

Suppliers and Contractors

How you handle suppliers and contractors is important.

What to do?	Why?	How do you do this?
Choose suppliers carefully.	It is important to use suppliers that supply and handle goods safely, as well as delivering on time etc.	<ul style="list-style-type: none"> • Make sure you choose suppliers you can trust. • Ask the following questions:- <ul style="list-style-type: none"> - Does the supplier store, transport and pack their goods in a safe way? - Does the supplier/contractor provide fully referenced invoices/receipts? - Do they have any certification or quality assurance? - How quickly do they respond to your concerns?
Choose contractors carefully.	Services such as plumbers or electricians can be valuable to help you make sure your premises is safe. It is important to have contractors you can trust to deliver these services effectively.	<ul style="list-style-type: none"> • Ask other businesses for recommendations. • Check that the supplier has a Health & Safety Management System/Policy. • Buy equipment from reputable dealers. • Make sure all equipment has a guarantee / warranty. • Ask for advice from other retailers or a trade association.
Make sure your equipment works effectively.	To allow you to make your workplace is safe, it is very important that all equipment works effectively.	

What to do if things go wrong?

If you do not think that the delivery has been handled safely (for example, if you think it has placed your staff at risk), reject the delivery, if possible, and contact your supplier immediately. If you have problems with any suppliers or contractors, record your concerns on the incident sheet. If you have repeated problems, you can do the following things, depending on how serious the problem is and the response you get.

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.