Accord Network
Professional Services practice and culture assessment

This document is for information only, please use the online form to complete the assessment.

This form sets out levels of practice for Accord Network members that are professional service providers. Please select which statements **best describe, or are closest to,** the practice in your company. This assessment contains **28 questions**. They relate to procurement, people development, health safety and wellbeing, and environment.

The form will generate a report that your organisation can reflect on and track progress against. The Accord Transformation Unit (ATU) at MBIE will use the data to establish baselines for the sector and to monitor practices and change across the Network as a whole. Your report will be kept confidential to your organisation and the ATU.

Procurement, contract and payment practices

Select which statements best describe the practice or culture in your organisation:

Value vs cost

When advising clients on the selection of other consultants, contractors, subcontractors and suppliers:

- ☐ we always encourage them to focus on good overall value (eg quality, whole-of-life costs) rather than the lowest tendered price
- ☐ we don't always encourage good overall value over lowest tendered price, however we are working toward this approach
- ☐ we mostly encourage clients to focus on the lowest tendered price
- ☐ This question isn't applicable to us

Standard form contracts – professional services

When agreeing our contracts with construction clients:

- ☐ we will only use standard contracts with few special conditions
- ☐ we sometimes use standard contracts, or we use whatever contract the client proposes, but we are working to adopt a more standardised approach with minimal special conditions
- ☐ we accept whatever contract the client proposes
- ☐ This question isn't applicable to us

Standard form contracts – construction contracts

When advising construction clients about contracts with contractors and subcontractors :

- ☐ where appropriate, we promote the use of industry standard contracts with few special conditions
- ☐ we don't always promote the use of industry standard contracts, or we do promote them but with a significant number of special conditions, but we are working to promote advice that adopts a more standardised approach with fewer special conditions
- ☐ we promote the use of bespoke contracts even where an industry standard contract is available, or we promote the use of industry standard contracts that are significantly amended with special conditions
- ☐ This question isn't applicable to us

Risk allocation and market engagement

When advising clients on the allocation of risk in their contracts:

- ☐ we promote that risks are held by the party best suited to manage them, and we frequently engage with the market and contracting parties to ensure risk allocations are appropriate
- ☐ we believe we promote contracts with fair risk allocations, but we are working to improve our engagement with the market and contracting parties to ensure this is the case
- ☐ we believe we promote the use of contracts with fair risk allocations, but don't engage with the market or contracting parties to evaluate this assumption
- ☐ This question isn't applicable to us

Risk transparency

When advising clients on risk transparency in their contracts:

☐ we encourage our clients to make it clear how risk has been allocated through the use of tools such as those in the Construction Procurement Guidelines

☐ we generally don't promote clarification of which risks belong to each party but are working to adopt a tool to do this like the those in the Construction Procurement Guidelines

☐ we don't promote the use of tools to clarify the risks that exist

☐ this question isn't applicable to us

Partnering

When working with clients who are engaging with contractors:

☐ we promote the adoption of partnering principles such as those set out in the Construction Sector Accord Contract Partnering Agreement

☐ we don't currently promote the adoption of partnering principles, but we are working to integrate these into our contract advice

☐ we don't promote the use of partnering principles

☐ This question isn't applicable to us

Payment claims

When submitting a payment claim or invoice:

☐ we always submit transparent, timely and accurate payment claims/invoices that support a no surprises approach to our clients

☐ we are working to improve the transparency, timeliness and accuracy of our payment claims/invoices to support a no surprises approach to our clients

☐ we often issue our payment claims/invoices irregularly and they are often questioned by our clients

Payment claims – contractors and suppliers

When we are evaluating payment claims on behalf of a client:

☐ we always achieve contractual and legislative time frames for assessment and proactively work with other parties to achieve these time frames and provide contractors with clear and consistent advice on any changes

☐ we always achieve contractual and legislative time frames for assessment but don't proactively work with other parties to achieve these time frames or provide contractors with clear and consistent advice of any changes

☐ our evaluation of payment claims are sometimes late and the advice to contractors of any changes is brief

☐ This question isn't applicable to us

Business practices

Select which statements best describe the practice or culture in your organisation:

Project assessment

When tendering or quoting for work:

☐ we only tender for projects that we have assessed we have adequate resources to complete, and complete to a high standard

☐ we are working to more thoroughly assess our resourcing before tendering for work to ensure we can complete it and complete to a high standard

☐ we tender for any work that looks profitable for us and trust that we can acquire resourcing to meet completion targets and standards

Pricing*

When pricing our tenders or quotes:

☐ we have processes in place to ensure our pricing is realistic and transparent, and at a level that allows us to complete work to a high standard

☐ we are working to implement processes to ensure our pricing is realistic and transparent and at a level that allows us to complete work to a high standard

☐ we mainly focus on being the lowest tendered price

Members are free to price independently and as they see fit. The Accord does not encourage any arrangement or understanding between members as to price.

Issues and disputes

When we are presented with problems in a project:

☐ we approach issues and disputes with the intention of finding a resolution and we take ownership of problems that we are responsible for

☐ we approach issues and disputes with the intention of finding a resolution but look for ways to minimise our liability, even when we have played a role in the problem

☐ we generally look to blame other parties for problems, even when we have played a role in it

Collaboration to manage risks

To mitigate project risks:

☐ we collaborate with our project partners and contractors during pre-contract project phases to understand and mitigate risk eg in design brief formulation

☐ we are working toward better collaboration with our project partners and contractors during the pre-contract phase so we can better mitigate risk

☐ we rarely collaborate with our project partners and subcontractors during pre-contract phases for the purpose of mitigating risk

☐ This question isn't applicable to us

Technology

Our approach to technology is:

☐ we readily invest in and adopt new technologies to create efficiencies and improve quality, such as BIM

☐ we are looking at how we can improve our uptake of new technologies to be more efficient and lift the quality of our work

☐ we tend to stick with traditional or tried and true methods and are usually wary of new technologies

People development

Select which statements best describe the practice or culture in your organisation:

Employee career pathways

With regard to our employee's careers:

☐ we provide career pathways and progression opportunities and make these clear to our employees

☐ we are working to provide clearer career pathways and progression opportunities to our employees

☐ we don't proactively provide career pathways or progression opportunities and expect our employees to take responsibility for their own careers

☐ This question isn't applicable to our organisation as it is too small to provide career progression opportunities

Employee development

When it comes to employee development:

☐ we invest in continuing professional development to maintain and build the skills and competence of our people and our senior leaders are committed to supporting our emerging practitioners

☐ we are working on how we can better provide continuing professional development to maintain and build the skills and competence of our people

☐ we don't provide continuing professional development opportunities for our people

Inclusion and diversity

In our company:

- ☐ we actively support diversity and inclusion and have internal systems in place (eg in recruitment and staff development) that ensure continuous support for this
- ☐ we support diversity and inclusion through informal action and are working toward setting up internal systems to ensure this is effective
- ☐ we support diversity and inclusion through informal action
- ☐ we don't see diversity and inclusion as something that requires our attention
- ☐ This question isn't applicable to us as we are too small

Diversity in architecture and engineering

With regard to The Diversity Agenda:

- ☐ we are a member of The Diversity Agenda (for engineering and architecture/design companies)
- ☐ we are planning to become a member of the Diversity Agenda
- ☐ we have no plans to join The Diversity Agenda
- ☐ This question isn't applicable to our company as we are not eligible to be a member

Health, safety and wellbeing

Select which statements best describe the practice or culture in your organisation:

Health and safety leadership

With regard to health and safety on our projects:

- ☐ we take an active role in leading health and safety and evaluate our performance
- ☐ we are working to increase our role in leading and influencing health and safety
- ☐ we have not considered our role in leading and influencing health and safety on our projects

Health and safety prequalification

To support a common standard and reduce unnecessary cost and duplication in health and safety prequalification:

- ☐ we are signed up to Tōtika or are supporting the cross-recognition of prequalification through other practices we are not yet registered with Tōtika, but are planning to
- ☐ we are planning to sign up to Totika or are working toward supporting the cross-recognition of prequalification through other practices
- ☐ we are considering joining Totika or other ways we might better support the cross-recognition of prequalification
- ☐ we have no plans to join Tōtika or to consider how else we might support the cross-recognition of prequalification
- ☐ health and safety prequalification doesn't apply to us

Reasonable time frames

With regard for time frames for delivery of construction projects:

- ☐ we promote engagement with the market and/or experts to determine reasonable design and project delivery time frames, and we promote negotiation to agree realistic time frames appropriate for all parties
- ☐ we promote negotiation to agree realistic time frames appropriate for all parties, but we don't promote engagement with the market and/or experts to determine what these are
- ☐ we normally recommend that required time frames are based on business requirements rather than market advice
- ☐ this question isn't applicable to us

Site access

With regard to the CHASNZ/Site Safe Guide to Site Access Requirements:

- ☐ we understand the Site Access Requirements document and apply the principles when on construction sites
- ☐ we are aware of the Site Access Requirements document and plan to ensure our employees apply the principles when on construction sites
- ☐ we have not engaged with the Site Access Requirements document
- ☐ This question isn't applicable to us as we don't visit construction sites

Mental wellbeing

When it comes to mental health:

- ☐ we monitor the mental wellbeing of our employees and provide assistance where necessary
- ☐ we are working to better support the mental wellbeing of our employees
- ☐ we don't generally get involved in the mental wellbeing of our staff

Hours of work

With regard to the working week:

- ☐ we actively monitor our employees hours of work to ensure they are reasonable and to allow a good work/life balance
- ☐ we are working to better monitor our employees hours of work to ensure they are reasonable
- ☐ we don't generally monitor the number of hours our employees are working as we work the number of hours needed to deliver the project on time

Safety in design

With regard to safety in design:

- ☐ we always work proactively with clients, contractors and other consultants on our projects to follow health and safety in design principles like those published by Site Safe
- ☐ we don't always work proactively with clients, contractors and other consultants on our projects to follow health and safety in design principles, but we are planning to address this
- ☐ we don't generally work with clients, contractors and other consultants on our projects to follow health and safety in design principles
- ☐ This question isn't applicable to us

Environment

Select which statements best describe the practice or culture in your organisation:

Environmental impacts – professional development

To support an environmentally sustainable construction sector:

- ☐ we invest in the professional development of our employees to ensure they are at the forefront of developments of good practice approaches to reducing environmental impacts
- ☐ we are committed to investing in the professional development of our employees to ensure they are kept up to date on developments in good practice approaches to reducing environmental impacts
- ☐ our staff largely take responsibility for their own professional development with regard to reducing environmental impacts

Environmental impacts – advice

With regard to our advisory role and the environment:

- ☐ we are proactive in identifying the potential opportunities to clients for reducing the environmental impacts of their projects as part of our service offering, even when it isn't specifically requested
- ☐ we identify potential opportunities to clients for reducing the environmental impacts of their projects when requested to do so as part of our service offering
- ☐ we don't generally identify potential opportunities to our clients for reducing the environmental impacts of their projects

Minimising carbon emissions through planning and design

With specific regard to carbon emissions:

- ☐ we proactively seek to minimise carbon emissions (eg through innovative design or management frameworks) and have clear procedures for measuring emissions. We advise our clients so they can consider emissions alongside quality, durability and cost in their decision making
- ☐ we are committed to minimising carbon emissions (eg through innovative design or management frameworks) and are working towards clear procedures for measuring these
- ☐ while we are committed to reducing carbon emissions, our approach to this is driven largely by the client's requirements and what is required under current legislation
- ☐ we don't consider carbon emissions to be in our sphere of influence

General

Select which statement best describes the practice or culture in your organisation:

Industry engagement

To ensure our business can make well-informed decisions:

☐   we regularly engage with industry stakeholders and the supply chain to understand sector wide issues, risks and opportunities

☐   we determine our organisational and construction project strategies from our own insights, but we consult with industry stakeholders and the supply chain to evaluate our ideas

☐   it's not our practice to engage with the industry on issues, risks and opportunities