

— FREE GUIDE FOR FACILITIES & PREMISES MANAGERS

The commercial window & exterior cleaning **compliance checklist**

Forty-two questions to ask any contractor before they set foot on your site — insurance, accreditation, safety paperwork, people, operations and pricing. Use it to score your current supplier or to run a fair tender.

HOW TO USE THIS

Tick what your contractor can evidence today.

Not "says they have" — can show you, dated, on paper or PDF. Anything unticked is a risk that sits with you as the duty holder under the Health and Safety at Work Act and the Work at Height Regulations 2005. Fewer than 30 ticks is a conversation. Fewer than 20 is a re-tender.

1 • Insurance & liability

6 items

- ☐ Public liability certificate, in date, with the insurer named
- ☐ Employer's liability certificate (legally required if they employ anyone)
- ☐ Cover level appropriate to your site (many landlords and schools require £5m+ PL)
- ☐ Working at height and use of powered access not excluded on the policy
- ☐ Certificates re-issued to you on every renewal, unprompted
- ☐ Named company matches the invoice and the operators' ID

2 • Accreditation & membership

6 items

- ☐ SafeContractor, CHAS or Constructionline (SSIP) accreditation
- ☐ Federation of Window Cleaners (FWC) membership or training
- ☐ IPAF licences for every operator using MEWPs
- ☐ PASMA if mobile towers are used
- ☐ Accreditation numbers you can verify online
- ☐ Certificates for the operators on your site, not just the owner

3 • Safety paperwork

8 items

- ☐ Site-specific risk assessment (not a generic template)
- ☐ Method statement for each task: glass, gutters, cladding, roofs
- ☐ Working at height policy and hierarchy (pole from ground first)
- ☐ Permit-to-work process if your site requires one
- ☐ COSHH data for any product used (pure water needs none)
- ☐ Equipment inspection records: poles, MEWPs, harnesses
- ☐ Accident and near-miss reporting procedure
- ☐ Lone working and vehicle movement controls for live yards

4 • People

7 items

- ☐ Enhanced DBS for anyone working at schools, care or healthcare sites
- ☐ Photo ID and uniform; operators sign in and out
- ☐ Right-to-work checks for all staff
- ☐ Training records: FWC, IPAF, first aid, manual handling
- ☐ Safeguarding policy where children or vulnerable adults are present
- ☐ Consistent team — the same people know your site
- ☐ Subcontractors declared, and held to the same standard

5 • Operations

8 items

- ☐ Written schedule for the year, agreed around your opening hours
- ☐ Visit confirmed in advance; missed visits rebooked, not skipped
- ☐ Electronic report after every visit, with photos where it matters
- ☐ Gutter and roof clearance evidenced with before/after photos of outlets
- ☐ Named contact who answers the phone, not a call centre
- ☐ Quarterly or termly review of scope and performance
- ☐ Complaints resolved within an agreed time
- ☐ Waste (moss, silt, debris) removed from site, not left in a pile

6 • Commercial terms

7 items

- ☐ Fixed per-visit price after a site survey, not an estimate over the phone
- ☐ Scope of works in writing: what is and isn't included
- ☐ No long lock-in; a fair notice period both ways
- ☐ One invoice per site or per period, with a per-unit breakdown for portfolios
- ☐ Online card payment or BACS; no cash
- ☐ Price review process stated (annual, indexed, or fixed)
- ☐ References from at least two comparable sites

Red flags

walk away if you see these

- ✓ Ladders against glazing on a multi-storey building
- ✓ "We'll email the insurance later" — twice
- ✓ No RAMS until you ask, then a generic one
- ✓ Different people every visit, no ID
- ✓ Cash-only or no invoice
- ✓ Can't name the outlets they cleared on the roof
- ✓ Chemical run-off on paving or planting
- ✓ No answer on the phone during working hours

Score sheet

SECTION	ITEMS	TICKED	NOTES
Insurance & liability	6		
Accreditation	6		
Safety paperwork	8		
People	7		
Operations	8		
Commercial terms	7		
Total	42		

Want a contractor that ticks all 42?

Pure Flex Cleaning: FWC trained, SafeContractor approved, IPAF registered, DBS checked. Free 20-minute site survey, fixed price in 2 working days.

[PURE-FLEX.COM/BOOK-A-SURVEY](https://pure-flex.com/book-a-survey)

This checklist is general guidance for buyers of cleaning services and is not legal advice. Duty holders should refer to HSE guidance on the Work at Height Regulations 2005 and the Management of Health and Safety at Work Regulations 1999.