

MANAGING CLIENT - CONTRACTOR RELATIONSHIPS TRAINING

“Building Safer, Stronger Partnerships Between Clients and Contractors.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

Health and safety law imposes strict duties on employers to protect the health, safety and welfare of persons not employed by them whilst on their premises. Anyone managing contractors working onsite, or managing contractors working on construction projects, needs to understand the legislation and its practical implications. The Institute of Occupational Safety and Health therefore drew up the syllabus for the three-day training course presented here, which we have updated to reflect the changes to the CDM Regulations introduced in 2007.

Objectives

- By the end of this course, participants will be able to:
- Understand the legal framework governing client-contractor relationships, including key aspects of the CDM Regulations.
 - Identify roles, responsibilities, and liabilities of clients, contractors, and subcontractors.
 - Recognize health, safety, and welfare obligations for all parties involved.
 - Implement effective systems for contractor selection, supervision, and control.
 - Develop and maintain clear communication and reporting procedures.
 - Promote collaboration and trust to improve performance and compliance.
 - Manage risks, monitor progress, and ensure continuous safety improvement on-site.

Why Attend

The relationship between clients and contractors is at the heart of every safe and successful project. Miscommunication or misunderstanding of responsibilities can lead to accidents, legal action, and costly delays. This training provides essential knowledge and practical tools to strengthen coordination, enhance compliance, and reduce risk exposure. Participants will gain real-world insights into managing contractors effectively while fulfilling their legal and organizational obligations.

Target Audience

This course is designed for professionals involved in planning, supervising, or managing contracted work, including:

- Project Managers and Site Supervisors
- Health and Safety Managers
- Facilities and Operations Managers
- Construction Managers and Engineers
- Procurement and Contract Officers
- Client Representatives and Duty Holders under CDM
- Anyone responsible for overseeing contractor performance or compliance

Individual Benefits

- Gain a clear understanding of client and contractor legal duties.
- Improve ability to select, brief, and monitor contractors effectively.
- Learn to identify and control risks associated with contracted work.
- Enhance communication and cooperation skills for managing external partners.
- Strengthen personal confidence and professional competence in safety leadership.

Organizational Benefits

- Ensure compliance with CDM and health & safety legislation.
- Reduce workplace incidents, liabilities, and operational disruptions.
- Improve contractor performance and accountability.
- Foster collaborative working relationships between clients, contractors, and employees.
- Strengthen organizational reputation for safety and professional integrity.

Instructional Methodology

The course uses an interactive, practical approach to learning, featuring:

- Expert-led lectures and discussions
- Group workshops and problem-solving activities
- Case studies based on real-life client-contractor scenarios
- Role-playing exercises for communication and negotiation
- Compliance tools, templates, and checklists for daily use

Course Outline

Module 1: Overview of Health and Safety Legislation and CDM Regulations

Module 2: Roles and Responsibilities of Clients, Contractors, and Designers

Module 3: Contractor Selection, Evaluation, and Pre-Qualification

Module 4: Communication, Coordination, and Control Mechanisms

Module 5: Risk Assessment and Safe Systems of Work

Module 6: Monitoring Contractor Performance and Compliance

Module 7: Incident Reporting, Investigation, and Corrective Action

Module 8: Building Long-Term, Collaborative Client-Contractor Partnerships

Module 9: Practical Case Studies and Continuous Improvement

Certification

Upon successful completion of the training, participants will receive a Certificate of Completion in Managing Client-Contractor Relationships, endorsed for compliance with IOSH guidelines and reflecting their competence in managing contractor operations safely and effectively.

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