

## Introduction

Becoming a Flogas Approved Contractor holds with it certain expectations and responsibilities.

Our customers expect a high standard of service and, as a representative of Flogas Britain Ltd contractor, your company is expected to deliver the same level of service to our customers. These guidelines will outline to Contractors how they must work when working on behalf of Flogas Britain Ltd

Please read this document carefully and retain it for your records.

## Gas Safe Contractors

- Any Contractor working on Flogas Britain Ltd behalf are not allowed to sub contract out any work without prior written permission from Flogas Britain Ltd
- Any Contractor carrying out a pressure relief valve replacement (PRV) for any reason will use an approved PRV clamp
- Any Contractor who is served with a prohibition notice must inform Flogas Britain Ltd immediately and stop all planned work until prior written permission is given to carry on
- All Contractors with more than one Gas Safe registered employee must ensure that audits are completed on all Gas Safe employees at least once every 12 months,

Records must be held of these audits which must be made available to Flogas on request

- Contractors must submit to Flogas Britain Ltd copies of ACS certificates for ALL Gas Safe Registered employees who will be completing work on behalf of Flogas Britain Ltd.
- A Contractor must only undertake work that they hold a valid qualification for. Where a qualification expires the contractor must supply Flogas Britain Ltd copies of updated certificates before undertaking any works
- Where a Gas Safe registration expires, no Gas Safe related work should be completed until the contractor is re-registered and a copy of the certificate is supplied to Flogas Britain Ltd

## Safe Working

As an Approved Contractor, your company is expected to ensure that your company complies with all aspects of Health and Safety procedure and all appropriate legislation at all times.

Any accidents, injuries or damage to customer property shall be reported immediately to Flogas.

Any Risk Assessments / Method statements submitted to Flogas Britain Ltd are viewed as generic.

A contractor must carry out a dynamic risk assessment on arrival on a site before any work commences to supplement the submitted Generic Risk Assessment.

## Integrity and Image

As an Approved Contractor of Flogas Britain Ltd your company is expected to observe the highest standards of ethics, integrity and conduct whilst acting on our behalf.

Whenever working on behalf of Flogas Britain Ltd your company must:

- Treat any information provided by Flogas Britain Ltd as confidential in nature
- Comply with UK data protection laws
- Record details of works completed on the documentation issued by Flogas Britain Ltd, where possible obtain a customer signature on the completion of a job. A copy should be left with the customer

Your company must not:

- Disclose confidential information to any other party except where required during work on behalf of Flogas Britain Ltd
- Use foul or offensive language
- Criticise Flogas Britain Ltd
- Promote the services of any competitor

- Sub-contract any works without the prior written permission of Flogas Britain Ltd
- Allow non-employees to attend a Flogas customer site

## Operational Requirements

As an Approved Contractor, your company must:

- Ensure that all employees carry their contractor ID badge when working for Flogas Britain Ltd
- Contractor ID badges must be returned as soon as an employee leaves your employment
- Ensure that all your operatives act in accordance with current legislation
- Ensure that works are only completed by qualified personnel
- Ensure that your company has the correct equipment for all types of work undertaken and that it is fit for purpose and within test as per manufacturers recommendations

## Operational Procedures

As an approved contractor, your company must:

- Follow all processes and procedures set out by Flogas Britain Ltd
- Agree that all operations undertaken on behalf of Flogas shall be in accordance with all relevant legislation and Flogas standards
- Submit invoices upon full completion of works and submission of appropriate documentation ensuring that all invoices reference the purchase order issued for the works completed

## Process Management

All invoices that are submitted without a valid purchase order number will be rejected and returned to the sender. Invoices must be submitted within 28 days of any works being carried out.

## Approved Contractor Process

To retain your company's status as an Approved Contractor working on behalf of Flogas Britain Ltd, you must complete the Flogas online Contractor questionnaire each year (usually in April) and supply all relevant documentation.

This questionnaire can be found at [www.flogas.co.uk/suppliers](http://www.flogas.co.uk/suppliers)

Flogas reserve the right to complete internal audits without prior notification being given.

Failure or refusal to complete the Flogas online Contractor questionnaire or supply relevant documentation may result in a suspension of all work being issued and a recall of previously issued work.

Following the completion of the Flogas online Contractor Questionnaire, Flogas Britain Ltd will review the submission and confirm to the contractor if they are an approved contractor or request further information where appropriate.



