

WATER MANAGEMENT ALLIANCE

SUPPLIER PERFORMANCE POLICY

OPERATIONS

Review date: December 2020

To be reviewed every 3 years

Next review date: December 2023

Reviewed by: WMA Consortium Management Committee

Adopted by:

Broads Internal Drainage Board

East Suffolk Internal Drainage Board

King's Lynn Internal Drainage Board

Norfolk Rivers Internal Drainage Board

South Holland Internal Drainage Board

Waveney, Lower Yare and Lothingland Internal Drainage Board

Pevensey and Cuckmere Water Level Management Board

SUPPLIER PERFORMANCE POLICY

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SUPPLIER PERFORMANCE POLICY

1. Introduction

- 1.1. The WMA Member Boards operate and promote a system of continuous learning and improvement in all aspects of Health and Safety and Environmental practice.
- 1.2. Supplier performance is key to this and we expect the highest standards from our suppliers.

2. Monitoring

- 2.1. Supplier performance is monitored as part of the framework management arrangements. A yellow / red card system is operated and will be triggered in a number of circumstances, which include:
 - 2.1.1. any act or omission by a supplier leading to a prosecution in any of its business dealings;
 - 2.1.2. any act of negligence by a supplier which significantly increases the risk to others or the environment during the execution of any WMA Member Board work;
 - 2.1.3. failure to follow the WMA Member Board's management systems, policies and procedures and safe systems of work.
 - 2.1.4. Any act of bullying, harassment, intimidation or failing to adhere to instruction, guidance or to the requirements of WMA staff.
- 2.2. Should item 2.1.1 arise, (in particular, in relation to a business not directly connected to that being engaged for the IDB) the supplier must inform the WMA's Chief Executive immediately. The supplier and the Board's Framework Manager will then be advised that the yellow / red card assessment procedure has been triggered.
- 2.3. Following the issue of a yellow or red card, the supplier will be instructed to prepare an action plan to address the failures which led to the incident and agree a training / monitoring programme with the WMA Member Board.
- 2.4. The issuing of three yellow cards for the same failure within a six-month period will result in escalation to the issuing of a red card. Multiple red cards can result in suspension from the framework for 12 months or even, in the event of three red cards being issued over the lifetime of the agreement, termination of the framework agreement and removal of that supplier from the framework.

3. Dispute

- 3.1. Where a supplier is in dispute with a WMA Member Board, no further work will be issued to the supplier until the dispute has been resolved.