



Authorised by: Pasquale DiVirgilio

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Integrated Management System

Service Providers & Purchasing Procedure



1. Purpose

The aim of this procedure is to ensure that vendors meet the safety, environmental and quality requirements determined by the organisation. Melbourne Cleaning Supplies recognises that a robust supplier, service provider and subcontractor network is a key element of a successful and safe business.

Once a vendor has been accredited, staff may place orders for goods and services subject to their financial or operational constraints. Goods and/or services cannot be procured from unaccredited vendors without the approval of the Director.

2. Definitions

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| Supplier | A supplier is a person or organisation that provides products or services to an organisation. This can include companies such as transport providers, material providers, subcontractors and distributors. |
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3. Responsibilities

| Position | Responsibilities |
|--------------------------------|--|
| Director / Procurement Manager | <ul style="list-style-type: none"> - Provide adequate resources to allow the Systems Manager to implement a supplier accreditation process across the organisation and to maintain this process - Review and make decisions on accrediting new suppliers |
| Systems Manager | <ul style="list-style-type: none"> - Maintain the Accredited Suppliers Register - Collect feedback from Supervisors and Employees regarding suppliers for performance reviews - Record any supplier non-conformances on the Action Register |
| Supervisor / Employees | <ul style="list-style-type: none"> - Place orders for goods and services using the Purchase Order Form if required - Ensure that the receipts and general goods and services align - Pass feedback regarding supplier's performance and non-conformances to the Systems Manager |

4. Process

Supplier Accreditation & Performance Review

All new suppliers will be evaluated against the criteria specified in the **Supplier Accreditation Checklist**, as well as any reasonable additional criteria deemed necessary by the organisation. The Director / Procurement Manager will approve all supplier accreditations and once approved, the manager responsible for purchasing will:

- Add newly accredited suppliers to the **Accredited Supplier Register** and graded
- Communicate changes to all relevant people in the organisation
- Communicate this decision to the vendor
- Maintain a file for each vendor that contains any relevant information about the products or services they deliver, notes from discussions, pricelists, SDS, terms and conditions, and any other information applicable to the services they provide

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The **Supplier Accreditation Checklist** will be reviewed during the Management Review process. Any vendor non-compliances will be recorded in the **Action Register** and suppliers must be notified of these instances. These statistics will be treated as inputs to the formal supplier reviews.

Supplier Performance Reviews

Formal supplier performance reviews will be held annually to review supplier performance and re-accredit the supplier (or not). These supplier performance review meetings may be minuted and minutes of discussions held in the vendor file.

Purchasing

❖ **Placing Order**

All goods and services must be procured via the Preferred Supplier Agreement and Trading Terms, and clearly stating:

- The name of the supplier
- The description and quantity of goods or services
- Cost
- Expected due date
- Required performance standard or specifications
- The name of the person placing the order

The document must be sent to the vendor via the agreed process established with the vendor. The vendor must acknowledge receipt of the order. If the order is not acknowledged, it cannot be deemed:

- To have been placed
- The conditions/terms/requirements specified to be agreed

❖ **Receipt of General Products / Services**

It is the store owner responsibility to receipt all goods and check against the purchase order to ensure they are as required. If raw materials and packaging materials, a visual check of the integrity of the materials should be conducted (noting any irregularities or non-compliances).

Any vendor-required documents must be returned to the vendor as quickly as possible. The vendor's Proof of Delivery (usually a manifest or delivery note, sometimes invoice) must be signed-off by the Store owner or his representative receiving the goods and compared to the Purchase Order to ensure correctness.

On completion of office services, the person responsible for overseeing the service provider must:

- Sign-off the work done by the provider or
- The accredited service provider may approve their own work
- Send the POD to Accounts Payable as a priority

Any vendor non-compliances with Melbourne Cleaning Supplies label must be recorded in the **Action Register** with the supplier notified of these instances. Minor non-conformances will not hold up the whole payment and the vendor must be given a reasonable opportunity to rectify the non-conformance.

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5. Records

| Document Type | Document Name |
|---------------|---|
| Form | Supplier Accreditation Checklist Management Review Meeting Minutes |
| Register | Accredited Suppliers Register Action Register |

6. Associated Documents

Nil

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