ISupplier Guide

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CONTENTS

Document history 4
About this guide 5
Definitions 5
ISupply Requirements 5
ISupply process 6
Step 1a: Become an ISCA member 6
Step 1b: Undertake the Introduction to IS training 6
Step 2: Undertake the recommended ISupply training 6
Step 3: Submit the ISupply directory entry through the website 7
Step 4: Directory entries are reviewed and approved 7
Step 5: Directory entries go live on the website 7
Step 6: Directory entries are reviewed every 12 months 7
Product Partnership Program 8
ISupply support 8
Fee Schedule 8
ISupply program fees 8
Product Partnership Program fees 8
Terms and conditions 9
Disclaimer 9
Appendicies 10
Appendix 1a: A good example of an ISupply directory entry for a product 10
Appendix 1b: A good example of an ISupply directory entry for a service 11
Appendix 1c: A good example of an ISupply directory entry for a consultant 12
Appendix 1d: A not so good example of an ISupply directory entry for a product 13
Appendix 2: List of the IS cateories for ISv2.0 and ISv1.2 14
ISv2.0 category list 14
ISv1.2 category list 15

DOCUMENT HISTORY

Version	Date of Approval	Author	Summary of Change
1.0	20.08.2018	N. Boyd	Developed and approved
1.1	16.11.2018	N. Boyd	Updated to align process with the online ISupply Directory

ABOUT THIS GUIDE

This guide is for ISCA members who have undertaken the ISupply training and provides an overview of the ISupply program including how to write a directory entry.

The ISupply training helps ISuppliers write effective directory entries for the ISupply directory and outlines what can be and what cannot be written. It's is highly recommended that all ISuppliers undertake the ISupply training prior to writing an ISupply directory entry.

DEFINITIONS

Term	Definition
Directory entry	A directory entry is written by an ISupplier and reviewed by ISCA and outlines the product or service being marketed. It includes one product/service which may link to 10 or less credits, or it links to one credit/category and includes multiple products/services. One directory entry cannot include multiple products and services linking to multiply credits.
ISupplier	An organisation who is an ISupply member.
Major change	A major change to a directory entry involves a change to the credits it links to, projects the product or service has been used on and any edits to the 'about product or service' or 'sustainability outcomes associated with the product or service' that alters the meaning. Edits such as updated dates, contact details, web links etc. are not major changes.

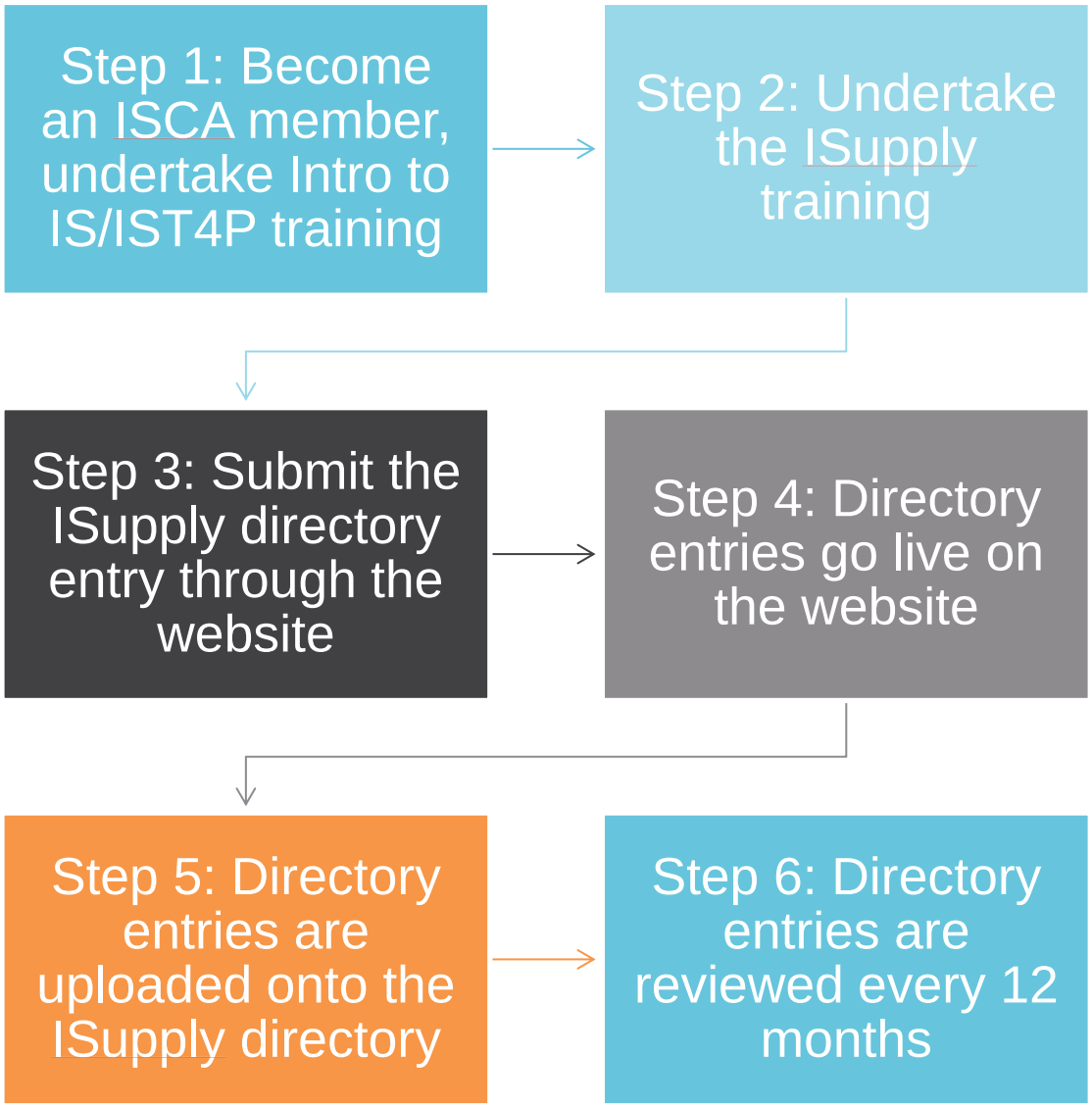
ISUPPLY REQUIREMENTS

There are three requirements to be part of the ISupply program:

1. An organisation must be an ISCA member
2. The ISupply representative must undertake the Introduction to IS training or be an Infrastructure Sustainability Accredited Professional (ISAP)
3. The product or service marketed on the ISupply directory must link to an IS credit/s

ISUPPLY PROCESS

The figure below describes the ISupply process.



Step 1a: Become an ISCA member

To access the ISupply program, you first need to become an ISCA member. Once ISCA membership is approved by the ISCA Board, you will be able to access the ISupply program.

Step 1b: Undertake the Introduction to IS training

Introduction to IS training is a requirement for the ISupply representative to undertake. If the ISupply representative is an ISAP, then the Introduction to IS training is not required.

Step 2: Undertake the recommended ISupply training

The ISupply training provides details on how to write your ISupply directory entries. This training is highly recommended for the people involved in writing ISupply directory entries to ensure you get the most out of the ISupply directory.

Once the ISupply webinar is attended, the ISupplier will receive ISupply Directory login details.

Step 3: Submit the ISupply directory entry through the website

The ISupply directory entries are submitted through the ISupply website and reviewed by ISCA before being published. ISupply directory entries must be developed according to the following guidance.

ISupply directory entry requirements

- An entry cannot guarantee IS scores or outcomes such as “product x will ensure you receive a level 3 in Exa-1”
- An entry cannot be misleading
- All entries must comply with the Australian Association of National Advertisers (AANA) Code of Ethics. When a product or services is claiming benefits to the environment, the claim must comply with the AANA Environmental Claims code. The ACCC Green Marketing and the Australian Consumer Law is a useful resource.

See Appendix A for examples of directory entries.

If the directory entry includes links to projects under ‘Associated Projects’ then the ISupplier must provide evidence of either approval from the project/asset to link your product or service (such as an email) or other evidence such as a contract or invoice.

Step 4: Directory entries are reviewed and approved

Entries are reviewed by ISCA to ensure they meet the ISupply directory entry requirements.

Entries will be reviewed by ISCA within 10 working days.

Three reviews are provided for free (once off, not per year). Charges apply to additional reviews. See the fee schedule in Appendix B.

Note: Directory entries are not a guarantee that the product or services creates the outcomes described or a guarantee that by using an ISupply product or service that a project will receive IS points.

Step 5: Directory entries go live on the website

Once the directory entries are reviewed and approved by ISCA, they will be made live onto the ISupply directory and become public. ISuppliers will receive a notification when the entry is published.

Step 6: Directory entries are reviewed every 12 months

Every 12 months directory entries must be reviewed to ensure the ISupply directory remains relevant and up-to-date. If entries are not reviewed, they will be removed from the directory until a review has been undertaken.

If directory entries require a major change, a review fee will be charged.

PRODUCT PARTNERSHIP PROGRAM

As part of the ISupply program, material suppliers can have their branded products included in the ISv2.0 Materials Calculator. To do this, your products will need to have an EN15804 compliant EPD. Fees to include your branded product in the ISv2.0 Materials Calculator are provided in the fee schedule below.

ISUPPLY SUPPORT

ISCA provides support identifying credits in both ISv1.2 and ISv2.0 that relate to your product or service. This service provides advice on how your product/service links to IS credits and possible wording that can be used to claim those links. Fees for this service are provided in the fee schedule below.

FEE SCHEDULE

ISupply program fees

Fees current until 30 June 2019.

SERVICE	FEE EX GST
ISupply training Up to three people from one organisation.	Free to all members until 30 June 2019.
ISupply directory entry review Up to three reviews per organisation free, additional reviews will be charged. Fees charged per review.	$750
ISupply support Support to identify which credits relate to your product or service. Fees charged per directory entry.	$1,000

Product Partnership Program fees

Fees current until 30 June 2019. Note, these fees represent a 50% discount for FY18. Signing up in FY18 will lock in the discounted rate for three years.

ORGANISATIONAL CATEGORY	REVENUE	INTRODUCTORY FEES EX GST PER PRODUCT PER 3 YEARS
SME	<$400k	$1,000 ($334 per year)
Organisation 1	$400k-$1m	$1,500 ($500 per year)
Organisation 2	$1m-10m	$1,700 ($567 per year)
Organisation 3	$10m-$50m	$1,900 ($634 per year)
Organisation 4	$50-$100m	$2,100 ($700 per year)
Organisation 5	$100m-$250m	$2,300 ($767 per year)
Organisation 6	$500m-$1b	$3,000 ($1,000 per year)
Organisation 7	>$1b	$5,000 ($1,667 per year)

TERMS AND CONDITIONS

A supplier will be removed from the program if at any stage one or more of the following conditions has not been met.

1. After the directory entries are published in the ISupply Directory, the member must notify ISCA immediately if any of the claims made no longer comply with these Terms and Conditions.
2. ISupply directory entries must be reviewed every 12 months.
3. All directory entries must comply with the Australian Association of National Advertisers (AANA) Code of Ethics. When a product or services is claiming benefits to the environment, the claims must comply with the AANA Environmental Claims code.
4. Claims made in the ISupply Directory must be true and correct.
5. Claims made in the ISupply Directory must be applicable to ISv1.2 Design and As Built and/or Operations technical requirements and/or the ISv2.0 Planning and/or Design and As Built technical requirements.

ISCA reserves the right to change these Terms and Conditions at any time and without notice.

DISCLAIMER

The information contained in the ISupply directory has been compiled in good faith, exercising all due care and attention. No representation is made about the accuracy, completeness or suitability of the product, service or information. ISCA shall not be liable for any damage which may occur to any person or organisation taking action or not on the basis of the information supplied in the ISupply directory. Readers should seek appropriate advice when applying the information to their specific needs.

APPENDICIES

Appendix 1a: A good example of an ISupply directory entry for a product

Name of member organisation: ISproducts

Name of product or service: RubIS

Product type: monitoring systems

Related ISv2.0 credit/s: Exa-1, Exa-2, Exb-3 **Rating Phases:** Planning, Design, As Built

Related ISv1.2 credit/s: Exa-1, Exa-2, Exa-3 **Rating Phases:** Design, As Built, Operations

Regions this product is available: NSW, Vic, Qld

About the product or service: (max 200 words) RubIS is a revolutionary product that helps infrastructure assets manage their energy and water usage. Through innovative design, RubIS customises energy and water reporting according to project parameters and sets usage alarms for immediate action.

Sustainability outcomes associated with the product or service: (max 200 words) RubIS can help assets reduce their operating energy impacts by up to 15% (reference) and water usage by 20% (reference). RubIS is GECA certified and carbon neutral, and ModernSlaveryConsultancy has assessed our extended supply chains to understand our modern slavery risk. Using RubIS on your project may help you achieve L2.1 in Exa-1, L3 in Exa-2 ISv2.0 and L3 in Exa-1, Exa 2 and Exa-3 ISv1.2 and may be recognised under Exb-3 ISv2.0.

Projects this product/service has been used on: {links to projects} West East Link, South East Rail, Boorang Water Treatment Plant

Click here for contact details

Website link: www.rubisproduct.com

Contact details: Joe Blogs 0455 555 555

Appendix 1b: A good example of an ISupply directory entry for a service

Name of member organisation: Supply Chain Sustainability School

Name of product or service: Sustainability learning resources and events, free to ISCA members

Product type: Education and Training

Related ISv2.0 credit/s: Wfs-2, Spr-3 **Rating Phases:** Planning, Design, As Built

Related ISv1.2 credit/s: IC-6 **Rating Phases:** Design, As Built, Operations

Regions this product is available: ANZ wide

About the product or service: (max 200 words) The Supply Chain Sustainability School provides free e-learning education, information, videos, templates and face-to-face training for construction and infrastructure suppliers, contractors and service providers from local sole traders to international organisations. Learning resources address all key and emerging sustainability issues including materials, waste, energy and carbon, environmental management, water, biodiversity, ethics, community, climate adaptation, procurement, social sustainability and supplier diversity, as well as human rights and modern slavery. Companies, teams or individuals signing up can access a wealth of free resources and tools to meet increasing sustainability demands and performance benchmarks; they can also create a tailored learning Action Plan relevant to their profession, size of organisation and level of knowledge, that will help build clever, collaborative and competitive construction and infrastructure sectors.

Sustainability outcomes associated with the product or service: (max 200 words). Using the School's extensive range of learning resources may help your project or asset achieve L1 in ISv2.0 Wfs-2 as part of the required induction program. L3.2 in ISv2.0 Spr-3 asks for suppliers to be engaged to build their sustainability credentials, and the variety of topics, resources and case studies means there is something for every organisation through the supply chain. The School's e-learning resources, videos and educational materials may be used to build the capacity of your project's or asset's supply chain through selected e-learning modules for material sustainability issues. For ISv1.2, Innovation Challenge 6 encourages the industry to educate their supply chains and School resources represent a flexible, free and fantastic way to meet these requirements. In addition, the school's resources may help your site employees and sub-contractors understand good sustainability management practices such as carbon management, environmental discharges, waste and resource recovery, biodiversity, community engagement, climate change, human rights and modern slavery as well as sustainable procurement, each of which may be helpful in achieving associated ISv1.2 and ISv2.0 credits.

Projects this product/service has been used on: {links to projects}

Click here for contact details

Website link: www.supplychainschool.org.au

Contact details: info@supplychainschool.org.au

Appendix 1c: A good example of an ISupply directory entry for a consultant

Name of member organisation: Thinking consultancy

Name of product or service: Sustainability Strategy technical advisory

Product type: Consulting

Related ISv2.0 credit/s: Lea-1, Lea-2, Lea-3 **Rating phases:** Planning, Design, As Built

Related ISv1.2 credit/s: Man-1, Man-2, Man-3, Man-4, Man-5, Man-6, Man-7

Rating phases: Design, As Built, Operations

Regions this product is available: WA

About the product or service: (max 200 words) Thinking consultancy are experts in sustainability strategy development. We have over 10 years' experience developing sustainability strategies, undertaking risk and opportunities assessment and implementing knowledge sharing systems into small and large infrastructure projects. Our team of four sustainability experts have worked on over 25 infrastructure projects and assets helping some to achieve full points in the ISv1.2 Management Systems credits. Our team is based in Perth and services all of Western Australia.

Sustainability outcomes associated with the product or service: (max 200 words). Thinking consultancy has helped over 100 organisations and infrastructure projects develop sustainability strategies that are embedded into organisations. Our unique collaborate style uses a systems-thinking approach to get buy-in throughout the organisation or project. We have developed our approach over 10 years to create an effective tool for developing and implementing sustainability outcomes. We have worked with our clients to achieve an average score of 8.5/10.5 in ISv1.2 Management Systems. Our team have expertise in implementing the Sustainable Development Goals into infrastructure projects and organisations and can help your project to achieve Lea-1 in ISv2.0 as well as Lea-2 and Lea-3.

Projects this product/service has been used on: {links to projects} West Link, Northern Perth Metro, Small Town Water Treatment Plant

Click here for contact details

Website link: www.ThinkingConsultancy.com.au

Contact details: Jane Blogs 0455 555 555

Appendix 1d: A not so good example of an ISupply directory entry for a product

Name of member organisation: ISproducts

Name of product or service: RubIS

Product type: monitoring systems

Related ISv2.0 credit/s: Exa-1, Exa-2, Exb-3 **Rating Phases:** Planning, Design, As Built

Related ISv1.2 credit/s: Exa-1, Exa-2, Exa-3 **Rating Phases:** Design, As Built, Operations

Regions this product is available: NSW, Vic, Qld

About the product or service: (max 200 words) RubIS is a revolutionary product that helps infrastructure assets manage their energy and water usage. Through innovative design, RubIS customises energy and water reporting according to project parameters and sets usage alarms for immediate action.

Sustainability outcomes associated with the product or service: (max 200 words) RubIS will help assets reduce their operating energy impacts by 15% and water usage by 20%. RubIS is GECA certified and carbon neutral, and ModernSlaveryConsultancy has assessed our extended supply chains to identify there no modern slavery risk. Using RubIS on your project will guarantee that your project will achieve L2.1 in Exa-1, L3 in Exa-2 ISv2.0 and L3 in Exa-1, Exa-2 and Exa-3 ISv1.2 and may be recognised under Exb-3 ISv2.0.

Projects this product/service has been used on: {links to projects} West East Link, South East Rail, Boorahg Water Treatment Plant

Click here for contact details

Website link: www.rubisproduct.com

Contact details: Joe Blogs 0455 555 555

Avoid using explicit terms such as 'will'.

It's a good idea to provide evidence when claiming reduction percentages.

Claims such as 'no modern slavery risks' is not defendable.

A product or service can never guarantee points or outcomes on IS ratings.

Appendix 2: List of the IS cateories for ISv2.0 and ISv1.2

ISv2.0 category list

Theme	Category	Overview
Governance	Context	The Context category sets the scene. It includes urban and landscape design topic areas as well as focuses on how the infrastructure project has been considered as part of its surroundings, its purpose and how it enhances livability.
	Leadership & Management	This category encourages projects to align their sustainability strategy/policy/program with the Sustainability Development Goals, assesses the risk and opportunity process for the project and rewards knowledge and data sharing.
	Sustainable Procurement	The Sustainable Procurement category includes social and environmental risks and opportunities within supply chains as well as rewards social outcomes such as engaging social enterprises. The category has been developed to align with ISO20400.
	Resilience	Resilience is more than just climate change adaptation. This category promotes the broader definition of resilience and looks at how infrastructure is contributing towards city, regional and community resilience.
	Innovation	The Innovation category rewards pioneering initiatives in sustainable design, process or advocacy.
Economic	Options Assessment and Business Case	The Options Assessment and Business Case category rewards the selection of sustainable initiatives using non-financial elements in decision-making.
	Benefits	The Benefits category encourages projects to track the costs and benefits outlined in the business case and compares them to the real outcomes throughout the whole life of a project.
Environment	Energy and Carbon	The Energy and Carbon category rewards a reduction in energy and emissions.
	Green Infrastructure	This new category rewards the inclusion of green infrastructure, such as water-sensitive urban design, green walls, green roofs, and all other living solutions.

	Environmental impacts	This category addresses water discharges, noise, vibration, air quality and light pollution.
	Resource Efficiency	The Resource Efficiency category takes a circular economy approach to resource management and thinks about resources holistically from reusing resources on site to finding new and innovative uses for 'waste' products.
	Water	The Water category rewards water efficiency as well as considering and using appropriate water sources.
	Ecology	The Ecology category rewards the maintenance or enhancement of ecological value.
Social	Stakeholder Engagement	The Stakeholder category rewards effective stakeholder engagement.
	Legacy	The Legacy category will reward projects who leave a positive legacy for the community and/or environment.
	Heritage	The Heritage category rewards the monitoring and management of European and Indigenous heritage.
	Workforce Sustainability	The Workforce Sustainability category includes education and training; wellbeing; diversity and inclusion; workplace culture; workforce planning and encourages projects to think about the skills they need for the future.

ISv1.2 category list

Themes	**Categories**	**Description**
Management and Governance	Management Systems	Management Systems aim to ensure consistent and efficient activities within an organisation, project or asset management.
	Procurement and Purchasing	Goods and services should be procured in a manner that optimises economic, social and environmental outcomes.
	Climate Change Adaptation	Infrastructure needs to be designed, constructed and operated to cope with projected hotter, drier and stormier climatic conditions, with higher sea levels.

Using Resources	Energy and Carbon	Energy and Carbon monitoring and reduction, and the use of renewable energy.
	Water	Conserving water, and managing run-off and wastewater to prevent pollution.
	Materials	Ensuring that materials such as aggregates, concrete, steel, oil and wood are responsibly sourced, and used efficiently.
Emissions, Pollution and Waste	Discharges to Air, Land and Water	Concerned with pollution to waterways, noise and vibration, air pollution, and light pollution.
	Land	Ensuring that the land used is not of high environmental or social value.
	Waste	Construction should avoid the generation of waste, manage waste as a resource, and ensure that waste treatment, disposal, recovery and re-use is undertaken in a sound manner.
Ecology	Ecology	Considers local ecosystems (soil, water, air, biomass and wildlife).
People and Place	Community Health, Well-being and Safety	This relates to the concept of livability, and that community wellbeing is considered in the construction of infrastructure.
	Heritage	This encompasses the conservation of indigenous, historic and natural heritage in a local area.
	Stakeholder Participation	Refers to the processes and mechanisms that enable stakeholders who have a direct or indirect interest in infrastructure development to be part of decision-making.
	Urban and Landscape Design	Concerned with the arrangement, appearance and function of infrastructure within an area.
Innovation	Innovation	Innovation is the creation of more effective infrastructure, processes, services, technologies or ideas.