

ESTATES – MANAGING CONTRACTORS POLICY

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NORFOLK
CONSTABULARY



SUFFOLK
CONSTABULARY

ESTATES – MANAGING CONTRACTORS.

Owning Department: Joint Estates and Facilities Department.

Department SPOC: Head of Estates.

Risk Rating: Medium Low

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Legal Basis

Legislation specific to the subject of this policy document:

- The Management of Health & Safety at Work Regulations 1999
- The Construction (Design & Management) Regulations 2015

Other relevant legislation which you must check this document against (required by law)

- Human Rights Act 1998 (in particular A.14 – Prohibition of discrimination)
- Equality Act 2010
- Crime and Disorder Act 1998
- Health and Safety at Work etc. Act 1974 and associated Regulations
- General Data Protection Regulation (GDPR) and Data Protection Act 2018
- Freedom Of Information Act 2000
- The Civil Contingencies Act 2004

Other documentation which you must check this document against:

- College of Policing – Code of Ethics
- Norfolk and Suffolk Constabularies' Standards of Professional Behaviour
- College of Policing – Authorised Professional Practice

Other Related Documents

- Health and Safety Policy Statement

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1. Introduction

- 1.1 Norfolk and Suffolk Constabulary must ensure, so far as is reasonably practicable, the health and safety of other people working on and visiting their sites and how they interact with all of our Officers and staff.
- 1.2 Contractors appointed by Norfolk and Suffolk Constabulary must ensure, so far as is reasonably practicable, the health and safety of their staff, and must take care not to endanger the officers and staff employed by Norfolk and Suffolk Constabulary, as well as any visitors to the Constabulary sites.
- 1.3 To meet its obligations, Norfolk and Suffolk Constabulary has put in place a system to assess and to manage the risks to health and safety arising from the appointment of and the carrying out of work by contractors on their sites. This system is set out within this “Estates - Managing Contractors” policy.
- 1.4 Contractors undertaking work activity can be one of the main causes of accidents and injuries as they are less familiar with our workplaces and work practices.
- 1.5 Accidents and injuries generally occur as a result of unplanned events and always have management implications. The management of contractors is important and should be seen as a proactive management function in contrast to one that reacts to events.
- 1.6 This policy supports Health and Safety within Norfolk Constabulary and Suffolk Constabulary by ensuring that all contractors are aware of the standards expected, and that managers familiarise themselves with the provisions of the Health and Safety at Work Act 1974, The Management of Health and Safety at Work Regulations 1999 and the Construction (Design and Management) Regulations 2015 which give general advice on the management of contractors who visit the workplace to undertake work activities.
- 1.7 The principle will be that prior to appointment; contractors will have to satisfy the criteria set out in this policy and agree to comply with them and the Norfolk Constabulary and Suffolk Constabulary Health and Safety Policies.
- 1.8 It will be the responsibility of the person who issues the contract to ensure that all contractors engaged, comply with the criteria set out in this policy.
- 1.9 Decision-making will be based on the risks identified at pre-contract stage or as identified during the course of the contract /work period.

2. Scope

- 2.1 The policy applies to all persons engaging or controlling contractors whose works could:
 - Adversely affect our health, safety or welfare;
 - Cause damage to our equipment, buildings or environment; or
 - Cause negative impacts upon our operations.
- 2.2 The scope of this policy is to:

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- Maintain appropriate resources to minimise any significant risk associated with the control of contractors;
 - Monitor the effectiveness of risk controls and safe systems of work implemented to minimise the risks associated with controlling contractors;
 - Take risk management actions to minimise lone risks and to comply with specific legislative requirements and the spirit of the law;
 - Ensure competent technical advice is made available when needed.
- 2.3 This policy will cover contractors visiting Norfolk Constabulary and Suffolk Constabulary premises for any of the following purposes impacting on the estate:
- Any Estates and Facilities maintenance and service provision including:
 - Repairs of equipment or premises;
 - Any maintenance activity;
 - Installation of plant, services or equipment;
 - Building alterations;
 - Construction or demolition work;
 - Cleaning;
 - Waste Services;
 - Catering.
 - Transport Management;
 - ICT/Comms contractors;
 - BT/IT Airwave.

3. Policy Statement and Objectives

- 3.1 Norfolk Constabulary and Suffolk Constabulary will ensure that all works undertaken by contractors for or on its behalf are carried out in such a manner as to avoid, reduce or control all foreseeable risks to health and safety so far as reasonably practicable.
- 3.2 Essentially, forces undertake to select competent contractors that do not place our police officers, staff or visitors at risk and to have a management framework in place for contractors' activities and a reasonable business continuity plan in place (e.g. depending on scale of works and risk) which has been obtained and assessed as part of the procurement process.
- 3.3 This policy has been formally agreed via the approved policy development/review process. It will be maintained by the Estates and Facilities Department in conjunction with the Central Policy Unit.
- 3.4 The policy is intended to promote equality, eliminate unlawful discrimination and actively promote good relations regardless of age, disability, gender reassignment,

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marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, economic or family status.

- 3.5 Managers have a responsibility to ensure this policy is applied fairly, and unless otherwise stated, all policies and procedures are non-contractual.

4. Applicability

- 4.1 Unless otherwise stated, this policy applies to all police officers (including officers of the Special Constabulary) and all members of police staff (including police support volunteers).

5. Roles and Responsibilities

Role Title	Responsibilities
Chief Constable	• Overall accountability for the organisation in relation to health and safety issues in our premises.
Assistant Chief Officer (Estates Portfolio Holder)	• Responsible for ensuring sufficient time, systems and resources have been identified and are made available to design, plan and undertake the management of contractors, in line with this policy, and to meet legal and organisational requirements.
Head of Estates & Facilities Department and Director of ICT	Responsible for ensuring: • All applications to undertake works are considered by a suitably competent person in your department. • Competency will be achieved by means of the following: a) You will assess the health and safety training needs of your staff and provide or work with the Health & Safety Manager to facilitate, suitable training. Refresher training will be offered at appropriate intervals. b) All training, whether delivered internally or externally, should be recorded on the PDR of the member of staff. • Suitable contractors are identified and appointed in consultation in accordance with contract standing orders and with 7F Commercial Services (Procurement), where appropriate. • Except in the case of emergencies, to ensure that all applications to undertake works at are considered in a timely manner. • All approved works are designed by a competent person/consultant.

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	• Approved works are managed by suitably competent staff/people in accordance with relevant policies and procedure. • Estates & Facilities and ICT Department Project boards are advised of the suitability of all appointments and the necessary resources and time required to plan and deliver notifiable construction related projects. • Where any duties relevant to ‘Notifiable Projects’ under the Construction (Design and Management) Regulations 2015 (CDM) cannot be met, for whatever reason, these are to be reported to the relevant project board. • To draft and maintain “Site Rules” to which appointed contractors must confirm as part of their terms of appointment.
Health and Safety Manager	Responsible for: • Determining the minimum acceptable level of health and safety competency for Constabulary representatives managing construction works and Responsible Persons (for Permits-to-Work). • Advising on the content of contractor’s “Site Rules” provided by the Constabulary to contractors. • Monitoring and reviewing the effectiveness of this policy and all associated procedures, as necessary, to ensure that they remain valid and continue to ensure that the Constabulary’s meets their legal duties. • Reporting the significant findings of any monitoring or review exercise to the Constabulary’s Joint Health and Safety Committee. • Providing health and safety and fire safety general advice to persons appointing contractors and/or the Estates & Facilities Department and ICT Department to aid the safe appointment and use of contractors.
Procurement Department - Strategic Category Manager (Estates)	• Responsible for ensuring that the contract of any new contractors includes compliance to health and safety standards to be specified within their contract documentation.
All Staff Managing Contractors	• Responsible for ensuring that the contractors and consultants under their control: • Are competent to undertake the works for which they are engaged, and records of their competency are kept in date and available to all relevant departmental staff.

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(Pre-tender – Appointing a Contractor)	• Have been provided with suitable and sufficient information and instructions in accordance with this policy and regarding the local hazards that exist in the areas in which they will be working. • Have been given a copy of our “Site Rules”. • Have been given suitable asbestos information to enable them to plan and undertake their works without risk of exposure to asbestos fibres. Please Note: A copy of Asbestos information is kept in each premise ‘Site Log File’ and is available from the Estates & Facilities Department. Please refer to the Estates Management of Asbestos Guidance Note – guidance can be sought from the Estates & Facilities Department (copy available on the Estates & Facilities Services intranet page). Alastair WOODLEY – Senior Estates Officer Tel: 01473-613546 Mobile: 07738 503754 Alastair.Woodley@suffolk.police.uk • Where your manager has identified a Health & Safety training need, your subsequent attendance at the training event will be mandatory. MANAGING CONTRACTORS – PRE-TENDER STAGE – APPOINTING A CONTRACTOR: • To undertake a proactive management exercise to select the services of a competent contractor with the relevant experience, knowledge, skills, professional qualifications and with a proven safety record to not place our personnel or contractor employees at risk. • Where appropriate, contractors should be checked to ensure that they are suitably qualified to undertake the work or service to be provided. • The check list provided in Appendix 1 – Supplier Pre-Qualification Health & Safety Competency Form, must be used by staff over and above the appointment checks made by the 7F Commercial Services Department. • All documentary evidence should be retained by the relevant department and produced, if required in a court of law, to provide evidence that all reasonable practical steps in selecting suitable contractors had been taken by either Norfolk Constabulary or Suffolk Constabulary.
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All Staff Managing Contractors (Post tender – Award of Contract)	MANAGING CONTRACTORS – POST TENDER AWARD OF CONTRACT: Responsible for: • Ensuring all contractors have the correct level of vetting / security clearance as required to work on or in the premises they are due to attend. • Ensuring suitable and sufficient procedures are in place to gain effective communication, co-operation and co-ordination of all contractor works. • Ensuring that works do not commence until method statements and risk assessments (if required) have been approved by one of the following: a) The competent person commissioning the works; b) The Head of Estates Department; c) The Director of ICT; d) The Health & Safety Manager. • Advising the 'Responsible Person' for an individual site in advance (normally 48 hours' notice, except in the case of emergencies) if a 'Permit to Work' is required by a contractor working at the site, so they are aware of the additional risks identified and mitigation measures that have been put in place at their site e.g. for hot work, working at heights etc. • Permits-to-Work are required for the following: a) Hot work such as welding; b) Confined space or vessel entry; c) Cutting into pipework carrying hazardous substances; d) Work that requires electrical or mechanical isolation (including isolation of fire alarm systems); e) Work involving excavation; f) Working at height; g) Working on pressure systems; h) Working on or near asbestos containing materials; i) Work commissioned where there are risks of exposure to biological, chemical or radioactive substances. • Permits-to-Work are only issued and closed-out by suitably competent persons (Authorised Persons).
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	Please Note: Refer to the Estates & Facilities Department for Permit to Work guidance (copy available on the Estates intranet page). • The check list provided in Appendix 2 – Supplier Information Request Form, must be used by staff to ensure we are managing the contractor safely. • All documentary evidence should be retained by the relevant department and produced, if required in a court of law, to provide evidence that all reasonable practical steps in selecting suitable contractors had been taken by both Norfolk Constabulary and Suffolk Constabulary.
All Staff Managing Contractors (During Works – Monitoring)	MANAGING CONTRACTORS - MONITOR DURING WORKS: Responsible for: • Arranging for the regular inspection of contractors and/or their work where the work undertaken by a contractor could result in the health and safety of staff and/or visitors to our premises being compromised. • Undertaking periodic reviews of the contractors work on site and complete Appendix 3 – Supplier Performance Review Form to document such inspections. • Ensuring contractors are easily identifiable to Police Officers and staff whilst working on our premises; • Ensuring that contractors and consultants under their control are aware of the need to report any contractor-related incidents, including near misses, to the Health & Safety Department to ensure appropriate actions are taken in order to prevent a recurrence, so far as is reasonably practicable. • Reporting the finding of unsafe contractors, working areas or work directly to your supervisor and if the unsafe matter is of high risk, to report the same to the Responsible Person for the premise, the Health & Safety Manager and take all reasonable steps to make safe the site, or stop the works (as required) as soon as possible.
All Staff Managing Contractors (Handover, close and in use)	MANAGING CONTRACTORS – HANDOVER AND IN USE: Responsible for: • Inspecting the contractors working area and works on completion, to ensure the site is safe for occupation and operational use, before the site is occupied and/or used for operational purposes.

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	Any resulting health and safety file or information resulting from the project/works are recorded electronically by the relevant Department.
All Staff Managing Estates / Facilities / Building Construction Contractors	<i>In addition to the above</i>, responsible for ensuring that: - All construction works are managed by the Estates & Facilities Department. - All works on building fabric and services are commissioned by a suitably competent person within the Estates & Facilities Department, in accordance with this policy and any related procedures. - The '<i>Estates Job Card</i>' is completed for project works, to review the need for contractors method statements, notification of hazards to the contractor, work permits and provision of site rules to the contractor. - Where approved construction works are notifiable to the Health and Safety Executive (hereafter called 'Notifiable Projects') that those appointed are competent to undertake their duties and the "<i>Notification of Project</i>" form to advise the Health and Safety Executive of notifiable construction works has been signed and completed. - An external consultant is appointed to help manage the conformance with the provisions of the Construction (Design and Management) Regulations 2015.
'Responsible Persons' for Premises	Responsible for ensuring that: - Your premise '<i>Site Log File</i>' is readily accessible and available to contractors 24/7, for the purposes of signing in/out and checking the asbestos and fire records. - In the event that advance notice is given to you that a contractor will work under a 'Permit to Work' at your site, e.g. for hot works (welding) or working at height etc. You will ensure that you; - Understand the contractors proposed method of safe working. - Advise all other Police Officers and staff normally working from your premise of the contractors temporary 'Permit to Work' risk. - Report back to the 'Persons Commissioning the Contractor' of any user or operational factors which may impact on the proposed works or way of working.

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Contractors Responsibilities	Norfolk Constabulary and Suffolk Constabulary appointed contractors will be responsible under The Health and Safety at Work Act 1974 (HAWSA), as follows: • Section 2 (i); to ensure so far as is reasonably practicable the health, safety and welfare at work of all of its employees. • Section 2 (iii); requires organisations of five or more employees to prepare and bring to the attention of all employees that organisation's Health and Safety Statement of Safety Policy. • Section 3 (i); the contractor must conduct his undertakings in such a way as to ensure so far as reasonably practicable that persons not in his employment who may be affected by his undertakings are not exposed to risks to their health and safety. • The contractor is obliged to consider the Management of Health & Safety at Work Regulations 1999 and to undertake Risk Assessments regarding all reasonably foreseeable hazards regarding work activities. • Reporting directly and without delay any HSE, Local Authority or other enforcement action against you to Norfolk Constabulary and/or Suffolk Constabulary.
Health & Safety Manager and Head of Estates (Policy Review)	Responsible for: • Updating this policy following any reported accidents and near misses and by inspection of contractors work and work sites. • Reviewing this policy at regular intervals (no less than every 3 years) to ensure that the policy is meeting stated aims and objectives and is consistent with legislative and best practice demands.

6. Definitions

Term	Definition
CDM Regulations	According to the Construction (Design and Management) Regulations 2015 ' <i>construction work</i> ' means the carrying out of any building, civil engineering or engineering construction work.
Method Statements	A Method Statement is an extremely useful tool in reviewing the activities that are to be undertaken throughout the contract period. They are statements which establish time scales, resources, expertise and controls, and are a good method of avoiding conflict between work activities.

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	In essence, they need to be statements outlining general principles covering items such as: a) What work is to be undertaken? b) How the work will be achieved? c) Where the work is to be undertaken? d) When the work activities will be undertaken/how long the project will take to complete? e) Who will be involved in the work/and their competence qualifications? f) What skills, methods and equipment are required to carry out the work? g) Who will, if appropriate, inform the Regulators? h) Details of reasonably foreseeable risks to the health and safety of persons undertaking the work? i) Details of reasonably foreseeable risks to the health and safety of other persons not undertaking the work but who are likely to be affected? j) Details of project health and safety inspections and monitoring arrangements? k) Any other information that any parties concerned in the contract could reasonably be expected to know in order to comply with any health and safety requirements placed upon the client or contractor.
Notifiable Construction Project	A project is notifiable to the HSE if the construction phase will be longer than 30 days, has more than 20 workers on site at any point, or 500 person days of construction work. Any day on which construction work takes place is counted.
Permit-to-Work (PTW)	Safety instructions or procedures are adequate for most work activities, but some require extra care. A 'Permit to Work' is a more formal system stating exactly what work is to be done and when, and which parts are safe. A Responsible Person should assess the work and check safety at each stage. The people doing the job sign the permit to show that they understand the risks and precautions necessary.
Risk Assessments	The Management of Health and Safety at Work Regulations 1999 came into force on the 1st January 1999. The principal objective of the legislation is that all employers identify and assess the workplace risks that may be presented by their work activities and that they implement suitable and sufficient preventative and protective measures.

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	The following strategy is to be used to undertake Risk Assessments: • Identify all working activities that present risks. • Identify all hazards associated with the work activities. • Determine the relative risks associated with all the work activities. • Identify and evaluate suitable preventative and protective measures that can be taken. • Define an Implementation Strategy Plan. • Document the assessment. • Identify and provide any instruction and training that may be necessary. • Monitor and provide feedback with reference to implementation of the plan. Risk Assessments, when conducted correctly, will enable both Norfolk Constabulary and Suffolk Constabulary and the contractor to comply with the Management of Health and Safety at Work Regulations 1999 and also enable them to identify additional work which needs to be undertaken under other health and safety legislation, to ensure the health, safety and welfare at work of employees and others.
The Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR)	Require employers to report work-related fatalities, serious accidents, over-seven-day incapacitation of a worker, certain dangerous occurrences and some occupational diseases to the HSE within specified timeframes. The electronic report form, and more information is available on the HSE's website: http://www.hse.gov.uk/riddor/index.htm

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Appendix 1: Contractor Competency Form

Part A – Contractor Details		
NEW CONTRACTOR YES/NO	AMENDMENT TO CONTRACTOR YES/NO	(Please delete as appropriate)
Company Name:		
Address:		
Post Code:		
Telephone:		Contact Name:
Email:		
Company Registration No:		
Part B – Type of Work		
Brief description of the type of works to be provided.		
Part C – Pre-Qualification Health & Safety Information Required		
NOTE: This check list is to be undertaken in addition to the background 7F Commercial Services (Procurement) checks as required for all new contractors as per the 'Contract and Planning Control Document'.		Evidence Provided?
1. If you employ 5 or more people, please provide a copy of your health & safety policy statement.		YES / NO
2. Please provide a copy of your Public Liability Insurance Certificate.		YES / NO
3. Please provide evidence of your competency to undertake the work required. • e.g. Membership of trade association or professional body and/or qualifications.		YES / NO
4. Please provide evidence of your previous experience to undertake the work, together with two contact references.		YES / NO
5. Please confirm who is responsible for Health & Safety in your organisation and on site?		YES / NO
6. Please provide a copy of the Health & Safety information you provide for your workers and confirm how they are trained.		YES / NO
7. Please provide details of any accidents, injuries or dangerous occurrences reported to the HSE in the last 5 years under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).		YES / NO
8. Please confirm how you manage and control waste.		YES / NO
9. Please provide details of how your tools and equipment are safe to use and maintained.		YES / NO
10. Please provide details of how your plant and vehicles are safe to use and maintained.		YES / NO
11. Please provide details of any sub-contractors you use, together with a copy of their above information.		YES / NO
12. Please provide evidence of your Business Continuity Plan. <i>(For high value and high risk projects).</i>		YES / NO

POLICE STAFF TO COMPLETE:

"I am satisfied / not satisfied (delete as required) that the above contractor will be working safely."

Signed:

Name:

Dated:

Job Title:

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Appendix 2: Contractor Pre-Works Check Form

Instructions:

- (Yellow) to be completed by the Contractor
- (Blue) must be completed by the Norfolk or Suffolk Constabulary Employee

Part A – Contractor Details	
Company Name:	
Contact Name:	
Telephone:	
Email:	

Part B – Works Proposed	
Site/Property Name:	
Brief description of Works:	

Part C – Pre-Qualification Health & Safety Information Required	YES	NO
The below information will help us to ensure we are managing you safely. Are you.....		
	TICK REPLY	
1. Working at heights? (Permit required)		
2. Working in confined spaces? (Permit required)		
3. Working with substances which may be hazardous to health? (Permit required)		
4. Working with power tools?		
5. Interrupting or disturbing a service? (water, gas, electric) (Permit required?)		
6. Carrying out hot work? (Permit required)		
7. Working with flammable or explosive agents? (Permit required)		
8. Carrying out exaction or ground works? (Permit required)		
9. Carrying out demolition or work on the structural fabric of a building?		
10. Creating loud noises? (E.g. Noise Regulations 2005)		
11. Creating excess dust?		
12. Carrying out other work which you may create a hazard?		
13. Do you have a copy of our "Site Rules"?		
14. Do you have a copy of our site asbestos record?		
15. Do you have a copy of our site fire guidance?		
16. Have you provided a method statement for the works?		
17. Aware of our 'No Smoking' policy on site?		
18. Using our welfare facilities within our building?		
19. Bringing (heavy/large) hazardous plant or vehicles onto our site?		

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20. Content with the timescales proposed to complete the works?		
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Part C – Pre-Qualification Health & Safety Information Required The below information will help us to ensure we are managing you safely. Are you.....	YES	NO
	TICK REPLY	
21. Carrying out any works which will require physical separation e.g.: Hoarding?		
22. Co-ordinating and managing works with other sub-contractors?		
23. Concerned about any other of our site hazards or operations that may impact on you working safely?		

CONTRACTOR TO COMPLETE:

Contractor Signed:

Contractor Name:

Contractor Job Title: [AMM](#)

Dated:

POLICE STAFF TO COMPLETE:

"I am **satisfied** / **not satisfied** (delete as required) that the above contractor will be working safely."

Signed:

Name:

Dated:

Job Title:

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Appendix 3: Contractor Works Review Form

Instructions:

To be completed by the Norfolk or Suffolk Constabulary Employee.

Part A – Contractor Details	
Company Name:	
Site/Property Name:	
Brief Description of Works:	

Part B – Performance Review Check - Did the Contractor?	YES	NO
	TICK REPLY	
1. Report in & out via the Site Log File at the appropriate time and wear ID badges?		
2. Undertaken the work in a diligent and professional manner?		
3. Supervise the works as planned?		
4. Conform to the planned control measures?		
5. Wear appropriate personal protective equipment (PPE)?		
6. Use appropriate safety equipment?		
7. Provide adequate safety barriers and signage?		
8. Conduct themselves in a courteous manner?		
9. Breach of any of the "Site Rules"?		
Part C – Quality Works Check	YES	NO
1. Is the quality and standard of the works / repair on site satisfactory?		
2. Is our site / property in a managed and / or tidy condition?		

Continued....

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POLICE STAFF TO COMPLETE:

"I am **satisfied / not satisfied** (delete as required) that the above proposed supplier is competent to undertake work on our sites".

Signed:

Name:

Dated:

Job Title:

If not satisfied – was further action taken?