

# Power and Water Hydraulic Contractor and Consultant Accreditation Guidelines

## Introduction

The accreditation process aims to improve the quality and safety of the design, construction and certification of water and sewer infrastructure gifted to Power and Water Corporation (PWC). The accreditation process will include ongoing assessment of performance and will assist developers in choosing suitable contractors for water and sewerage infrastructure.

All new developments from the 1st July 2014 will be required to engage accredited designers, constructors and certifiers.

All works currently being designed or constructed will not require accreditation; however performance on these projects will be used as a measurement for ongoing accreditation.

## Why is accreditation being introduced

The accreditation process aims to document control measures to eliminate (or minimise) the potential of an adverse impact on:

safety and health of PWC and construction personnel  
safety and health for members of the public;  
service delivery;  
providing quality long term assets  
integrity of the PWC asset; and/or,  
the environment.

To clarify the roles and responsibilities

Establish an agreement between PWC and Proponents/Developers to ensure understanding of the requirements of undertaking works to be gifted to PWC

Clarify the performance management and audit expectations

Ensure those doing development works are properly qualified.

Ensure safe work practices are undertaken

- Improve timeliness and quality of development works to be gifted to PWC

## Who needs it

Anyone undertaking design, construction or certification of water and sewerage assets gifted to PWC. Accreditation will be for individuals completing design and certification works, not a business or company. Contractors completing works will be accredited as a whole of company, individual performance will impact on the company accreditation.

## What has changed

Anyone developing, designing or construction water and/or sewerage infrastructure needs to be aware of the accreditation requirements and agreements required before proceeding.

PWC have released a number of documents to clarify the changes. These include Connection Code Bulletin announcing introduction of Accreditation requirements.

[Guidelines for Water and sewerage Accreditation](#)

[Application for Water and Sewerage Accreditation](#)

[List of Accredited water and sewerage consultants and contractors](#)

Consultant and Contractor performance reports

[Development Works Permit](#)

- Power and Water Application and registration process if offered free of charge.
- Only accredited consultants and contractors may be used and they must be accredited for applicable categories of work.

## **Obligations and Responsibilities**

Accreditation requirements include new construction and connection works and must be complied with by developers, contractors, certifiers, designers and PWC.

### **Developers/Proponents**

Need to ensure that all work is undertaken by those holding current accreditation.

### **Contractors/Designers/Consultants**

Will be required to apply for accreditation through the application process and ensure compliance with the PWC design, construction and certification standards detailed in the PWC Connection Code.

### **PWC**

Provide a safe and healthy work environment for all of its employees, sub-contractors and visitors. These conditions provide clear guidelines to safeguard individuals from potential risks.

PWC will;

- Undertake an audit role of the development works
- Maintain accreditation lists of consultants & contractors
- Initiate performance reporting to ensure compliance, where required
- Complete the Development Works Permit (DWP) upon satisfactory completion of development works. This will either be captured in conjunction with the clearance of a development permit, or in situation where a formal development process was not utilised, a letter of acceptance of works.
- At the request of the accredited certifier and contractor, complete the DWP under Certificate of Completion upon satisfactory completion of development works end of defects liability period.
- Upon issue of certificate of completion in the DWP, PWC will assume full ownership of the development works.

## How to apply

If you work for PWC all the time, or never have, the application process is the same. Those wishing to apply for accreditation need to complete the application form and sign agreement of the standard conditions. Successful applications will be added to the list of 'Accredited water and sewerage consultants and contractors'. Developers can then access the list to determine who is accredited. Developers will also be required to enter into an agreement with PWC under the same standard set of conditions as the consultants and contractors at the commencement of any new development. The list will be updated regularly to include those that have successfully applied for accreditation or subsequently been removed. From 1<sup>st</sup> July 2014, water and sewerage works to be gifted to PWC must be undertaken by accredited contractors and consultants under an agreement with the developer, which forms the DWP process.

## How to maintain

Accreditation will be valid for three years from acceptance of application. Performance reporting will be undertaken for consultants and contractors and subject to satisfactory performance, review of accreditation will occur. Consistent failure to meet the required performance standards will result in re-assessment of accreditation status.

To maintain accreditation status against the adopted selection criteria each consultant and contractor must;

- Demonstrate compliance for works conducted within each category against PWC technical, procedural and charging requirements and with any relevant legislation.
- Audit performance shall be based on PWC audit observations and agreed performance reports.
- Developers must ensure that only contractors and consultants with accreditation are utilised for works to be gifted to PWC.

All contractors and consultants will begin accreditation at the same level, Interim, and then as 3 projects have been successfully completed to the required level, will progress to acceptable level. Again once 3 project have been successfully completed to the required level, will again progress to Preferred.

Those contractors and consultants not performing at the required level will either not progress or will be excluded from accreditation if three or more project have not been undertaken to an acceptable level

## Accreditation Categories

The below table defines when a certifier is required and when can use standard drawings and licensed plumber and the qualifications required for each category.

<b>Building Services - Domestic</b>	Building or Land Development	Designer/Certifier Required	Designer/Certifier Minimum Qualification Required	Contractor Minimum Qualification Required
Water Service (up to DN50 and multi metering)	Building Development	No, standard drawing used	N/A	BP <sup>2</sup>
Sewer Service (DN150 and direct connection)	Building Development	No, standard drawing used	N/A	BP <sup>2</sup>
<b>Building Services - Commercial and multi storey</b>				
Water Service (up to DN150 and less than 20m in length)	Building Development	Yes	BP <sup>1</sup> OR ^	BP <sup>2</sup>
Sewer Service (up to Dn150 and up to 20m in length)	Building Development	Yes	BP <sup>1</sup> OR ^	BP <sup>2</sup>
<b>Subdivision (water and sewerage reticulation)</b>				
Subdivision to create 2 lots	Land Development#	Yes	BP <sup>1</sup> OR ^	BP <sup>2</sup>
Greater than 25 Lots	Land Development	Yes	BP <sup>1</sup> OR ^	BP <sup>2</sup>
Greater than 100 Lots	Land Development	Yes	*	*

**Sewer**

Trunk Mains (>DN375)

Land Development	Yes	*	*
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Sewer Pump Stations and rising mains

Land Development	Yes	*	*
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**Water**

Bores and rising mains

Land Development	Yes	*	*
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Distribution Mains (>DN375)

Land Development	Yes	*	*
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Transmission Mains

Land Development	Yes	*	*
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Pump Stations

Land Development	Yes	*	*
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Ground and Elevated Tanks

Land Development	Yes	*	*
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**Reuse Systems**

Reuse

Land Development	Yes	*	*
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Grey Water Systems

Land Development	Yes	*	*
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**Other**

Any other water or sewerage works outside of the above categories

Land Development	Yes	*	*
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BP<sup>2</sup> - Construction

Registered and active NT Building Practitioner or Company in the categories of

- [Certifying Plumber and Drainer](#)

BP<sup>1</sup> – Design and Certification

Registered and Active NT Building Practitioner in the categories of

- [Certifying Engineer \(Hydraulic\)](#)
- [Certifying Plumber and Drainer \(Design\)](#)

Please note that individual responsibility for those companies registered is required under PWC accreditation, even where a company is registered and that automatic accreditation is not provided until such time as application and demonstrable knowledge of PWC can be shown.

^ Relevant engineering qualification, experience and demonstrated knowledge.

#PWC will provide approval for building designers, certifiers and constructors to undertake small subdivisions on a case by case basis to enable progression from building to land development accreditation, based on satisfactory past performance.

\*Specific approval is required for these types of development activities. Prior to proponent engaging any designers, certifiers and constructors, approval must be sought from PWC. Minimum qualifications and experience of the previous categories may be required.

## Accreditation Requirements

### Documentation and Compliance

All water and sewerage assets to be gifted shall comply with PWC's Connection Code including;

- Water Services Association of Australia (WSAA) codes (as applicable) and associated NT Supplements
- 'Planning Guidelines for Water Supply and Sewerage' as issued by the Queensland Department of Environment and Resource Management and associated NT Supplement
- Water Supply and Sewerage Construction Master Specification
- Water and Sewage Products Manual
- PWC Standard Drawings
- and/or any other specific contractual requirements.
- Indigenous Community Engineering Guidelines (ICEG) (as required)

All designers, certifiers and constructors are required to be familiar with the documentation and compliance requirements.

### Evaluation

PWC shall evaluate existing and potential designers, certifiers and constructors capabilities using the following measures:

- a. Demonstration by the designers, certifiers and constructors of understanding, commitment and capability to fulfil PWC's requirements in respect of the project, work, or an order
- b. Past experience of the designers, certifiers and constructors ability to design and/or construct or maintain assets that meets or exceeds the specification, at or better than the required quality, and where appropriate, within the specified time and at the agreed price
- c. Any special qualifications required by PWC, such as licences, special authorisations, training courses, and the like

Using the above measures, each individual shall be rated as follows:-

I = Interim Accreditation

A = Acceptable Accreditation

P = Preferred Accreditation

E = Excluded from Accreditation

and developers/proponents are only to utilise those classified as Preferred, Acceptable or Interim.

### Ongoing Evaluation

After the completion of each project, notes relating to any non-conformances shall be entered in the accreditation history.

If performance is unsatisfactory, the Development Representative shall undertake a performance report, advise the Contractor and/or Designer and or Certifier, and place the report on the relevant record.

Performance will be reviewed to determine whether Accreditation is to be removed.

Performance reports are completed where required for both good and poor performance.

A formal review of all Developer's Contractor and/or Consultants shall be regularly undertaken.

## Withdrawal of Accreditation

A Developer's Contractor and/or Consultant who fails to comply with PWC's requirements (e.g., rating of less than interim), in three or more projects, shall be excluded from accreditation.

In addition, a Developer's Contractor and/or Consultant whose performance is so poor that a rating of 1 is scored on a particular project shall be deemed excluded.

In such cases, the Project Supervisor shall recommend to the that Developer's Contractor and/or Consultant Accreditation be withdrawn.

The case will be reviewed, and, if it is clear that the Developer's Contractor and/or Consultant has not complied with the requirements as set out in this Procedure, shall write to the Developer's Contractor and/or Consultant advising him that Developer's Contractor and/or Consultant Accreditation has been withdrawn. The Developer's Contractor and/or Consultant will then have 14 days to respond and pending final review, PWC will make a determination.

## Reinstatement of Accreditation

Not less than six months after withdrawal of accreditation, a contractor may request reinstatement of accreditation.

The Manager may review the processes put into place by the Developer's Contractor and/or Consultant to ensure compliance with PWC's requirements.

If he is satisfied that the Developer's Contractor and/or Consultant is now capable of complying with PWC's requirements, the Manager may reclassify the Developer's Contractor and/or Consultant as an Interim Developer's Contractor and/or Consultant and reinstate Developer's Contractor and/or Consultant Accreditation

## Contractor Accreditation Ltd (CAL)

PWC shall forward to CAL, at approximately 3-monthly intervals, a schedule of contractors who have been assessed during the period, or whose accreditation rating has changed.

Where a Developer's Contractor and/or Consultant has been given a rating of 2 or less for any project, a summary of reasons for the low rating shall be provided.

## Development Works Permit (DWP)

### What it is

The purpose of the DWP is to provide a formal process for authorising works to commence, including design on a gifted asset and to undertake connections.

DWP applies to any work carried out by a contractor or any sub-contractors, where the person carrying out the work are not being directly supervised by PWC.

Work performed by a PWC Panel Contractor is not subject to the use of a DWP unless specified for individual activities.

Typically, the permit will be used in the following situations:

- connection to, or modification of, existing assets;
- isolation of existing assets to enable work on, or connection to, the asset;
- modification/relocation of existing assets due to conflict with a new asset; or,
- working on, or in close proximity to, PWC assets.



All Contractors will be required to undertake as a minimum "Access to Apparatus Awareness Training" to be able to perform works on or near PWC assets.

Dedicated Water Services sites, such as water tanks, sewerage pump station, bore and treatment facilities requires all who need access to undertake any development works to have completed a site induction. There are two parts to the induction – one to be completed before coming to the site and one to be complete on site. Details are available from [http://www.powerwater.com.au/networks\\_and\\_infrastructure/contractors\\_and\\_developers/induction](http://www.powerwater.com.au/networks_and_infrastructure/contractors_and_developers/induction)

Development works required within dedicated sites may also require additional insurances prior to commencing works in these areas.

## Design

The critical stage for protecting people from injury and/or assets from damage or interruption is prior to work commencing, when designing and planning the work.

PWC and the designer shall liaise with regards to the particular asset to be connected to, so that the design and/or works identifies,

- Any potential site specific safety and health hazards;
- Any potential operational and/or service delivery constraints
- Any high risk activities associated with work
- Relevant codes of practice have been implemented
- The need for, or the existence of, any contingency arrangements; and/or,
- Any potential environmental issues.

PWC will provide where it can be determined in advance, and it is practicable to do so, additional specific details, such as:

- when a detailed DWP is required;
- prior notice required for requesting the DWP (if other than the standard 5 working days).

When these matters cannot be determined in advance, PWC will advise the developer/proponent and certifier during the course of the works.

## Construction

Prior to commencing works, the constructor will complete Section 3 of the DWP and submit to PWC for review and approval. Prior notice required for requesting a Permit to Work will be 5 working days (or as otherwise detailed). Where service to customers will be disrupted, a minimum of 15 working days notice will generally be required.

The constructor is required to contact the certifier prior to submission of the DWP to ensure all parties have full knowledge of works commencing and the requirements for certification and construction.

PWC will review the safety plan, approved drawings and AAR and may require further control measures before the DWP can be authorised.

PWC shall discuss the project requirements at the start up meeting with the contractor and certifier to ensure that all parties have a clear understanding of the project requirements for final acceptance by PWC.

## Authorisation

If the detail on the DWP is satisfactory and correct and the necessary quality documents have been received by PWC, authorisation will be given.

Authorisation shall only be given when isolations or any other preparations as required to be arranged by the PWC, have been physically completed. Any intrinsic hazards associated with the asset that remain, such as a potentially unsafe atmosphere, shall be identified on the DWP. The contactor is to retain a copy of the permit on site where it can be easily referenced. PWC may inspect the work being undertaken by the developer's constructor at any time to ensure compliance with the DWP or for any other purpose.

In the event that work is not completed prior to the expiry of the DWP, an extension may be granted by PWC.

PWC may cancel the permit where changed circumstances render the permit invalid. In this instance a new permit may be issued, if appropriate.

## During Construction

For any modifications or changes required during construction, it is the responsibility of the certifier to notify PWC and request amendments to the original approved documentation. Works should not progress until such time as approval by PWC has been granted for the variation.

Regular inspections by PWC may be undertaken during the construction period to ensure compliance to PWC requirements.

## Completion

The certifier will advise PWC through "Notice of Completion" and provide all associated certification documentation to enable a review and arrange handover inspection.

PWC will inspect the asset and determine if the asset is acceptable to bring into service and arrange for this to occur.

Only when the "Work Completion" section of the DWP is finalised can the asset be de-isolated or otherwise brought back into service.

All parties will complete the "Work Completion" section to accept the asset into PWC's infrastructure and confirm that all defects have been completed.

## Certificate of Completion

Following the defects liability period, all parties confirm that off maintenance inspection has been completed and all defects have been completed. If the developer/proponent is unable to perform any rectification works, PWC will undertake these works at the developers cost. All parties enter into an agreement that the infrastructure is now fully owned and operated by PWC.

**Note: The permit, once completed, shall be kept on the project file by PWC.**

**Note: The DWP is NOT a replacement for any other safety requirement for the site. Any hazardous work may also require the use of an Safe work Method Statement, appropriate Hazardous Work Permit or Confined Space Entry Permit or other requirement permit.**

## Definitions

<p><b>PWC</b></p>	<p>A PWC employee who reviews design documentation, audits works, reviews certification documentation and assess performance of contractors.</p> <p>Generally the PWC representative is the Services Development Officer or Indigenous Community Development Officer, but could be any other representative from PWC authorised to carry out functions of accreditation.</p> <p>The PWC Representative is responsible for the following:</p> <ul style="list-style-type: none"> <li>• liaison with relevant PWC Operations personnel and developers certifier at the design stage of the project to identify any potential site specific safety and health hazards, operational and/or service delivery constraints, the need for, or the existence of, any contingency arrangements, and any environmental issues, that need to be considered in the design and/or in the undertaking of the work;</li> <li>• Authorising and amending DWP requested during the life of the development works;</li> <li>• confirming any additional site visits as required, including for safety purposes</li> <li>• ensuring that proponents, designers and certifiers and constructors are made aware of PWC's requirements for DWP; and,</li> <li>• ensuring DWP are used when required.</li> <li>• Authorising the DWP, prior to the commencement of design and works, when satisfied with the control measures taken to eliminate, or minimise,             <ul style="list-style-type: none"> <li>▪ any adverse impact on safety and health,</li> <li>▪ the integrity of the asset,</li> <li>▪ service delivery, and</li> <li>▪ the environment; and,</li> </ul> </li> <li>• Advising the certifier of any hazards intrinsic to the asset which remain, so that the certifier can ensure the constructor is made aware;</li> <li>• Arranging the physical work required to isolate the asset, or any other preparations as required to be arranged by PWC and in so doing, making the asset, so far as is practicable, safe to work on, or adjacent to;</li> </ul> <p><b>Note: PWC Representatives ARE NOT responsible for managing the safety of the work, or for instructing the constructor as to how to do the work. However, some works require the involvement of PWC and all have a responsibility for a safe working environment. If works are not being conducted safely or works cannot be undertaken safely action will need to be undertaken to ensure all parties are satisfied prior to continuing or commencing works.</b></p>
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<b>Developer/ Proponent</b>	A person or an entity who owns land, or is authorised by the landowner, and is proposing a development activity that may impact on PWC's infrastructure
<b>Development Works</b>	Includes all design, construction and certification of water and sewerage to be gifted to PWC. Works also includes all connection to existing water and sewerage assets owned and operated by PWC.
<b>Interim Accreditation</b>	A designer, constructor or certifier with insufficient previous history (i.e., a new contractor who has not as yet completed 3 projects), or a contractor who, previously classified as an Excluded, has demonstrated a commitment and capability to meet PWC's requirements. If those with Interim accreditation complete a project that fails to meet PWC's requirements, they remain classified as Interim until such time as 3 consecutive projects are completed that meet or exceed requirements.
<b>Acceptable Accreditation</b>	A designer, constructor or certifier with an established history of design and/or construction that meet or exceed PWC's requirements. An established history means a minimum of 3 consecutive projects that have preformed at or above the technical, procedural and safety requirements.
<b>Preferred Accreditation</b>	A designer, constructor or certifier, who is an Acceptable, and in addition to this as a history of 6 consecutive projects that exceed requirements.
<b>Excluded Accreditation</b>	A designer, constructor or certifier with a history of completion of work that does not meet requirements. Generally this means that the designer, constructor or certifier has installed non-conforming materials, and/or has failed to carry out work in accordance with PWC's requirements, provide adequate certification or undertaken design outside of the standard requirements on three or more projects.
<b>Land Development</b>	Any subdivision works, including consolidation or the creation of new allotments; any
<b>Building Development</b>	Any new buildings or extensions to existing buildings and will also include: <ul style="list-style-type: none"> <li>• new connections, upgrade of connections;</li> <li>• new or amended plumbing fixtures;</li> <li>• increased or decreased hydraulic loads for premises;</li> <li>• works and structures located in or adjacent to PWC easements including elevated encroachments (awnings), subsurface encroachments (underground carparks) surface or pavements works including landscaping and planting;</li> <li>• any ground drilling works;</li> <li>• road construction, ground compaction or filling, land clearing;</li> <li>• erection of signage; and</li> <li>• works to other utility services such as Telstra, Gas, Electricity, in close proximity to water and sewerage assets..</li> </ul>
<b>Designer</b>	Engaged by the proponent either directly or through a subcontract arrangement to design works associated with the construction and connection of water and sewerage assets to be gifted to PWC, who is familiar with and undertakes designs compliant with the Connection Code. Designers are required to be suitably qualified to undertake design

	works and have an understanding of requirements.
<b>Certifier</b>	<p>Engaged by the proponent either directly or through a subcontract arrangement to ensure construction of works associated with the construction and connection of water and sewerage assets is in accordance with the approved plans, meets hold points and is in accordance with the PWC Connection Code and approved drawings. Certifiers are required to be suitably qualified to undertake certification works and have an understanding of PWC Connection Code. Certifiers are required to liaise with the constructor and PWC to ensure all works occurring are compliant with the PWC connection code. Certifiers are required to address any concerns raised during construction and to be present for all hold points to ensure full certification of the water and sewerage works.</p> <p><b>PWC liaise with the certifier at all stages of the project as the point of contact for the developer</b></p>
<b>Designers/ Certifiers</b>	Undertake the role of both designer and certifier.
<b>Constructor</b>	<p>A person engaged to construct water or and sewerage assets intended to be handed over to PWC.</p> <p>The constructor can also include any organisation assisting with the work, which includes the contractor in charge of the development site and any of their sub-contractors and can be engaged by the proponent/ directly or through a subcontract arrangement.</p> <p>The Constructor is responsible for the following:</p> <ul style="list-style-type: none"> <li>• Identifying, assessing and controlling safety and other risks from the work itself and the work site (including the locating of utility services);</li> <li>• Initiating the request for a DWP prior to the start of physical works;</li> <li>• Ensuring the control measures from the DWP are implemented;,,</li> <li>• Noting the remaining hazards of the asset listed in the DWP, and applying appropriate control measures; and</li> <li>• Ensuring the certifier is aware of construction progress and hold points and that the certifier is contacted to request any clarification of works during construction to ensure compliance with PWC Connection Code.</li> </ul>
<b>Development Works Permit (DWP)</b>	Means the permitting procedure to authorise constructors to conduct work on, or near a designated asset.

CONTRACTOR PERFORMANCE REPORT - SCORING GUIDELINES

Score	1. Occupational Health & Safety	2. Quality of Product	3. Adherence to PWC Technical Requirements	4. Adherence to PWC Procedural Requirements	5. Environmental Protection Initiatives
<b>Performance Indicators</b>	<ul style="list-style-type: none"> <li>Company OH&amp;S management System or plan where required.</li> <li>Developed OH&amp;S plan for the contract.</li> <li>Number of injuries/accidents reported.</li> <li>Quality of incident investigation outcomes and determination of cause.</li> <li>Job safety analysis/risk assessment methods used to control hazards.</li> <li>Evidence of safety inspections/audits.</li> <li>Compliance with OH&amp;S legislation.</li> <li>Management of contractors against contractor's OH&amp;S system or plan.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with contract requirements including tolerances and finishes</li> <li>Technical competence</li> <li>Environmental protection requirements including statutory legislation</li> <li>Accuracy of reports</li> <li>Appropriateness of personnel</li> <li>Adequacy of plant and equipment</li> <li>Co-ordination of subcontractors and personnel</li> <li>Remedial work required if any</li> <li>Performance during DLP if applicable</li> <li>Effective contractor recommended solutions</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of PWC technical guidelines and procedures under the connection code including standard drawings and approved products</li> <li>Compliance with PWC requirements including cctv, standard drawings, approved product list and master specification</li> <li>Effective management including Quality Assurance</li> <li>Responsive to PWC requirements</li> <li>Reasonable/cooperative</li> <li>Observance of site-rules and procedures</li> <li>Co-operation/liaison with PWC</li> <li>Timely payments</li> </ul>	<ul style="list-style-type: none"> <li>Co-operation and participation in partnering</li> <li>Business like correspondence</li> <li>Responsive to contract requirements</li> <li>Prompt notification of problems</li> <li>Co-operation/liaison with PWC</li> <li>Prompt notification of problems</li> <li>Compliance with PWC procedures</li> <li>Liaison with PWC site auditor</li> <li>Effective communication to resolve issues quickly</li> </ul>	<ul style="list-style-type: none"> <li>Environmental impact of methods and processes employed to comply with the specification</li> <li>Method of waste disposal</li> <li>Use of recycling in specified process</li> <li>Energy conservation</li> <li>Pollution/Emission control, including use of fuel or heavy plant/machinery</li> <li>Method of removal/handling of dangerous materials</li> </ul> <p>This factor is in addition to requirements of the specification including statutory requirements.</p>
<b>0</b>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Failure to comply with the required criteria and failure to improve safety performance upon request from PWC.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Did not achieve acceptance of gifted water and/or sewer infrastructure, despite input from PWC resources.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Methods and processes used are non compliant with PWC technical requirements.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Delays in effective responses to issues, despite input from PWC resources. No awareness of PWC processes</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Complied with the specification using methods and processes that have, relative to normal industry practice, an unacceptable negative impact on the environment.</p>
<b>1</b>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Ineffective hazard identification and control, poor incident management and inadequate ability to pro-actively manage safety for staff and sub contractors. No operational OH&amp;S system or plan in place but willingness to respond to PWC</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Required major input from PWC resources to achieve acceptance of gifted water and/or sewer infrastructures.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Methods and processes used are generally non compliant with PWC technical requirements.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Delays in effective responses to issues have required major input from PWC resources. Limited awareness of PWC processes.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Complied with the specification using methods and processes that have, relative to normal industry practice, a major negative impact on the environment.</p>
<b>2</b>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>OH&amp;S management system or plan in place but not fully effective. Required some significant OH&amp;S guidance from PWC resources to effectively manage safety aspects.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Required minor input from PWC resources to achieve acceptance of gifted water and/or sewer infrastructure.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Methods and processes used are generally complaint with PWC technical requirements.</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Delays in effective response to issues have required minor input from PWC resources. Understanding of PWC processes</p>	<p><b>Unacceptable Standard –Greater scrutiny required</b></p> <p>Complied with the specification using methods and processes that have, relative to normal industry practice, a minor negative impact on the environment.</p>
<b>3</b>	<p><b>Expected Industry Standard:</b> Operational &amp; effective OH&amp;S system or plan in place. Conducted activities of contract with acceptable safety awareness outcomes and only minimal OH&amp;S guidance or input from PWC.</p>	<p><b>Expected industry standard:</b></p> <p>Achieved acceptance of gifted water and/or sewer infrastructure with minimal input from PWC resources.</p>	<p><b>Expected industry standard:</b></p> <p>Methods and processes used are compliant with PWC technical requirements.</p>	<p><b>Expected industry standard:</b></p> <p>Delays in effective response to issues have not impacted on development. Adherence to PWC processes</p>	<p><b>Expected industry standard:</b></p> <p>Complied with the specification using methods and processes that have, relative to normal industry practice, no negative impact on the environment.</p>
<b>4</b>	<p><b>Standard Exceeded</b></p> <p>Conducted activities of contract with pro-active attitudes towards OH&amp;S. Fully functional OH&amp;S system or plan in place resulting in no OH&amp;S guidance or input from PWC.</p>	<p><b>Standard Exceeded</b></p> <p>Achieved acceptance of gifted water and/or sewer infrastructure with no additional input from PWC resources.</p>	<p><b>Standard Exceeded</b></p> <p>Methods and processes used are generally with PWC technical requirements and have installed some products in excess of those required.</p>	<p><b>Standard Exceeded</b></p> <p>Response to enquires on issues effective and timely. Compliant with all PWC procedures</p>	<p><b>Standard Exceeded</b></p> <p>Complied with the specification using methods and processes that have less negative impact on the environment than normal industry practice or has complied with 3 above and participated in other environmental protection initiatives.</p>
<b>5</b>	<p><b>Exceptional Performance</b></p> <p>Has demonstrated an exceptional performance level, clearly exceeding the performance level prescribed in 4.</p>				

## CONSULTANT PERFORMANCE REPORT - SCORING GUIDELINES

Score	1. Occupational Health & Safety	2. Quality of Product/Service	3. Contract Relations/Administration	4. Adherence to PWC Technical Requirements	5. Adherence to PWC Procedural Requirements
<b>Performance Indicators</b>	<ul style="list-style-type: none"> <li>Company OH&amp;S management System or plan where required.</li> <li>Developed OH&amp;S plan for the contract.</li> <li>Number of injuries/accidents reported.</li> <li>Quality of incident investigation outcomes and determination of cause.</li> <li>Job safety analysis/risk assessment methods used to control hazards.</li> <li>Evidence of safety inspections/audits.</li> <li>Compliance with OH&amp;S legislation.</li> <li>Management of consultants against consultant's OH&amp;S system or plan.</li> <li>Safety in design</li> </ul>	<ul style="list-style-type: none"> <li>Technical competence</li> <li>Accuracy and completeness of reports</li> <li>Appropriateness of personnel</li> <li>Co-ordination with consultants and stakeholders</li> <li>Kept PWC staff well informed of progress, issues etc.</li> <li>Level of accuracy and completeness, amount of remedial work required, if any</li> <li>Effectiveness of solutions and recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>Co-operation and participation in partnering</li> <li>Effective management including Quality Assurance</li> <li>Business like correspondence</li> <li>Prompt notification of problems</li> <li>Reasonable/cooperative</li> <li>Relationship of negotiated/actual costs</li> <li>Co-operation/liaison with stakeholders</li> <li>Reasonableness of claims</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of PWC technical guidelines and procedures under the connection code including standard drawings and approved products</li> <li>Compliance with PWC requirements including cctv, standard drawings, approved product list and master specification</li> <li>Effective management including Quality Assurance</li> <li>Responsive to PWC requirements</li> <li>Reasonable/cooperative</li> <li>Observance of site-rules and procedures</li> <li>Co-operation/liaison with PWC</li> <li>Timely payments</li> </ul>	<ul style="list-style-type: none"> <li>Co-operation and participation in partnering</li> <li>Business like correspondence</li> <li>Responsive to contract requirements</li> <li>Prompt notification of problems</li> <li>Co-operation/Liaison with PWC</li> <li>Compliance with PWC procedures</li> <li>Effective communication to resolve issues quickly</li> </ul>
<b>0</b>	<b>Unacceptable Standard –Greater scrutiny required</b> Failure to comply with the required criteria and failure to improve safety performance upon request from PWC.	<b>Unacceptable Standard –Greater scrutiny required</b> Did not achieve contract objectives, despite input from PWC resources.	<b>Unacceptable Standard –Greater scrutiny required</b> Delays in effective response to technical/service/administrative issues have compromised achievement of requirements, despite input from PWC resources.	<b>Unacceptable Standard –Greater scrutiny required</b> Methods and processes used are non compliant with PWC technical requirements.	<b>Unacceptable Standard –Greater scrutiny required</b> Delays in effective responses to issues, despite input from PWC resources. No awareness of PWC processes
<b>1</b>	<b>Unacceptable Standard –Greater scrutiny required</b> Ineffective hazard identification and control, poor incident management and inadequate ability to pro-actively manage safety for staff and sub consultants. No operational OH&S system or plan in place but willingness to respond to PWC	<b>Unacceptable Standard –Greater scrutiny required</b> Required major input from PWC resources to achieve contract objectives.	<b>Unacceptable Standard –Greater scrutiny required</b> Delays in effective response to technical/service/administrative issues have required major input from PWC resources to ensure achievement.	<b>Unacceptable Standard –Greater scrutiny required</b> Methods and processes used are generally non compliant with PWC technical requirements.	<b>Unacceptable Standard –Greater scrutiny required</b> Delays in effective responses to issues have required major input from PWC resources. Limited awareness of PWC processes.
<b>2</b>	<b>Unacceptable Standard –Greater scrutiny required</b> OH&S management system or plan in place but not fully effective. Required some significant OH&S guidance from PWC resources to effectively manage safety aspects of the contract	<b>Unacceptable Standard –Greater scrutiny required</b> Required minor input from PWC resources to achieve contract objectives.	<b>Unacceptable Standard –Greater scrutiny required</b> Delays in effective response to technical/service/administrative issues have required minor input from PWC resources to ensure achievement.	<b>Unacceptable Standard –Greater scrutiny required</b> Methods and processes used are generally compliant with PWC technical requirements.	<b>Unacceptable Standard –Greater scrutiny required</b> Delays in effective response to issues have required minor input from PWC resources. Understanding of PWC processes
<b>3</b>	<b>Expected Industry Standard:</b> Operational & effective OH&S system or plan in place. Conducted activities of contract with acceptable safety awareness outcomes and only minimal OH&S guidance or input from PWC.	<b>Expected Industry Standard:</b> Achieved contract objectives with minimal input from PWC resources.	<b>Expected Industry Standard:</b> Delays in effective response to technical/service/administrative issues have not impacted on the achievement.	<b>Expected industry standard:</b> Methods and processes used are compliant with PWC technical requirements.	<b>Expected industry standard:</b> Delays in effective response to issues have not impacted on development. Adherence to PWC processes
<b>4</b>	<b>Standard Exceeded</b> Conducted activities of contract with proactive attitudes towards OH&S. Fully functional OH&S system or plan in place resulting in no OH&S guidance or input from PWC.	<b>Standard Exceeded</b> Achieved contract objectives with no additional input from PWC resources.	<b>Standard Exceeded</b> Response to enquires on technical/service/administrative issues effective and timely.	<b>Standard Exceeded</b> Methods and processes used are generally with PWC technical requirements and have installed some products in excess of those required.	<b>Standard Exceeded</b> Response to enquires on issues effective and timely. Compliant with all PWC procedures
<b>5</b>	<b>Exceptional Performance</b> Has demonstrated an exceptional performance level, clearly exceeding the performance level prescribed in 4.				