

**ACCREDITED CONTRACTOR**



**2015**

**APPLICATION REQUIREMENTS**

**FOR**

**ACCREDITATION AS AN INSITU STABILISING CONTRACTOR OR A  
PLANT MIX OPERATOR**

**FOREWORD**

Only those organisations that actively carry out pavement stabilisation works or supply plant mix stabilised material in Australia are eligible to apply as a certified organisation to AustStab / ARRB.

[www.auststab.com.au](http://www.auststab.com.au)

January 2015

## Contents

FOREWORD .....	1
1 INTRODUCTION .....	3
2 DEFINITIONS.....	3
3 CHARACTERISTICS OF APPLICANTS .....	4
4 APPLICATIONS FOR CERTIFICATION .....	4
5 ASSESSMENT OF APPLICATIONS .....	4
6 MANAGEMENT OF THE REGISTER .....	5
7 CONFIDENTIALITY AND UNDERTAKINGS .....	5
8 CONTINUED GOOD STANDING .....	5
9 PROCEDURE.....	5
10 BRANDING .....	5
APPENDIX A CRITERIA FOR APPLICANTS.....	6
A1 INTRODUCTION .....	6
A2 EXPERTISE OF STAFF.....	6
A3 MANAGEMENT SYSTEMS .....	9
A3.5 Evidence of Satisfactory Use of Management Systems .....	10
A4 PROVEN CAPABILITY.....	11
A5 QUALITY CONTROL .....	11
A6 AWARENESS AND COMMITMENT TO USING AustStab's TECHNICAL STANDARDS.....	11
APPENDIX B PLANT AND EQUIPMENT REQUIREMENTS .....	13
B1 INTRODUCTION .....	13
B2 INSITU STABILISATION PLANT .....	13
B3 PLANT MIX.....	14
APPENDIX C ASSESSMENT.....	15
APPENDIX D REJECTION OF CERTIFICATION .....	16
D1 APPLICATIONS .....	16
D2 EXISTING CERTIFIED ORGANISATIONS .....	16
D3 GRIEVANCE PROCEDURE .....	16
APPENDIX E FEES.....	19

## 1 INTRODUCTION

The technical requirements for pavement stabilisation, the risks and variables involved in the associated processes, necessitate careful consideration of the suitability of organisations that seek registration as a Certified Contracting or Plant Mix organisation.

Organisations which gain certification are entered on a register that is available to other parties with an interest in the pavement stabilisation industry including:

- State Road Authorities,
- Local Government, and
- Contractors including those tendering for State Road Authority, Local Government and other work.

This document provides:

- the criteria for determination of the suitability of stabilisation organisation, Appendix A and B.
- procedures for assessment of the performance of stabilising organisation in relation to those criteria, Appendix C and D.
- fee structure, Appendix E

This document will be reviewed biannually or as is found necessary.

AustStab in Collaboration with ARRB will carry out an audit on each company requiring certification on an annual basis.

## 2 DEFINITIONS

The following definitions shall apply in relation to the application for certification as defined in this document.

**Assessment Panel** means the panel appointed by the Standards Committee to evaluate certification applications.

**Audit** means the systematic and documented process for obtaining evidence and evaluating it objectively to determine the extent to which specified requirements are adhered to.

**AustStab** means AustStab Limited (Pavement Recycling and Stabilisation Association).

**In situ Stabilising Contractor** means a contractor that has plant, equipment and trained staff capable of carrying out insitu stabilisation.

**Plant Mix Operator** means an operator capable of carrying out blending and mixing of quarry products and binders.

**Good Standing** means a certified organisation has continued to operate in accordance with AustStab requirements.

**Stabilisation** is the process of mixing soil or pavement material[s] with a binder, to alter the engineering properties of the soil or pavement material[s] to meet specific requirements.

### 3 CHARACTERISTICS OF APPLICANTS

Applicants for certification are not required to be members of AustStab. Criteria for suitability of applicants for certification are defined in the following appendices to this manual:

#### Appendix A:

- expertise of staff - managers, supervisors, management system representatives, operators,
- management systems - risk, quality, safety and environment, and
- proven capability and past performance - in relation to insitu and/or plant mix stabilisation of pavements and materials.

#### Appendix B:

- suitability of equipment.

### 4 APPLICATIONS FOR CERTIFICATION

Organisations wishing to be considered for certification are required to complete the application form together with appropriate supporting details which must be concise and relevant to the criteria for suitability of applicants as defined in this document. Applications are to be submitted to the Chief Executive Officer of AustStab.

Applicants may be listed on the register in one of the following categories:

- Insitu stabilising contractor,
- Plant mix

The certification will also highlight the ability of the organization to carry out stabilisation with

- Binders - both powder and liquid
- Foamed bitumen

The applicant may be accredited in one of the following categories:

- Full Service
- Part Service

Appendix A provides guidelines for the definitions of full service and part service works.

### 5 ASSESSMENT OF APPLICATIONS

The Standards Committee is responsible for management of the process for consideration of applications and shall establish an Assessment Panel for the purpose of evaluation of all applications.

Assessment panels shall comprise:

- Representative from ARRB
- the Chief Executive Officer or Executive Officer

The Assessment Panel is responsible for evaluation of applications and to make a recommendation to the Council. Evaluation of applications shall involve examination of the applicant's submission in relation to criteria defined in Appendices B and C to determine the applicant's suitability for membership.

## 6 MANAGEMENT OF THE REGISTER

The Chief Executive Officer, in collaboration with the Standards Committee is responsible for maintaining the register of approved Contracting and Plant Mix Members. The registration list contains:

- Organisation name
- Organisation representative and contact details
- Certified categories

## 7 CONFIDENTIALITY AND UNDERTAKINGS

Information provided with applications shall remain confidential within the panel members and shall be retained by the Executive Director, AustStab for a period of five years and will not be disclosed to any other party unless:

- legally obliged to do so,
- it is necessary to obtain assessment or legal advice, or
- the information is required for an appeal in accordance with Section 6.

Unless an organisation has requested otherwise in its application, contact details of the organisation will be made available on request to other parties, such as State Road Authorities and Local Government Authorities, on the understanding that this is to the benefit of the organisation.

## 8 CONTINUED GOOD STANDING

Certified organizations are required to maintain good standing. Appendix D provides guidance on actions to be taken if a grievance is made concerning the activities of an existing certified organization.

## 9 PROCEDURE

Each applicant for registration is required to complete an application form which includes

- Organisation details;
- Summary of approved/accredited systems;
- Three client referee details;
- Staff experience;
- Plant details; and
- An approved management plan by a road authority.

## 10 BRANDING

The AustStab ARRB Accreditation Scheme is a branded scheme.

Branding of websites, letterheads, publication materials and plant and equipment shall be completed in accordance with the AustStab ARRB Accreditation Scheme - Branding Guide.

## APPENDIX A CRITERIA FOR APPLICANTS

### A1 INTRODUCTION

Applicant organisations are required to provide evidence of their qualifications, experience, expertise and capability for the successful execution of stabilisation works [insitu and/or plant mix] which address the various criteria defined in Sections A2 and A4, including management of their own functions in co-operation with other organisations engaged on the same projects.

### A2 EXPERTISE OF STAFF

#### A2.1 General requirements

Applicant organisations must have adequately qualified and experienced staff for stabilisation operations. Criteria for suitability of each staff level are defined in Clauses A2.2 to A2.10.

These criteria are generally minimum requirements. Of prime importance is the combined experience of the applicant's team of managerial and operational staff. Individual members of the applicant's staff who do not have the nominated minimum experience on activities and/or works of the relevant type, scale or complexity may be accepted provided that:

- the total experience of the management team satisfies the overall intent of the various requirements,
- critical requirements [e.g. those for plant operators] are satisfied, and
- the applicant has adequate measures in place to manage any shortcomings on the part of any members of staff with respect to the criteria of Clauses A2.2 to A2.10.

These criteria apply in the same manner to contracted staff [of applicants], or staff engaged by an applicant for a particular operation or project, and for staff of nominated subcontractors and suppliers to the applicant.

#### A2.2 Applicant organisation experience

The applicant organisation must be able to demonstrate sound experience over the past two years in stabilisation works or supply of stabilised materials to State Road Authority, Local Government and AustStab standards.

#### ***AustStab ARRB Accreditation Scheme - Definitions of Part and Full Service***

Description	Dry Hire	Wet Hire	Part Service	Supervision	Full Service
Plant provided	✓	✓	✓	•	✓
Operator Provided	•	✓	✓	•	✓
Binder Provided	•	•	✓	•	✓
Quality Control for Depth	•	✓	✓	✓	✓
Quality Control for Spread Rate	•	✓	✓	✓	✓
Supervision of the Stabilising Operation for binder application	•	•		✓	✓

Supervision of the Stabilising Operation for shaping and compaction control	•	•	•	✓	✓
Records of Binder Operations	•	•	✓	✓	✓
Responsible for depth control	•	•	✓	•	✓
Responsible for binder application rates	•	•	✓	•	✓
Responsible for the full contractual risk associated with stabilisation	•	•	•	•	✓

Dry Hire, Wet Hire and Supervision of Works are not accredited under the Scheme.

An operation can be completed with wet hired plant by an accredited contractor  
Operations conducted without supervision of the works are not deemed to be completed by an accredited contractor

***Plant Provided:***

Stabiliser or Road Recycler  
Binder Spreader  
Grader  
Rollers  
Water Cart  
Profiler (for pre-pulverisation)

***Operator Provided:***

Operator to be trained in the operation of stabilisers and binder spreader, including all aspects of maintenance, operation and quality control.

***Binder Provided:***

Ordering and application of binders including cementitious, bituminous and chemical binders

***Quality Control Depth:***

Operators able to demonstrate that depth control is understood and completed

***Quality Control Spread Rate***

Operators to demonstrate that spread rate control is understood and completed

***Records of Binder Operations***

Records must include type of binder, source of binder, date of application, application rate, area of works covered, depth of stabilisation and quality control testing.

## A2.3 Managerial Staff - Company Level

Company level managerial staff of the applicant should have:

- at least two years experience on projects of the type which is the subject of the application,
- knowledge of relevant stabilisation plant capabilities and an ability to manage such plant on State Road Authority and Local Government projects,
- proven capability in planning of processes relevant to the application, including programming skills, and

- demonstrated performance in allocation of appropriate resources for successfully undertaking projects of the type relevant to the application.

It is desirable that the managerial staff of insitu stabilising applicants include at least one qualified Civil Engineer. Alternatively, the applicant is required to demonstrate how it ensures that relevant technical criteria of its operations are competently assessed and complied with.

#### **A2.4 Managerial Staff - Project Level**

Project level managerial staff must have:

- knowledge of relevant stabilisation plant capabilities and an ability to manage such plant on State Road Authority and Local Government projects,
- proven capability in planning of processes relevant to the application, including programming skills,
- understanding of, experience with and demonstrated capability in management of quality, including implementation of project quality plans, inspection and test plans, safety and traffic management plans and environmental management plans,
- preferably at least two years experience on road works or quarries involving stabilisation operations, and
- knowledge of and understanding of the civil works in projects of which stabilisation operations are a component.

#### **A2.5 Supervisory Staff - Insitu Stabilisation**

On-site supervisory staff of the applicant must have:

- at least two years experience in similar roles on projects of the type which is the subject of the application,
- preferably at least two years experience on road works or similar pavement works,
- knowledge of relevant insitu stabilisation plant capabilities and an ability to supervise the operations of such plant on State and Local Government Authority projects,
- understanding of and experience with management of quality, including implementation of project quality plans, inspection and test plans, safety and traffic management plans and environmental management plans, and
- proven and/or demonstrable competency in effective supervision and control of insitu stabilisation operations including
  - pulverisation
  - binder spreading
  - mixing
  - compaction
  - forming of pavement

#### **A2.6 Supervisory Staff - Plant Mix Operations**

Supervisory staff of the applicant must have:

- knowledge of relevant pugmill stabilisation plant capabilities and an ability to supervise the operations of pugmill stabilisation plants which are the subject of the application, including relevant testing requirements,
- proven and/or demonstrable competency in effective supervision and process control of plant mix stabilisation operations,



- understanding of, experience with and demonstrated capability in management of quality, including implementation of project quality plans, inspection and test plans, safety and environmental management plans, and
- preferably at least two years experience in one of the following:
  - as a supervisor of pugmill stabilisation plant,
  - in supervisory roles in pavement construction and/or reconstruction operations using plant mix stabilisation, or
  - a combination of the above.

### A2.7 Management System Representatives

The applicant organisation must have appropriately qualified and experienced staff who are given the necessary authority and responsibility to ensure compliance with the organisation's management systems. Minimum requirements are:

- knowledge of relevant insitu and/or plant mix stabilisation equipment capabilities,,
- understanding of and experience with application of management systems and project specific management plans, and
- preferably at least two years experience in pavement works involving stabilisation operations

The applicant organisation must demonstrate how it defines the roles, responsibilities and authority of its management system representatives on projects, including:

- distinctions between such roles in relation to quality, safety, traffic and environmental management systems where relevant, and
- relationships between these staff and managerial and supervisory staff as applied to stabilisation projects.

### A2.8 Operators

Operators of critical plant items utilised by the applicant (spreaders, mixers/reclaimers, pugmills, graders and compaction equipment) must satisfy the following requirements:

- at least one years experience in operation of relevant plant on stabilisation operations,
- plant operator certificate[s] relevant to the plant to which they have been nominated as the operator in the application [where applicable], and
- proven and/or demonstrable competency in effective operation of the relevant plant.

## A3 MANAGEMENT SYSTEMS

### A3.1 Management of Risk

Applicant organisations are expected to have adequate management systems which:

- address all relevant processes including processes for assessment of all risks associated with stabilisation activities,
- provide confidence that they have the capability to minimise the risks associated with these activities,
- in the event of adverse consequences occurring: - minimise those consequences and their impacts - promptly rectify any deficiencies or errors and communicate impacts to relevant stakeholders, and
- minimise risk of recurrence.

Applicant organisations are required to provide evidence of their management systems.

### A3.2 Quality Management Systems

Applicant quality management systems shall be certified in one of the following ways:

- certified against the requirements of AS/ NZS ISO 9001 : Quality management systems – Requirements [by either a second or third party certifying body], or
- certified against the requirements of a construction industry based scheme which is recognised by State Road Authorities.

If an applicant organisation does not have any of the above certifications for its quality management systems, it may request a State Road Authority to initiate the second party certification process by indicating this in its application.

### A3.3 Work Health and Safety Management

It is expected that the applicant's occupational health and safety management systems will be established generally along the lines of *AS/NZS 4801 : Occupational health and safety management systems – Specification with guidance for use*.

Applicants are expected to supply summary information which enables assessment of their occupational health and safety management systems for meeting their obligations under the relevant State Government Act and subsequent amendments and regulations. This information needs to include:

- summary of the site management plan formats utilised by the applicant,
- summary reference to the applicant's documented safety management systems,
- examples of specific applications of the above plans or systems [e.g. induction training, tool box meetings, safe work method instructions, hazard and risk assessments, emergency procedures, system reviews], and
- list of recent relevant projects on which the above have been utilised.

### A3.4 Environmental Management

It is expected that the applicant's environmental management systems will be established generally along the lines of *AS/NZS ISO 14001 Environmental management systems - Specification with guidance for use*

Applicants are expected to supply summary information to enable assessment of their environmental management systems including the following as a minimum:

- summary of the site management plan formats utilised by the applicant,
- summary reference to the applicant's documented environmental, management systems and/or examples of specific applications of the above plans or systems [e.g. job specific impact analyses, risk management targets, work method instructions and responsibilities, skills and training requirements, emergency response procedures, monitoring and review records], and
- list of recent relevant projects on which the above have been utilised.

### A3.5 Evidence of Satisfactory Use of Management Systems

Applicant organisations are required to supply evidence of effective use of their management systems on projects relevant to their application. Please attach one copy of an approved management system to a road authority.

## A4 PROVEN CAPABILITY

Applicant organisations are required to supply details of past two years experience in insitu and/or plant mix stabilisation as a part of construction or reconstruction of pavements as relevant to their application. These details are to include the names and phone numbers of persons who can be contacted in order to obtain verification of satisfactory performance as a stabilisation contractor and/or subcontractor for State and Local Government Road Authorities. This requires the supply of a minimum of three client referees using the attached sheet to allow for the panel to request completion of report and possible interview.

Most importantly, the applicant organisations are required to show that they have been carrying out their stabilisation works and operations for a period of at least two years in accordance to AustStab's published standards, specifications, guidelines, tips, technical notes etc.

## A5 QUALITY CONTROL

The applicant must supply copies of procedures and standard forms used in the quality control of all work. As a minimum the following should be supplied.

- Quality procedure for carrying out insitu stabilisation.
- Binder spread sheet record (powder & bitumen are separate).
- Daily job record.
- Record of tray test.
- Nata test reports for density (UCS also, but maybe not mandatory).
- Pre commencement project job information sheet/pack (ie. we should check that contract crews know in advance what it is they are required to do).
- Record of ITP's for use alongside a particular specification to ensure Hold Points are well understood.
- Straightedge report.
- Operator competency records.
- Spreader calibration records.
- Plant servicing/maintenance records.
- Traffic control daily conformance checklist.
- SWMS (or JSA – check the most appropriate terminology for a national approach).
- Worksite risk assessment.
- Plant pre start check sheets.
- Plant risk assessments.

## A6 AWARENESS AND COMMITMENT TO USING AustStab's TECHNICAL STANDARDS

It should be recognised that while Quality Assurance is an important criterion for assessment, that the awareness of and the adherence to AustStab standards is a separate aspect.

The applicant organisations will be given the opportunity, if not already fully versed with AustStab's technical standards and publications, to make themselves familiar with this information. If the applicants cannot show that they have been operating in the Australian stabilisation industry for at least two years and fully complying to AustStab's technical standards, after being given the opportunity to familiarise

themselves with these standards, they are required to give a commitment to comply fully with these technical standards in the future.

The applicants are to be assessed with regard to their capability and commitment to comply with AustStab's technical standards and publications.

The commencement of the probationary period is at the time the applicant has been approved by ARRB/AustStab.

During the applicants' 12 month Probationary Period, the conditional certified contractor will be required to have their operations audited to verify their awareness and commitment to work in compliance with AustStab's technical standards and specifications.

To this end as a minimum all certified organisations shall comply with the guidelines set out in Austroads publication "Guide to Best Practice for the Construction of Insitu Stabilised Pavements", as well as AustStab Technotes and Specifications.

## APPENDIX B PLANT AND EQUIPMENT REQUIREMENTS

### B1 INTRODUCTION

Applicant organisations must have plant and equipment which is capable of operation in accordance with the process requirements defined in AustStab's technical standards and specifications. Organisations need to demonstrate in their applications for membership that they have such plant and provide evidence of its satisfactory performance in pavement stabilisation operations.

The relevant plant and equipment must be in good working order and be regularly and properly maintained.

All plant and equipment must comply with all statutory regulations regarding safety and the environment, and especially with regards to noise levels and exhaust emissions.

### B2 INSITU STABILISATION PLANT

#### B2.1 Spreaders

Powder binder spreader (for lime, cement etc.) must:

- be waterproof,
- have a metering system capable of spreading conventional dry powder stabilisation binders to AustStab standards, within  $\pm 10\%$  of the nominated spread rate and without fluctuations,
- be able to spread conventional dry powder stabilisation in the range of  $3 \text{ kg/m}^2$  to at least  $15 \text{ kg/m}^2$  in one pass and to the full width of the stabilising mixer/reclaimer [i.e. 2.0 to 2.4 metres],
- have variable width cut-offs to enable incremental width spreading down to 600 mm width, and
- have a calibrated and reliable measuring system such as load cells and/or the ability to be used with scales and tray/mats.

The use of agricultural equipment, such as spinners, is unacceptable.

#### B2.2 Stabilising Mixers or Reclaimer/Stabilisers

The purpose-built stabilising mixers or reclaimer/stabilisers must:

- be self propelled and have a minimum 180 kW,
- have adequate stabilising mixer or reclaimer/stabiliser rotor capable of efficient mixing to AustStab and general industry standards,
- have a minimum operational mixing width of 2 metres, [variable width reduction capability of this minimum width are acceptable]
- be able to mix efficiently to 250 mm depth under normal circumstances,
- have an adjustable water additive system including water pump, spray bar and variable controls. The spray bar should have nozzle cut-off controls to allow accurate moisture incorporation when overlapping the mixer runs, and
- have a reliable depth control mechanism
- have a centrally mounted mixing box

The use of agricultural equipment, such as rotary mixers, is unacceptable. The use of rear-mounted mixing drums may be used as additional plant to a main stabiliser or in non-critical operations such as unsealed roads or temporary works.

### **B2.3 Compaction Plant**

Compaction plant shall be suitable to achieve the required density.

### **B2.4 Grading Plant**

The grading plant shall be suitable to achieve road authority's specification for line and level.

## **B3 PLANT MIX**

### **B3.1 Pugmill Equipment**

The pugmill stabilising plant must:

- have an adequate pugmill to produce efficient mixing to AustStab and general industry standards,
- have suitable power and configuration to mix and produce a minimum capacity of 150 tonne per hour of stabilised material,
- have a powder binder additive system capable of accurately, incorporating the binder[s] within  $\pm 10\%$  of the nominated rate ,
- the pugmill must have a method of measuring and verifying the binder addition during the mixing process,
- have an efficient water additive system which allows accurate addition of water just prior to or at the beginning of the pugmill, and
- have an outlet or discharging system which avoids segregation of the stabilised material.

## APPENDIX C ASSESSMENT

The assessment of the applicant organisation's application will include:

- a review of the submitted application documentation,
- a review of references and past jobs, and
- an interview with the organisations key representative[s].

The assessment of the applicant organisation's application may include:

- inspection of the relevant plant and equipment, and
- an audit of a current job

A recommendation from the Assessment Panel on the assessment will be presented to the Standards Committee and Council of AustStab for action.

## APPENDIX D REJECTION OF CERTIFICATION

### D1 APPLICATIONS

Rejection of an application organisation's certification, as determined by a majority vote of the AustStab Council, can occur at any of 3 stages and will result in varying consequential actions.

If the initial detailed application is rejected, the Chief Executive Officer may –

- (a) Inform the applicant organisation of the rejection of the application and give no detailed cause, or
- (b) Inform the applicant organisation of the rejection of the application and give detailed information to the applicant to enable the organisation to re-submit a more appropriate application.

### D2 EXISTING CERTIFIED ORGANISATIONS

If a perceived serious violation of Austroads or AustStab technical standards, specification by a certified organisation is brought to the attention of the Accreditation Committee, a delegation from the Accreditation Committee is to seek a meeting with the member's representatives.

If an actual problem is identified, a consultative process between the Accreditation Committee and the Accredited Contractor should be entered into to try to overcome the problem[s]. The Council is to be kept continually informed of the progress of this process.

If the Accreditation Committee is unable to rectify any problem with a Certified Contractor, the matter is to be referred to a meeting of the Council for action.

### D3 GRIEVANCE PROCEDURE

AustStab ARRB investigates grievances about the organisation, our accredited contractors and the misuse of the AustStab ARRB logo by non-accredited entities.

All grievances, including anonymous grievances, will be investigated provided sufficient and reliable information is made available by the complainant.

Receipt of a grievance is acknowledged with the complainant and any additional information pertinent to the investigation obtained. The organisation subject to the grievance is informed of the grievance. The matter is then thoroughly investigated by the Standards Committee using the resources of AustStab ARRB. A report will then be forwarded to AustStab Council for consideration. The matter is then thoroughly investigated.

The action taken by AustStab ARRB with respect to a specific grievance is dependent on the nature of the grievance and the outcome of the investigation.

Once the grievance investigation is concluded and any necessary remedial action taken, the complainant is informed of the outcome.

All grievances are handled in line with AustStab's Code of Conduct and where necessary the identity of one



or all parties can to be protected.

Grievances can be forwarded to AustStab ARRB's accreditation scheme, through the usual contact at AustStab or ARRB. Alternatively the complainant can complete the **grievance form**.

**Please note:** AustStab ARRB may need to contact the complainant to obtain further information or evidence before commencing an investigation into the grievance.

## D3.1 Grievance Form

1

PLEASE FORWARD TO COMPLETED GRIEVANCE  
FORM TO [leah.fisher@auststab.com.au](mailto:leah.fisher@auststab.com.au)



## AustStab ARRB Grievance Form

## Complainant Information

Full Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
*Street Address*

\_\_\_\_\_

*City* \_\_\_\_\_ *State* \_\_\_\_\_ *Post Code* \_\_\_\_\_

Home Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Date: \_\_\_\_\_

## Complaint information

Type of Complaint: (Please check box)

AustStab ARRB procedure or decision	<input type="checkbox"/>	Non-accredited contracting organisation	<input type="checkbox"/>
A particular contractor or staff member	<input type="checkbox"/>	Accredited contractor competencies	<input type="checkbox"/>
Auditor	<input type="checkbox"/>	Other complaint	<input type="checkbox"/>
AustStab ARRB certified contractor register	<input type="checkbox"/>		<input type="checkbox"/>

Project Title: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Company: \_\_\_\_\_

Work Location: \_\_\_\_\_ Email: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Description of complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*If additional space is needed please add and additional sheet*

## Outcome of process

Investigating party: \_\_\_\_\_  
*Name Organisation Date resolved:*

Action taken: \_\_\_\_\_  
*Describe briefly the action taken*

\_\_\_\_\_

AustStab ARRB Grievance Form Rev 2 20150112

## APPENDIX E FEES

The Council establishes the fees annually and AustStab Contracting Member joining fees and annual subscriptions are as follows: [To be completed at the time of application]

### Initial Certification

AustStab member	\$-
Non member	\$-

### Annual Review and audit

AustStab member	\$-
Non member	\$-