A 12-step guide to success with Contractors

Work:

1 Organize kick-off meeting for each contract, attended by Level 2 or above. Set clear expectations of behaviour and work progress.
2 Ensure that work front is available for contractor to start within 7 days of kick-off meeting.
3 Ensure that our associates are responsive to contractor needs and requests in a timely manner.
4 Don't expect a contractor to be magician – monitor progress from the start, ensure progress is steady and don't expect sudden ramp up in men or material.

Debits:

5. Contractor is entitled to know about his debits with the bill in which billing occurs for activity in relation to which debit is levied.
6. Be fair with debits – it should be defensible, not a coverup for our inefficiency.

Billing:

7. Billing has to be timely – bill has to accepted or rejected within 15 days, even if corrections are needed, this shall be maximum of 21 days. Level 2 shall be responsible for any bills in works under him which are not sent to HO within 21 days of submission.
8. We shall be moving to online bill submission and approval system by Jan 12.

Ethics:

9. Contractors and our associates are covered by the Transparency & Ethics policy. Level 2 and above are required to ensure that:
    a. No contractor is harassed by any associate for any material gain.
    b. If any contractor offers any material inducement to our associate(s), it is immediately reported to the ombudsman.
10. Contractors should have confidence that the site incharge will listen to their grievances with an open mind – this confidence shall only come through fair interaction.

Interpersonal behaviour:

11. Treat Contractor with respect – contractor is the most important resource for your success.
    a. Be courteous
    b. Offer a glass of water or cup of tea
    c. Set a fixed time every week for meeting them
    d. Don't make them wait for more than 15 minutes
12. AML will have an open house to meet contractors on 1st Saturday of 3rd month of each quarter from 10 am to 1 pm (March, June, September, December).