



ENERGEX SERVICE PROVIDER

QUALITY ASSURANCE APPLICATION

REQUIREMENTS

GENERAL

ENERGEX is the trading name of the
ENERGEX Limited ABN 40 078 849 055
150 Charlotte Street Brisbane Qld 4000

ENERGEX SERVICE PROVIDER QUALITY ASSURANCE APPLICATION REQUIREMENTS

1. INTRODUCTION

This document provides details of the process to apply for an ENERGEX Service Provider Quality Assurance (QA) rating. It sets out a summary of the work involved in each of the work categories and provides further details on what will be required by Service Providers to gain an ENERGEX Service Provider QA rating and subsequently be invited to submit offers for work.

ENERGEX's success in the competitive marketplace depends on our ability to consistently provide the highest level of service to our customers. By working together to achieve seamless customer service delivery we can build customer loyalty and create business growth. ENERGEX's vision is to work with a team of employees and external personnel who are focused on the delivery of services which exceeds our customer's expectations.

ENERGEX recognises that our customers' expectations are increasing and has introduced a Customer Care ethic to build a customer care image in the marketplace. External Service Providers are an integral part of ENERGEX's Customer Care commitment. The Customer Care philosophy applies to all the people associated with ENERGEX, especially our Service Providers who are a very visible public face of our company. ENERGEX will work with all Service Providers to ensure our customers' expectations are always achieved.

Potential Service Providers are required to complete the "ENERGEX Service Provider Quality Assurance Ratings Application" form attached to this document.

2. GENERAL

ENERGEX calls tenders on a regular basis for a wide variety of works required for the servicing of its electricity network.

These tenders contain technical specifications in the form of ENERGEX's Standard Work Procedures (SWP's) which indicate the required outcomes of the work and also specify the competencies, vehicles, plant, tools and equipment required by the operators.

Service Providers need to ensure staff obtain both ENERGEX required competencies and any additional statutory licences and/or mandatory qualifications such as general safety induction (construction industry) accreditation and authorised persons status as documented in the SWP's.

Service Providers personnel who enter premises on behalf of ENERGEX are required to be authorised by ENERGEX as Electricity Officers.

Where competency training is required before the commencement of a contract, Service Providers should contact ENERGEX's ESITRAIN, Rocklea Depot, Telephone (07) 3000 1236 for details or an ENERGEX approved Registered Training Organisation (RTO).

The cost of obtaining required competencies will be borne by the Service Provider.

3. TYPES OF NETWORK SERVICE WORK AVAILABLE

3.1 Vegetation Management

ENERGEX has a statutory obligation to maintain the overhead power lines free of interference from vegetation, both living and dead. This includes urban and rural environments on both public and private properties. Service Providers will be required to undertake a variety of contract clearing for the purposes of construction or maintaining existing overhead mains free of vegetation. Allowable techniques include trimming using either EWP or rope and harness techniques, application of herbicides and clearing for construction and maintenance using a variety of machinery. Separate Quality Assurance ratings will be required for the trimming and clearing techniques stated.

Service Providers will be required to undertake training in ENERGEX or equivalent courses including tree trimming, electrical awareness, high voltage access, EWP proficiency, resuscitation and roadway, traffic and pedestrian management. Additional competencies for rope and harness, herbicides and the use of various clearing machinery will also be required depending on the type of work undertaken.

3.2 Pole Maintenance

3.2.1 Pole Inspection

ENERGEX has a statutory obligation to maintain its timber, steel and concrete electrical distribution poles. This includes areas in urban and rural environments on both public and private properties. Service Providers will be required to determine the suitability of the pole for service by digging around the pole base, inspecting for fungal decay, insect attack and corrosion and entering the data into a hand held computer for determination of the residual strength of the pole, and for record purposes. Based on the results, they may be required to treat the pole base with pesticide or anti fungal treatments. There may also be a requirement to reinstate the mechanical integrity of steel streetlight poles.

Service Providers will be required to complete ENERGEX or equivalent courses including pole inspection, use of hand held computers, application of chemical treatments and roadway, traffic and pedestrian management. Additional external competencies will be required for the use of the pesticide.

3.2.2 Pole Reinstatement

This work comprises of the assessment of a poles suitability for reinstatement and the design, and installation of suitable hardware to provide the capacity to support the pole and its design loads.

Service Providers will also be required to complete a number of additional accreditations and competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.3 Installation and Maintenance of Low Voltage Overhead Service Lines

This work comprises of the installation, recovery and replacement of single phase and multi phase low voltage overhead service lines and associated equipment. The work includes connections to low voltage overhead mains and customers premises, polarity testing as well as recording site and service details.

ENERGEX has a statutory obligation to maintain its overhead electrical service lines. These are the overhead cables that connect a customer's premises to the ENERGEX distribution network. This includes domestic, commercial and industrial premises. The Service Provider is required to inspect the cable, attachments and hardware associated with the OH service line for signs of deterioration that may render them dangerous to the premises owners or trades-persons. This activity will include the climbing of ladders at the customer's premises to better determine the condition. Immediate repairs may be required to be undertaken if dangerous situations are discovered. Operators will be required to complete records of inspections and return this information to ENERGEX.

An Operator must hold a current Certificate of Competency as an Electrical Mechanic or Electrical Linesperson issued by the Queensland Electrical Workers and Contractors Board. The Service Provider must hold a current Queensland Electrical Contractors License to perform work on any part of the customer's electrical installation.

Service Providers will be required to complete a number of additional accreditations and competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.4 Streetlight Patrols

ENERGEX has an obligation to Local Authorities to maintain Rate 1 and Rate 2 streetlights in good working order. The Service Provider will be responsible for patrolling streets in the contract area to ensure that any inoperative streetlights are identified. The streetlights that are inoperative shall be identified by size and type and recorded on appropriate report forms and returned to the depot the following day.

Service Providers will be required to undertake a half day course on streetlight identification.

3.5 Streetlight Maintenance

ENERGEX has an obligation to Local Authorities to maintain their streetlights in good working order at all times. Operators will be required to have a current Certificate of Competency as an Electrical Mechanic issued by the Queensland Electrical Worker and Contractors Board. They will be responsible for the corrective maintenance of specific streetlights that have been reported as being defective. This could include replacement or repairs to lamps, lanterns, PE cells, supply cables or internal electrical wiring. Access will be by EWP.

Service Providers will be required to complete a number of accreditations and competencies including roadway warning signs, EWP proficiency, resuscitation, pole top rescue, polarity testing and switchboard rescue which are available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.6 Provision of Customer Field and Emergency Services

As a service to customers, ENERGEX is responsible for the efficient and speedy response to customer technical problems and dealing with electrical safety on their premises. The Operator will be required to have a basic competency as an electrical mechanic and will be responsible for a wide range of activities. These include negotiating with customers, disconnecting and reconnecting customers' electricity, either at the customer's switchboard, meters or the ENERGEX pole, reading meters, investigating hot water complaints, fault identification and making basic electrical repairs to the customer's installation for safety purposes.

Operators will be required to undertake ENERGEX or equivalent competency training including - roadway warning signs, resuscitation, pole top rescue, polarity testing and metering equipment courses.

3.7 Provision of Overhead Construction Work

This work comprises of the installation, maintenance and/or recovery of pole structures, pole mounted plant and equipment, stay poles, stays, crossarms, fittings, conductors and cables associated with 33kV, 11kV and LV overhead electric lines in ENERGEX's area of supply.

The minimum qualification of the Operator is a current Certificate of Competency as an Electrical Linesperson issued by the Queensland Electrical Workers and Contractors Board.

Service Providers will also be required to complete a number of additional accreditations and competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.8 Provision of Underground Construction Work

The work comprises predominantly of the construction and commissioning of Underground Residential Distribution (URD) systems. The scope of work requires, but is not limited to:

- the excavation of trenches
- the construction of open and/or permanent jointing pits
- the installation of conduits
- the drawing-in or laying of high and low voltage cables in designated electrical alignments and/or property easements
- the installation of padmount transformers and service pillars
- the termination of electrical cables within service pillars, underground jointing pits, pad mounted transformers/switchgear, overhead terminations and all necessary connections to driven earths
- the inspection and testing of the entire system for the purpose of ENERGEX take over/acceptance.

Service Providers will also be required to complete a number of additional accreditations and competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.9 Earthing

ENERGEX has an obligation to install and maintain its earthing system within its area of supply to ensure that accessible non current carrying metalwork and equipment is maintained at a safe potential, hazardous conditions don't arise during fault conditions and protective devices operate correctly. This work comprises of the installation, testing and maintenance of earthing systems and the accurate completion of appropriate reporting forms.

Service Providers will be required to complete a number of accreditations and competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.10 Rate 1 & 2 Public Lighting

This work comprises of the installation, connection and/or recovery of Rate 1 and Rate 2 public lighting foundations, poles, brackets, outreaches, light fittings and electrical circuits.

The minimum qualification of the Operator is a current Certificate of Competency as an Electrical Mechanic issued by the Queensland Electrical Worker and Contractors Board.

Service Providers will also be required to complete a number of additional accreditations and competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.11 Civil Works

This work comprises of civil works associated with the construction of the underground distribution and transmission network. It includes trenching, conduiting, excavation of earth pits and jointing bays, installation of streetlight columns and padmount transformer foundations. The work may also include the installation of cables in “not live” situations.

Service Providers will be required to complete a number of accreditations and competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.12 Design of Residential/Industrial/Commercial Estates

This work comprises of the design of residential and commercial/industrial estates by Electrical Consultants. The designs provide for the overhead and underground electrical reticulation infrastructure that is to be incorporated into the ENERGEX distribution network. It also includes Rate 2 Public Lighting Installations that are associated.

Consultants will be required to complete a Design capability “test” and a number of competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

3.13 Design of Rate 2 Public Lighting Installations

This work comprises of the design of Rate 2 public lighting installations where the designs may be associated with a Development Application Condition for the “**Subdivision of Land**” or a public lighting scheme initiated by Public Body works.

Consultants will be required to complete a Design capability “test” and a number of competencies available through the ENERGEX ESITRAIN training group or other Registered Training Organisations.

4 ENERGEX SERVICE PROVIDER QA RATINGS

Service Providers will be allocated QA ratings in accordance with ENERGEX’s “Quality Assurance Requirements for Suppliers of Services”. This will include a Business Management Systems evaluation at the Service Provider’s premises to determine compliance to quality, safety and environmental standards and a capability evaluation to assess the Service Provider’s ability to conduct the work.

Service Providers generally will not be invited to tender for work unless they have a current ENERGEX Service Provider Quality Assurance rating.

4.1 Quality Assurance

ENERGEX requires all Service Providers to develop Quality systems in line with the requirements of AS/NZS ISO 9001:2008. ENERGEX will provide details of the necessary documentation and assessment provisions.

The following are the three areas of evaluation:

- Management Systems;
- Capabilities; and
- Performance.

ENERGEX Evaluators will assess the Management Systems and Capabilities at your office. Performance, the third area of evaluation, is continually assessed on the job in relation to conformance to the Standard Work Procedure's, safety, environmental standards and materials handling.

The QA ratings carry a range of percentage loadings, which may be applied whenever tenders are evaluated. The higher the rating, the lower the loading.

Note, in the management systems evaluation a minimum score is required for the following sections:-

- Safety
- Field Auditing
- Staff Induction Process

If the minimum score is not achieved for all of the sections listed above, a Quality Assurance rating will not be issued.

4.2 Occupational Health and Safety

In all activities undertaken by ENERGEX the safety of employees, customers and the community is the highest priority. ENERGEX is committed to ensuring that **"Safety must always come first."**

To underpin this objective, ENERGEX will:

- comply with AS 4801 – Safety management systems - requirements
- comply with all statutory Workplace Health and Safety requirements.
- comply with the requirements of the Electrical Safety Act & Regulations
- implement **best practice** health and safety management at all levels in the organisation.
- identify and suitably control all workplace hazards.
- continually monitor and review WH&S performance.
- require ENERGEX Service Providers to adopt and maintain equivalent standards.

Accordingly, potential Service Providers will also be expected to demonstrate their total commitment and to conform to all provisions of the Workplace Health and Safety Act and supporting regulations, codes and standards, the Electrical Safety Act and Regulations 2002, all relevant industry standards and ENERGEX policies and procedures.

Service Providers are expected to have a Safety Management System in operation equivalent to or better than ENERGEX's Safety Management System. A requirement of these standards is for the preparation of a detailed Safety Management Plan describing how the defined standards are to be deployed within the works being tendered for. Service Providers may be required to periodically provide evidence by audit reports of both legal and field operational compliance.

Prospective Service Providers will initially be assessed by evaluators from ENERGEX to determine if they are able to provide assurance that the work to be undertaken for ENERGEX meets the required safety standards.

Only those Service Providers able to demonstrate a high level of safety commitment and safety management will be engaged.

4.3 Environment

ENERGEX maintains certification for ISO 14001 – Environmental Management Systems and is committed to conforming to the requirements of the Environment Protection Act, in particular Chapter 3, Part 2 - Environmental Duties, other relevant environmental legislation and the environmental requirements established within ENERGEX's Environmental Management System.

ENERGEX recognises best practice environmental management and ecologically sustainable development principles as a corporate priority for its current and future activities.

Service Providers are expected to have an Environmental Management System in operation equivalent to or better than the ENERGEX Environmental Management System. It should describe how the legislative requirements are identified, integrated into work practices, deployed to employees and monitored and reviewed.

Service Provider employees are responsible for working in accordance with the Environmental Protection Act 1994 - Duty of Care and to report any actual, potential or serious environmental harm that they become aware of.

ENERGEX reserves the right to review documentation, give directions requiring an environmental precaution to be taken by the Service Provider, and inspect or audit works to ensure that the activities planned for, and conducted on behalf of, ENERGEX are in compliance with the above requirements.

The Service Provider (and staff working on behalf of ENERGEX) must undertake and pass paper based environmental awareness correspondence courses available from EsiTrain.

5 INSURANCES

Before any work can be undertaken, Service Providers must be able to provide evidence that they have appropriate current insurances. These include the following:

- public liability to the value of \$10M with ENERGEX listed as an interested party;
- third party insurance for all vehicles and mobile plant;
- workers' compensation cover (unlimited);
- third party property damage; and
- other insurances as required for the specific work involved.

6 CONTRACTOR'S WAGES AND CONDITIONS

The Queensland Government has directed that contracts awarded by ENERGEX must comply with the Queensland Code of Practice for the Building and Construction Industry. This code requires that contractors employed by ENERGEX will integrate suitable industrial relations practices within the organisational procedures, practices and performance standards of the enterprise. Accordingly, contractors will be requested to provide relevant details of their industrial relations practices covering wages and conditions for their employees when undertaking work for ENERGEX.

7. APPLICATION PROCEDURE

Service Providers wishing to proceed with their application must complete the attached ENERGEX Service Provider Quality Assurance Rating Application Form and return it to:

ENERGEX LIMITED
"QA Rating Application"
Attention: Mr Ron walker
GPO Box 1461
BRISBANE QLD 4001

or FAX to: (07) 3407 5493

8. CONTACT PERSONNEL

The following personnel are contacts for any additional information:

TABLE 1 - CONTRACTUAL MATTERS

Information Type	Contact	Telephone
Tendering Process	Contracts	(07) 3247 6490
Safety Management	Daryl Rowberry	(07) 3407 4238
Quality Assurance Ratings	Ron Walker	0417 796 408
Insurance	Darryl Bensted	(07) 3407 4132
Environment	Justin Overton	(07) 3407 4639
Training	ESITRAIN	(07) 3000 1236

TABLE 2 - SWP CONTENT ENQUIRIES:

Information Type	Contact	Telephone
Vegetation Management	Trevor Holden	(07) 3723 2562
Pole Inspection & Pole Reinstatement	Trevor Holden	(07) 3723 2562
LV Overhead Services	Trevor Holden	(07) 3723 2562
Streetlight Patrols	Trevor Holden	(07) 3723 2562
Streetlight Maintenance	Trevor Holden	(07) 3723 2562
Provision of Customer Field & Emergency Services	Trevor Holden	(07) 3723 2562
Overhead Construction	Trevor Holden	(07) 3723 2562
URD Construction	Trevor Holden	(07) 3723 2562
Civil Works	Trevor Holden	(07) 3723 2562
Earthing	Trevor Holden	(07) 3723 2562
Rate 1 & 2 Street Lighting	Trevor Holden	(07) 3723 2562
Design of Electrical Reticulation	Jason Farrell	(07) 3407 5844

ENERGEX

SERVICE PROVIDER QUALITY ASSURANCE RATING APPLICATION

We are interested in receiving additional information about the following work categories:

- | | | | |
|--|--------------------------|-------------------------------------|--------------------------|
| Trimming and Chemical Control of Vegetation near Overhead Powerlines | <input type="checkbox"/> | | |
| Clearing of Vegetation near Overhead Powerlines using Mechanical Plant | <input type="checkbox"/> | | |
| Streetlight Patrols | <input type="checkbox"/> | Streetlight Maintenance | <input type="checkbox"/> |
| Pole Inspection | <input type="checkbox"/> | Pole Reinstatement | <input type="checkbox"/> |
| Civil Works | <input type="checkbox"/> | Customer Field & Emergency Services | <input type="checkbox"/> |
| Overhead Construction | <input type="checkbox"/> | Low Voltage Overhead Services | <input type="checkbox"/> |
| URD Construction | <input type="checkbox"/> | Earthing | <input type="checkbox"/> |
| Rate 1 and 2 Streetlighting | <input type="checkbox"/> | | |
| Design of Residential/Industrial/Commercial Estates | <input type="checkbox"/> | | |
| Design of Rate 2 Public Lighting Installations | <input type="checkbox"/> | | |

Company Name: _____

ACN: _____

ABN: _____

Contact Person: _____

Postal Address: _____

Business Address: _____

Phone No: _____

Mobile No: _____

Fax No: _____

E-mail: _____

I/We have read and understood the provisions of the application and agree to conform to the requirements listed.

We wish to proceed with the next stage of obtaining a Quality Assurance rating.

Company Director: _____

(Please Print)

(Signature)