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Contractor Work Order

Issue work to an external contractor, agree the price before it starts, and accept the work before the invoice is approved.

✦ Part A — Before work starts

1. Work order details

Work order number *e.g. CWO-2026-0148*	
Date raised	
Raised by (name and role)	
Site / property	
Building, floor or area	
Asset or equipment reference	
Priority *Emergency / Urgent / Routine / Planned*	
Required start date	
Required completion date	

2. Contractor details

Contractor company	
Trade or discipline *e.g. Mechanical, Electrical, Fabric, Lifts*	
Contact name	
Phone	
Email	
Contractor's own reference	

Purchase order number	
Framework or contract reference	

3. Agreed scope of work

Work to be carried out	
Specifically excluded from this order	
Access arrangements and site hours	
Permits required *Hot work / Confined space / Electrical isolation / Working at height / None*	
Isolations or shutdowns needed	
Materials supplied by client	

4. Compliance checks before mobilisation

Check	Done	Evidence reference	Verified by	Date
Public liability insurance in date	☐			
Employer's liability insurance in date	☐			
Professional indemnity in date (if applicable)	☐			
RAMS received and approved	☐			
Permit to work issued	☐			
Site induction completed	☐			

Check	Done	Evidence reference	Verified by	Date
Competency or trade certification verified	☐			
Sub-contractors declared and approved	☐			

✦ Work should not be released until every line above is complete. A missing RAMS is the single most common reason a contractor invoice is disputed after an incident.

✦ Part B — The money

5. Agreed price

Line	Description of work or material	Qty	Unit	Rate	Amount
1	*Replace AHU-03 supply fan bearings, labour*	*6*	*hours*	*48.00*	*288.00*
Agreed price subtotal					

6. Variations

Ref	Date	Reason for variation	Approved by	Agreed cost
V1	*14/09/2026*	*Corroded pipework found behind panel, additional 2m replacement*	*R. Mehta*	*165.00*
Variations total				

✦ A variation agreed by phone and not written here is the variation that gets argued about at invoice stage.

7. Order value summary

Agreed price subtotal	
Variations total	
Subtotal	
Retention rate (%) *e.g. 5*	
Retention held	
Tax / VAT rate (%) *e.g. 20*	
Tax / VAT	
Total payable on this order	

✦ Part C — Completion, acceptance and invoice

8. Work completed

Actual start date	
Actual completion date	
Work carried out	
Parts and materials supplied by contractor	
Waste removed and disposal reference	
Site left safe and clean *Yes / No*	
Test certificates or commissioning records issued *Yes / No / Not applicable*	
Warranty period on this work	

9. Work acceptance

Acceptance decision *Accepted / Accepted with defects / Rejected*	
Defects or outstanding items	
Date defects to be cleared by	
Accepted by (name)	
Role	
Signature	
Date accepted	

✦ Do not approve an invoice against this order until this section is signed. Acceptance is the control — an invoice approved before acceptance removes the only leverage you have to get defects cleared.

10. Invoice

Contractor invoice number	
Invoice date	
Invoice value	
Matches order value above *Yes / No*	
If no, variance and reason	
Retention released *Yes / No / Date due*	
Approved for payment by	
Date approved	
