FREE FACILITIES & PROPERTY VENDOR AND CONTRACTOR AUDIT TEMPLATE

Vendor and Contractor Audit Checklist

Use this 60-point checklist to audit vendor qualification, contract and SLA delivery, site access, permits, safe work, service quality, PM and repairs, materials, incidents, documentation, invoicing, corrective actions, performance trends, and final sign-off.

Property / site	Audit date	Vendor / contractor	Auditor / facilities owner

Internal Facilities & Property template. Apply the current contract, procurement and vendor-approval rules, insurance and licence requirements, site safe-work procedures, specialist requirements, local regulations, and qualified legal, procurement, safety, or technical advice where applicable.

1. Audit scope, vendor register, contract profile, criticality, responsibilities, and previous findings

1 **Confirm the property, building, audit date, vendor or contractor name, service category, contract reference, and audit scope are clearly identified.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Start from the approved vendor register and current contract scope. Identify critical services, site contacts, subcontractors, previous nonconformities, and unresolved actions...

2 **Verify the vendor or contractor is listed in the current approved supplier or contractor register where such approval is required by the organization.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Start from the approved vendor register and current contract scope. Identify critical services, site contacts, subcontractors, previous nonconformities, and unresolved actions...

3 **Identify the contracted sites, service areas, critical assets, service frequencies, response obligations, and named client and vendor representatives included in scope.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Start from the approved vendor register and current contract scope. Identify critical services, site contacts, subcontractors, previous nonconformities, and unresolved actions...

4 **Review previous audit findings, complaints, service failures, incidents, repeat defects, missed visits, disputed invoices, and open corrective actions before field sampling.** VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Start from the approved vendor register and current contract scope. Identify critical services, site contacts, subcontractors, previous nonconformities, and unresolved actions...

5 **Confirm responsibilities are defined across facilities, procurement, property management, EHS or safety, security, finance, operations, and the vendor or contractor.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Start from the approved vendor register and current contract scope. Identify critical services, site contacts, subcontractors, previous nonconformities, and unresolved actions...

6 **Record vendor, contract or PO reference, audit date, auditor, facilities owner, vendor representative, procurement owner where applicable, and next review date.** VENDOR

FINAL STATUS | Enter	VENDOR OWNER | Enter	FACILITIES OWNER | Enter	MANAGEMENT APPROVAL | Enter

Execution tip: Start from the approved vendor register and current contract scope. Identify critical services, site contacts, subcontractors, previous nonconformities, and unresolved actions...

2. Qualification, licences, insurance, competency, approvals, certifications, and subcontractor authorization

7 Verify required business registrations, trade licences, professional licences, statutory approvals, or other authorization records are current where applicable to the contracted work.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Qualification evidence should match the actual work being performed. Expired insurance, missing licences, unapproved subcontractors, or unsupported competency should...

8 Confirm required insurance policies, coverage limits, validity dates, certificates, and endorsements are current and consistent with contract requirements.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Qualification evidence should match the actual work being performed. Expired insurance, missing licences, unapproved subcontractors, or unsupported competency should...

9 Review technician or worker competency records, trade qualifications, equipment authorizations, specialist certifications, and refresher requirements relevant to the sampled work.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Qualification evidence should match the actual work being performed. Expired insurance, missing licences, unapproved subcontractors, or unsupported competency should...

10 Confirm any subcontractor used on site has been disclosed, approved where required, and is subject to the same applicable qualification and site-control requirements.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Qualification evidence should match the actual work being performed. Expired insurance, missing licences, unapproved subcontractors, or unsupported competency should...

11 Check required medical fitness, training, background, security, or customer-specific approval evidence where such requirements are part of the contract or site rules.

VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Qualification evidence should match the actual work being performed. Expired insurance, missing licences, unapproved subcontractors, or unsupported competency should...

12 Escalate expired, missing, falsified, inconsistent, or out-of-scope qualification evidence and prevent unauthorized personnel or subcontractors from continuing restricted work.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Qualification evidence should match the actual work being performed. Expired insurance, missing licences, unapproved subcontractors, or unsupported competency should...

3. Contract scope, service levels, frequencies, response times, deliverables, and change control

13 — **Confirm the current contract, scope of work, SLA, service schedule, specification, or purchase-order requirements are accessible to the responsible site and vendor teams.** CRITICAL · VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Audit what the contract actually requires, not only whether someone visited the site. Compare planned frequency, response targets, completion standards, and documented...

14 — **Verify planned service frequencies, inspection intervals, preventive-maintenance tasks, staffing expectations, and response times are clearly defined for sampled services.** CRITICAL · VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Audit what the contract actually requires, not only whether someone visited the site. Compare planned frequency, response targets, completion standards, and documented...

15 — **Compare scheduled visits with actual attendance, check-in records, work orders, service reports, or other evidence to identify missed or late service.** CRITICAL · VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Audit what the contract actually requires, not only whether someone visited the site. Compare planned frequency, response targets, completion standards, and documented...

16 — **Review emergency, breakdown, or urgent-callout response against applicable target times and record repeated delays or unresolved service interruptions.** CRITICAL · VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Audit what the contract actually requires, not only whether someone visited the site. Compare planned frequency, response targets, completion standards, and documented...

17 — **Confirm scope changes, additional work, exclusions, temporary arrangements, and variations are authorized and documented rather than agreed informally in the field.** VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Audit what the contract actually requires, not only whether someone visited the site. Compare planned frequency, response targets, completion standards, and documented...

18 — **Escalate repeated missed visits, material SLA failure, undocumented scope changes, or service gaps affecting building operations, safety, or critical assets.** CRITICAL · VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Audit what the contract actually requires, not only whether someone visited the site. Compare planned frequency, response targets, completion standards, and documented...

4. Site induction, access control, permits, work authorization, worker identification, and security requirements

19 Confirm contractor personnel completed the required site induction or orientation before starting work and refresher or re-induction requirements are current where applicable.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: A qualified contractor can still create risk if site controls fail. Verify workers are identifiable, inducted, authorized for the task, and restricted to the areas and systems they...

20 Verify workers are identifiable through approved badges, permits, visitor or contractor passes, uniforms, or other site identification methods where required.

CRITICAL | VENDOR

Compliant | Needs action | Critical

LIVE PHOTO | Add

Execution tip: A qualified contractor can still create risk if site controls fail. Verify workers are identifiable, inducted, authorized for the task, and restricted to the areas and systems they...

21 Check access permissions, keys, cards, plant-room entry, roof access, restricted areas, after-hours work, and security escorts match the authorized work scope.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: A qualified contractor can still create risk if site controls fail. Verify workers are identifiable, inducted, authorized for the task, and restricted to the areas and systems they...

22 Confirm permit-to-work, work authorization, isolation approval, access permit, hot-work permit, confined-space permit, or other required control is issued before applicable work begins.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: A qualified contractor can still create risk if site controls fail. Verify workers are identifiable, inducted, authorized for the task, and restricted to the areas and systems they...

23 Inspect sign-in, sign-out, attendance, toolbox talk, shift handover, and work-area control records where these are required by site procedure.

VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: A qualified contractor can still create risk if site controls fail. Verify workers are identifiable, inducted, authorized for the task, and restricted to the areas and systems they...

24 Escalate unauthorized access, missing permits, uninducted workers, uncontrolled keys or cards, or contractor activity outside the approved location or time window.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: A qualified contractor can still create risk if site controls fail. Verify workers are identifiable, inducted, authorized for the task, and restricted to the areas and systems they...

5. Safe work, risk assessment, isolation, PPE, tools, housekeeping, barriers, and work-area control

25 Verify the contractor has an appropriate task risk assessment, method statement, job safety analysis, or equivalent safe-work plan where required for the activity.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: The contractor's method should match the actual task and site conditions. Stop or escalate work when critical controls, isolation, PPE, barriers, or competent supervision are...

26 Confirm required isolation, lockout or tagout, shutdown, line breaking, access restriction, or energy-control measures are implemented before applicable maintenance or repair work.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: The contractor's method should match the actual task and site conditions. Stop or escalate work when critical controls, isolation, PPE, barriers, or competent supervision are...

27 Inspect contractor PPE, fall protection, respiratory protection, electrical protective equipment, hearing protection, or other task-specific controls for suitable use where required.

CRITICAL | VENDOR

Compliant | Needs action | Critical

LIVE PHOTO | Add

Execution tip: The contractor's method should match the actual task and site conditions. Stop or escalate work when critical controls, isolation, PPE, barriers, or competent supervision are...

28 Check tools, ladders, lifting devices, test instruments, powered equipment, extension leads, hoses, and temporary equipment are visibly serviceable and suitable for the task.

CRITICAL | VENDOR

Compliant | Needs action | Critical

LIVE PHOTO | Add

Execution tip: The contractor's method should match the actual task and site conditions. Stop or escalate work when critical controls, isolation, PPE, barriers, or competent supervision are...

29 Verify barriers, warning signs, floor protection, dust or debris control, pedestrian separation, housekeeping, and safe material storage protect occupants and the work area.

CRITICAL | VENDOR

Compliant | Needs action | Critical

LIVE PHOTO | Add

Execution tip: The contractor's method should match the actual task and site conditions. Stop or escalate work when critical controls, isolation, PPE, barriers, or competent supervision are...

30 Escalate uncontrolled high-risk work, missing isolation, absent critical PPE, unsafe equipment, inadequate barricading, or contractor practices that expose occupants or property to harm.

CRITICAL | VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: The contractor's method should match the actual task and site conditions. Stop or escalate work when critical controls, isolation, PPE, barriers, or competent supervision are...

6. Work quality, service execution, specifications, workmanship, functional results, and defect recurrence

31 **Inspect a representative sample of completed contractor work against the agreed specification, manufacturer instructions, work order, drawing, or service standard.** CRITICAL VENDOR

Compliant | Needs action | Critical — LIVE PHOTO | Add

Execution tip: Completed paperwork does not prove completed service. Sample the actual asset or area and compare workmanship, measurements, functionality, cleanliness, and repeat...

32 **Check workmanship for secure installation, correct fit, proper finishing, suitable materials, correct reinstatement, cleanliness, and absence of avoidable damage.** CRITICAL VENDOR

Compliant | Needs action | Critical — LIVE PHOTO | Add

Execution tip: Completed paperwork does not prove completed service. Sample the actual asset or area and compare workmanship, measurements, functionality, cleanliness, and repeat...

33 **Verify required functional checks, operating readings, tests, commissioning steps, or service results are recorded where applicable to the contracted task.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Completed paperwork does not prove completed service. Sample the actual asset or area and compare workmanship, measurements, functionality, cleanliness, and repeat...

34 **Compare closed work orders with actual asset or area condition to identify incomplete, inaccurate, prematurely closed, or unsupported service records.** CRITICAL VENDOR

Compliant | Needs action | Critical — LIVE PHOTO | Add

Execution tip: Completed paperwork does not prove completed service. Sample the actual asset or area and compare workmanship, measurements, functionality, cleanliness, and repeat...

35 **Review repeat callbacks, repeat breakdowns, recurring leaks, recurring alarms, repeated cleaning failures, or repeated repair of the same defect for quality concerns.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Completed paperwork does not prove completed service. Sample the actual asset or area and compare workmanship, measurements, functionality, cleanliness, and repeat...

36 **Escalate defective workmanship, failed functional results, repeated rework, damage caused by the contractor, or completed records that do not match field condition.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Completed paperwork does not prove completed service. Sample the actual asset or area and compare workmanship, measurements, functionality, cleanliness, and repeat...

7. Preventive maintenance, inspections, repairs, parts, service records, asset history, and handback

37 **Confirm sampled preventive-maintenance or inspection visits were completed at the contracted frequency and overdue tasks are visible rather than silently rolled forward.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: For maintenance contractors, verify not just attendance but the actual PM task, readings, parts, defects, safe handback, and impact on the asset history.

38 **Verify service reports identify the asset, task completed, technician, date, readings, parts used or replaced, defects found, and final status where applicable.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: For maintenance contractors, verify not just attendance but the actual PM task, readings, parts, defects, safe handback, and impact on the asset history.

39 **Check replacement parts, consumables, filters, belts, lubricants, batteries, seals, or other materials match approved specifications where the contract defines them.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: For maintenance contractors, verify not just attendance but the actual PM task, readings, parts, defects, safe handback, and impact on the asset history.

40 **Confirm defects discovered during routine service are converted into quoted work, corrective work orders, escalation, or client approval rather than omitted from the record.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: For maintenance contractors, verify not just attendance but the actual PM task, readings, parts, defects, safe handback, and impact on the asset history.

41 **Verify equipment guards, panels, valves, controls, isolations, doors, access panels, and operating settings disturbed during work are correctly restored before handback.** CRITICAL VENDOR

Compliant | Needs action | Critical

LIVE PHOTO | Add

Execution tip: For maintenance contractors, verify not just attendance but the actual PM task, readings, parts, defects, safe handback, and impact on the asset history.

42 **Escalate overdue PM, unsupported service records, incorrect parts, unreported defects, unsafe handback, or asset-history gaps that weaken maintenance control.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: For maintenance contractors, verify not just attendance but the actual PM task, readings, parts, defects, safe handback, and impact on the asset history.

8. Materials, equipment, chemicals, waste, environmental controls, subcontractors, and property protection

43 **Verify materials, spare parts, chemicals, coatings, cleaners, lubricants, sealants, or consumables used on site are approved or suitable for the contracted work.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Contractor control includes what comes onto and leaves the site. Check approved materials, chemical handling, waste removal, spill control, subcontractor activity, and...

44 **Check chemical labels, safety data information, containers, secondary containers, storage, transport, and spill-control arrangements where hazardous products are used.** CRITICAL VENDOR

Compliant | Needs action | Critical — LIVE PHOTO | Add

Execution tip: Contractor control includes what comes onto and leaves the site. Check approved materials, chemical handling, waste removal, spill control, subcontractor activity, and...

45 **Inspect contractor material storage, cylinders, equipment, tools, temporary works, skips, and work-area staging for safe placement and protection from damage or unauthorized use.** CRITICAL VENDOR

Compliant | Needs action | Critical — LIVE PHOTO | Add

Execution tip: Contractor control includes what comes onto and leaves the site. Check approved materials, chemical handling, waste removal, spill control, subcontractor activity, and...

46 **Confirm waste, removed parts, scrap, packaging, oily materials, chemical waste, or other contractor-generated waste is removed or disposed of through approved routes.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Contractor control includes what comes onto and leaves the site. Check approved materials, chemical handling, waste removal, spill control, subcontractor activity, and...

47 **Check dust, noise, vibration, odor, water discharge, spills, debris, floor damage, wall damage, ceiling damage, landscaping impact, or other environmental/property effects are controlled.** CRITICAL VENDOR

Compliant | Needs action | Critical — LIVE PHOTO | Add

Execution tip: Contractor control includes what comes onto and leaves the site. Check approved materials, chemical handling, waste removal, spill control, subcontractor activity, and...

48 **Escalate uncontrolled hazardous materials, spills, improper waste disposal, unapproved subcontractor activity, or contractor-caused property damage requiring corrective action.** CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Contractor control includes what comes onto and leaves the site. Check approved materials, chemical handling, waste removal, spill control, subcontractor activity, and...

9. Incidents, complaints, communication, documentation, invoicing, commercial control, and performance review

49 Review contractor incidents, near misses, injuries, property damage, service interruptions, alarms, complaints, or security events and confirm required reporting and follow-up were completed. CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Vendor performance is broader than technical quality. Audit incident reporting, communication, documentation, invoice accuracy, dispute handling, and whether recurring...

50 Confirm escalation contacts, emergency contacts, service desk details, account-management contacts, and communication routes are current and understood by both parties. VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Vendor performance is broader than technical quality. Audit incident reporting, communication, documentation, invoice accuracy, dispute handling, and whether recurring...

51 Check service reports, attendance records, photos, certificates, test results, permits, completion notes, and other required deliverables are submitted within agreed timelines. CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Vendor performance is broader than technical quality. Audit incident reporting, communication, documentation, invoice accuracy, dispute handling, and whether recurring...

52 Compare sampled invoices, callout charges, labor hours, materials, parts, variation claims, and additional work with approved records and contract terms where audit scope includes commercial control. VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Vendor performance is broader than technical quality. Audit incident reporting, communication, documentation, invoice accuracy, dispute handling, and whether recurring...

53 Review complaints, rejected work, disputed charges, delayed quotations, repeated communication failures, and unresolved client feedback for recurring performance issues. VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Vendor performance is broader than technical quality. Audit incident reporting, communication, documentation, invoice accuracy, dispute handling, and whether recurring...

54 Confirm vendor performance reviews or scorecards consider service quality, safety, SLA delivery, responsiveness, documentation, corrective-action closure, and recurring issues where applicable. CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Vendor performance is broader than technical quality. Audit incident reporting, communication, documentation, invoice accuracy, dispute handling, and whether recurring...

10. Audit findings, corrective actions, verification, performance trends, escalation, and final sign-off

55 **Classify findings by qualification, insurance or licence, scope or SLA, access, permit, safe work, service quality, PM or repair, materials, environmental control, documentation, commercial, or other approved category.**

VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Do not close a vendor finding because an email was sent or a ticket was raised. Verify the field condition, document, service result, or control has actually been corrected.

56 **Prioritize findings using safety impact, critical-service impact, legal or contract exposure, repeat failure, property damage, occupant impact, financial exposure, and urgency.**

CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Do not close a vendor finding because an email was sent or a ticket was raised. Verify the field condition, document, service result, or control has actually been corrected.

57 **Create corrective actions with a named client owner and vendor owner, due date, required evidence, escalation path, and agreed closure criteria.**

CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Do not close a vendor finding because an email was sent or a ticket was raised. Verify the field condition, document, service result, or control has actually been corrected.

58 **Apply immediate controls such as stopping unsafe work, restricting contractor access, isolating defective work, assigning alternate service, or requiring rework where necessary.**

CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Do not close a vendor finding because an email was sent or a ticket was raised. Verify the field condition, document, service result, or control has actually been corrected.

59 **Verify corrective action through reinspection, live photos, updated qualification documents, service records, retest results, repaired work, approved invoices, or other objective evidence before closure.**

CRITICAL VENDOR

Audit item	Status / result	Owner	Evidence	Corrective action

Execution tip: Do not close a vendor finding because an email was sent or a ticket was raised. Verify the field condition, document, service result, or control has actually been corrected.

60 **Record final audit status, critical open findings, contractor restrictions, overdue actions, repeat failures, overall performance rating, next review date, auditor, vendor representative, facilities owner, and management approval.**

CRITICAL VENDOR

FINAL STATUS | Enter	VENDOR OWNER | Enter	FACILITIES OWNER | Enter	MANAGEMENT APPROVAL | Enter

Execution tip: Do not close a vendor finding because an email was sent or a ticket was raised. Verify the field condition, document, service result, or control has actually been corrected.