



Sub-Contractor Access

Category: Security Related

Brief summary:

We use an outside contracted company for the cleaning of our office and restrooms (not warehouse). We have COI on site (in a padlocked room). The cleaning company has provided background checks to our company for the people coming on site to perform the weekly cleaning. One day, a senior manager was on site and did not recognize the people that came (and had our key and alarm access code). The senior manager spoke to new cleaners, who said they had been coming for several months. The senior manager confronted the contract cleaner who advised that the assigned staff had been in a car accident and “sub-contracted” our job to another contractor. A review of weekly cleaning log book shows that the subcontractors had been performing the cleaning for a number of months without notice to us.

Casual factors:

Primary Cause: Failure of cleaning contractor to inform us of his inability to perform cleaning and to inform us of their unilateral decision to give key and access code to a subcontractor (no background check provided to us.)

Secondary Cause: Failure of our personnel to notice the change in handwriting in the cleaning log book, which would have alerted us sooner to the fact that the contract cleaners were no longer performing the cleaning.

List any corrective actions:

- Developed new cleaning log form, which has sections in it to record people’s names performing the cleaning.
- Demanded photocopy of the subcontractors and said that as soon as the contracted employees were recovered from their injuries, we expected them to resume cleaning.
- Discussed the incident with our employee responsible for the office cleaning log, to make sure he is aware of any potential future changes.

Senior Management involvement:

President and Director Operations handled the communications with cleaning contractor and with employee performing weekly review of office cleaning log.