

Contractor and supplier safety

Contractors and suppliers are a regular part of retail life – delivery drivers, technicians, cleaners, and security workers. As a PCBU, you are legally responsible for ensuring they are safe in your workplace.

Managing the risk

- Brief contractors on store hazards and emergency procedures before work starts.
- Check competence and qualifications for high-risk tasks such as electrical or ladder work.
- Require PPE use where necessary.
- Ensure work areas are cordoned off if they may affect workers or customers.

Do

- Check contractors in with a manager before starting work.
- Brief on emergency procedures, fire exits, and alarms.
- Confirm competence and qualifications for high-risk work.
- Record contractor risks in the risk register.
- Review contractor performance regularly.

Contractor checklist

- Contractor checked in with manager before starting work.
- Briefed on emergency procedures, fire exits, and assembly points.
- Hazard reporting and incident process explained.
- High-risk work assessed before starting.
- Appropriate PPE provided and worn.
- Work area cordoned off if needed.
- Competence and qualifications confirmed.
- Hazardous substances labelled and used safely.
- Work completed and area left clean and tidy.

Don't

- Let contractors start without induction.
- Overlook risks from contractor work.
- Fail to cordon off unsafe areas.
- Ignore contractor qualifications.
- Treat contractors as outside your safety systems.

Employee checklist

- Contractor check-in completed.
- Emergency procedures explained.
- Hazard reporting understood.
- High-risk work assessed.
- PPE provided and worn.
- Work area safe and tidy after completion.