

Bulletin 4: Building a Relationship with BC Hydro

What does a relationship with BC Hydro look like?

As discussed in Bulletin #1, Contract Management, BC Hydro is striving to have a balanced relationship with its vendors, where we both push and support each other towards continual improvement. There are five principles that form the structure of the progressive relationship: Demanding, Fair, Consistent, Collaborative and Transparent, and these are described in more detail in the Contract Management bulletin.

What are BC Hydro's operational expectations of our vendors?

As a vendor to BC Hydro, we expect you to:

- Delivery on your commitments
- Have a strong and visible safety culture
- Collaborate with us to solve problems
- Constantly strive to improve your operation
- Take pride in the quality of your work
- Constantly strive to improve your administrative functions

What can you expect from BC Hydro?

We commit to being open, transparent and solution focused. We will support the future contract by incorporating,

Single Point of Contact: BC Hydro will assign a single Contract Manager to work with you through the length of the contract. This manager will be the BC Hydro representative that provides direction and clarity on all aspects of the contract and be your first point of contact for any operational challenges that arise.

Scheduled meetings: Monthly meetings will be arranged upon contract award. These meetings will provide the opportunity to discuss various operational items including work progress, resolving challenges that have developed and sharing safety and/or quality learnings.

Balanced performance metrics: The contract award will include Key Performance Indicators that represent both performance items for the contractor, and performance items for BC Hydro. Over time focusing and achieving the metric targets will illustrate success towards our mutual pursuit for improvement.

What do you need to put in place?

There are three key areas we recommend you consider:

- Put identify a single point of contact to represent your company for safety, work execution, quality and administrative activities (invoicing and reporting).
- Be prepared to meet monthly and provide progress reports and discuss challenges.
- Incorporate behaviours that support BC Hydro's progressive contract management model including being proactive, flexible, open minded, forthcoming and respectful of each other.

Where can you find more information?

The monthly bulletins and related FAQs can be found on the [Civil Underground Construction Page](#)

For questions about the Contract Management process, please email: cucinfo@bchydro.com