



8050 Relationship Management

REVISION 23/11/2021

8050.1 Introduction

A good working relationship between the Principal, the Superintendent and the Contractor is a significant factor that contributes towards the successful completion of a Contract. The relationship should be founded on a climate of cooperation, openness, trust and respect. Management of the relationship should provide a mutual benefit to all parties.

Mackay Regional Council is committed to undertaking this project in such a climate. Council seeks to join with the Superintendent and the Contractor to actively pursue the best possible working relationship for the mutual benefit of all.

This specification is intended to establish and maintain good relationships between the parties within the contract. It is expected that these relationships will resolve most conflicts as they arise. This specification does not replace requirements detailed elsewhere within the contract such as the provision of notices, information exchange and dispute resolution.

8050.2 Description of Work Items

The following work items are covered by this supplementary specification:

Task Item No.	Description	Unit of Measurement
8050	Relationship Management	Lump sum

8050.3 Work Operations

Work operations incorporated in this item will include:

- a) Relationship Management Agreement Workshop;
- b) Team and relationship skill building activities;
- c) Rating, reviewing and discussing individual relationship objectives at monthly relationship meeting with the Superintendent and Principal;
- d) Resolution and implementation of a process to identify and resolve personality related issues and other conflicts;
- e) Actions required as an outcome of relationship management meetings;
- f) Consultation with businesses and industry groups regarding work programs and effects on employee and business generated traffic;
- g) Individual consultation with landowners to address access and egress provisions under the work program.

8050.4 Relationship Management Agreement Workshop

Representatives of the Principal, the Superintendent and the Contractor (hereinafter called the "Team") shall attend a facilitated Relationship Management Workshop of a maximum one and a half days duration. The Contractor's representatives shall include all staff carrying out the role of Project Manager, Contractor's Quality Representative, Project Engineer, Community Liaison



Officer and Works Supervisors as defined in TMR General Conditions of Contract C7830. The facilitator shall introduce the concept of a Relationship Management Agreement to all workshop participants. The Team shall together develop a Relationship Management Agreement that includes a relationship charter or mission and sets the relationship goals and objectives, core values and guiding principles.

The Relationship Management Agreement shall also document the lines of communication, levels of responsibility, reporting systems and an issues resolution matrix. The Team will also examine the factors that may prevent them from meeting the defined relationship goals and objectives and develop and action a plan to deal with those issues.

The facilitator will prepare the Relationship Management Agreement documentation that will be signed by each member of the Team.