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## Clients – Opportunities and Responsibilities

### Who is a Client?

*“client” means a person who in the course or furtherance of a business—*

*(a) seeks or accepts the services of another which may be used in the carrying out of a project for him; or*

(b) carries out a project himself

The organisation commissioning or instructing design, construction, installation, alterations, maintenance or removal work. The client may be an asset, services or utility owner.

**What can a client add?**

As a client you set the tone, the way in which you incentivise your supply chain, the amount of time you allow them to dedicate to service location and avoidance and the information that you provide them can make all the difference. Those people involved in tendering work can have a special influence by ensuring that the management of the risks associated with underground services is considered during the tendering process and that expectations are clearly set at this stage through robust questioning and provision of responses.

**What are clients’ responsibilities?**

As a client you have a responsibility to take reasonable steps to ensure the competence of the organisations and people that you appoint, that the right information is available, that sufficient time and resources are provided and that there is a plan in place.

**The following checklist provides a simple guide to help clients review whether they are following best practice.**

**If it is not possible to confirm that an item has been carried out, this should provide a prompt to identify what further action should be taken as appropriate.**

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