

CASE STUDY

CONTRACTOR MANAGEMENT

NSW Gold Mine

Objective

Xenco partnered with a leading resource client to design a tailored Contractor Management Framework, streamlining contractor identification, onboarding, and safety performance across the Source-to-Pay lifecycle. This framework included specialised contractor management training for all personnel responsible for engaging contractors on-site. The goal was to create a standardised, transparent, and efficient system that enhances oversight, mitigates risk, and ensures full alignment with the client's safety and operational standards.

The Challenges

The challenges of the project were:

- **Evolving WHS Regulations:** Navigating recent elevated and standardised changes to workplace health and safety minimum standards across Australian states, requiring alignment with updated onsite compliance obligations and frameworks.
- **Ensuring Compliance with Safety Standards:** Balancing operational goals with strict adherence to safety protocols for onsite (and offsite) contractor activities.
- **Legislated Responsibilities:** Addressing the changes in obligations of a PCBU (Person Conducting a Business or Undertaking) within the Resources sector to manage contractors effectively and mitigate potential risks.
- **Performance Standards:** Establishing and effectively administering consistent benchmarks for contractor performance to ensure delivery of scope, cost efficiency, and safety outcomes.

AT A GLANCE

Challenges

- Evolved WHS regulations
- Ensuring compliance with safety standards
- Legislated responsibilities
- Performance standards

Benefits

- Reduced workplace accidents, offering greater protection to the workforce
- Reduced compliance risk with stronger regulatory adherence
- Improved safety culture
- Reduced unplanned expenses
- Continuous improvement from optimized contractor performance

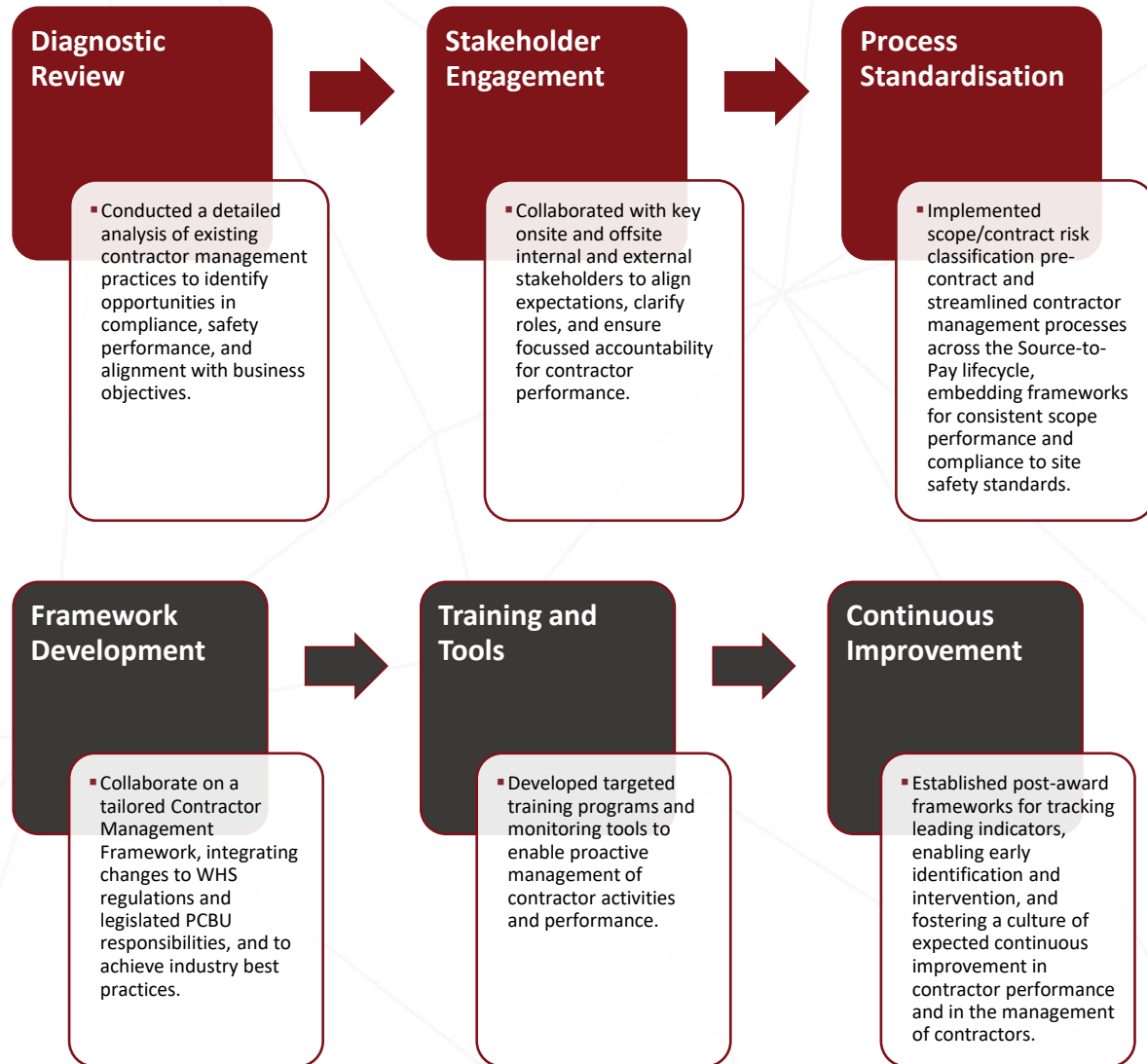
Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

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Our Approach

Our team implemented a series of critical steps to develop a comprehensive Contractor Management Framework, ensuring all contractors met their obligations and consistently delivered on their objectives.



Bringing Xenco in to develop our Contractor Management Framework made a real difference. They helped us simplify and standardise our processes while ensuring we stayed ahead of compliance requirements. Now, we have better oversight, clearer contractor expectations, and a system that actually works in practice - not just on paper - Management.

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Our Result

Xenco developed and implemented a structured, compliant Contractor Management Framework, ensuring that contractors consistently met safety, performance, and regulatory obligations. We provided the client with a clear, repeatable, and compliant system that ensures long-term success in contractor oversight.

The key outcomes include:

- **Proactive Contractor Management** | We provided customised training and monitoring tools, equipping internal teams with the skills and resources to actively manage contractor performance rather than reacting to issues as they arise.
- **Stronger Contractor Accountability & Performance** | With clear performance benchmarks and expectations, they gained better oversight of contractor activities, reducing compliance risks and improving efficiency and reliability.
- **Enhanced Compliance & Risk Mitigation** | Aligning contractor management processes with evolving WHS regulations and PCBU responsibilities, ensuring their legal and operational obligations are being met with confidence.
- **Sustainable Continuous Improvement** | By embedding tracking mechanisms and leading indicators, the framework enables ongoing evaluation and early intervention, fostering a culture of continuous improvement in contractor performance.



This comprehensive, compliant, and future-ready system and methodology ensures that contractor management processes not only meet industry standards today but remain adaptable to evolving regulations and business needs.

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