



CONTRACTOR ACCESS POLICY

Executive Summary

It is vital for WMP that contractors can access police buildings to ensure safety checks and repairs are properly carried out on buildings, mechanical and electrical equipment.

The importance of minimising distractions of police officers and staff away from their roles and duties to host contractors is also fully recognised.

Whilst the risk cannot be completely eliminated, this policy seeks to provide a reasonable balance which will enable works to be completed with minimal encroachment on police officers and staff. This policy will also have a specific focus on the security levels of contractors and their access to WMP premises.

Authorised Professional Practice (APP)

WMP have adopted the [Vetting APP](#) with supplementary information contained herein, which reflects local practice and the needs of the communities served by West Midlands Police.

Scope

The Chief Constable has overall direction and control of WMP and is ultimately accountable for all policies and supporting documents of the organisation and its actions. Adherence to this force policy will be expected from all employees and representatives of WMP.

This policy does not cover those contractors working within West Midlands Counter Terrorism Unit (WMCTU) or employed on IT & Digital (IT&D). Contract arrangements for IT&D are detailed in the [WMP Information Management Policy](#).

Objectives

This policy sets out a framework for the management of contractors' arrangements for access to West Midlands Police premises.

Definitions/Acronyms

APP	Authorised Professional Practice
CAM	Corporate Asset Management
EA	Equality Assessment
FCC	Force Contact Centre
LPA	Local Policing Area
IT&D	IT and Digital
NPPV	Non-Police Personnel Vetting
SLT	Senior Leadership Team
RAMS	Risk Assessment and Method Statements
WMCTU	West Midlands Counter Terrorism Unit
WMP	West Midlands Police



Policy Statements

1. GOVERNANCE

- 1.1 The Building Maintenance Helpdesk within Corporate Asset Management (CAM) will:
- Receive order requests
 - Place orders with contractors
 - Deal with related phone and online enquiries
- 1.2 CAM is responsible for the management of its contractors.
- 1.3 Specific roles will be undertaken by Property and Estates Management and the Estates Strategy Delivery teams within CAM.
- 1.4 Other departments, such as IT&D, will be responsible for contractors in their business areas.
- 1.5 Contractors are responsible for health, safety and professional competence of their work.
- 1.6 Local Policing Area (LPA) and Departmental Senior Leadership Teams (SLT) have responsibility for the security and access to police buildings located on their LPA/specific sites.
- 1.7 A nominated person may act as a liaison or single point of contact for access by contractors.

2. CONTRACTOR VETTING

- 2.1 All contractors will be subject to Non-Police Personnel Vetting (NPPV).
- 2.2 WMP aims to enable self-access for appropriately vetted contractors to avoid unnecessary waiting times and associated costs for the force.
- 2.3 Contractors must confirm their understanding of the responsibilities conferred upon them by the vetting process and in holding an access pass. Any breach is to be dealt with as per the [Vetting APP](#) and via the appropriate contract management route.
- 2.4 Unvetted contractors are not allowed to access WMP sites. The only exceptions are:
- Contractors attending common areas for the purpose of providing deliveries, reporting in to a staffed reception area
 - Contractors attending site to carry out tasks such as meter readings, emergency works or for quoting purposes, where this is fully supervised and accompanied by suitably vetted WMP staff or officers
- 2.5 Commissioning departments (e.g. CAM, IT&D), are responsible for ensuring that access passes are recovered and disposed of appropriately at the end of any contractor access requirements on site.



3. CLASSIFICATION OF CONTRACTORS

- 3.1 A tiered system has been adopted for contractors.
- 3.2 The tiered system clusters them by longevity of contracted work, access required and matching this against vetting requirements.
- 3.3 The tier and vetting level of the contractor will be determined by the criteria set out in the vetting policy.
- 3.4 Please see the attached procedural guidance for details.

4. CONTRACTOR DATABASE & ACCESS

- 4.1 A database of contractors is maintained by Estates Vetting within CAM which is available to all staff and officers: [WMP Contractors](#) for the purpose of confirming a contractor's details and ensuring that they have suitable vetting in place.
- 4.2 The database is informed/fed by CAM, IT&D and other relevant departments for their respective business areas. The database includes contractor information such as:
 - tier of the contractor
 - level of vetting
 - full names and dates of birth where possible
 - company affiliated to
 - point of contact for the contract and/or appointment

5. SCHEDULED WORK

- 5.1 A copy of this policy must be shared with any contractors who undertake to work with us on a regular basis, or on large project works such as refurbishment or construction as part of the procurement process to ensure that they are fully aware of the access requirements.
- 5.2 The majority of contractors' visits occur during the normal working week with a much smaller number requiring urgent access, sometimes out of business normal hours, for emergency repairs.
- 5.3 The commissioning departments (IT&D, CAM etc) will liaise as appropriate to arrange access to site with the contractor and seek to synchronise contractor visits to keep disruption to a minimum.
- 5.4 CAM will ensure that sites are notified ahead of time where contractor attendance is planned, and that suitable arrangements for access are in place (either with an access pass or escorted access, depending upon the work which needs to be carried out).
- 5.5 For emergency or unplanned work, CAM will ensure that where contractors are not already vetted and have an access pass, that suitable escorted access provision is in place, either by the Surveyor, Project Officer or another appropriate staff member. Where no suitable staff member is available, local colleagues may be asked to assist, or a manned guarding escort may be commissioned where on-site support is not reasonably available.



5.6 Schedules of works will be maintained by the commissioning department (e.g. IT&D, Estates Management). The information must include:

- Location
- Time and type of scheduled work
- Details of the contractor expected
- Any special requirements

5.6 Suitably assessed and vetted contractors will be issued with (limited access) Gateway passes to facilitate their work by IT&D's Smart Card Access and Permissions team, [REDACTED]).

5.7 Where there are any concerns, queries or to confirm an appointment/call out then contact can be made with:

- Building Maintenance Helpdesk
- The relevant duty responsible person e.g. IT&D engineer or duty surveyor (Out of normal office hours, they can be contacted via the FCC).

6. HEALTH & SAFETY

6.1 Contractors are assessed for their professional competence, health and safety management arrangements by the commissioning department.

6.2 Documentation such as job sheets, appropriate permits, risk assessments and method statements (RAMS) will be overseen by the commissioning department.

6.3 Commissioning departments will also be responsible for notifying the contractors of known local hazards which they should be aware of, such as other works taking place.

6.4 Contractors are responsible for signing site attendance books, reviewing and signing asbestos registers, and noting local hazards.

6.5 Technical, health and safety competency matters are overseen by commissioning departments to ensure detailed guidance is given to contractors.

6.6 This guidance will address their safety and the impact of their work on WMP and other personnel who may be on site.

6.7 The person responsible for the health and safety for a WMP building will have the responsibility for the health and safety of all visitors and contractors to that premises.

6.8 Where necessary they will nominate a person to act as the liaison point or single point of contact for the welfare of contractors when on police premises.

7. CONTROL & AUDIT

7.1 Regular auditing will be conducted to ensure that contractors issued with passes are compliant with WMP security and health and safety procedures.



- 7.2 Audit should be conducted to verify that site access matches with work schedules and where appropriate CCTV images.
- 7.3 Contractors' personnel should carry ID / overtly wear passes and be challenged where appropriate.
- 7.4 Contractors are required to conform to WMP general and site-specific security and safety instructions such as preventing tailgating, prohibiting non-personal use of ID cards etc.
- 7.5 Non-compliance will result in appropriate action and/or escalated sanctions against the contractors and/or individuals concerned.

8. SECURITY STATE

- 8.1 Changes in National Security State Levels are likely to have an impact on the way WMP manages its contractors.
- 8.2 The current [Security State Policy](#) makes recommendations around security activity that should be undertaken at the various levels of National Security State.
- 8.3 A decision would need to be made about appropriate management of the different tiers of contractor in light of change of security state. *E.g. If the threat against police personnel moved to Critical it may be considered that both tier one and tier two contractors should be escorted on police premises and that non-urgent work could be suspended.*
- 8.4 Relevant SLTs would be required to identify suitable resources and implement appropriate action plans to mitigate risk.
- 8.5 The risk to the organisation of essential works and maintenance not being carried out needs to be considered.
- 8.6 Resourcing implications of escorting more contractors while on-site at a time when it is likely increasing numbers of staff will be required in operations to deal with the potential / actual security threat must also be considered.
- 8.7 Commissioning departments (i.e. CAM, IT&D), or Project Managers will ensure that contractors are aware of any security related risks as part of their site induction. This will include a briefing on expected behaviours and required actions if any potential security issues are identified, such as site intruders, YouTubers or 'Urban Explorers'.

Relevant Legislation / Policies / Procedural Guidance

- [WMP Information Management Policy](#)
- [WMP Security State Policy](#)
- [WMP Contractors Procedural Guidance](#)



Equality Impact Assessment

WMP places trust in their employees to comply with force policies and to work in accordance with and in support of:

- [WMP Vision and Values](#)
- [Code of Ethics | College of Policing](#)
- [Voice of the Child](#)

	What impact has this policy had on the nine protected characteristics in relation to the three general duties? (If applicable)	How will this updated policy positively impact each of the nine protected characteristics in relation to the three general duties? If not, explain why it will not.
Age (including children and young persons)	At the time of writing the original Contractors Access Policy and drafting the original EA (Equality Assessment), data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	No impact identified – Risk assessments will be completed
Disability	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy.	Potentially removes the risk of by removing any presumptions in relation access provision – all contractors are required to comply with this requirement.



	No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	
Gender Reassignment	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	Potentially removes the risk of by removing any presumptions in relation access provision – all contractors are required to comply with this requirement.
Pregnancy & Maternity	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	Risk assessments are completed and will address any concerns. Specific People policies in place to support.
Marriage & Civil Partnership	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	No Impact identified



Race	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	Potentially reduces the risk of unconscious bias by having a consistent access procedure for all contractors which ensures overt identification of contractors on site.
Religion or Belief	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	Potentially reduces the risk of unconscious bias by having a consistent access procedure for all contractors which ensures overt identification of contractors on site.
Sex	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site	Potentially reduces the risk of unconscious bias by having a consistent access procedure for all contractors which ensures overt identification of contractors on site.
Sexual Orientation	At the time of writing the original Contractors Access Policy and drafting the original EA, data was gathered on the number of contractor visits per year, the reason for contractor visits, and number of	Potentially reduces the risk of unconscious bias by having a consistent access procedure for all contractors which ensures overt identification of contractors on site.



	visitors to the West Midlands Police estate, to help to shape and understand the potential impact of the policy. No Impact - Contractor feedback via regular contract management meetings with Account Managers Staff feedback about contractor behaviour on site.	
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Publication Instructions

Suitable for publication to public.

Document Control

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FET Lead: <i>[role and name]</i>	Mr Gillett Director of Commercial Services
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Any enquiries in relation to this policy should be made directly with the Strategic Lead.

All policies are subject to a formal consultation process which encompasses Legal, Professional Standards, Faith Groups, Trade Unions, Independent Advisory Groups and wider force groups and any other relevant parties. A record of consultation can be found on the Policy Portal.

It is responsibility of the Strategic Lead to ensure that all links within the policy are correct and accessible.

Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
2.0	September 2025	Minor changes. Team references updated.	██████████ Head of Property & Estates Management