



Structura Project Services Limited

Contractor Responsibilities and Guidance Information

1. Introduction: Our Unwavering Expectations

At Structura Project Services LTD, our reputation is built on **uncompromising standards** of quality, safety, and ethical conduct. When you work with us, you become an extension of our team, and as such, you are expected to uphold these standards without exception. This document serves as a clear and unambiguous guide to your responsibilities and our expectations, drawing directly from Structura's established company policies.

Failure to adhere to the requirements outlined herein will not be tolerated and WILL result in immediate action, up to and including contract termination and potential legal recourse.

2. Mandatory Adherence to Structura Policies

As a contractor engaged by Structura, your operations and the conduct of your personnel must **strictly align with and adhere to** the following Structura Project Services LTD policies:

2.1. Health, Safety, and Wellbeing

(Refer to: All-Encompassing Health and Safety Policy)

Your primary responsibility is to ensure the safety and well-being of your own personnel, Structura staff, clients, and any other individuals affected by your work. This includes, but is not limited to:

- **Risk Management:** You **must** proactively identify hazards and conduct thorough risk assessments for all your activities. You are required to implement and adhere to Safe Systems of Work (SSOW) and Method Statements (MS) agreed upon with Structura.
- **Accident & Incident Reporting:** All accidents, incidents, and near misses, no matter how minor, occurring on Structura-managed sites or involving Structura's projects, **must be immediately reported** to your Structura Project Lead/Site Supervisor. Full cooperation with subsequent investigations is mandatory.
- **Personal Protective Equipment (PPE):** All your personnel **must** wear appropriate and correctly maintained PPE at all times, as determined by risk assessments and site rules.
- **Site Rules:** Strict adherence to all site-specific safety rules, permits-to-work, and

Structura instructions is compulsory.

- **Competence:** All your operatives **must be demonstrably competent** and adequately trained for the tasks they undertake and the equipment they operate.

2.2. Quality Control and Defect Management

(Refer to: Quality Control and Defect Policy)

Structura delivers projects of the highest quality. We expect nothing less from our contractors:

- **Workmanship Standards:** All work performed **must meet or exceed** agreed specifications, drawings, regulatory requirements, and industry best practices.
- **Proactive Quality Checks:** You are responsible for implementing your own rigorous quality checks throughout your work.
- **Defect Reporting & Rectification:** Any defects or non-conformances identified, whether by your team, Structura, or the client, **must be immediately reported** and rectified promptly to Structura's satisfaction and within agreed timeframes. Failure to rectify defects will result in Structura taking necessary actions at your cost.

2.3. Zero Tolerance Drugs and Alcohol

(Refer to: Zero Tolerance Drugs and Alcohol Policy)

Structura operates a **strict zero-tolerance policy** towards drugs and alcohol. This applies unequivocally to all contractors and their personnel:

- **No Impairment:** No individual shall report for duty or remain at work while under the influence of alcohol, illegal drugs, or any medication that impairs their ability to perform duties safely and effectively.
- **No Possession/Use:** The possession, consumption, sale, or distribution of illegal drugs or alcohol is **strictly prohibited** on any Structura property, site, or while conducting Structura business.
- **Testing:** Structura reserves the right to conduct drug and alcohol testing for cause or post-incident, in line with our policy. Refusal to cooperate WILL be treated as a breach.

2.4. Company Vehicle Use

(Refer to: Company Vehicle Use Policy)

If your personnel operate company-owned, leased, or rented vehicles provided by Structura, or their own vehicles for Structura business, they **must** adhere to our

Company Vehicle Use Policy:

- **Safe Operation:** All drivers **must** operate vehicles safely, legally, and responsibly, adhering to all traffic laws.
- **Reporting:** All accidents, incidents, traffic violations, or defects involving vehicles used for Structura business **must be reported immediately**.
- **Personal Liability:** Drivers are personally responsible for all fines (e.g., speeding, parking) incurred.

2.5. Anti-Bribery and Corruption / Anti-Slavery and Human Trafficking

(Refer to: Anti-Bribery and Corruption Policy, Anti-Slavery and Human Trafficking Policy)

Structura maintains the highest ethical standards. We expect the same from all our partners:

- **Ethical Conduct:** You **must not** engage in any form of bribery, corruption, or facilitation payments.
- **Human Rights:** You **must not** engage in or condone any form of modern slavery, forced labour, or human trafficking within your own operations or supply chains. Structura performs due diligence on its supply chain partners, and you are expected to cooperate fully.

3. Contractual Obligations and Compliance

Your contract with Structura is a binding agreement. We expect **full and timely compliance** with all its terms:

- **Scope of Works:** You **must** adhere strictly to the agreed Scope of Works. Any deviations, changes, or unforeseen conditions **must be formally discussed and approved by Structura** *before* proceeding. (Refer to: **Quotation & Scope Management System** for how we define scope).
- **Timelines:** Adherence to agreed project schedules and deadlines is critical for project success.
- **Payment Terms:** All payment terms and conditions, as specified in your contract, must be understood and followed.
- **Documentation:** Maintain accurate records of your work, materials, labour, and communications as required by the contract and Structura.
- **Dispute Resolution:** In the event of any contractual dispute, you are expected to engage constructively in the agreed dispute resolution mechanisms. (Refer to:

Customer Complaints and Grievance Policy and Termination of Contracts Policy).

4. Communication and Reporting

Clear and timely communication is vital for seamless project delivery:

- **Open Channels:** Maintain open and honest communication with your designated Structura Project Lead/Site Supervisor.
- **Prompt Reporting:** Report any issues, delays, potential non-conformances, or significant changes that may impact the project's safety, quality, cost, or schedule **immediately**.
- **Customer Grievances:** Any client complaints or grievances directed to you must be promptly escalated to your Structura Project Lead. (Refer to: **Customer Complaints and Grievance Policy**).

5. Consequences of Non-Compliance

Structura takes all breaches of its policies and contractual obligations extremely seriously. Failure to comply with the responsibilities and guidance outlined in this document **WILL result in immediate and decisive action**, which may include:

- **Immediate cessation of work.**
- **Removal of personnel from site.**
- **Rectification of non-compliant work at your cost.**
- **Imposition of contractual penalties or liquidated damages.**
- **Termination of your contract** (refer to: **Termination of Contracts Policy** for details on termination for cause).
- **Exclusion from future tender opportunities with Structura.**
- **Reporting to relevant authorities** in cases of serious H&S breaches, illegal activities, or ethical misconduct.

6. Conclusion: Partnership through Professionalism

Structura Project Services LTD values strong, professional partnerships. By clearly outlining these responsibilities and expectations, we aim to foster an environment of mutual understanding, shared commitment to excellence, and robust risk management. Your adherence to these principles is not just a contractual obligation, but a testament to your professionalism and a cornerstone of our collective success. We look forward to a productive and safe working relationship.