





# Managing External Providers

## System Procedure

SP-Q-04

### Document Control

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## 1. Introduction

This procedure describes the methods used to ensure all externally provided processes, products and services conform to the Company requirements and records of the evaluation are maintained.

## 2. Definitions

Word/Term	Definition
<b>Externally provided processes, products and services</b>	Externally provided processes, products and services include but are not limited to: <ul style="list-style-type: none"> <li>Subcontractors who provide products/services to the Company.</li> <li>Subcontractors who provide products/services directly to the client on behalf of the Company.</li> <li>Suppliers for physical materials.</li> </ul> Suppliers for non-physical materials. (E.g. computer software, subscriptions etc.)

## 3. Requirements

### 3.1 Assessment

#### 3.1.1

All external providers to the Company that have potential to impact:

- quality of the services the Company provides to the client;
- safety of its own employees and the Company's employees; and
- the environment

shall be assessed for their ability to meet the Company's requirements.

The assessments shall be conducted using the External Provider Assessment Record (Form No.Q-05) as a guide.

#### 3.1.2

External providers that meet requirements shall be recorded on the list of Approved External Providers Register (Form No.Q-06).

#### 3.1.3

Suppliers with third party certification shall be used preferentially where possible.

### 3.2 Provider Engagement

Once a supplier has been selected, the confirmation of engagement shall be received as one of the following:

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- Purchase Order
- Written acceptance of a quote
- Written contract/agreement

The above document shall clearly state:

- The nature of the products/services.
- Product/service specifications and/or acceptance criteria.
- Any specific qualification(s) required.
- Company's contact details or contact person's details.
- Any controls or checks that the Company plans to conduct.

The Company shall not engage a subcontractor to carry out work on site or within the Company's premises unless they have completed and signed the Contractor/Subcontractor Safety Advice and Agreement (Form No.S-32).

The Manager or Supervisor shall discuss the types of hazard associated with the particular contract with the contractor and provide copies of the relevant safe work procedures to the contractor or agree to relevant safe working procedures provided by the contractor.

Prior to any work commencing, the Manager or Supervisor shall ensure any relevant Job Safety Analysis (JSA) has been completed and checked. For contractors and subcontractors whose services are used on a regular basis, a standing file may be kept, which holds all relevant JSAs and other licensing or legislative information, providing the information contained in the file remains up to date. It is the responsibility of the contractor / subcontractor to advise of any changes to JSA, procedures or any other legislative requirement.

Contractors/Subcontractor shall be provided with the following:

- On site hazard information, and/or job risk assessment where possible.
- Direct supervision by one or more competent Manager or Supervisor on site.

### 3.3 Provider Performance Monitoring

#### 3.3.1

The Managing Director or delegate shall undertake annual review of all the external providers and review the results on the Approved External Provider Register (Form No.Q-06).

#### 3.3.2


Where a supplier has not met requirements the supplier shall be advised of the problem.

Where problems persist the supplier shall be removed from the Approved External Provider Register (Form No.Q-06).

#### 3.3.3

All problems with external providers such as:

- failure to meet delivery deadlines;
- goods arriving damaged;
- goods not meeting specifications;

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- services not meeting acceptable standards;
- breach of safety requirements;

shall be recorded on the Request for Action (Form No.Q-07).

Failure by a subcontractor to observe all health and safety rules and regulations and/or comply with a verbal safety instruction shall result in a written warning (Form No.S-33 – Notification of Breach of Safety Requirements for Contractors or Subcontractors) being issued by the Company. Work shall not continue until the issue is resolved.