

Guiding Principles for the Ongoing Management of the Accredited Contractors List for Land Development

This document sets out the guiding principles SA Water will follow to manage the Accredited Contractors List for Land Development ("List") including requirements and expectations of the contractors.

SA Water reserves to right to amend the guiding principles at any time.

Item	Subject	Details
1	Term	A contractor will remain accredited for as long as all required criteria is continued to be met or until expiration of the List.
2	Communication	Communication will be via email to the contractors contact details within the CMS. Communication may include updated standards, change in training requirements, industry related safety information etc. Contractors carrying out a substantial amount of work will be invited to a technical forum. Usually these will occur quarterly.
3	Published details	The List will be published on SA Water's website and may include the following information <ul style="list-style-type: none"> - Contractors name and contact details - Category of accreditation
4	Contractor Management System (CMS)	Contractors are required to remain accredited with CMS and keep contact details up to date. Contractors can use the CMS to contract SA Water or directly with SA Water's Technical Officers.
5	Training requirements	Contractors are required to keep up to date with SA Water's training requirements.
6	Supplier Performance Measurement Tool (SPMT)	At the completion of any works SA Water's representatives will capture performance via SA Water's Supplier Performance Management Tool (SPMT). The relevant topics included in this tool are – time management; compliance; staffing; relationships; planning; communications; quality of goods/products or services; information; workmanship; Work Health & Safety; environmental management; operational interfaces; ethics & standards; innovation, and; customer / 3 rd Party Issues.
7	Performance management	<p>Non-conformance notification</p> <p>In accordance with SA Water Land Development agreement, SA Waters representatives e.g. Land Development account manager and or construction technical officers or managers, may request a non-conformance notification be raised and managed in accordance with the contractor's quality management systems where workmanship fails to meet the required design standard. SA Water will work with contractor, developer superintendent and consultant engineer and developer to ensure satisfactory end result.</p> <p>Regular collaboration with the contractors to discuss performance and technical matters (forums or individual meetings) may be initiated by SA Water.</p> <p>Experience</p>

Item	Subject	Details
		<p>Contractors are required to maintain recent relevant experience.</p> <p>When a contractor has not completed a job for a period of three years they will be contacted and required to provide satisfactory evidence of alternative experience. If the contractor is unable to do this, they will be suspended from the list and will be required to reapply if they wish to be reinstated onto the list.</p> <p>Training</p> <p>SA Water supports upskilling of local industry. Contractors maybe be required to undertake training as required by SA Water. SA Water are looking at cost effective training opportunities (e.g. online training).</p> <p>Insurances and licences</p> <p>Contractors shall maintain require insurances and licences including the following, evidence of each should be provided to the land developer as appropriate.</p> <ul style="list-style-type: none"> • Public liability insurance • Professional indemnity insurance • SA Return to Work registration (or equivalent) • Consumer and Business Services (CBS) licences, including Builders Licence and Supervisors Licence/s. <p>Performance monitoring with SPMT</p> <p>The tool provides a score each month for each contractor that has completed a job during the month.</p> <p>Where a contractor fails to meet SA Water's requirements in any of the areas mentioned in the Registration of Interest document, the contractor will be required to meet with SA Water to discuss performance and agree to a plan to improve performance.</p> <p>Where a contractor has demonstrated good performance (i.e. innovation, improved working practices, exceptional safety) SA Water, by agreement, may like to share details with the wider community to support industry development.</p>
8	Suspension or removal from the List	<p>A contractor may be suspended from the list if any of the criteria is not being met or an agreed improvement plan cannot be achieved enabling the contractor to meet any legal or SA Water's requirements e.g. Safety, Environment, Heritage, quality or other requirements as necessary e.g. ethical conduct, sustainable procurement, diversity and inclusion.</p> <p>Examples also include where training is not up to date, three years has passed without adequate experience demonstrated, work contains serious breaches or fails to improve to a satisfactory standard.</p> <p>Where a contractor does not meet the requirements listed above there may be reason for their inclusion on the List to be suspended or for their removal from the List.</p> <p>Where a contractor is suspended from the List action to rectify the issue/s causing the suspension will be addressed.</p> <p>WHS issue may require SA Water's WHS specialist involvement or SafeWork SA. Environmental or heritage issue may require SA Water's Environmental and Heritage specialist involvement or the EPA.</p> <p>Cause for removal from the list may include:</p> <ul style="list-style-type: none"> • WHS breach involving SafeWork SA • Environmental breach involving the EPA • Illegal activity or serious act of tort • Cause or risk of reputational risk to SA Water

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		<ul style="list-style-type: none"> Operating in a way that disregards SA Water's sustainability, diversity and inclusion policies.
9	Adding contractors to the List	<p>The contact point for new applicant to the Accredited Contractors list for Land development is Email : majorld@sawater.com.au</p> <p>This registration and evaluation process will be in line with that of the 2019 EOI process. The applicant will be notified of the outcome within eight weeks.</p>