STANDARD OPERATING PROCEDURE

Maintenance Contractor Management SOP

Document no.	SOP-MNT-010
Revision	1.0
Owner	Maintenance Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure outside contractors performing maintenance work are qualified, properly insured, briefed on site safety requirements, and supervised so their work meets the same safety and quality standard as in-house maintenance.

2. Scope

Applies to external contractors and vendors performing maintenance, repair or specialized service work on site. Construction projects managed under a separate capital project process are not covered.

Definitions

Permit to work	A formal authorization required before certain high-risk tasks, such as hot work or confined space entry, can begin.
Approved vendor list	The list of contractors who have been vetted and approved to perform work on site.
Site orientation	A briefing given to a contractor before work starts, covering site hazards, emergency procedures and site-specific rules.
Scope of work	The written description of the tasks a contractor is engaged to perform, used to check the completed work against.

3. Responsibilities

Maintenance Manager	Defines the scope of work, reviews contractor qualifications, and approves the final invoice.
Maintenance Supervisor	Coordinates site access, issues permits to work, and monitors the contractor's work in progress.
Contractor	Performs the work per the agreed scope, follows site safety rules, and provides required documentation on completion.
Safety Coordinator	Reviews contractor safety qualifications, conducts site orientation, and approves high-risk permits to work.

RACI matrix

Activity	Maintenance Manager	Maintenance Supervisor	Contractor	Safety Coordinator
Define scope of work and select contractor	R/A	C	I	-
Verify qualifications, licenses and	A	R	R	C

Activity	Maintenance Manager	Maintenance Supervisor	Contractor	Safety Coordinator
insurance				
Conduct site orientation and issue permit to work	I	R	R	A
Monitor work in progress	I	R/A	R	C
Inspect completed work and approve invoice	A	R	I	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Approved vendor list
- Scope of work and quote documentation
- Certificate of insurance and license records
- Permit to work forms
- Site safety orientation materials
- Contractor performance evaluation form

Personal protective equipment

- PPE as required by the specific scope of work
- Visitor or contractor identification badge

5. Procedure

Step	Task	Owner	Done
5.1	**Define the scope of work** Maintenance manager writes a clear scope of work describing the task, location, timeline and any specific standards the contractor must meet, and requests quotes.	Maintenance Manager	☐
5.2	**Verify contractor qualifications** Maintenance supervisor checks the contractor's license, certifications and trade qualifications for the type of work before confirming the booking.	Maintenance Supervisor	☐
5.3	**Verify insurance and add to the approved vendor list** Safety coordinator confirms the contractor's certificate of insurance meets the site's minimum requirements and adds a new contractor to the approved vendor list. **Checkpoint:** A contractor's certificate of insurance is current and on file before they are allowed on site.	Safety Coordinator	☐
5.4	**Conduct site safety orientation** Safety coordinator briefs the contractor on site hazards, emergency procedures, restricted areas and site-specific safety rules before work begins.	Safety Coordinator	☐

Step	Task	Owner	Done
5.5	**Issue a permit to work for high-risk tasks** For hot work, confined space entry or other high-risk tasks, the safety coordinator reviews and issues a permit to work before the contractor starts. **Warning:** Do not allow hot work, confined space entry or energized electrical work to begin without a signed permit to work.	Safety Coordinator	☐
5.6	**Coordinate site access** Maintenance supervisor escorts or badges in the contractor, confirms the work area is ready, and identifies the site contact for the duration of the job.	Maintenance Supervisor	☐
5.7	**Coordinate lockout/tagout with the contractor** Maintenance supervisor confirms who holds lockout/tagout authority on any shared equipment and verifies the contractor's locks are applied correctly alongside site locks.	Maintenance Supervisor	☐
5.8	**Monitor work in progress** Maintenance supervisor periodically checks the contractor's work for safety compliance and progress against the scope of work while the job is underway.	Maintenance Supervisor	☐
5.9	**Inspect completed work against scope** Maintenance supervisor inspects the finished work against the agreed scope of work and flags any item that does not meet the standard before sign-off. **Checkpoint:** Completed work matches every item in the scope of work before the contractor is signed off site.	Maintenance Supervisor	☐
5.10	**Collect contractor documentation** Contractor provides any required certificates, as-built drawings, test results or warranty documents before leaving site.	Contractor	☐
5.11	**Approve the invoice against the scope** Maintenance manager reviews the contractor's invoice against the approved scope of work and quote before approving payment.	Maintenance Manager	☐
5.12	**Evaluate contractor performance** Maintenance manager records the contractor's performance on quality, safety and schedule on the evaluation form, updating their standing on the approved vendor list.	Maintenance Manager	☐

6. Quality checks

- No contractor is granted site access without a verified certificate of insurance on file.
- Every high-risk task has a signed permit to work before it begins.
- Completed work is inspected against the scope of work before invoice approval.
- Contractor performance is recorded after every significant job.

7. Records

- Scope of work and quotes
- Certificates of insurance and licenses
- Permit to work forms
- Contractor documentation (certificates, as-builts, warranties)
- Contractor performance evaluations

8. KPIs

- Percentage of contractor jobs with a completed evaluation
- Safety incidents involving contractors
- Jobs completed within the agreed scope and budget
- Approved vendor list turnover

9. Common mistakes

- Letting a contractor start work before their insurance certificate is verified.
- Skipping site safety orientation for a contractor who has visited before.
- Issuing a permit to work without confirming the actual hazard controls are in place.
- Approving an invoice without inspecting the completed work against the scope.
- Never recording contractor performance, so problems repeat with the same vendor.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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