

# Procurement principles



*Mā pango, mā whero  
ka oti te mahi*

By cooperating  
and combining efforts  
we will achieve our desired outcomes

## Statement of expectation

Our procurement processes are underpinned by our five procurement principles, These principles guide us in making good procurement decisions and ensure that we deliver public value to our customers and communities that we serve.

*Plan and  
manage for  
great results*

- ◆ We identify what we need, including what broader outcomes should be achieved, and then plan how to get it
- ◆ We set up a team with the right mix of skills and experience
- ◆ We involve suppliers early - we let them know what we want and keep talking
- ◆ We take the time to understand the market and our effect on it. We are open to new ideas and solutions
- ◆ We choose the right process - proportional to the size, complexity and any risks involved
- ◆ We encourage e-business

*Be fair to all  
suppliers*

- ◆ We create competition and encourage capable suppliers to respond
- ◆ We treat all suppliers equally - we don't discriminate
- ◆ We seek opportunities to involve New Zealand businesses, including Māori, Pasifika and regional businesses and social enterprises
- ◆ We make it easy for all suppliers (small and large) to do business with us
- ◆ We are open to subcontracting opportunities in big projects
- ◆ We clearly explain how we will assess proposals - so suppliers know what to focus on
- ◆ We talk to unsuccessful suppliers so they can learn and know how to improve next time

*Get the right  
supplier*

- ◆ We will be clear about what we need and fair in how we assess suppliers – we won't don't string suppliers along
- ◆ We choose the right supplier who can deliver what we need, at a fair price and on time
- ◆ We choose suppliers that comply with our Supplier Code of Conduct
- ◆ We build demanding, but fair and productive, relationships with suppliers
- ◆ We make it worthwhile for suppliers - we encourage and reward them to deliver great results
- ◆ We identify relevant risks and get the right person to manage them

*Get the best  
deal for  
everyone*

- ◆ We get best public value - account for all costs and benefits over the lifetime of the goods, services or works
- ◆ We make balanced decisions - we consider the possible economic, environmental, social and cultural outcomes that should be achieved
- ◆ We encourage and are receptive to new ideas and ways of doing things
- ◆ We take calculated risks and reward new ideas
- ◆ We have clear performance measures – we monitor and manage to make sure we get great results
- ◆ We work together with suppliers to make ongoing savings and improvements
- ◆ We believe it's more than just agreeing the deal - it's being accountable for the results

*Play by the  
rules*

- ◆ We are accountable, transparent and reasonable
- ◆ We make sure everyone involved in the process acts responsibly, lawfully and with integrity
- ◆ We stay impartial - identify and manage conflicts of interest
- ◆ We protect suppliers' commercially sensitive information and intellectual property

For more information on our Procurement principles, please contact the Watercare Supply Chain Team via [supplychain@water.co.nz](mailto:supplychain@water.co.nz).