**ANNEX 2: SPECIFICATION**

## OVERVIEW, POLICY AND PROJECT BACKGROUND

The purpose of this Invitation to Tender (ITT) is to secure a comprehensive contract with a qualified health and safety consultancy firm that can provide specialised support tailored to the unique challenges of waste management operations. WLWA is committed to maintaining the highest standards of health and safety across its operations.

We are procuring Health & Safety Advisor services to support our operations at our Abbey Road and West Drayton sites. We employ 37 staff directly – 23 staff are based in West Drayton and 14 staff are based at Abbey Road.

Health & Safety services are required to support:

1. Abbey Road Reuse and Recycling Centre (NW10 7TJ - The site is run by WLWA on behalf of the London Borough of Brent).
2. WLWA office in West Drayton (the majority of staff work from home with a small percentage being office based).

The consultancy services required encompass a wide range of health and safety requirements, which must align with WLWA’s established policies and processes. By engaging a Consultant with experience in the waste management sector, we aim to enhance our compliance with relevant legislation, improve employee safety, and promote a culture of continuous improvement in health and safety practices.

The selected consultancy will play a vital role in ensuring that our operations not only meet but exceed regulatory requirements, fostering a safe and efficient working environment for all staff and stakeholders involved.

West London Waste Authority (WLWA) is working towards a vision of being carbon neutral by 2030 and aims to support the whole industry to move towards a circular economy.

Suppliers must include with their tender full method statements and details of their proposals explaining how they shall deliver the required services. The below sections, set out the information WLWA expects to see in the method statements. Please provide full and accurate details explaining how your company will meet the requirements of this service. WLWA will use the explanations to assess the quality of the submission as per section 7 in the ITT document.

## 2. SERVICE REQUIREMENTS

To procure Health and Safety consultancy services for WLWA to obtain the external expertise to enhance compliance with regulatory standards, improve workplace safety culture, and reduce incidents of accidents and hazards within waste management operations.

The new proposed procurement aims to leverage specialised expertise, provide tailored risk management strategies, and ensure continuous monitoring and improvement of Health and Safety practices while achieving cost efficiencies and supporting sustainable waste management objectives.

In order to achieve this, WLWA will require the awarded H&S consultancy to provide the following services (including but not limited to):

* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reportable incidents support.
* Writing new risk assessments.
* High risk accident reporting support.
* Annual review of all risk assessments – Control of Substances Hazardous to Health (COSHH), fire, site processes.
* New Contractor Risk Assessment Method Statement & compliance where required.
* Quarterly site inspections of our sites.
* Review of site management plans/permits/licenses' where required.
* Verification of consultants/supplier credentials that WLMA may contract with.
* Support for supplier H&S issues.
* H&S training as per our request, for example, emergency first aid training, annually. Led or organised by the Consultants.
* H&S policy updates. Compliance and legislation updates.
* Consultancy advice on new processes / infrastructure changes or projects.
* Support for the end to end process in respect of insurance/injury claims from employees.
* H&S representation in court if required following an injury claim
* Proactively improve H&S across Sites with Strategic Plans, such as ISO or BS Accreditation.
* Construction Design Management.
* Using Work Wallet as a platform for KPI’s – Management of system, assisting Operations Manager.

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| **Task** | **Cost per hour** | **Lead Time for service** | **Outline Process** | **Evidence of competency** |
| **RIDDOR Reportable Incidents Support.**  |  |  |  |  |
| **Writing new Risk Assessments.**  |  |  |  |  |
| **High Risk Accident Reporting Support.**  |  |  |  |  |
| **Annual Review of all Risk Assessments – COSHH, Fire, Site Processes.**  |  |  |  |  |
| **Review new Contractor RAMS & Compliance where required.**  |  |  |  |  |

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| **Task** | **Cost per hour** | **Lead Time for service** | **Outline Process** | **Evidence of competency**  |
| **Quarterly Site Inspections/Audits of our Sites.**  |  |  |  |  |
| **Review of Site Management plans/permits/licenses' where required.**  |  |  |  |  |
| **Verification of consultants/supplier credentials for procurement.**  |  |  |  |  |
| **Support for supplier H&S issues.**  |  |  |  |  |
| **H&S Training.**  |  |  |  |  |

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| **Task** | **Cost per hour** | **Lead Time for service** | **Outline Process** | **Evidence of competency**  |
| **H&S Policy updates. Compliance and legislation updates.**  |  |  |  |  |
| **Consultancy advice on new processes / infrastructure changes or projects.**  |  |  |  |  |
| **Support for insurance/injury claims from employees.’**  |  |  |  |  |
| **H&S representation in court.**  |  |  |  |  |
| **Proactively improve H&S across Sites with Strategic Plans.**  |  |  |  |  |

## OUR VISION AND OBJECTIVES

At WLWA, our vision is to lead the way in health and safety consultancy within the waste management sector, grounded in a commitment to innovation, compliance, and sustainability. We seek to appoint a consultancy that will not only align with our objectives but also enrich our mission through forward-thinking approaches. Our key objectives for this contract are as follows:

* 1. Expertise in Waste Management - Engage a Consultant with experience in health and safety related to waste management operations, ensuring tailored solutions that address our specific challenges and regulatory requirements.
	2. Fast and Efficient Turnarounds - stablish processes that deliver consultancy services swiftly, with a commitment to timely responses to all requests, without compromising on quality or safety standards.
	3. Compliance with Legislation - Ensure that all consultancy practices are in strict accordance with the latest health and safety legislation, fostering a culture of excellence and diligence.
	4. Support for Carbon Net Zero Targets - Collaborate with a Consultant that actively contributes to our goal of achieving carbon net zero, integrating sustainable practices into health and safety operations.
	5. Innovative Thinking - Encourage the adoption of modern, innovative solutions that not only enhance safety but also improve operational efficiencies within our services.
	6. Value addition - Seek methodologies that can deliver additional value beyond compliance, including proactive risk assessments, tailored training programmes, and continuous improvement frameworks.

## CONTRACT DETAILS

* 1. The Contract will commence on Monday 21st April 2025.
	2. The initial term will be 2 years with option to extend for an additional 12 months. For absolute clarity, this contract is proposed as a 2 + 1, subject to satisfactory performance by the supplier.

DEFAULTS

* 1. The Consultant shall provide the Service in accordance with this Contract and any instruction the Authorised Officer may give to the Consultant. The Consultant shall do so with due diligence, exercising reasonable care and skill to the standard expected of a competent Consultant providing a similar service and, in any event to the Authorised Officer’s entire satisfaction. The Consultant shall rectify any defect in its performance of the Service, which is notified to the Consultant by the Authorised Officer within the time period stated in the instruction.

HEALTH AND SAFETY

* 1. The Authority requires a high standard of Health and Safety at all times. The Consultant shall therefore ensure strict compliance with all relevant Health and Safety legislation and codes of practice as may be in force during the performance of this Contract.

CONTRACT MANAGEMENT

The Consultant will name a Contract Manager to manage the account, conduct service reviews and problem management. It is expected their role is specifically to:

* Manage performance against the agreed Key Performance Indicators taking corrective action where necessary, following accidents and near misses, as agreed with Operations Manager.

**Key Performance Indicators:**

1. **Compliance Audits**
	* **Frequency of Audits**: Conduct a minimum of 3 compliance audits per year.
	* **Audit Findings**: Achieve a compliance rate of at least 96% with health and safety regulations after each audit.
2. **Incident Response Time**
	* **Response Time**: Respond to reported health and safety incidents within 4 hours via call.
	* **Incident Resolution**: Resolve reported incidents and provide a follow-up report within 7 days.
3. **Training Sessions**
	* **Training Delivery**: Conduct a minimum of 1 health and safety training sessions per quarter.
	* **Participant Feedback**: Achieve an average participant satisfaction score of at least 4/5 for training sessions.
4. **Risk Assessments**
	* **Completion Rate**: Complete risk assessments for all identified high-risk areas within 3 months from the date of appointment.
	* **Action Plan Implementation**: Ensure that 99.6% of agreed-upon action plans are implemented within the specified time frame
* Keep abreast of developments in the legislative environment, taking action as necessary in order to comply with new requirements and advising WLWA of such developments.
* Work with WLWA to support delivery of H&S efficiencies and their waste strategies (including staff briefings, site visits)
* Ensure that either the Contract Manager and /or suitably qualified and authorised staff attend all contract meetings

The Consultant will provide a weekly report (using an excel spreadsheet format) focusing on KPIs and Health and Safety performance.

* 1. Contract value will be monitored through regular review of itemised payments, statements and invoices.

## CARBON REDUCTION AND SOCIAL VALUE

WLWA and its borough partners are committed to increasing the recycling rates to achieve the Mayor of London’s recycling target of 65% by 2030. With a vision of being carbon neutral by 2030, carbon measures are being introduced into all WLWA’s contracts.

WLWA aspires to achieve additional environmental and social value from all contracts. WLWA want to be able to measure carbon and work with our contractors to develop a process to do this. WLWA also wants to work towards going above and beyond on social value, for example planning to/having the Mayor’s Good Work Standard Accreditation.

The Consultant should provide a method statement to demonstrate:

a) Its commitment to reducing environmental impacts and pollution from its operations including waste management activities such as the collection, storage and processing of WLWA Abandoned Vehicles, sub-contractors’ operations and product circularity (recent-past, current or pipeline projects and achievements to date

b) How it proposes to report the carbon intensity of contract activities and commit to regular reporting of carbon and social value outcomes. Please include how carbon reduction yeCCar on year will be included and achieved.

c) Its commitment to deliver social benefits, such as local job creation, apprenticeships, skills development, equal opportunities, diversity and embedding fair employment practices and wages.

d) In line with the Mayor of London Responsible Procurement Policy, please confirm the Consultant will pay staff and sub-contractors the London Living Wage for London based work and/or the UK Living Wage for non-London work as a minimum. If not please confirm what steps can be made to work towards this expectation.

e) Consultant is to agree on signing WLWA Carbon Reduction Charter of Commitment (Annex 6).