

# Contractor Management



## The Challenge

Employers, well aware of their legal obligations for contractors and the business benefits of efficient and productive contractors, are constantly searching for effective ways to drive OHS improvements amongst their contractors.

## The Benefits

Effective contractor management is a commercial imperative in contemporary business. It leads to compliance with legal obligations, optimum safety and business performance and effective and sustainable relationships between the company and its contractors.

## Our Approach

Contractor management often involves a “clash of cultures”. We understand the business dynamics of contractor relationships and competing priorities and can sift through these complexities and provide practical solutions that benefit both the principal and the contractor.

## Our Solutions

We provide advice to our clients and help them to develop and implement contractor management systems and processes that address their specific needs and deliver tangible business benefits.

**Design of cost-effective contractor management systems** – to meet the unique needs of your business, and to address OHS issues at each stage of the contracting process from

specification development and tendering through to ongoing management and review.

**Design contract specifications and performance requirements** – to ensure that contractors have a clear understanding of your expectations before works commence and to drive desired OHS performance outcomes.

**Assessment of contractors OHS systems** – at the tender stage to determine their compliance to legislation, standards, specifications and their likelihood of achieving performance requirements.

**Ongoing auditing / surveillance** – of contractors’ systems to provide independent and accurate advice to ensure system and contractual requirements are being fulfilled, critical risks are identified and adequately managed to meet your expectations.

**Training in contractor management** – to ensure your staff are fully aware of their legal obligations for contractors, ensure your due diligence requirements are fulfilled and to deliver these outcomes in the most efficient and practical way.

## Our Experience

Our consultants have extensive experience with contractor management at all levels gained through many years of operations management and dealing with contractor issues, as well as undertaking a wide variety of

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consulting assignments related to contractor management.

Ibis has worked with clients to assess and develop contractor management systems including:

In **Santos**, we undertook an evaluation to identify improvements in drilling contractor systems as well as ways that Santos could better align its contracts and day to day management to better achieve its OH&S and commercial objectives.

Recommendations have been successfully implemented with impressive results.

We worked with project managers in **Connell Wagner** to improve existing contractor management systems and then trained key personnel in the organisation to apply these systems. What was unique about this work was the variety of roles Connell Wagner plays in projects that demanded a robust and flexible system design that had credibility in application.

In **VicTrack**, we undertook an analysis of existing systems and processes being employed by various business units for the management of contractors. The analysis resulted in a number of improvements being made to the contractor management system. Once the new system was finalised, personnel responsible for the management of contractors were trained and where requested, received coaching in how best to implement the new system.

As part of **BlueScope Steel's** continual improvement process, Ibis provided assistance in reviewing and updating the existing contractor management system to ensure best practice at the Port Kembla operations.

For the **EastLink Thiess John Holland JV**, Ibis provided ongoing JSEA training for all employees including contractors. We also undertook audits of specific service providers to ensure their OHS management systems were being effectively implemented.

Ibis has provided **VicRoads, Melbourne Water and VicTrack** a cost effective and high value add approach to external surveillance of contractors' implementation of their project management plans. Rapid and accurate pinpoint analysis is provided to enable our clients to drive improvement effort where it matters the most.

**For more information call us on 03 9005 4615**  
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