



calidad en infraestructura



## Contractor's Manual

**January 2020**



**SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS**


**VERSION 2**

**27/01/2020**

**DG-CC-01**

**Content**

1. OBJECTIVE.....	2
2. SPECIFIC OBJECTIVES .....	2
3. REFERENCE DOCUMENTS.....	2
4. DEFINITIONS .....	3
5. RESPONSIBILITIES.....	4
6. GENERAL OBLIGATIONS.....	5
7. ACTIVITIES BEFORE THE SERVICE PROVISION.....	8
8. ACTIVITIES DURING THE SERVICE PROVISION.....	9
9. PERFORMANCE REVALUATION.....	10
10. SERIOUS MISCONDUCT.....	10
11. SANCTIONS.....	11
12. RECORDS.....	11

	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

1. OBJECTIVE Establish the minimum requirements that contractors, suppliers and specialists must meet, within the facilities, offices or projects that Joyco and its consortiums carry out, in order to control the potential risks to which they are exposed and ensure compliance with the Integrated Management System.




It applies to the development of activities inside and outside the facilities of the processes and projects where the service of suppliers, contractors and/or specialists are required.

2. SPECIFIC OBJECTIVES


- Set the general obligations and requirements that the contractor must comply with in legal matters and the Integrated Management System.
- Define the activities during the stages of the service
- Establish penalties for non-compliance with the requirements of the Integrated Management System
- To Communicate the necessary requirements for the suppliers to operate.

3. REFERENCE DOCUMENTS

Resolution 0312 of 2019  
 Decree 1072 of 2015  
 ISO 9001 Current version  
 ISO 45001 Current version  
 ISO14001 Current version


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	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

#### 4. DEFINITIONS

- Occupational accident: any sudden event that occurs due to or in connection with work and produces in the worker an injury, a functional or psychiatric disturbance, disability, or death. An occupational accident is also that which occurs during the execution of the employer's orders, even outside the workplace and working hours, during the transfer of the workers or contractors from their residence to the workplace or vice versa; likewise, when the transportation is provided by the employer and during the execution of recreational, sports or cultural activities when acting on behalf the of or in representation of the employer.
- Contractor: natural or legal person that performs activities through a contractual relationship.
- Specialist: natural or legal person who is responsible before Joyco for the effective management of advisory, audit, design, supervision, construction, and operation, among others.
- Personal Protective Equipment (PPE): personal protective equipment is understood as "any equipment, apparatus or device specifically designed and manufactured to protect the human body, in whole or in part, from specific occupational risks or occupational diseases".
- Emergency: any situation that requires immediate attention because it affects or may affect the life, physical integrity of people or the environment and requires a response greater than that established for the daily operation of processes.
- Confined Space: an enclosed or partially enclosed space not designed or intended to be occupied by people and has a restricted entry or exit based on the location, size, or means. In addition, it is a space that may pose a risk to the safety and health of any person entering due to one or more of the following factors:
  - Its design, construction, location or atmosphere, the materials or substances contained within, the work activities performed, or the safety, process, and mechanical hazards that may be present.
- SOHE: Safety, Occupational Health and Environmental.
- Work-related incident: An event occurring during or concerning a job or task that had the potential to produce an accident, in which people were involved without injury, property damage and/or process loss.

	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

- Work at height: any activity that involves working above 1.5 m above or below ground level.

## 5. RESPONSIBILITIES

### PURCHASE DEPARTMENT

- Perform the suppliers, contractors, and specialists, legal person linking.
- Evaluate suppliers according to the criteria established by the integrated management system.
- Review suppliers according to the established criteria and communicate the results and actions of improvement.
- Consolidate supplier's performance

### HUMAN TALENT DEPARTMENT

- Verify that suppliers comply with SOH requirements before engagement.
- Perform the contractors and specialists, natural person linking.
- Provide training on the integrated management system in the ARL risk management platform.
- Ensure that specialists are affiliated with the ARL according to their risk.


### INTEGRATED MANAGEMENT AND INNOVATION

- Consolidate information related to the training of contractors and suppliers on SOH and Environmental issues related to the projects.

### PROFESSIONAL SOH – AND ENVIRONMENTAL

- Ensure visitors registration (contractors, suppliers, and/or specialists) in the formats provided by the Integrated Management System
- Ensure the specific induction process of the Integrated Management System to contractors or specialists who provide their services in an office or project camp.
- Verify the proper use of the necessary PPEs to execute the activities by the contractor and/or specialist.
- Verify social security, EPS, and ARL contribution payment forms of the contractor's workers operating in offices camps.
- Schedule training for suppliers, contractors, and specialists in SOH and environmental matters.
- Verify the validity of the work at heights and confined spaces certificates.
- Report accidents or incidents to the SOH and Environment managers.
- Authorize safe work permits when required.

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	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

- It is the responsibility of each site or project SOH to issue the necessary alerts in the event of non-compliance with SOH and environmental requirements and, if necessary, to suspend activities until compliance is met.

#### PROJECT MANAGER

- Review the supplier, contractor or specialist each time a service is received to measure performance in Quality, Safety, Occupational Health and Environment.
- Generate action plans aimed at complying with the requirements of the management system.
- Ensure compliance with the requirements established in this manual and the recommendations generated by the SOH-E personnel.


### 6. GENERAL OBLIGATIONS

#### STANDARDS AND LEGISLATION

- Comply with current legislation on safety, occupational health, and environment, as well as administrative and regulatory provisions and written or verbal instructions given by the authorized representative of the organization during the execution of the service.
- Identify hazards, evaluate, assess risks, and establish the necessary controls for their management, especially critical risks, to prevent the deterioration of occupational health.
- Provide a healthy and safe work environment that protects personnel from any hazard associated with the provision of a service for which they have been previously hired.
- Ensure safe work practices in the facilities and in the use of equipment, tools, and other elements used in the work.
- this document does not mention any legal regulation that is applies the provision of the service for the company, it does not exempt it from compliance and may be required at any time.

#### ACTIVITIES AND TRAINING

- Have the necessary competence for the development of the work entrusted and to strive for the improvement of their skills, seeking excellence.
- Identify environmental aspects and impacts and develop actions to mitigate said impact.
- Attend and partake in activities organized by Joyco or any of its consortiums to improve or maintain the Integrated Management System.

	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

- Register the activities conducted within the project or process in documents of the Integrated Management System.

#### OBLIGATIONS TO ITS EMPLOYEES

- It is the obligation of suppliers, contractors and specialists to guarantee the constitutional rights, human rights, legal rights and benefits enshrined in the current legislation.
- Comply and enforce these requirements to all its workers.
- Guarantee the delivery of personal protection and biosafety elements necessary for the execution of activities.
- Train workers on the risks defined in the hazard matrix.
- Ensure the care and monitoring of workers' health.

Contractors who provide their services in the organization's facilities or camps, are subject to the organization's safety, occupational health and environmental program. The same applies to legal entities and individuals who personally provide services to the organization for specific activities.

The following are the documents or requirements that must be met or a specialist during the registration stages, before and during the provision of the service, whether a natural person or legal entity provides it:

Contractor Type	Document or Requirement	Evaluation and entry of the supplier database	Before the service provision	During service provision	To whom the document or requirement is issued
Natural and legal person	Single Tax Registry (RUT)	Per event			Purchases
Natural and legal person	Legal representative's ID card photocopy	Per event			Purchases
Natural and legal person	Bank certification	Per event			Purchases
Legal Person	Chamber of Commerce	Per event			Purchases

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## SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS

VERSION 2

27/01/2020

DG-CC-01

Contractor Type	Document or Requirement	Evaluation and entry of the supplier database	Before the service provision	During service provision	To whom the document or requirement is issued
Legal Person	<p>Certified by the ARL (not older than one year) according to Resolution 0312 of 2019 percentage of compliance higher than 85%.</p> <p>If not certified, the supplier must provide:</p> <p>Self-assessment and monitoring of the OHSMS system signed by the professional with its respective license</p>	Per event			Purchases
Legal person More than 1 employee	Risk matrix, ppes matrix, emergency plan, certificate of affiliation to the company ARL.	Per event			Purchases
Natural and legal person	Bid or economic proposal	Per event			Purchases and Human Talent
Natural and legal person	Resume with supports of qualified personnel	Per event			Purchases and Human Talent
Natural and legal person	Occupational medical examination of personnel (valid for less than three years)	Per event			Purchases and Human Talent
Natural and legal person	Certificates of affiliation to EPS and APF or social security payment	Per event			Purchases and Human Talent
Legal person More than 1 employee	Certificates of final disposal of solid waste, Raee, RCD, Respel	Per event			Purchases and Human Talent
Natural and legal person	Supplier evaluation (Performed by Joyco's purchasing manager or the consortium)	Per event			-
Natural and legal person	Payroll or proof of payment of social security contributions to EPS, ARL, AFP, with a contribution base corresponding to 40% of the value of the contract, (No more than 30 days), if the person is a pensioner, they must attach a pension resolution.			Monthly or per event	Accounting
Natural and legal person	For the development of high-risk activities (work at heights, work in confined spaces, work with electricity), present proof of classification of the risk level of the company or of the worker performing the activity (ARL certificate according to current regulations)	Per event	Per event	Per event	Purchases

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**SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS**

**VERSION 2**

**27/01/2020**

**DG-CC-01**

Natural and legal person	Introduction of the Integrated Management System to the personnel executing the activities (this is done through the ARL SURA web platform; the Human Resources process carries out the registration). The induction process is performed when the activities object of the contract, involve field trips or work in Joyco's facilities or its consortiums.		Per event	Per event	Integrated management and innovation-Purchases
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## SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS

VERSION 2

27/01/2020


DG-CC-01

Contractor Type	Document or Requirement	Evaluation and entry of the supplier database	Before the service provision	During service provision	To whom the document or requirement is issued
Natural and legal person	Records of PPE delivery and correct use of equipment and PPE for contracted work (when necessary).		Per event	Monthly	Manager or SOH of the project
Natural and legal person	Certification of competences for workers performing high-risk tasks must be issued by nationally or internationally recognized entities in accordance with Colombian legislation.		Per event	Per event	Manager or SOH of the project
Legal person More than 1 employee	Improvement plan according to the initial evaluation of the SOH Management System, related to the necessary actions to correct the weaknesses entered in the self-assessment, (Decree 0312 of 2019) minimum standards of the safety and health management system for employers and contractors.		Per event	Per event	Manager or SOH of the project
Legal person More than 1 employee	Accident and occupational disease statistics for Joyco and its consortiums during the contract execution			Per event	Manager or SOH of the project
Legal person More than 1 employee	Strategic Road Safety Plan, accident statistics, vehicle fleet control, provision of legal documents for vehicles and drivers	Per event		Per event	Manager or SOH of the project
Natural and legal person	Safety data sheets of chemical products used for the service provision.		Per event	Per event	Manager or SOH of the project
Natural and legal person	Supplier reevaluation (Performed by the recipient of the service, the purchase manager or project manager) For project specialists - for service provided			Monthly	-

### 7. ACTIVITIES BEFORE THE SERVICE PROVISION.

Before performing activities in the field and providing the service, the specialist must be up to date with the documents and requirements of the previous table,

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	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

then must receive an induction of the Integrated Management System, which is done through the ARL SURA website; the registration is in charge of the Human Resources process, who sends the

username and password to the specialist's email for the induction.


The purpose of this induction is to inform Joyco and its consortiums of the obligations regarding safety, occupational health and environment (SOH-E) that must be considered for the correct development of the contract.

The Safety, Occupational Health, and Environment area must conduct an on-site induction that includes the risks inherent to the project, the emergency plan and other guidelines. Vehicles, biosafety protocols, safety protocols, etc.

For other contractors, socialization of the generalities of the integrated management system is performed.

#### 8. ACTIVITIES DURING THE SERVICE PROVISION.

- Request and use the corresponding personal protective equipment necessary for the work.
- Report any unsafe act or unsafe condition that is evidenced and make the respective report on the PARE Card, forwarding it to the Occupational Health and Safety area immediately.
- When an accident at work occurs, we are obliged to provide first aid, if the situation requires it.
- It is an obligation to report the work accident immediately to the corresponding ARL and Joyco's Occupational Health and Safety area. Once reported, the FURAT (By its Spanish acronym or single work accident report form) must be filled out within 48 working hours after the accident has occurred and a copy must be sent to the project's SOH manager and Joyco's Occupational Health and Safety area.
- According to resolution 1401 of 2007, the investigation of occupational accidents establishes that the pertinent action plans must be included and executed to prevent similar events from occurring; the accident investigation must be carried out within 15 calendar days from the occurrence of said event.
  - For high-risk activities (work at heights, work in confined spaces, and working with electricity) a work permit is required, which is only valid if it has the signature of the person responsible for the

	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>


project's SOH - headquarters.

- Attending the Integrated Management System trainings will be mandatory, especially those established at the beginning of the contracts. Likewise, if you are a frequent specialist, you must attend the annual training that Joyco or the consortium may require.
- To comply with all safety, occupational health, and environmental requirements made by Joyco or the Consortium.
  
- To register and present the current documents of all the members of the work team referring to:
  - Affiliation to the Labor Risks Administration (ARL).
  - Affiliation to the Health Promoting Entity (EPS).
  - Affiliation to the Pension Fund Administrator (AFP).
  
- For all natural persons, payment of social security contributions proof must be provided prior to the provision of the service, without exception, in case of not having paid contributions due to inactivity at work, the respective certificates of affiliation to the entities mentioned in the previous point must be presented.
- It is forbidden to consume, distribute alcohol and psychoactive substances and/or work under the effect of the same.
- When documents do not comply with the legal requirements, the contractor must make the necessary correction; if the inconsistencies are not clarified, Joyco or the consortium may terminate the contract for non-compliance and/or falsification of the requirements initially agreed upon.

## 9. PERFORMANCE REVALUATION.

The revaluation is performed according to the criteria defined in the purchasing process and is executed by a representative of Joyco or the consortium that received the service. The score obtained goes from 0 to 100%, when the qualification is below 70%, is considered deficient, therefore, the corresponding corrective actions will be taken, for this Joyco or the consortium, informs the evaluated about its performance with the non-compliances presented and requests the implementation of corrective measures to eliminate the causes of non-conformities generated.

If the evaluation does not provide or implement the necessary corrective measures

	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

to improve the rating, payments will be suspended until the anomalies are corrected.

In cases where the evaluated does not agree with the rating given by Joyco or the consortium, they will have 5 working days to present their observations along with the documents that support their objection.

#### 10. SERIOUS MISCONDUCT

The following will be taken as serious misconduct by contractors, suppliers, and/or specialists and shall be motive of suspension or contract termination:


- The contractor does not have the administrative or financial capacity to pay the salaries, benefits and indemnities of its workers.
- The contractor does not give instructions as to time, manner and place for the execution of the work of its workers or does not exercise regulatory and disciplinary powers over them, without prejudice to other coordination activities that may be necessary by the contractor for the proper development of the contract's purpose.
- The contractor does not pay salaries and legal and extra-legal benefits in a timely manner or does not comply with social security obligations.
- The contractor incurs in behaviors that violate the labor regulations during the execution of the contract.
- Failure to comply with the requirements of the quality, occupational health and safety and environmental management system.

#### 11. SANCTIONS.

It is an obligation to comply with the requirements established by the Integrated Management System in this document according to the type of service contracted, failure to comply with the established requirements will generate sanctions defined by Joyco or the Consortium are listed below:

- Results below 70% generate a reprimand, for being a legal, contractual or Integrated Management System non-compliance, the contractor must execute the improvement plan established by Joyco or the consortium; if necessary, the contractor must attend an Integrated Management System training to strengthen the issues that influenced the low qualification of the service.
- If the contractor fails to comply with the obligations of the Integrated



	<b>SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL MANUAL FOR SUPPLIERS AND CONTRACTORS</b>	
<b>VERSION 2</b>	<b>27/01/2020</b>	<b>DG-CC-01</b>

Version	Date	Changes Made
02	January 2021	The entire document is reviewed, revised, corrected and updated. The responsibilities of the internal processes on the activities of the contractors were included.
01	2015	Document made by John Paz Quintero.

Management System, contracting will be suspended for a period of six (6) months to one (1) year, depending on the seriousness of the offense. In this case, the procurement process generates an alarm to apply the corresponding sanction.

- If no corrections are made because of non-compliance with the obligations of the Integrated Management System, the sanction will be related to the definitive veto and contracting will not resume.

## 12. RECORDS

- Selection of suppliers, contractors, and specialists F3-18.
- Evaluation and reevaluation of suppliers, contractors and specialists F3-1 and F3-2.
- Joyco's Integrated Management System presentation (policy, organizational objectives, risks, emergency plan).

## 1. CHANGE CONTROL

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