



Service Contractor Management

Introduction

Harvard University's Environmental Health & Safety (EH&S) has developed this factsheet to outline the requirements for all Harvard personal who hire or utilize both EH&S Strategic Procurement Qualified Vendors and/or General Service Contractors.

1. EH&S Strategic Procurement Qualified Vendors

EH&S and Harvard's Strategic Procurement Department established a process to evaluate and qualify and establish Master Service Agreements (MSAs) with EH&S service providers.

Services covered under this Program include:

- Asbestos Abatement and Disposal
- Asbestos Sampling and Monitoring
- EHS Consulting Services
- Licensed Site Professionals (LSP)
- Regulated Waste Disposal
- Sampling and Analytical Services
- Wastewater Compliance Services

Qualified Vendors are required to submit qualifications to Strategic Procurement (i.e. compliance history, preferred pricing, insurance rates, corporate governance, and other information depending on the specific type of services). Qualified vendors are also required to maintain an up-to-date enrollment in Highwire (CSAP).

Signed MSAs are available for use in Harvard's contract management system (Novatus). This MSA replaces any other contracts for similar services unless otherwise specified. When working with these Vendors; complete the Statement of Work Form (SOW), send the signed SOW to your purchasing manager and/or upload directly to Novatus. For additional assistance contact your school or department purchasing manager or Strategic Procurement:

<https://procurement.harvard.edu/>

2. General Service Contract Work

Contractors who provide general services can present significant environmental health and safety risks to the University.

General Service Contract Work Includes, but is not limited to:

- Landscaping
- Roof Maintenance
- Mechanical Systems Maintenance
- Electrical Maintenance
- Window Washing
- Plumbing Maintenance
- Custodial Services
- Routine painting
- All other general/operational & maintenance repairs.

Before starting work with any general service contractors you should complete the following: contact your Purchasing Coordinator/Group to complete a competitive bid for services; distribute or incorporate by reference Harvard's EH&S Service Contractor Safety Manual; participate in Pre-Task Planning - Hazard Identification meeting with contractor and request copy of Contractor Safety Programs /employee training records as described in the following section.



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In lieu of providing copies of their safety program, general service contractors can instead enroll in Highwire, and in fact this may be required for some schools. <https://www.highwire.com>

Prior to Contract/Project

- I. **Service Contractor Safety Manual** – Provide the Contractor with a copy of the Service Contractor Safety Manual; available at: <https://www.ehs.harvard.edu/programs/service-contractor-safety>

- II. **Pre-Task Planning and Hazard Identification** - Meet with Contractor, engage in pre-task planning for activities and specific tasks. Evaluate activities and tasks to identify potential hazards, applicable regulatory requirements and university specifications aimed at eliminating, mitigating and managing hazards. Review competency, plans and specific control strategies which will be utilized to mitigate hazards and ensure compliance.

Competency, plans and strategies include;

- Proper Permits, Certifications, and Licenses
- Task Specific Competent Persons (i.e. scaffold, hoisting, rigging, excavation)
- Engineering Controls
- Administrative Controls
- Personal Protective Equipment
- Public Protection Planning
- Any other elements required in order to work safely and in compliance with state, local and federal regulations.

Contractors are to document task specific control strategies and submit safety plan to University contact.

- III. **Contractor Safety Programs & Training** – Upon request, Contractors shall furnish copies of safety programs and employee training. Examples of programs and training include:

- | | |
|---------------------------------|--------------------------------|
| • Confined Space | • Hot Work |
| • Cranes & Hoists | • Lockout-Tagout |
| • Hazard Communication | • Means of Egress |
| • Hazardous Materials | • Walking and Working Surfaces |
| • Personal Protective Equipment | • Hazardous Waste |

During Project

- If unexpected hazards or conditions are encountered, contractors should stop work and consult with Harvard contact or project manager. EH&S is available consult with you and contractors to evaluate hazards/conditions.



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- Communicate the shutdown or bypass of safety and emergency equipment in the facility to all affected employees and personnel. (i.e. egress routes, machine guards, electrical systems, fire protection systems etc.)
- Periodically visit and inspect contractors work area to ensure work is being conducted in accordance with safety plan.

After Project

- Make sure all safety devices or equipment removed or bypassed during the project or service are returned to working order.
- Ensure all tools, equipment, paint, trash, debris, etc. used and accumulated by contractor are removed. If you intend to use or store materials left by contractor for future use, please ensure proper storage.

Additional Requirements and Summary

- Determine work type - EH&S Strategic Procurement Qualified Vendor or General Service Contractor?
- If EH&S Strategic Procurement Qualified Vendor - Obtain Scope of Work (SOW) and submit to Purchasing Manager for use with Master Services Agreement (MSA.)
- If General Service Contractor complete a competitive bid for services,
 - Distribute Service Contractor Safety Manual.
 - Participate in Pre-Task Planning/ Hazard Identification meeting.
 - Obtain and review safety plan documenting task specific hazard control strategies.
 - Obtain chemical inventory and Safety Data Sheets (SDS's) for materials to be used or stored on site.
- Communicate the shutdown or bypass of safety and emergency equipment in the facility to all affected employees and personnel.
- Instruct contractors to pause work and consult with Harvard contact or project manager if unexpected hazards or conditions are encountered. EH&S is available consult with you and contractors to evaluate hazards/conditions.
- Periodically visit and inspect contractors work to ensure its being conducted in accordance with safety plan.
- Contractors are prohibited from using Harvard owned personal protection equipment or tools.
- Contact EH&S with questions for assistance or consultation to evaluate potential or encountered hazards and conditions.