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# SUPPLIER & CONTRACTOR POLICY

## OUR STANDARD

Cater Care is committed to providing high quality services that are safe, meet the expectations of our clients and customers, and delivered and maintained by our employees, contractors and suppliers. We aim to encourage and assist Aboriginal and Torres Strait Islander businesses/enterprises to participate in our supply chain for products and services.

## OUR COMMITMENT

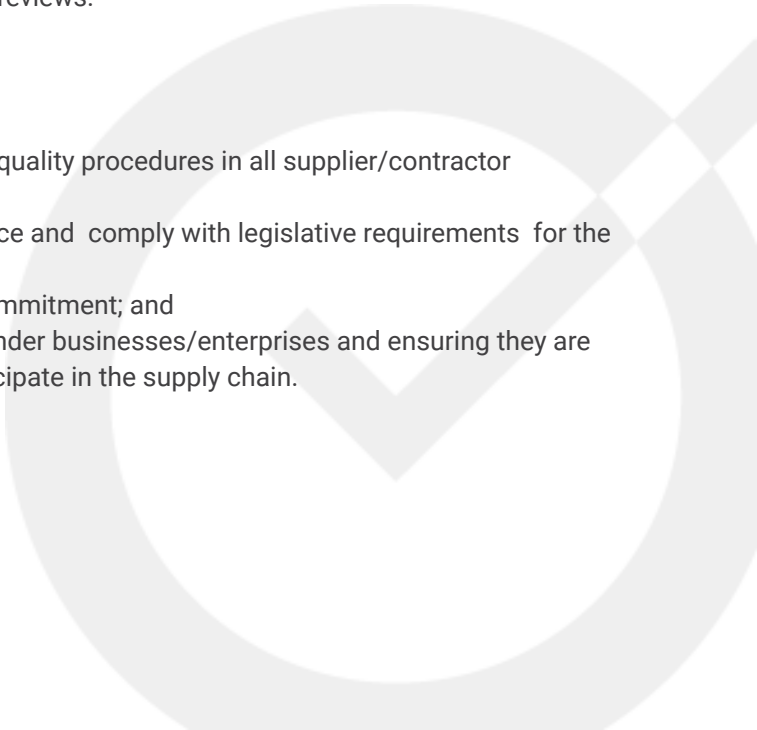
Cater Care will:

- Ensure all Suppliers and Contractors have safety accreditation or demonstrable commitment to workplace safety;
- Only use Suppliers and Contractors that ensure we meet our statutory requirements;
- Maintain a programme for Suppliers and Contractors in accordance with respective legislative requirements;
- Use Suppliers and Contractors who meet accreditation or are capable of working within our ISO 9001 framework to ensure we meet accreditation standards.
- Encourage a partnership relationship with our Suppliers and Contractors for the delivery of our quality program;
- Provide information to all employees, contractors, suppliers, customers and clients that inform them of quality issues.
- Encourage problem solving throughout all interactions and engagements to ensure we achieve high levels of service and implement work practices that continually improve our standards, productivity and outcomes for our clients and customers;
- Report and investigate incidents, then improve systems and practices so as to prevent recurrence; and
- Ensure Suppliers and Contractors train their employees to competently work in accordance with relevant procedures and standards.

## COMPANY RESPONSIBILITY

Management is accountable for implementing this policy within their respective area of responsibility. Their compliance will be measured as part of annual performance reviews.

Management is responsible for:

- Complying with this policy and standard;
  - the development, promotion and implementation of quality procedures in all supplier/contractor interactions;
  - Ensuring all Contractors obtain and maintain insurance and comply with legislative requirements for the services and products delivered to our clients;
  - Effectively using company resources to meet our commitment; and
  - Seeking out suitable Aboriginal and Torres Strait Islander businesses/enterprises and ensuring they are actively promoted within Cater Care in order to participate in the supply chain.
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## **CONTRACTOR AND SUPPLIER RESPONSIBILITY**

All Suppliers and Contractors are to:

- Provide and maintain evidence of financial capability to deliver and maintain the services and products provided;
- Report all known or observed issues;
- Maintain and supply evidence of current Insurance policies at levels determined by us and satisfaction with statutory requirements;
- Maintain and supply evidence of current trade licences and qualifications of employees;
- Contribute ideas which improve our service and product quality; and
- Comply with to enable us to comply with our quality programme.

**Colin Redman**

Chief Executive Officer

Date Approved: July 2022

