



## Questions to Ask Your Customer when Planning for Service on Worksites

### For ALL Sites

- Name of the contracting company or person
  - Is this the general contractor or a subcontractor?
- Location of the worksite(s)
- Type of site (residential building, commercial multi-story, urban/suburban/rural, etc.)
- Days and times workers will be present
  - Number of days per week
  - Number of shifts
  - Hours per shift
- How many workers will use these units?
  - If you are dealing with a subcontractor, what are the arrangements for units on the site? Do all subs get their own provider? If so, what measures will ensure other subs' personnel do not use these units?
- Is this worksite open to anyone besides construction personnel?
  - If yes, ADA and other rules apply
- What is the estimated length of time this site will require units in days/weeks/months?
- What is the nature of the worksite?
  - What work will be done there?
  - How large is the area on which the worksite exists?
  - Will there be multiple entrances/exits?
  - Will the workers be in the same area for the duration or will the site evolve?
  - Will there be any high-rise needs? (If so, discuss wait times/protocols)
  - Will there be any night work?
  - Are there likely to be places where employees congregate?
  - Will there be a need for gender-segregated or VIP facilities?
  - Is access to the site limited to work hours or can we service when workers are not present?
- What can you tell me about special circumstances or needs of which you may be aware?
  - COVID-19 precautions
  - Delivery/set up/service requirements (time restrictions, fencing, etc.)
  - Road restrictions, venue security or impediments to trucks arriving or departing the event site
  - Terrain issues (lack of flat surfaces, need for ramps or other path of travel accommodations, mud in wet conditions, etc.)
    - Depending on the location and type of soils in the area, will a 4-wheel drive vehicle be a necessity?
  - Need for power, potable water, or other ancillary services
  - Will union labor with specific contractual expectations be present? If so, what are these contractual expectations?



**For LARGE Projects**

- Would you like toilets based on the number of workers (if so, how many) or by location and how many workers will be at that location
- Do you have a map of the worksite both today and as it will evolve that you can give/show us?
  - Knowing where you have to travel to enter a construction zone for service and where your truck needs to travel to exit may significantly impact your travel times. This is must know information to prepare a fair bid.
- If the project involves cranes (bridges, high rises) will specialized units be needed that can be hoisted?
  - Will you need to demonstrate that the units have been certified for lifting?

**For Sites with Restricted Access**

- What specific training and security clearances are required for personnel on the site?
- What procedures are necessary for entering/exiting the property?

