

Introduction

This work instruction outlines the requirements for the evaluation of contractors in accordance with the requirements of NZS 4541:2013 clause 113.2 and Appendix C, and NZS4515:2009

This work instruction covers both new contractors, and the biennial re-listing of existing approved contractors.

This Work Instruction is written on the basis that the Listing program will be managed Aon. (as defined in ISO17020 clause 8.3.) In certain cases, Aon may elect to use a sub-contractor (as defined in ISO17020 clause 8.3) to carry out the administrative services in listing the contractor.

It is the responsibility of existing contractors to make a submission to Aon on Aon's Form 7, at least 2 months before the listing expires. Aon or their sub-contractors may elect (but is not obligated to) to remind contractors when their listing is due to expire.

Listing Sub-Contractor

Aon contracts a third party to provide administration services for its contractor listing program, and to make recommendations to Aon whether to list a contractor or not. Aon is intimately aware of the competency of many working in the sprinkler industry and if it has any concerns, it will articulate these to the third party, as to ensure that the recommendation is made with all available information.

The third party shall enter into a formal agreement to provide these services. Form 237 provides a pro-forma for such an agreement.

The Listing Sub-Contractor shall be selected based on:

- Industry knowledge
- Independence/separation
- Resilience to potential pressure

At the date of preparation of this Work Instruction, the Listing Sub-Contractor is the Fire Protection Association (New Zealand) Inc. (FPA.)

Initial Listing Application

On receipt of an enquiry from a new contractor, a copy of Form 7 will be forwarded to them (or they will be directed to the FPA's website to download a copy of the form) for them to complete, along with a copy of Aon's Schedule of Fees for listing.

If the application for listing or relisting is received directly by the sub-contractor, the subcontractor shall seek instruction from Aon as to whether they should carry out the administrative work in line with their engagement, or whether Aon will carry out the administrative services themselves. . This instruction will be usually in the form of a face-to-face discussion which will include:

- If Aon has any significant concerns regarding the contractor's historical performance.
- Aon has any significant concerns regarding the competency or integrity of nominated staff in specialised roles.
- The contractor's nominated staff in specialised roles are not known to the Aon Certification Team.

Notes shall be kept recording these discussions.

Following this discussion, Aon will decide whether Aon needs to carry out the form review themselves, or can use the sub-contractor to administer the review.

- Contractors directly applying to design sprinkler systems may require a face-to-face interview, to ensure that they are aware of the NZ regulatory and compliance regime.
 - The decision as to whether a face-to-face interview is required will be made by Aon's Technical Manager, after reviewing the name of the proposed design manager. This will be based on judgement, which will include knowledge of the person involved and previous experience in reviewing their work.
 - A record of this decision will be kept on file.
 - Should a suitable NZQA Level 5 training course be developed which would benefit designers, then the Listed Contractor will be expected to ensure that their trainee designers participate in such a course, or provide evidence of an equivalent training program.
- Testing contractors may require an on-site review.
 - Should an industry wide training course be developed which provides practical training on identifying key issues that should be identified by testers, Aon will expect that those directly supervising testers participate in such a course, or provide evidence of an equivalent training program.
- Inspection contractors will require ISO17020 accreditation covering the scope of inspections that they propose to undertake.
 - It is noted that Inspection Contractors only inspecting systems complying with NZS4541:2003 and earlier are only required to have an ISO9000 quality management system.
- All other applicants application shall be a desktop review, unless competency concerns exist, and on-site assessment may be required at Aon's discretion.
- On-site reviews and/or face-to-face interviews shall be scheduled and completed in a timely fashion by both parties.
 - Written notes shall be maintained of face-to-face interviews and discussions.

The desktop review shall include, but not be limited to, the following:

- Design- that the principle designer, or the principle Design Contractor has a minimum of 10 years fire sprinkler system design experience with a suitable range of building occupancies and risks or has attained an applicable New Zealand Qualifications Authority (NZQA) Level 5 qualification, and has completed 5 years of fire sprinkler system design.
- Fabrication- that the contractor has been reviewed by a Subject Matter Expert, in the field of fixed fire protection pipe fabrication.
- Installation- demonstration that installation staff work under the direct supervision of an employee with a minimum of 5 years fixed fire system installation experience, and/or an applicable NZQA Level 4 qualification
- Testing- demonstration that testing staff supervisors have a minimum of 5 years fixed fire system testing experience, or have, or are making suitable progress to an applicable NZQA Level 3 qualification
- Inspection- demonstration that all staff are under the direct supervision of IANZ Accredited Signatories working within their accreditation scope.

Note: If the Inspection Company is accredited by an organisation other than IANZ, an element of judgement may be required to ensure the intent of this requirement is met.

The desktop review will also include other incidental requirements of the application such as:-

- Adequate insurance cover
 - Current minimum levels are:
 - Professional Indemnity - \$2m
 - Public Liability - \$10m
- Current and applicable Quality System certification
 - For provisional contractor approval, that an agreement is in place to uplift appropriate quality system certification.

Relisting of Contractors

In December each year, an evaluation of Contractor Contract Completion Rates by all contractors shall be estimated for the preceding two years¹.

When a contractor applies for relisting, their completion rate shall be compared against the industry's completion rate.

This completion rate shall be used as one of the factors used to assess suitability for recertification.

The desktop review will also include other incidental requirements of the application such as:-

- Adequate insurance cover
- Current and applicable Quality System certification

The findings of the application shall be documented on Form 25.

Should the application for re-listing be approved, this shall be by way of a Certificate of Listing of Contractor and an attached schedule as per Form 8.

Should an application for re-listing not be received by the date of expiry of a contractor's current Certificate of Listing, then the FPA shall advise the listed contractor, and Aon may proceed to withdraw listing under the provisions of NZS4541:2007 Appendix R clause 5.

General Comments

It is noted that in some cases, that evidence of overseas qualifications may be presented as an alternative to NZQA qualifications.

The KPI for listing/relisting a contractor shall be within 28 days of receipt. If additional information is required, this time period may be extended.

Recommendations

At the completion of the review by the FPA, a recommendation shall be made to Aon to:

- Fully List the Contractor
- Provisionally List the Contractor.
- List (Full or Provisional) after written confirmation of corrective action received and accepted.
- Review Listing after written confirmation of corrective action undertaken.

Recording

A record of all evaluations shall be kept on the appropriate forms:

Form 24 – Fabrication Contractor Check List

Form 25 – Sprinkler System Contractor Evaluation Check List

An electronic record of the Listing file shall be provided to Aon via email, for auditing and review.

ⁱ For example, in December 2018, an estimate of contractor completion rates for the 2016 and 2017 years shall be made.