

Installations: Sub-Contractor Policy



The purpose of this policy is to ensure Symphony only works with competent sub-contractors who will act in a responsible and professional manner when representing Symphony on customer sites at any point during the installation process.

Sub-Contractor Engagement

- Only sub-contractors who can demonstrate proven skill competence via a Construction Skills Certification Scheme (CSCS) card appropriate to their trade will be considered for use on Symphony contracts.
- Our objective is that all sub-contractors when renewing their CSCS card will obtain a minimum Skilled Worker Craft card and not renew a construction site operative card.
- Any sub-contractor who wishes to work with Symphony must be able to demonstrate their CIS status.
- Any sub-contractor wishing to work with Symphony must have Public Liability Insurance Cover to the value of £5million.
- Any sub-contractor must agree to undertake Health & Safety training and/or site induction via third party software providers if requested by Symphony.
- Any sub-contractor must agree to abide by the arrangements for operating on customer sites as laid out in the Symphony Method Statement, work in such a manner as to avoid risks as identified in the risk assessments appropriate to the awarded contract and must demonstrate basic knowledge of this by answering a simple questionnaire.
- Any sub-contractor must agree to download, use and comply with the terms of any software or application that Symphony uses in order to manage and track the sub-contract works.
- No work will be authorised until the sub-contractor has signed a copy of the sub-contractor contract agreeing to work to the Symphony arrangements.
- Each sub-contractor should be able to provide references so that past work performance can be evaluated.
- Each of the above points requires documented evidence that can be logged onto the Symphony system against the unique reference number for that sub-contractor.
- Once all of the above criteria have been met a new sub-contractor can be set live for use on the system.
- Failure to comply with this policy for the recruitment of sub-contractors will be deemed a serious disciplinary offence.

Sub-Contractor Retention

- The company is aware of health surveillance requirements under current Health & Safety legislation which relate to employees. The company does not operate a health surveillance programme in relation to its sub-contractors. However, any new sub-contractor must be closely monitored for the first five fits to ensure compliance with health and safety protocol as defined by the method statement and risk assessments, together with quality of work. Failure to work to the correct standards will result in the sub-contractor being invalidated on the company's system and not being offered any further contracts.

A handwritten signature in black ink, appearing to read "Richard Bunton", written over a light blue rectangular background.

Richard Bunton, Director

Reviewed April 2026 (next review within 18 months)

The logo for Symphony, featuring the word "Symphony" in a white, serif font with a registered trademark symbol (®) to the upper right, set against a dark red background.

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- Every sub-contractor will be subject to random quality audits throughout the year, failure to work to the correct standard will result in cautions or potential removal from use.
- Each sub-contractor will be subject to random safety audits via the Installations Manager or Quality Auditor against a pre-defined checklist. Failure may result in a caution or removal from the job. Any contractor who has to be removed from site will have their ongoing status with Symphony reviewed by the Installations Director.
- Any sub-contractor who is removed from site at the request of our customer will have their status as a live sub-contractor with Symphony reviewed.
- Any sub-contractor who has a significant accident record which is deemed to be down to operator error will not be offered any further contracts.
- To be awarded new contracts a sub-contractor must maintain up to date CIS, Public Liability and CSCS status. The Symphony system will automatically prevent new sub-contracts/orders being placed on sub-contractors whose information is not valid.
- Any sub-contractor who does not have fluent English language skills will only be used as part of a team which contains at least one member whose English language skills are sufficiently fluent to be able to communicate clearly and effectively in English with the relevant site personnel.



Richard Bunton, Director

Reviewed April 2026 (next review within 18 months)

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