Completed Operations

Material & Equipment

- ☐ Materials used are in accordance with design specifications.
- ☐ Materials are within code for use in the USA.
- ☐ Equipment to be used on the job is appropriate for the task.
- ☐ Employees and contractors are trained to use the proper equipment to do the job.

Staff & Subcontractors

- ☐ Written hiring and selection program.
- ☐ Criminal background check for employees who interact with your customers/the public, especially workers who enter the customer's property.
- ☐ Evaluate competency of technical staff (academically qualified & experienced).
- ☐ Adequate number of properly trained and experienced workers.
- ☐ Subcontractors are experienced in the industry.
- ☐ Certificates of Insurance are required from all subcontractors.

Quality Assurance

- ☐ Skilled full-time supervisor on the job at all times.
- ☐ Design work by a licensed engineer.
- ☐ Written quality assurance program in place and followed.
- ☐ Inspection and testing procedure adequate to assure compliance with the specifications, code and standards.
- ☐ Certification, inspecting, and testing are done by a qualified, independent company.
- ☐ Inspection equipment is regularly serviced and calibrated.
- ☐ Applicable codes and standards met.
- ☐ Work approval - signoff by an engineering firm.
- ☐ Work approval - letter of acceptance from customer.

Record Keeping

Following records maintained in an orderly record-keeping system with defined record-retention criteria:

- ☐ Use a diary system to be sure all certificates of insurance are current.
- ☐ Named as an additional insured on all subcontractors' insurance policies and require proof of that endorsement.
- ☐ Certificates of insurance checked for adequate coverage and limits.
- ☐ Change orders and specifications documented and available.
- ☐ Change orders approved in writing by appropriate authority.

- ☐ Job specifications
- ☐ Blueprints
- ☐ Design criteria
- ☐ Quality control data
- ☐ Contracts
- ☐ Serial numbers of component parts
- ☐ System test results
- ☐ Complaint files (including remedial actions)
- ☐ Hold harmless agreements
- ☐ Any other support information

Warnings & Legal Review

- ☐ Customer training and written instructions provided.
- ☐ Warnings provided in the instructions and on the product.
- ☐ Work quality and performance conforms to all written or verbal expressed warranties or promises.
- ☐ All instructions, manuals, warnings, and warranties are reviewed by legal staff.
- ☐ Record retention criteria approved by legal counsel.

This document is advisory only and does not attempt to list all potential hazards or identify all possible remedial actions. You are responsible for the safety of your premises, operations, and products. FCCI Insurance Group and its affiliates and subsidiaries shall not be liable for any loss, injury, death, damage, or expense out of the use of this bulletin.