

## Customer Service & Work Practice Guidelines- Sub-Contractors:

**ProBuild Australia specialise in all facets of insurance related work, both residential & commercial. We have signed Quality and Service Level Agreements with Insurers and Loss Adjusting firms (our 'Clients'), which incorporate standards, we have to abide by.**

**Our Clients routinely and randomly audit our work and customer service levels. The outcome of these audits has a direct impact on the volume of work they make available to us.**

**It is imperative all sub-contractors understand that ProBuild Australia is judged by our clients not only the quality of the work they do, but also by the way they go about performing the works and the nature of the interaction with the customer.**

**Our clients place significant emphasis on the need for us to provide their customers with a positive experience, and excellent customer feedback is critical to ensuring ongoing work for both ProBuild Australia, and in turn our sub-contractors.**

**We therefore aim to exceed the expectations of the customer each and every time we have contact with them. We strive to achieve this by delighting our customers with demonstrated empathy to their circumstances and that of their loss, our attention to detail, and our constant focus on quality and timeliness of repair.**

**To assist in understanding of ProBuild Australia's requirements and expectations, please find the below customer service guidelines that sub-contractors are to adhere to whilst in the employ of our company.**

**The below guidelines are to be followed by all subcontractors.**

### 1. Appointing a Time to Arrive:

If you need to contact the customer by phone: (e.g. Let them know when you will be arriving or let them know you are running late, alternately phone your supervisor and let them know so we can pass the information on to the Insured customer).

- Make sure you identify yourself and that you are calling on behalf of ProBuild Australia.
- Greet the customer in a clear confident friendly manner.
- Don't 'tell' the customer what you want to do, 'ask' the customer if the timing suggested is acceptable.
- Please ensure that you phone either the client or your supervisor if you will be arriving later than the time specified on your job sheet.

### 2. Arriving at the Customer's House:

- Park your vehicle firstly on the street, unless otherwise agreed to by the customer.
- Introduce yourself and identify that you work on behalf of ProBuild Australia.
- Let the customer know that you have the Scope of Works with you and are ready to do the job.
- Ask to be shown to the site of the repairs.
- Assess what needs to be done e.g. Does the area need to be cleared, look for a suitable workspace and ask the customer if it ok for you to set up there. Does any large furniture items need to be moved etc?
- Identify an area where you can temporarily store rubbish and seek the customer's acceptance before proceeding.
- If necessary, ask if you can bring your vehicle onto the customer's premises before doing so.

- Make sure suitable arrangements have been made to secure the customer's property at the end of the job or while you need to leave the site for whatever reason.

### 3. Commencement of the Repair & Workplace Safety:

- Assess safety of the workplace area prior to commencement of any works.
- Complete a JSA (Job Safety Analysis) form. It is the responsibility of all subcontractors to carry out their own site-specific risk and complete a JSA form.
- This document needs to be supplied to ProBuild Australia prior to commencement of any works.
- If you have any safety concerns whatsoever you are required to contact a Supervisor at ProBuild Australia prior to commencing any works.
- If you need to ask the customer to keep their pets and/or children away, explain to the customer that this is for the safety of their pets and/or children (always explain things in a friendly manner).
- Assess the work area as to the best method of protecting it from further damage.
  - All floor coverings should be covered with drop sheets.
  - All moveable paintings and pictures should be covered or taken down and moved into a different room.
  - All bench tops should be covered. Use chipboard or plywood if drop sheets do not provide adequate protection against things being dropped.
  - All works are to be performed only once the desired methods of protection have been discussed and agreed with the customer.
- It is our policy that we will not go back to a job to clean it if it could have been protected by the use of drop sheets. This does not mean accidents; it is to protect ProBuild Australia against negligence and / or laziness.
- Don't play loud music on site.
- Let the customer know if you will be using loud power tools or need to turn the power off for any reason.

### 4. General Requirements:

- Dress code guidelines (this applies to regular tradesman we consistently provide work to):
  - Clothing should otherwise be neat and in an acceptable condition and meet any specific site safety requirements that might exist
  - Wear ProBuild Australia contractor badge
- Examples of unacceptable clothing is as follows:
  - Singlets
  - Track pants
  - Torn jeans
  - Thongs, sandals
  - Clothing displaying offensive slogans or image.
- Under no circumstances are you to smoke or consume alcohol on or near the property of the customer.
- ProBuild Australia has a zero-tolerance drug policy during working hours.
- Should any problems or other damage occur to the customer's home or property during the repair phase, the tradesperson is required to call your supervisor immediately
- Daily, upon finishing the job, make sure the work site is clean and tidy and inform the customer of your departure.

## 5. Private Works:

- Should the customer ask you to carry out any repairs that are not listed on the Scope of Works; you are not authorised to carry out these repairs. Instead, you are first required to call your supervisor to let them know of the customer's request. Private work is not to be offered to any customer without the prior consent from ProBuild Australia.
- Private works arranged between you and the customer will only be permitted to proceed if a disclaimer is signed by the insured which stipulates that ProBuild Australia will not be held liable, accountable, warrantee, guarantee, be legally responsible for any work outside of the supplied, agreed and signed scope of work supplied by ProBuild Australia and signed and dated by the customer prior to commencement of the insurance related building works.
- Any damage/s caused during the completion of private works, unsanctioned by ProBuild Australia whether building related, accidental, or of a personal nature, caused, created, future damages, poor workmanship, unsafe or illegal work, whether the fault of the tradesman or materials is agreed to be private works between you and the customer.
- Unless the private work is agreed to in writing by ProBuild Australia, supervised, run and invoiced by ProBuild Australia there will be no liability admitted. No work will be guaranteed, rectified, indemnified or responsibility acknowledged by ProBuild Australia even if the private work causes damage to the insurance related portion of the works as laid out in the scope of work provided by ProBuild Australia.

## 6. Agreed Scope of Works:

- The Customer will have received their agreed scope of works from ProBuild Australia. There are to be no changes to the scope of works as documented. Should the customer want to change any part of the scope of works, this must be approved in writing by the building supervisor and customer prior to commencement of the works. Should you encounter a customer that wants changes, in every instance, you must first contact the ProBuild Australia building supervisor for approval.

## 7. Alcohol & Other Drugs:

- ProBuild Australia is committed to providing a safe, healthy and productive workplace in accordance with requirements under the Occupational Health, Safety and Welfare Act 1986.
- Consumption and/or being under the influence of any Alcohol and/or any Drug whilst on or near the customer's property is strictly prohibited. Any sub-contractor/s and/or their staff considered by the job Supervisor to be under the influence of any Alcohol and/or Drug will be immediately removed from the site.

## 8. Asbestos Removal:

- As part of your employment, you may be asked to remove asbestos materials from a customer's property. In such circumstances it is a requirement that the sub-contractor maintain suitable licenses and insurances in order to perform such tasks, which must be supervised by suitably qualified and licensed staff. It is a requirement that any asbestos materials removal works be compliant with all relevant statutory requirements.



ProBuild Australia Pty Ltd
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admin@probuilddustralia.com.au www.probuilddustralia.com.au

9. Bullying and Harassment:

Workplace bullying is any behaviour that is repeated, systematic and directed towards a worker or group of workers that a reasonable person, having regard to the circumstances, would expect to victimise, humiliate, undermine or threaten and which creates a risk to health and safety. Examples of bullying behaviour include, but are not limited to:

- Abusive, insulting or offensive language
Behaviour or language that frightens, humiliates, belittles or degrades
Spreading gossip, rumours and innuendo of a malicious nature
Physical assault or unlawful threats, including inappropriate or violent initiating practices
Intruding on a person's space by pestering, spying or tampering with their personal effects or work equipment
Deliberately denying access to information, consultation or resources
Setting tasks that are unreasonably beyond a person's ability
Withholding information that is vital for effective work performance
Teasing or regularly making someone the brunt of practical jokes
Displaying material that is degrading or offensive
Unfair treatment in relation to accessing workplace entitlements
Deliberately excluding, isolating or marginalising from workplace activities
Intimidating a person through inappropriate persona comments, belittling opinions or unjustifiable criticism
Ignoring or isolating a person from normal workplace activities
Setting impossible deadlines
Deliberately denying access to information, consultation or resources

Workplace bullying is not conduct that involves:

- Reasonable action taken in a reasonable manner by an employer to transfer, demote, discipline, counsel, retrench or dismiss a worker
Reasonable administrative action taken in a reasonable manner by an employer in connection with a worker's employment
A decision by an employer, based on reasonable grounds, not to award or provide a promotion, transfer or benefit in connection with a worker's employment
Reasonable action taking in a reasonable manner under an Act affecting a worker

Any such actions that are found to occur on a worksite may involve the job Supervisor ordering a stop to any works and/or the immediate removal of any sub-contractor and/or their staff whilst the matter/s are referred to ProBuild Australia Management for review and/or investigation.

Please sign below as acknowledgement and acceptance of these guidelines

Signature: .....

Date: ...../...../.....

Name: ..... on behalf of Company .....

## Accounts Payable Criteria

Dear Valued Supplier,

Thank you for trading with ProBuild Australia. We look forward to a long-standing and mutually beneficial relationship with your business.

ProBuild Australia provides many services including specialise in providing repair and restoration services to the insurance industry. As Australia's leading insurance builder our clients expect a level of service and professionalism from us that is second to none.

To ensure we meet these demands your support is expected and appreciated. Apart from the great job you do in the provision of your services and/or supplies helps us immensely, another important way you can assist us is when you send your invoice. We've developed a list of criteria below that, if followed, will ensure your invoice is processed promptly and fulfils ours and our client's requirements.

### 1. **Your invoice must contain the following information:**

- Your company name, ABN, postal address and contact details
- A unique invoice number
- Invoice date
- ProBuild Australia's job number
- Site address
- Breakdown of all labour and materials used ("As Per Quote" will not suffice)
- GST conditions – Is GST applicable or not?

### 2. **Submitting your invoice:**

All invoices are paid centrally from our head office. The best way to ensure your invoices are processed promptly is to send them to the head office via one of the following methods:

Email: [admin@probuilddustralia.com.au](mailto:admin@probuilddustralia.com.au)

Post: ProBuild Australia  
PO Box 207  
Woodcroft Town Centre SA 5162

### 3. **Send a statement of account at the end of each month**

To ensure that we've received all of your invoices, please send us a monthly statement to [admin@probuilddustralia.com.au](mailto:admin@probuilddustralia.com.au).

#### 4. Payment Terms

- Payments are made twice a month by direct EFT only.
- Any invoice received prior to the 15<sup>th</sup> of the month will be deemed to be received on the 15<sup>th</sup>. These invoices will be paid on the 14<sup>th</sup> of the following month.
- Any invoice received prior to the 1<sup>st</sup> of the month will be deemed to be received on the 1<sup>st</sup> of the month. These invoices will be paid on the 30<sup>th</sup> of the month.
- Should a payment date fall on a weekend, public holiday or February, the payment will be made the last business day before this date.

Should you have any queries, please do not hesitate to contact the finance team on 1300 277 628.

Yours faithfully,

Grant Monaghan  
Director

## SUBCONTRACTOR APPLICATION FORM

How were you referred to ProBuild Australia?		
Trade Type:	Reg/Lic#	State Issued:
Business Name:		
Trading Name:		
A.B.N No:	GST Registered Yes                  No	A.C.N. No:
Are you a Proprietary Limited (PTY LTD)?	Yes	No
Safety Awareness Training Card No:	State Issued:	Date Issued:
Business Address:		
City/Suburb:	State:	Postcode:
Postal Address:		
Work Phone:	Work Fax:	
Mobile:	Home Phone:	
Email:	Website:	

**I have attached a copy of the following, current documents:**

Document	Expiry date	Attached, please tick
Public Liability Insurance (Compulsory)		
Contract Works Insurance		
Drivers Licence (Compulsory)		
White Card (Compulsory)		
JSA – a blank copy (Compulsory)		
Any other supporting documentation, licensing etc.		



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**Relevant Building Industry Registrations & Memberships**

Type of membership:	No:	Expiry date:
Type of membership:	No:	Expiry date:
Type of membership:	No:	Expiry date:
Builders Registration No:	State Issued:	Date issued:

**Sole Proprietor Details (complete relevant sections)**

Trade Qualification:	State Issued:	Date issued:
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**Sole Proprietor / Partnership / Directors Details:**

Sole proprietor:	Partnership:	Company:
Name:	Address:	Phone:
Do you have a Workplace Safety Plan: Yes    No		Date established:

**Bank Details (ProBuild Australia pay directly into your nominated bank account)**

Account No:	BSB No:
Account Name:	Bank Name:

By signing below, I certify all information provided above is true and correct to the best of my knowledge.

Signature: ..... Date:.....

Name: .....