

Contractor Performance Report

How to use this form

1. This form is to be used to assess performance, both good and bad at key times throughout the gifted assets process.
2. PWC Project Officer completes boxes 1- 6 and then forwards to the Consultant for review.
3. The Consultant may respond to the Superintendent's Representative at boxes 1 – 5. The consultant may seek an interview or return the report with comments.
4. PWC Project Officer amends summary if required in section 7 and sends to contractor for completion of section 8 and final sign off.
5. PWC Project Officer will then complete section 9 and Senior/Manager of Land Development will sign and return final copy to Consultant.
6. PWC will place a copy of the report in the consultants file.
7. If the Consultant has not responded within 30 days the PWC Project Officer finalises the report and files report in the consultants file
8. Resolution of any issues will be through escalation to Senior/Manager Land Development and if not resolved will be escalated to the General Manager.

It evaluates the Contractor's performance of the contract, and may be used to assess:

- Evaluation of ongoing accreditation

DATE OF REVIEW	{number – also put in footer}	FILE NUMBER	{number}
CONTRACTOR NAME	{Contractor's name}		
CONTRACTOR ADDRESS	{Contractor's address}		

1. OCCUPATIONAL HEALTH AND SAFETY	RATING 0 - 5 (maximum)	{score}
POWER AND WATER PROJECT OFFICER COMMENTS:		
CONTRACTOR'S COMMENTS:		

2. QUALITY OF PRODUCT	RATING 0 - 5 (maximum)	{score}
POWER AND WATER PROJECT OFFICER COMMENTS:		
CONTRACTOR'S COMMENTS:		

3. ADHERANCE TO PWC TECHNICAL REQUIREMENTS	RATING 0 - 5 (maximum)	{score}
POWER AND WATER PROJECT OFFICER COMMENTS:		
CONTRACTOR'S COMMENTS:		

7. POWER AND WATER PROJECT OFFICER UPDATED SUMMARY : (Summarise overall contractor performance comment on reasons for revision of scores if changed). Forward Report to Contractor.

(Signature) _____ / /

{Name}
POWER AND WATER PROJECT OFFICER

8. CONTRACTOR'S FINAL REVIEW AND SUMMARY

(Signature) _____ / /

{Name}
{Title}

9. POWER AND WATER FINAL REVIEW: (Confirm scores, or revise by amending table above. Summarise overall contractor performance. Comment on reasons for revision of scores if changed. Forward completed Report to Power and Water Project Officer)

(Signature) _____ / /

{Name}
SENIOR/LAND DEVELOPMENT MANAGER

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