



# How Do I Manage Subcontractors?

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# Key items for managing subcontractors

**Contracts**

**Communication**

**Payment**

**Resource  
Validation &  
Sub of Subs**

**Accountability &  
Quality Checks**

**Relationship/  
Partnership**

# Contracts

- Scope of work & Site Maps
- Service Triggers
- Pricing
- Response time
- Required documentation – photos and time logs
- Timeline for awarding work

# Communication

- Phone calls, text messages, emails and on-site meetings
- Share weather service
- Have multiple contacts, a backup in case someone is unavailable
- Address any conflicts, don't let them fester
- Pre-season & Post-season meetings

# Payment

- Provide invoice requirements
- Ensure payments are on time per the agreement

# Resource Validation

- Understand what they have for your sites, not what all they have that is doing other work
- Understand if they are subcontracting

# Accountability & Quality Checks

- Check work and provide feedback, good and bad when needed
- Ensure allocated resources are in place and expectations are being met

# Relationship/Partnership

- Focus on building a partnership, it shouldn't just be a business transaction. Ask yourself these questions about your current subcontractors:
  - Do I know about their family, wife's name, how many kids?
  - What are their hobbies, what do they do when they aren't at work?