



# **Standard Operating Procedures**

FOR THE

## **Contractor Safety Program**

*Knoxville Convention Center*

**REVISED May 2015  
By: Jason Bourgoyne**



Private Management for Public Facilities

701 Henley Street – Knoxville, TN 37902 ♦ PH:(865) 522-5669  
[www.knoxvilleconventioncenter.com](http://www.knoxvilleconventioncenter.com)

# **CONTRACTOR SAFETY**

## **PURPOSE**

The purpose of this document is to outline how contractor work at the Knoxville Convention Center will be provide contractors with a clear and concise understanding of the safety requirements while working at the Knoxville Convention Center.

## **RESPONSIBILITY**

The following general obligations and the more specific obligations associated with specific OSHA standards are to be enforced by the Knoxville Convention Center Director of Operations who has overall responsibility for contractor compliance, access and adherence to Convention safety procedures.

## **GENERAL REQUIREMENTS FOR CONTRACTORS AT THE CONVENTION CENTER**

The Knoxville Convention Center is a multi-employer work place. SMG expects the contractors it hires to work safely and follow all OSHA requirements covering the work that they perform.

The following policies cover all contractors working at the Knoxville Convention Center. Those contractors hired to perform certain high risk tasks such as construction, show prep, confined space entry, rigging, high voltage proximity work, and scaffold erection are subject to the more specific requirements covering those activities. Please see SMG's confined space entry, hazard communication, safe electrical work practices, fall protection, scaffolding and lock out tag out for specific contractor requirements pertaining to these activities.

- Alert security of your arrival; check with security if you are ok to park on property and where.
- Sign-in with Security; leave cell phone number of Contractor foremen
- Enter and leave the property through the Security Office
- All packages, including lunch boxes and tool boxes are subject to inspection upon arrival and departure of the property
- Safety data sheets (SDS) must be available and shared with the Knoxville Convention Center Director of Operations for all hazardous chemicals used by the contractor on Knoxville Convention Center property prior to starting work
- All hazardous chemicals must be labeled as required by OSHA
- All hazardous chemicals must be removed from the Knoxville Convention Center when the contractor's work is finished for the day or shift. If overnight storage is necessary, the contractor must first obtain prior approval from the Knoxville Convention Center Director of Operations.
- Contractors are responsible for the proper disposal of all hazardous chemicals or waste
- Contractors must limit their employees access and movement to its assigned general work area

- Contractors' must provide all necessary safety equipment as required by OSHA and SMG.
- Contractors must observe and obey all convention centers safety instructional signs
- Contractor employees must wear personnel protective equipment required as required by SMG or by its own Safety and Health Program.
- Contractor employees must not enter unauthorized areas
- Contractor employees must follow Lockout/Tagout procedures as required by OSHA standard 1910.147 and 1910.333

## **SELECTING CONTRACTORS**

The Knoxville Convention Center Director of Operations shall be involved in the selection of contractors hired by SMG to perform work at the Knoxville Convention Center. The Director of Operations approval must be obtained to hire a contractor to perform any work at the Knoxville Convention Center that involves specific OSHA requirements e.g. LOTO, Confined Space, Ladder Safety, Scaffold erection.

The following list is an outline of considerations that will help the Director of Operations come to his/her decision on selecting a contractor. There is no specific way to score the answers to these questions in making a final decision. However, the Knoxville Convention Center Director of Operations must use this information and his/her professional judgment along with an interview with the contractor's own Safety Director together in formulating and defending his decisions.

Depending upon the potential risk to the Knoxville Convention Center employees involved from the activities to be performed by the contractor, ONE single "no" answer *could* be enough to disqualify that contractor from consideration.

As an example, a contractor hired to perform asbestos abatement or confined space entry, high voltage electrical work, scaffolding erection or dismantling should be scrutinized and removed from consideration with fewer "no" answers than a contractor hired to wash windows from the ground level using hand held equipment.

1. Does the Contractor have an established and implemented worker safety and health program that includes personnel training?
2. After reviewing the Contractor's safety and health program, is it meaningful and being implemented?
3. Does the Contractor have a worker compensation experience modification rate of one or less?
4. Does the Contractor have employees that understand and read English? If not, does the Contractor adequately address (potential) language barrier issues for the safety of its workers?
5. Does the Contractor have a history of serious, repeated or willful violations or fatal accidents (one or more) from any authority such as OSHA or PESH within the past 5 years?

6. Does the Contractor have written programs for basic worker safety required by OSHA e.g. Hazard Communication, LOTO, electrical safety and the specialty training required of when doing specialized work (ie: Permit Required Confined Space Entry)
7. Does the Contractor have an established work history with other reputable firms that will recommend their work with respect to worker safety (ie: references)?
8. Does the Contractor have its own Safety Director or someone responsible for worker safety?
9. As applicable to the tasks being contracted, does the Contractor have “competent” and/or “qualified” personnel ?
10. Does the contractor have records to document the training of its competent or qualified personnel?
11. Does the contractor have a written policy that describes how it will enforce safe work practices?

### **SMG's CONTRACTOR OVERSIGHT**

Contractor work will be routinely inspected for conformance to SMG's safe work practices and for violations of OSHA requirements by the Knoxville Convention Center Director of Operations or his/her representative (ie: Craft Foremen). Depending upon the work being performed and the risks involved to employees, this inspection process may be constant -- SMG will have a representative nearby observing the contractor work at all times. SMG will document these inspections and archive the results. All violations will immediately be brought to the contractor's attention and corrected before work continues. A written description of the hazardous condition will be part of a warning letter hand delivered to the contractor that same day that also specifies that a recurrence or additional unsafe work practices can and may lead to immediate contract breaching and dismissal. This enforcement power over contractor work will be written into bid specifications as part of the hiring process to ensure the contractor is aware of this possibility should it fail to work safely.

If the Knoxville Convention Center Director of Operations determines that the condition is serious enough that it demonstrates a disregard for the safety of the contractor's employees and SMG employees or both and puts these employees at risk of serious bodily harm or death, the Security Manager or Operations Manager will consult with the Director of Operations to determine if the contractor will be immediately dismissed. If the condition warrants it, the contractor will be dismissed immediately and asked to cease all work and leave the Knoxville Convention Center.

This enforcement power over contractor work will be written into bid specifications as part of the hiring process to ensure the contractor is aware of this possibility and will act accordingly.

### **BID SPECIFICATIONS**

Bid specifications will include language that holds the contractor directly responsible for:

- General safety and health of its employees via a universal contract clause

- A specific clause that identifies those particular OSHA standards governing the specific work being contracted (e.g. Permit Required Confined Space Entry) for which the contractor must comply. The language will identify the need for finished work and installations to conform to the current and relevant specific consensus codes like the National Electrical Code or National Fire Protection Association codes as well as the standards covering the safety of the employees conducting the work (e.g. OSHA's Safe Electrical Work Practices). This language must be drafted by the Director of Operations and reviewed and approved by the Director of Operations as well as any corporate legal personnel deemed appropriate.
- A specific clause that notifies the contractor that serious worker safety infractions as determined by SMG can and will lead to its immediate dismissal from the premises.
- Oversight
  - Establish oversight, coordination and enforcement to ensure the contractor safety and health program is adequate and implemented properly.
  - Verify that contractors comply with applicable safety and health regulations by conducting regular inspections of the area where the contractors are working
- Prompt Control of Hazards
  - Ensure prompt correction and/or control of any hazards that are identified under the contractor's control.
  - Consider penalties such as contractor correction and/or contractor dismissal for repeated noncompliance by contractors, vendors or individuals.

## APPENDIX A - CONTRACTOR SAFETY PROGRAM, INSURANCE CERTIFICATES AND LICENSE REQUIREMENTS PROGRAM

### I. Access to Knoxville Convention Center

1. Stop at call box and alert security of your arrival; when parking do not park in assigned spaces, and do not block doors, ramps, docks or walk-ways
2. Sign-in with Security; leave cell phone number
3. Have preauthorization and SDS sheets for all hazardous materials to be brought on to the property
  - a. all hazardous materials must be labeled and in proper containers
  - b. all hazardous materials must be removed each evening
  - c. if overnight storage is required, obtain prior approval from the Director of Operations
  - d. contractors are responsible for the proper disposal of all hazardous chemicals or waste
4. Access is limited to the contractors' work area
5. All packages, including lunch boxes and tool boxes are subject to inspection upon arrival and departure of the property
6. Enter and leave the property through the Security Office
7. Contractors' must provide all safety equipment, including but not limited to hard hats, protective eye wear, gloves, boots, and fall protection

### II. On Site Hazard

1. Observe and obey all instructional signs
2. Follow all OSHA regulations
3. Wear all appropriate protective gear
4. Do not enter unauthorized areas
5. Use the "Lock-out/Tag-out Process" when working with boilers, pressurized CO<sub>2</sub>, and electrical equipment.
6. Core cutting, penetrations and excavations require prior approval from the Director of Operations
7. Use of on-site roof davits requires prior approval of the Director of Operations

### III. Knoxville Convention Center Requirements and Expectations

1. Follow all regulatory requirements including:
  - a. OSHA
  - b. EPA
  - c. DOT
  - d. company requirements
2. Appropriate approvals and permits must be obtained
3. Lock-out/Tag-out procedures must be followed
4. All materials, supplies and tools must not obstruct walkways, stairways, doors, or fire suppression equipment
5. All upright cylinders must be stored in the upright position in accordance with OSHA standards and have a protective cap in place when not in use
6. Areas which pose unsafe conditions must be appropriately blocked-off with caution tape and/or barricades
7. All incidents, including but not limited to injury, chemical spill or release, or property damage must be reported to security immediately
8. Smoking is permitted only in designated area
9. Contractor must provide copies of all necessary licenses and permits
10. A copy of the contractors' liability insurance certificate and Worker's Compensation Insurance must be on file with the Administrative Office at all times.
11. All emergency instructions, including building evacuation, must be followed according to the facility's plan
12. Scaffolding must be inspected and approved by the Engineering Manager prior to use
13. All waste generated by the contractor, including hazardous waste, must be removed and disposed of in accordance with environmental regulations. The contractor must take ownership of all waste, including demolition debris, and ensure that the company's name or logo is not affixed to any waste generated as a result of contractor work whatsoever

14. Where practical, waste must be recycled or reused in a responsible manner
15. DO NOT DISPOSE OF ANY LIQUID, INCLUDING WATER INTO ANY OUTSIDE DRAIN. Dispose of all non-contaminated water into a drain inside the facility
16. All sewers and storm water drains must be covered in order to keep from contamination during the contractors' project
17. Any contractors working with hazardous liquids must present and have approved an emergency plan, including provisions for trained response in the event of a spill or release
18. Contractor safety performance will be routinely evaluated

A successful safety program requires the commitment, attention and participation of everyone. We have provided you with these guidelines so that you can help us maintain a safe work environment. It is our goal to provide a safe job site for all. We thank you for adhering to our Contractor Safety Program.

Please sign and date below to acknowledge that you have received, read and will be in compliance with the Contractor Safety Program as spelled out in this document. You are also acknowledging that you have obtained the necessary authorizations to perform the duties for which you are contracted.

Failure to adhere to any part of the Contractor Safety Program can result in expulsion from the property, and termination of the contract.

---

**Company Name**

---

**Address/Phone Number**

---

**On-site Contact and Cell Phone Number**

---

**Approval**

**Date**