

One-off Subcontractor Pack

A **subcontractor** is a valued partner of Austen Building Group, chosen for their consistent ability to deliver reliable, high-quality services that align with our standards and expectations. This designation reflects your expertise, commitment to excellence, and ability to work collaboratively within our team.

Key attributes of our subcontractors include:

- **Proven Expertise:** Exceptional skills and technical competence in your trade.
- **Reliability:** Consistently delivering projects on time and within budget.
- **Quality Workmanship:** Upholding the high standards that define Austen Building Group.
- **Clear Communication:** Maintaining open and proactive dialogue throughout every project.
- **Compliance:** Strict adherence to safety, regulatory, and contractual obligations (high value work may be subject to a Master Builders Subcontractor Agreement).
- **Competitive Pricing:** Offering value for money without compromising quality.
- **Cultural Alignment:** Reflecting our company values and work ethic.

All workers must work within:

- ABG's **Golden Rules** of safety; and
- ABG'S **Quality, Safety and Environmental policies** (see end of form).

ABG will carry out the following for ABG projects as applicable:

- SWMS review
- SDS Checklist
- Site Inspections
- Toolbox Talks

Photographs

Pre-start and completion of works/project photos must be sent to ABG project manager or projects@austenbuild.au, at the commencement and completion of each job. This includes evidence of dilapidation.

Payment terms

All subcontractors will be subject to **30-day end-of-month (EOM) payment terms**, which will apply unless alternative terms are discussed and approved by Austen Building Group management and included in your quote i.e. PC claims.

Subcontractors subcontracting out works

Subcontractors are not permitted to subcontract out works awarded to them without prior written approval from ABG.

Completing this pack

Please complete each section of this pack and return to projects@austenbuild.au. **Completion of this pack is required prior to release of purchase orders.**

Company Information Form

Please complete below table and provide copies of QBCC Licence and Insurance certificates of currency.

General Details		
Company Name		
Trading Name		
ABN		
Address		
Office Contact		
Phone	Email	
Accounts Contact		
Phone	Email	
QBCC Licence Details		
Number	Expiry	
Public Liability Insurance		
Insurer		
Policy Number	Expiry	
<i>Note: Public Liability only covers property damage and personal injury suffered by other people as a result of your actions. It does not cover you for damage or injury that you suffer yourself.</i>		
WorkCover		
Policy Number	Expiry	
Income Protection (if WorkCover not applicable)		
Insurer	Policy No	Expiry

Workers Qualifications Register

To allow us to determine the competence of workers and ensure they have the appropriate education, training and experience required, please provide details below of workers competencies for any workers that will perform works on Austen Building Group sites and provide a copy of their relevant licences/tickets.

Workers Name	Trade	Trade Qualification	Expiry (if applicable)

Acknowledgement

I understand and agree to comply with all of the requirements detailed in this document. I will discuss any site-specific safety concerns with Austen Building Group Site Management.

Name:	Position:
Signature:	Date:

Golden Rules of Safety

- **Stay Alert:** Be aware of your surroundings and potential hazards.
- **Follow Procedures:** Adhere to established safety procedures and instructions.
- **Emergency procedures:** Be familiar with emergency procedures, including evacuation plans and first aid protocols.
- **Proper Use of Equipment:** Use tools, machinery, and equipment correctly and safely.
- **Report Hazards:** Report any unsafe conditions or situations immediately.
- **Wear Appropriate PPE:** Use the correct personal protective equipment (PPE) for the task.
- **Be Aware of Your Surroundings:** Pay attention to your environment and potential hazards.
- **Know Where First Aid is Located:** Familiarize yourself with the location of first aid kits and procedures.
- **Don't Enter Restricted Zones Without Authorization:** Follow restricted work zone protocols.
- **Stop work when necessary:** If a situation becomes unsafe, stop working and address the issue before continuing.
- **Know your limits:** Be aware of your physical and mental limitations, and don't try to do something that you are not capable of or comfortable with.
- **Maintain a Clean and Organized Work Area:** This helps to reduce trip hazards and makes it easier to see and avoid potential dangers.
- **Communication and Collaboration:** Communicate with your colleagues and supervisors about safety concerns and share information about potential hazards.

Specific Safety Areas:

- **Working at Heights:** Always protect against falling when working at heights.
- **Lifting:** Use proper lifting techniques and seek assistance when necessary.
- **Confined Spaces:** Never enter a confined space without written authorization.
- **Driving Safety:** Always wear seatbelts and follow driving safety guidelines.
- **Electrical Safety:** Follow safe electrical work practices and never work on energized systems.
- **Fire Safety:** Understand fire prevention procedures and know the location of fire extinguishers.
- **Toxic Gases:** Be aware of potential toxic gases and follow safety protocols for working with them.

Other Important Principles:

- **Safety First:** Always prioritize safety over speed or efficiency.
- **Everyone has a Role:** Understand your responsibilities and the responsibilities of others in ensuring a safe environment.
- **Continuous Improvement:** Seek out opportunities to improve safety practices and procedures.



QUALITY POLICY

Austen Building Group (ABG) is an Australian-owned national company specialising in asset management and facilities services, delivering fully integrated solutions across the commercial and government sectors. Through a trusted network of experienced subcontractors and a growing in-house team, we provide end-to-end maintenance, building, and asset lifecycle solutions at scale.

ABG recognises the importance of quality management in relation to our activities, and services. ABG commits to manage quality systematically to support its strategic direction, whilst committing to satisfying applicable requirements, including those of our customers, statutory and regulatory requirements, and self-imposed requirements.

ABG has implemented an integrated management system which includes the requirements of ISO 9001:2015, including quality objectives, around which its system is based. Objectives relate to the organisation's commitment to satisfaction of applicable requirements, including the following specific commitments:

- ❖ Providing exemplary service to clients
- ❖ Operating efficiently
- ❖ Complying with project deadlines
- ❖ Achieving and improving customer satisfaction.
- ❖ Operating ethically and in terms of our specific code of conduct
- ❖ Provision of high quality services.

These objectives are set and reviewed for achievement at IMS management review and are recorded in the organisation's current Objectives Register.

ABG commits to continually improving its IMS via maintenance and improvement activities, including achievement of objectives, management reviews, internal audits, and the Improvements, Incidents and Non-conformances Procedure.



John Daly
Chief Executive Officer
31/1/25



WORK HEALTH & SAFETY POLICY

Austen Building Group (ABG) is an Australian-owned national company specialising in asset management and facilities services, delivering fully integrated solutions across the commercial and government sectors. Through a trusted network of experienced subcontractors and a growing in-house team, we provide end-to-end maintenance, building, and asset lifecycle solutions at scale

ABG is committed to ensuring the Health and Safety of its employees, subcontractors and other related interested parties. ABG maintains an Integrated Management System (IMS) that covers the activities of our operation, including maintenance and facilities management. The overall goal of the system is to improve WHS performance with the aim of eliminating hazards and work-related injury and illness.

The IMS includes the requirements of AS/NZS ISO 45001:2018 and enables our Company to achieve the following overall WHS Objectives:

- ❖ Conform to statutory and regulatory requirements, codes of practice, standards, and other requirements as applicable;
- ❖ Assess risks associated with the hazards before starting work and determine suitable control measures to eliminate hazards and minimise the risk based on the concept Plan-Do-Check-Act (PDCA);
- ❖ Communicate and consult on safety issues to our employees and subcontractors and seek their advice and suggestions;
- ❖ Ensure all staff and subcontractors are competent for any activities they carry out;
- ❖ Continuously improve the IMS through the audit program and management review to ensure that aspects of the IMS are functioning correctly.

We recognize that employee consultation and participation in our safety system is vital and improves decision-making about health and safety matters in the workplace. Consultation is also included in the process of risk assessments and the development of our safe work practices.

Employees shall be actively involved in the workplace safety system. Suggestions for changes and improvements to policies, procedures or safe work practices are encouraged, through reporting to management. Meetings to consult and inform employees on safety issues shall be conducted through staff meetings, as regularly as is necessary.

More specific, measurable objectives and targets are set and reviewed for achievement at IMS management review and are recorded in the organisation's current Objectives Register.



John Daly
Chief Executive Officer
22/5/25



ENVIRONMENTAL POLICY

Austen Building Group (ABG) is an Australian-owned national company specialising in asset management and facilities services, delivering fully integrated solutions across the commercial and government sectors. Through a trusted network of experienced subcontractors and a growing in-house team, we provide end-to-end maintenance, building, and asset lifecycle solutions at scale.

Considering ABG services, the organisation recognises the control and influence it has over environmental impacts of its activities and services, and as a result ABG manages its environmental responsibilities systematically to protect the environment, whilst meeting all its contractual, statutory, and legal compliance obligations that apply to it.

To this end, Austen Building Group has implemented an integrated management system which includes the requirements of ISO 14001:2015. ABG sets objectives, including environmental objectives, around which its system is based. Objectives relate to the organisation's commitment to the protection of the environment, including the following specific commitments:

- ❖ Prevention of pollution
- ❖ Minimisation of resource use
- ❖ Maximisation of environmentally friendly practices, such as recycling
- ❖ Improvement of our employee environmental awareness.
- ❖ Consideration of Life Cycle of products when in a position to influence purchasing

These objectives are set and reviewed for achievement at management review and are recorded in the organisation's current Objectives Register.

Through maintenance and continual improvement of its IMS, including achievement of the strategies and objectives, Austen Building Group commits to continually improving its environmental performance.



John Daly
Chief Executive Officer
31/1/25