

22 September 2025

Dear

**ATISN 25108**

Thank you for your request which I received on 1 September. You asked for the following information, for which responses are provided below:

- The contractors and subcontractors responsible for repairing and maintaining your flagpole assets?

The Welsh Government's appointed Hard Facilities Management Contractor, Mitie, is responsible for repairing and maintaining flagpole assets at offices on the Welsh Government's administrative estate.

- The companies responsible for the annual LOLER inspection of the flagpole assets?

The company responsible for the annual LOLER inspection of the flagpole assets at offices on the Welsh Government's administrative estate is British Engineering Services, a sub-contractor via the Hard Facilities Management contract.

- The companies that supply the flags to Cadw?

I can confirm that Flagpole Express Ltd and House of flags are the current suppliers of flags to Cadw.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Cheshire  
SK9 5AF

Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely