



# SUBCONTRACTOR HANDBOOK



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# Introduction

We know the importance of building strong relationships with subcontractors, adding value, improving performance and exceeding our client's expectations. Working throughout the UK and Ireland, we are always looking for new partners to join our team. In accordance with our supply chain management process, we strive to work with like-minded companies that share our aspirations and goals. We aim to not only develop and improve our existing supply chain but also strengthen it by working with new and innovative companies that can add value and improve our overall performance. This

approach has resulted in a dedicated workforce committed to delivering high levels of quality on time and on budget. We therefore remain committed to developing long-lasting and collaborative relationships with our supply chain as we recognize the value this adds to our business.

The Heron Bros Ltd Subcontractor Handbook has been produced to assist those suppliers interested in working with us and joining our approved supply chain. Our Subcontractor Handbook outlines our robust approval and supply chain management process providing guidance on becoming approved

and what to expect from working with us. We also outline what we expect from our suppliers with regards performance.

Our approach ensures consistency providing our clients with confidence in our ability to meet their expectations and deliver a high quality project on time and on budget.

If you are interested in becoming an approved supplier and have the opportunity to work with us on future projects throughout the UK and Ireland, then read the instructions outlined within this Handbook. We look forward to working with you soon.



# Subcontractor Policy Statement

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Heron Bros Ltd is committed to developing long-lasting and collaborative relationships with our subcontractor partners as we recognise the value this adds to our business.

We have worked hard to develop strong partnerships resulting in a dedicated workforce committed to delivering high levels of quality on time and on budget.

Our Subcontractor Handbook outlines our company values and our expectations with regards supply chain performance.

In accordance with this policy we aim to:

- Build a strong supply chain that continues to add value, improve performance and exceed our client's expectations;
- Successfully integrate our new supply chain partners into our "One Team Approach";
- Provide an environment that promotes collaborative working;
- In accordance with our "Start Smart" initiative, we will continue to achieve high standards of health, safety, environmental and quality management;
- Meet our client's expectations by delivering defect-free high quality projects on time and on budget.

This policy is communicated to all employees and our approved subcontractors. The Managing Director is responsible for the policy and is supported in his role by the appropriate business functions including the Safety, Health, and Environmental & Quality Department. The Policy is reviewed at least once annually to ensure its on-going suitability to meet the needs of the business.



**Date:** January 2017

**Damian Heron**

Heron Bros Group Managing Director

# Our Vision & Values

Our vision as an award-winning project development and construction company is to continually deliver added value through quality and sustainability while growing our client and market sectors.

We work to achieve our vision through collaborative stakeholder relationships, meeting and exceeding client expectations, through innovation and best practice, and by employing and developing people that are committed to personal development.



## RELATIONSHIPS

Heron Bros Ltd places great value in strong, lasting relationships. We are committed to:

- Developing collaborative relationships with stakeholder;
- Treating stakeholders with integrity and respect;
- Putting people first by providing a healthy and safe working environment and providing opportunities to develop their knowledge and expertise.



## FORWARD-THINKING

We understand that in this fast-paced and dynamic industry it is essential to be a forward thinking company. We are passionate about:

- Becoming a more sustainable business;
- Using innovation to drive our approach to project delivery;
- Implementing best practice.



## PASSION

At Heron Bros, passion is the foundation for everything we do. We are:

- Passionate about problem solving;
- Fixated on the detail; Inspired about building.

# Our Requirements

## Health and Safety Management

### COMPLIANCE

- Compliance with all applicable health & safety legislation
- Compliance with our health and safety policy and procedures in accordance with OHSAS18001
- Compliance with all contract requirements
- Compliance with our Start-Smart Health campaign

### COMMITMENT & COMPETENCY

- Commitment to provide adequate resources and competent supervision
- Commitment to ensure all operatives are appropriate training including CSR/CSOS/Safe Pass or equivalent
- Ensure all operatives are competent and have relevant experience to carry out the works
- Commitment to achieving our goal of zero accidents and incidents campaign

### COMMUNICATION

- Communicate and coordinate works with the Heron Bros Team
- Communicate site work requirements and associated procedures with site personnel
- Communicate any unexpected changes of method of works to project team and site personnel
- Communicate safe working practices to site operatives



# Our Requirements

## Quality Management

### COMPLIANCE

- Compliance with all applicable industry codes of practices including British / European Standards, CE Marking, and with all manufacturers specifications and guidelines
- Compliance with all agreed contract terms in relation to attendances
- Compliance with our quality management policy and procedures in accordance with ISO9001
- Compliance with our Start-Smart Quality campaign

### COMMITMENT & COMPETENCY

- Commitment to adhere to our project plan and inspection & test process
- Commitment to respond to requests issued through our Keystone quality control and defect management system

### COMMUNICATION

- Communicate our quality policy and procedures to all site personnel
- Communicate any quality related problems (inc potential problems) with a member of the Heron Bros project team
- Communicate any changes in company details, site personnel of activity related to the contract
- Ensure Heron Bros retain the most up to date information on your company



# Our Requirements

## Environmental Management

### COMPLIANCE

- Compliance with all applicable environmental legislation
- Compliance with our policy and procedures in accordance with ISO14001
- Compliance with the contract requirements (inc BREEAM, CEEQUAL, LEED etc)
- Compliance with our Start-Smart Environmental campaign

### COMMITMENT & COMPETENCY

- Commitment to identify significant environmental risks associated with project
- Commitment to provide adequate resources to protect the environment throughout works
- Commitment to ensure all site personnel receive appropriate training and are competent to complete the associated works
- Commitment to action any problem identified by the Heron Bros project team to ensure protection of the environment throughout works

### COMMUNICATION

- Communicate our policy and procedures to all site personnel
- Communicate environmental awareness and best practice to site personnel
- Communicate any changes of work practices to the Heron Bros project team that may present a risk to the natural environment
- Communicate any pollution and / or potential pollution incidents to the Heron Bros project team



# Our Requirements

## Sustainability

### COMPLIANCE

- Compliance with all legal and contract requirements
- Compliance with delivery of contract related social clauses
- Compliance with project related sustainability assessments (i.e. BREEAM, CEEQUAL, LEED, Considerate Constructors Scheme)
- Compliance with the Heron Bros Ltd sustainability strategy

### COMMITMENT & COMPETENCY

- Commitment to reporting on sustainability performance
- Commitment to helping Heron Bros achieve their challenging sustainability targets
- Commitment to maximizing our positive local community impact
- Commitment to training and development

### COMMUNICATION

- Communicate our sustainability policies and procedures to site personnel
- Communicate any changes that may impact upon our sustainability performance
- Communicate opportunities where we can improve our overall sustainability performance



# Subcontractor Benefits

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We aim to maximize the opportunities available to our supply chain. We want our relationship to benefit them and their businesses. We have therefore outlined some of the benefits our approved subcontractors can expect from working in partnership with us:



- Work with us on projects across a range of sectors throughout the UK and Ireland;
- Benefit from the Heron Bros Ltd Fair Payment & Responsible Procurement Policy;
- Increase your connectivity by collaborating with new supply chain partners;
- Opportunity to further develop your trade and skills;
- Training and development opportunities for your team;
- Fair and consistent performance management.

# Approval Process

## STEP ONE:

Subcontractor Handbook



Download a copy of our Subcontractor Handbook by visiting the Work with Us section of our website

## STEP TWO:

Pre-assessment Questionnaire



Complete our online pre-assessment questionnaire by visiting the Work for Us section of the website. If you meet our criteria your company details will be visible to our procurement teams.

## STEP THREE:

Full Approval



Supporting documentation must be submitted to complete the full approval process. This will only be required prior to being appointed to a Heron Bros project.

## STEP FOUR:

Competency Check



During the appointment stage, our procurement teams will complete a competency check to ensure your company is suitably experience and qualified for a specific project.

## STEP FIVE:

Performance Management



Once appointed to a project we will continually manage performance to ensure standards are maintained at all times.

## STEP SIX:

Performance Review



Subcontractor performance is reviewed at project completion. This is an opportunity to highlight any lessons learnt and opportunities to improve performance on future projects.

# Further Information

For further information on becoming an approved member of our supply chain please get in touch:



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