

# Procurement guide for suppliers and our community

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**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa



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# About this guide

**This guide is designed to help suppliers and our community understand Hamilton City Council's approach to procurement. It explains our principles, processes, and expectations - making it easier to do business with Council and contribute to the success of Hamilton Kirikiriroa.**

## **You'll find information about:**

- How we work with suppliers
- Our commitment to fairness, transparency, and public value
- Key requirements and responsibilities
- How to engage with Council on procurement.

Whether you're new to working with Council or an experienced supplier, this guide provides practical advice and answers to common questions.

We encourage you to use this guide as a reference throughout your procurement journey with Council.

# Our approach and objectives

## Procurement at Hamilton City Council is a key lever in unlocking our city's potential

Through thoughtful, transparent, and inclusive procurement, we aim to deliver real value for our community. Our goal is to help make Hamilton Kirikiriroa the best place to live.

### **We take a balanced approach**

We aim to ensure every dollar spent delivers the best possible outcome. That means weighing cost, quality, sustainability, and long-term impact in every decision. We're committed to being cost-conscious and accountable, while also driving broader outcomes that support a thriving, resilient city.

### **We welcome partnerships with suppliers who share our ambition and values**

Our procurement decisions are guided by principles of fairness, simplicity, and guardianship – making it easier to do business with Council, while ensuring our processes are open, responsible, and future-focused.

### **We're especially committed to supporting Maaori and local businesses**

We believe that inclusive procurement strengthens our economy, reflects our community, and helps build a better Hamilton Kirikiriroa for everyone. We are committed to meeting our responsibilities under our [He Pou Manawa Ora - Pillars of Wellbeing](#) strategy.



# Our procurement principles

## Hamilton City Council's procurement principles guide how we work with suppliers to deliver great outcomes for our city.

These principles reflect our values and our commitment to fairness, transparency, and long-term benefit for Hamilton Kirikiriroa.

<b>Plan and manage for great results</b>	<p>We believe great outcomes start with great planning. We take time to understand what's needed and aim to choose the right approach for each opportunity – considering size, complexity, and potential risks.</p> <p>We're committed to working collaboratively with suppliers, including sharing forward work plans and upcoming procurement opportunities. This helps businesses plan their resources, build capability, and be ready to support Council's goals.</p>
<b>Be fair to all suppliers</b>	<p>We're committed to creating a level playing field. We encourage competition, treat all suppliers equally, and make it easy for businesses of all sizes to work with us.</p> <p>We're open to subcontracting opportunities and we will provide clear guidance on how proposals will be assessed.</p> <p>We will also offer feedback to help suppliers improve and grow.</p>
<b>Get the right supplier</b>	<p>We look for suppliers who can deliver what's needed – on time, at a fair price, and to a high standard. We value strong, productive relationships and recognise performance. We work together to manage risks and ensure success.</p>

<p><b>Get the best deal for everyone</b></p>	<p>We aim for public value – not just the lowest price.</p> <p>We consider the full lifecycle of goods and services, and wider impacts of each procurement activity.</p> <p>We’re open to new ideas, supporting innovation, and collaborating with suppliers to find smarter, more sustainable ways of working.</p>
<p><b>Play by the rules</b></p>	<p>We’re committed to doing things the right way – with integrity, transparency, and accountability. Our procurement processes are intended to be fair, lawful, and designed to build trust with our suppliers and community.</p> <p>We expect our suppliers to share this commitment. That means acting ethically, respecting commercial confidentiality, and helping us manage any potential conflicts of interest.</p> <p>We ask suppliers to uphold our <a href="#"><u>Supplier Code of Conduct</u></a>, which outlines expectations around ethical behaviour, human rights, and environmental responsibility.</p> <p>Health, safety, and wellbeing are central to how we work. We expect our suppliers to meet all relevant health and safety obligations and to actively contribute to safe and respectful working environments – for their teams, our staff, and the public.</p>



# Our procurement commitments

## Hamilton City Council's procurement management policy sets clear expectations for how we spend public funds and work with suppliers.

These requirements ensure every procurement decision is fair, transparent, and delivers real value for our community.

<b>Value for money</b>	We make decisions that balance cost with quality, risk, and long-term benefits. It's not just about the lowest price – it's about achieving the best overall outcome for Hamilton Kirikiriroa.
<b>Accountability and integrity</b>	Council and suppliers share responsibility for performance. All procurement must be ethical, transparent, and free from conflicts of interest.
<b>Openness and fairness</b>	Our processes are impartial and competitive, giving all capable suppliers a fair opportunity to participate.
<b>Lawfulness and safety</b>	We comply with all legal obligations, including the Health and Safety at Work Act 2015. We expect suppliers to meet these standards and maintain safe, respectful workplaces.
<b>Local economic and social benefit</b>	We prioritise opportunities for local and Maaori businesses and support positive social and cultural outcomes in line with <a href="#"><u>He Pou Manawa Ora - Pillars of Wellbeing</u></a> .
<b>Sustainability and climate action</b>	We encourage environmentally and socially sustainable procurement to help deliver <a href="#"><u>Our Climate Future: Te Pae Tawhiti o Kirikiriroa</u></a> .

## How we ensure good governance

Our procurement management policy guides Council staff to follow strict processes to protect public trust and ensure compliance with best practice for public benefit entities. This includes the following.

<b>Delegated financial authority</b>	Only authorised staff can approve spending, based on clear financial limits set by Council and the Chief Executive.
<b>Segregation of duties</b>	No single person controls all steps of a procurement process. This separation of roles reduces risk and ensures integrity.
<b>Documented procurement plans</b>	Significant procurements require a formal plan that sets out the need, approach, and evaluation method before going to market.
<b>Independent evaluation and moderation</b>	Supplier tender proposals are assessed by panels using transparent, pre-approved criteria. Moderation ensures fairness and consistency.
<b>Compliance with national standards:</b>	Our processes align with the Office of the Auditor-General's guidance for public entities and recognised good practice in government procurement. Where appropriate they are intended to comply with the New Zealand Transport Authority (NZTA) Procurement Manual.
<b>Audit and reporting</b>	Procurement activity is monitored, recorded, and reported to ensure accountability and continuous improvement.

These controls mean suppliers can trust that Council procurement is fair, consistent, and designed to deliver the best outcomes for the community.



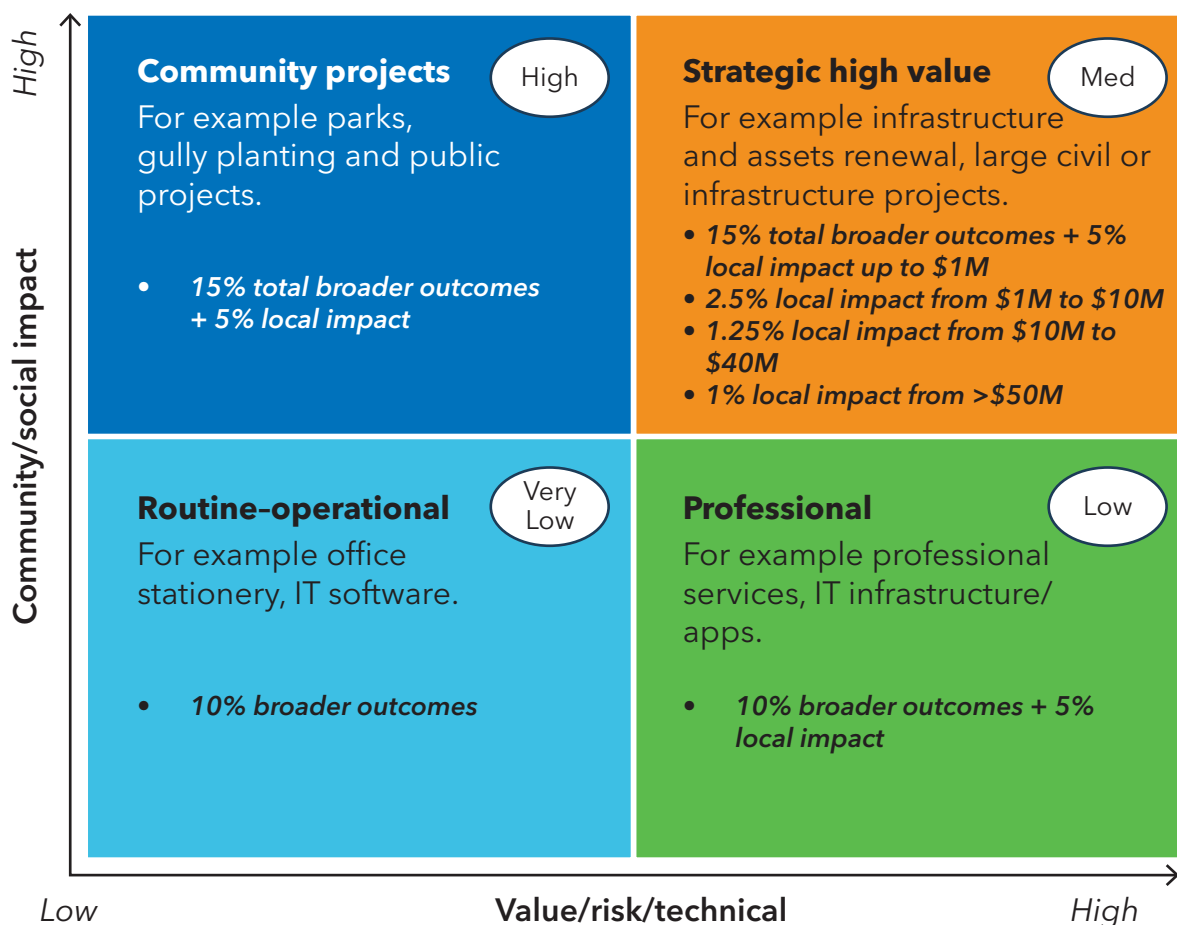
# Our commitment to public value

## Hamilton City Council is committed to delivering public value through every procurement decision

The investments we make will contribute to a thriving, inclusive, and sustainable Hamilton Kirikiriroa. Our Broader Outcomes Framework guides how we incorporate economic benefit, social and cultural wellbeing, and environmental sustainability into procurement. It sets out how each opportunity will allocate a proportion of its overall consideration toward delivering on Council's commitments. These include [He Pou Manawa Ora - Pillars of Wellbeing](#), supporting local businesses, and ensuring economic, social, cultural, and environmental outcomes are considered.

### Broader Outcomes Framework

The quadrants below show how the broader outcomes potential of each procurement is assessed: high, medium, low, or very low.



## **He Pou Manawa Ora**

Council will achieve a balance of procuring goods and services efficiently, cost effectively, and with the appropriate consideration of risk, while striving for a sustainable and vibrant local economy, and ensuring delivery on our commitment to the [He Pou Manawa Ora - Pillars of Wellbeing](#).

To help achieve this we will:

- Seek sustainable, long-term approaches in our procurement practices to ensure opportunities for Maaori business.
- Support and enable the inclusion of Maaori business for new and ongoing opportunities as suppliers to Hamilton City Council.
- Size the scale of opportunity where possible to provide opportunities for local and Maaori businesses, such as splitting larger contracts into smaller sub-contracts, to provide smaller local businesses and Maaori businesses opportunities to compete.

## **Local economic benefit**

Hamilton City Council is committed to supporting a strong, resilient local economy. We recognise that many local businesses are also ratepayers, and we want to ensure they have fair and meaningful opportunities to participate in our procurement processes.

We actively encourage suppliers to demonstrate how their work will deliver economic benefit to Hamilton Kirikiriroa. This includes:

- Factoring local impact into our procurement decisions, with a percentage of overall consideration given to buying locally.
- Supporting Hamilton-based businesses through clear, accessible tendering processes.
- Encouraging suppliers to outline how they will contribute to economic benefit of Hamilton Kirikiriroa through local employment, skills development, and community wellbeing.
- Where appropriate, scaling opportunities to enable smaller businesses to compete - including splitting larger contracts into smaller packages or encouraging subcontracting arrangements.



## **Environmental sustainability**

We are committed to protecting and enhancing Hamilton's natural environment through responsible procurement.

Our decisions aim to support [\*\*Our Climate Future: Te Pae Tawhiti o Kirikiriroa\*\*](#), and we expect suppliers to share this commitment.

Together, we can deliver projects and services that not only meet today's needs but also safeguard the future of Hamilton Kirikiriroa.

We encourage suppliers to:

- Offer low-carbon, energy-efficient, and environmentally responsible solutions.
- Minimise waste and promote circular economy practices.
- Demonstrate how their operations contribute to sustainability and emissions reduction.
- Proactively improve their environmental performance and support Council's long-term goals for climate resilience.

# Our commitment to health, safety and wellbeing

## Health, safety, and wellbeing are at the heart of everything we do at Hamilton City Council.

We are dedicated to providing a safe, healthy, and supportive environment for everyone involved in our procurement activities and projects – our staff, suppliers, contractors, and the wider community.

We take our responsibilities seriously and work proactively to prevent harm. Council's Executive Leadership Team leads by example, championing a culture where safety comes first and continuous improvement is encouraged.

We expect all workers, unions, and suppliers to actively participate in our health and safety system, which meets or exceeds the requirements of the Health and Safety at Work Act 2015 and all relevant standards.

Together, we are committed to building a culture of care and responsibility, so that everyone goes home safe and well, every day.

What this means in practice:

- We take all reasonable, practicable steps to eliminate or minimise risks to health, safety, and welfare at our facilities and worksites.
- We provide the resources, training, and information needed for everyone to work safely and confidently.
- We expect our suppliers and contractors to uphold these standards, ensuring the safety of their teams, subcontractors, and the public.



# Our procurement delivery model

## Our approach to procurement is built on careful planning and a clear, consistent process.

We use a standard procurement delivery model that puts a strong emphasis on understanding needs, engaging with the market, and delivering the best outcomes for Hamilton Kirikiriroa.

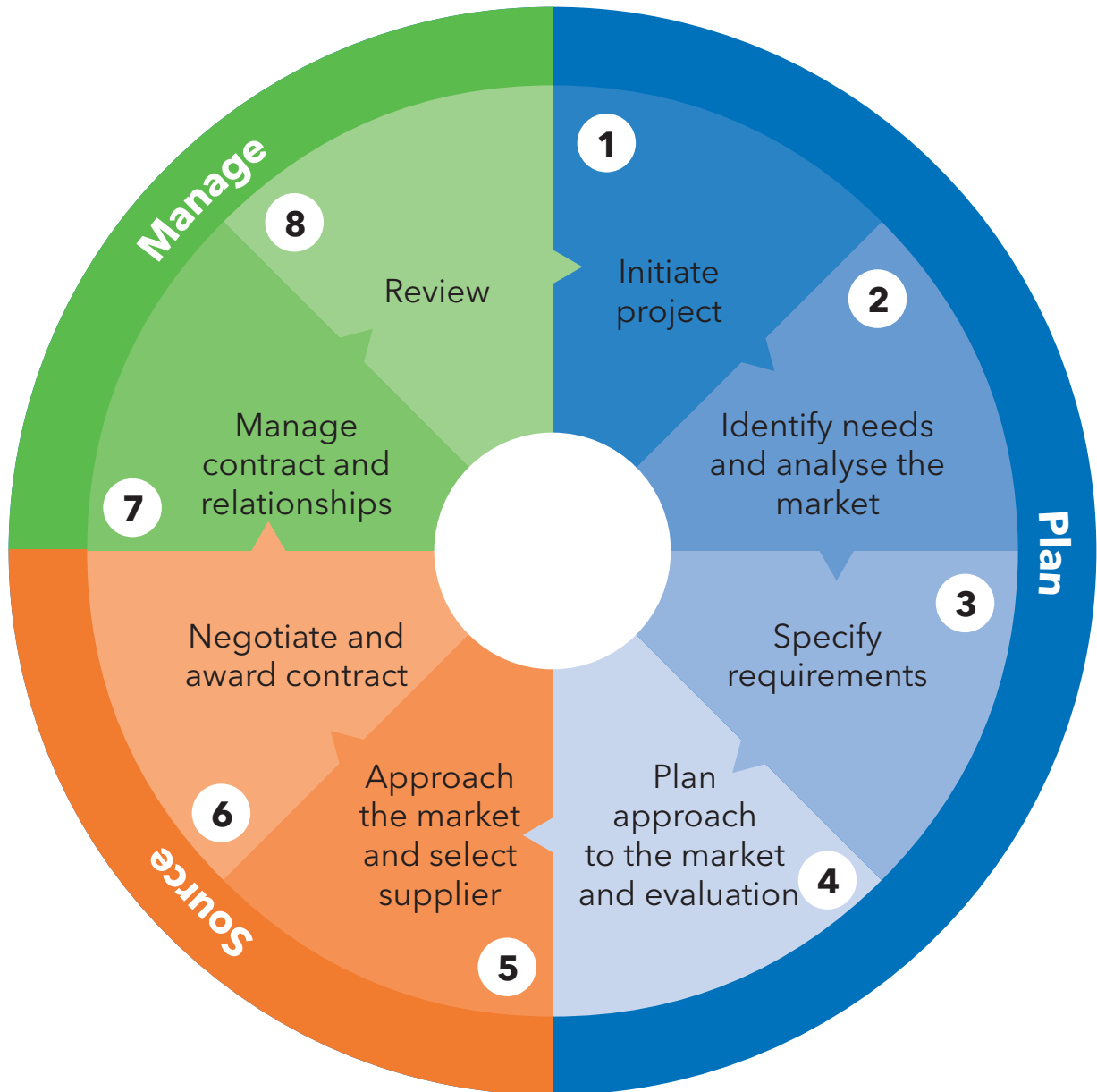
Every procurement starts with a thorough assessment of what's needed, the local market, and the best way to achieve our goals. For significant procurements, we follow a structured process recognised as market good practice for strategic procurement, from developing a procurement plan through to tendering and awarding a contract, guided by Council's procurement lifecycle.

This approach ensures:

- We are clear about our requirements and expectations from the outset.
- Suppliers have a transparent, fair opportunity to participate.
- Every step is documented and aligned with best practice, supporting accountability and great results.

By following this model, we make it easier for suppliers to engage with Council and help deliver projects that benefit our city and community.

## Our procurement lifecycle



# Our expectations of suppliers

## Key requirements

### Supplier Code of Conduct

Council is committed to upholding the highest standards of social and environmental responsibility and ethical conduct. We strive to be a sustainable and inclusive local body, delivering the best outcomes for the Hamilton Kirikiriroa community.

Our Supplier Code of Conduct outlines the expectations we have of our suppliers throughout their operations and supply chain. The key components of our Supplier Code of Conduct are summarised as follows:

### Health, safety and security

We require our suppliers to comply with workplace health and safety laws and regulations and maintain healthy and safe work environments.

### Community social responsibility

We encourage our suppliers to be good corporate citizens and contribute positively to their communities.

### Ethical behaviour

We require our suppliers to be ethical in their business, and to comply with all applicable laws and regulations.

### Human rights, labour and workplace conditions

We require our suppliers to comply with all international standards for human rights.

### Environmental sustainability

We encourage our suppliers to establish environmentally responsible business practices and proactively improve their environmental performance.

### Conflict of Interest

Council requires all staff, Elected Members and third parties to declare any potential conflict of interest which may affect, or could be perceived to affect, their impartiality in any aspect of their work.

This must be done by using the Declaration of Potential Conflict of Interest Form contained in the Conflict of Interest Policy for staff and third parties, or the Declaration of Elected Members' Interests for Elected Members. These documents help manage the potential for conflicts of interest throughout the entire procurement process for those who are directly or indirectly involved in it.

During the procurement process, we will ensure staff and Elected Members are not placed in situations where a conflict of interest could arise from receiving gifts, hospitality, or incentives.

# Further information

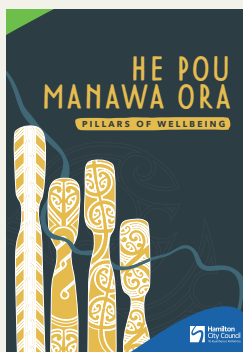
**For more information, please refer to the following documents and resources. Each is available online and supports our procurement approach at Hamilton City Council.**



## Procurement and tenders web page

Information on current opportunities and Council's procurement processes, including the Supplier Code of Conduct.

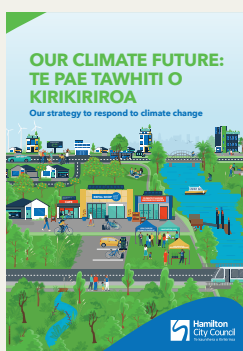
[hamilton.govt.nz/procurement](https://hamilton.govt.nz/procurement)



## He Pou Manawa Ora - Pillars of Wellbeing

Our vision for a city that celebrates its special Maaori heritage, rich history, natural environmental wonders and ensures everyone has a voice in developing its future.

[hamilton.govt.nz/hepou/he-pou-manawa-ora](https://hamilton.govt.nz/hepou/he-pou-manawa-ora)



## Our Climate Future

Strategy outlining our response to climate change.

[hamilton.govt.nz/climatechange](https://hamilton.govt.nz/climatechange)



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