visit within the tendered sor price, as no additional payment will be made for abortive/no access visits.

## **5.0 Materials generally:**

- a) The auditor's price for inspections shall include for all plant and tools necessary to complete works including 'consumable materials' required and all labels and documentation.
- b) All administration costs will be included for in the sor price/s, no additional payments will be made for any associated administration costs in connection with the delivery of this contract.
- c) All meetings and communications in connection with delivering this contract regardless of frequency should be allowed for in the sor price/s, no additional payment will be made.
- d) The auditor is to include in the sor price/s materials/documentation to complete the audits. No additional payments will be made for any materials used by the auditor in connection with this contract.

## **6.0 Audit reports and records:**

6.1 Audit documentation/system will be in a format as agreed by the employer.

6.2 The audit documentation shall contain as a minimum

- a) A description of the work being assessed
- b) The date of the audit inspection and original work completion date
- c) The full address including postcode of the property
- d) Any defects identified or not identified by the survey
- e) Any remedial actions taken
- f) Name of the operative who completed the work being assessed
- g) Name and signature of the individual carrying out the audit

6.3 The audit documentation shall also contain:-

- a) Details, and readings of checks carried out as part of the audit
- b) Tenant preferred telephone contact number
- c) The auditor will allow in the tendered sor costs for all system information and documentation completion.

6.4 The auditor will check 100% of the audit documentation for accuracy and compliance

6.5 The Auditor shall submit the following documents for each property completed within 5 days of issue date:

- a) Completed audit documentation.
- b) Any additional information requested to be recorded by employer.
- c) The employers chosen electronic system will also be completed by as appropriate by the auditor

6.6 Copies of various documents the Auditor will be expected to complete:

- a) Customer Satisfaction Survey
- b) Any further documents required to maintain compliance with relevant regulations.

## **7.0 Audit visits**

Visits to carry out the Works shall be carried out during normal working hours which for the purpose of this Contract shall be deemed to be 08:00 hrs - 17.00 hrs Monday to Friday and Saturday 08.30 hrs -13.00 hrs. All costs associated are to be deemed included with tendered rates.

7.1 It shall be the auditor's responsibility to ensure that all audits are carried out to the highest standards.

## **8.0 Access and Appointment System**

8.1 The auditor shall allow for making as many separate access attempts as are necessary to complete the audit at no additional cost to the Employer,

8.2 The auditor will be expected to proactively liaise with the Employer's staff as well as engaging with support workers and relatives to overcome hard to access properties.

8.3 The Employer will at no time be liable for any costs incurred by the auditor through abortive or no access visits to site regardless of the number of visits made.

## **9.0 Quality Control**

9.1 The auditor will complete up to 10% post completion audits (approx. 350 per annum) of all completed Uritas asbestos work activity.

Approx. numbers are guidance only and may exceed or be less than the figures quoted.

A minimum of one Work in Progress audit per surveyor per year (approx. 30-40 per annum) will be completed on all asbestos contract surveyors, additional WIP audits may be required based on a risk based schedule.

Approx. numbers are guidance only and may exceed or be less than the figures quoted.

9.2 Quality control reports for the previous month shall be discussed at each monthly meeting. The costs of these meetings are deemed to have been included in the Price. Customer complaints or auditor omissions or failings will be investigated and responded to by the auditor when requested by the Employer and may involve joint visits with the Employer's staff, these visits will not be chargeable to the Employer. The auditor will include for and complete 100% desk top quality checks of all documentation prior to handover to the Employer.



## **10.0 Employer's Quality Checks**

- 10.1 The Employer will endeavour to complete joint peer assessments on the auditor's staff. The auditor will permit full access and co-operate fully with the Compliance Team Internal Asbestos Auditor during these checks. No additional payment will be made to the auditor for any costs incurred during these checks. All audit documentation which does not comply with the relevant Regulations, standards and Employer requirements will need to be corrected or recompleted at no cost to the Employer and returned within 5 days

The Employer may also complete further checks and reserves the right to remove any surveyor from site who is not performing in an acceptable manner.

## **11.0 Waste Disposal**

- 11.1 The auditor shall comply with the Site Waste Management Plans Regulations 2008 (2008 SI 314) and be responsible for all waste disposal costs (including landfill tax) in connection with the provision of the Works. The auditor will publish its waste management statistics to the quarterly meetings, including a pro-rata estimate of waste arising from service-delivery to the Employer's properties. The auditor will ensure all the auditor's engineers, on this Contract, will minimise waste and maximise recycling; and not dispose of waste using the Employer's scheme or dwelling refuse bins.
- The Employer reserves the right to have faulty parts/appliances returned to them for possible testing by the manufacturer within 5 days of the part being replaced. No additional charges will be made for transporting these parts to the employer.