



Office 29, Omnico Business Park 270
Ferntree Gully Road, Notting Hill VIC 3178
PO Box 8045, Oakleigh East VIC 3166
Phone 03 9560 0770
Email kbradford@mbcm.com.au
mbcmsupplierportal.com.au

Benefits of being an Approved ASM Strata Specialists Supplier

There are many key benefits of becoming an approved supplier and showcasing your company and its services to a network of 50 franchises across Victoria.

These benefits include:

- Ability to do work for our franchisees. Only Approved suppliers will be able to work within the network.
- Simple procedure to become and remain an Approved Supplier
- Register and make updates once, no matter how many franchisees you work with.

ASM Strata Specialists Approved Supplier Service Agreement

ASM Strata Specialists is Australia's leading strata management company, operating in your local community for 30 years.

Specialising in the professional management of residential, commercial and industrial Strata Corporations, we are committed to providing our clients with industry leading service and expertise.

To deliver on our promise we need a strong team of contractors who adhere to the same vigorous standards we apply to ourselves.

We also seek to support our local community and contractors who will work with our local franchisees to help us achieve our vision. With that in mind, we request that you complete these forms in support and agreement with ASM Strata Specialists values.

ASM Strata Specialists Mission Statement

We act on behalf of local Strata Corporations to ensure the common property is well maintained and protected. To this end, we guide the decision-making process and we manage the common property projects to maintain and improve the value of our clients' properties.

ASM Strata Specialists Vision

Our vision is to be recognized as Australia's leading Strata Management brand operating at a local community level through motivated and passionate franchisees.

ASM Strata Specialists Five Pillars of Values

1. We take great pride in serving each and every one of our stakeholders. Being genuinely empathetic in all situations is what defines us.
2. We demonstrate our community spirit by building local relationships based upon respect, trust and support.
3. We are passionate about being the best at what we do. Our people set the standard for service and professionalism in our industry.
4. We learn through our experiences and are continuously looking for ways to improve and innovate our service offering.
5. Our clients trust us to do what is best for their investments. We are guided by our ethics and our client's interest in everything we do.

Service Standards

We seek your support in the following areas to comply with ASM Strata Specialists Five Pillars of Values and continue to strive to attain our mission statement.

Insurance

We require our contractors to hold Public Liability insurance to the value of \$10 million and supply us with the relevant Certificate of Currency no later than 7 days after your insurance has been renewed.

OH&S

We require our contractors to guarantee that they comply with relevant OHS legislation and regulations and can demonstrate the highest level of commitment to health and safety for all stakeholders whenever they are working on or around the properties we manage. This includes preparing and maintaining risk assessments and job safety analysis.



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Licenses

We require our contractors to hold and maintain any requisite licenses, and to supply us with copies of said licenses, updating them within 7 days of renewal.

Responsiveness

We require our contractors to respond to our communications and our stakeholders in a timely manner and in accordance with the seriousness of the issue. Our contractors must:

- Respond to all requests within 48 hours; and
- Ensure all quote requests and related information is supplied within a further 48 hours.

In return, as an ASM Strata Specialists Approved Supplier, our undertakings include ensuring:

- Our franchisees pay you promptly and fairly for your services;
- We always display professionalism and a courteous manner; and
- Our franchisees and their teams maintain clear and strong lines of communication.

Conduct

We expect our contractors to conduct themselves in a professional and courteous manner towards all stakeholders while conducting any work on our properties and while dealing with our team members. This includes:

- Contacting the Strata Corporation person/s once you have arrived onsite and when you have finished; and
- Ensure the property is left in a clean and tidy condition.

To register to become an ASM Approved Supplier, please complete the below forms.



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ASM Approved Supplier Registration

Business Information

Business Name		Address	
Contact Name		Postal Address	
Company Phone		Mobile	
Email Address		Company Website	
ABN		ACN	
Public Liability, Sum Insured		Personal Accident, Sum Insured	
Professional Indemnity, Sum Insured		WorkCover Insurance? If you have a Work Cover Exemption, please provide copy of notice.	
Other insurance, Sum Insured		Current WorkSafe Victoria Construction Industry CI Card?	
Do you have a current system to manage OH&S in place?		Appropriate License number	

**Please note a copy of all licenses and insurance certificates need to be provided for inclusion on the portal.*

Occupational Health and Safety Information

Do you have a current system to manage OH&S in place?		Are your OH&S systems reviewed on a regular basis?	
Does this system include a means of formally assessing and controlling health and safety risks associated with the products and services you provide in accordance with the OH&S Act 2011 and the standards of Worksafe Victoria?		When engaging contractors to provide services on your behalf do you have a formal means of assessing the individual contractor's ability to manage his or hers own Occupational Health and Safety Requirements?	
Do you have procedures covering workplace safety and emergency response?		Does your OHS management system provide a means of identifying, reporting and recording of Workplace hazards, Incidents & Injuries ?	



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Portal Details

See appendix 1 for full list of Business Categories and advise below:

Suburbs you service.

If only a small location, please individually include, however if you cover a large geographical location, please confirm the boundaries that you cover, and we will complete the rest.

Business Biography.

This is your chance to sell your business, so tell the network about what makes you unique and why they should work with your business. There is no character limit, so share as much as you like.

Company Social Media Links

Facebook

Twitter

LinkedIn

Pinterest

YouTube

Instagram



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Payment Confirmation

The registration fee will be debited on the 1st of January. This is an ongoing yearly charge unless otherwise advised.

Name on the Card
Card Number
CVP
Date of Expiry
Membership Level
Yearly registration fee

By signing below, I confirm that all the information I have provided is true and adhere to the ASM Strata Specialists Approved Supplier Service Agreement.

Signature

Signature of the Person Submitting this Form

Name

*Name of the Person Submitting this Form
(print)*

Date of Signature

MM DD YY

In the case of the supplier wishing to cancel their Supplier Membership, advise must be received in writing to kbradford@mbcm.com.au by 20th December each year, or the payment will be automatically debited.



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Occupational Health and Safety Induction Information Form (OH&S C3)

The following information is provided as an instruction to all contractors, self – employed persons, employees or volunteers performing works upon property under the management of ASM Strata Specialists.

Contents

1. Roles and Responsibilities
 - Independent Contractors
 - Employees
 - Volunteer Workers
1. What is a Hazard?
2. What is a Risk?
3. What is a Risk Assessment?
4. Risk Matrix
5. Who is Responsible for Hazard Identification & Risk Management?
6. Emergency Management Procedure
7. Incident Notification and Reporting Procedures
 - Internal Procedure
 - Victoria WorkCover Authority Incident Notification
 - Fatalities – Procedure

Roles and responsibilities

Independent Contractors – are responsible for:

- Ensuring that they themselves and any persons in their employ comply with ASM Strata Specialists Health and Safety procedures and practices as detailed for employees;
- Providing and maintaining their own systems of OH&S management capable of identifying, reporting and controlling workplace hazards associated with any work processes and tasks which they are in control of;
- Ensuring that adequate supervision and support is provided for person in their employ working on ASM Strata Specialists worksite;
- Ensuring that prompt action is taken to address stress, bullying, morale and similar people management issues; and
- Ensuring that the management of ASM Strata Specialists is informed of any OH&S issue arising from or associated with work being undertaken by themselves or their employees on behalf of ASM Strata Specialists.

Employees – are to:

- Comply with and implement health, safety and wellbeing procedures and practices;
- Work in a manner that protects their own health and safety and the health and safety of their fellow workers;
- Participate in training as required to ensure a knowledge of safe work practices and how their implementation exists in the organization;
- Report hazards and work relationship problem quickly to their manager; and
- Participate in the processes of identifying, monitoring and controlling of workplace hazards in cooperation with their management and OH&S representative where appointed.

Volunteers – are to:

- Comply with and implement health, safety and wellbeing procedures and practices;
- Work in manner that protects their own health and safety and the health and safety of their fellow workers;
- Participate in training as required to ensure a knowledge of safe work practices and how their implementation exists in the organization;
- Report hazards and work relationship problems quickly to their Strata Corporation Manager; and
- Participate in the processes of identifying, monitoring and controlling of workplace hazards in cooperation with their Strata Corporation Manager and OH&S representative where appointed.



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What is a Hazard?

Hazard: A source of potential harm in terms of human injury or ill health or a situation with the potential to cause loss in terms of damage to property, the environment or a combination of both.

What is a Risk?

Risk: In relation to any potential injury or harm the likelihood and consequences of that injury or harm occurring.

What is a Risk Assessment?

Risk Assessment: The overall process of risk analysis and risk evaluation

Risk Management Process: The systematic application of management policies, procedures and practices to the tasks of establishing the context, identifying, analysing, and evaluation, treating, monitoring and communicating risk.

Risk Matrix

Use the table below to assist in determining the potential Risk posed by any individual situation or activity you may encounter.

Consequence					
Likelihood	Insignificant	Minor	Moderate	Major	Catastrophic
	1	2	3	4	5
A (almost certain)	H	H	E	E	E
B (Likely)	M	H	H	E	E
C (moderate)	L	M	H	E	E
D (unlikely)	L	L	M	H	E

What action do I need to take?

E	Extreme Risk	Immediate Action Required
H	High Risk	Action Required ASAP
M	Moderate Risk	Action Required
L	Low Risk	May Not Require Immediate Action

Who is responsible for Hazard Identification and Risk Management?

- **Contractors** performing work on ASM Strata Specialists worksites shall conduct Hazard Identification, Risk Assessment, and Risk Control in relation to the plant they are operating and the activities they are performing.
- **All ASM Strata Specialists Employees, Contractors and Suppliers** are required to report Hazards that they identify, in accordance with this procedure.
- **Casual Identification** – Employees, contractors and visitors throughout all ASM work sites should report incidents, hazards and other OH&S issues to their management or by the agree consultative arrangement.

Emergency management procedure / response

In the absence of a formal identifiable emergency management procedure the following shall become the procedure:

- Regardless of the type of emergency where assistance is or is likely to be required call 000 and wait for instructions.
- In a situation where persons have been injured provide First Aid appropriate to the level of your training.
- Where possible assist and cooperate with emergency personnel as requested.
- Notify management as soon as possible that an emergency situation has occurred.
- As soon as practicable following the emergency, complete an Incident Injury Report IIR form and forward to the engaging ASM manager.



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Incident Notification and Reporting Procedures

Internal Notification:

- Inform the engaging ASM manager as soon as practicable following any incident requiring the administration of First Aid or in any situation where there exists the potential for serious harm to occur to persons and or equipment.
- As soon as practicable complete IIR Injury Report form and forward to the engaging ASM office on completion of working day, or as soon as practicable.

Victorian WorkCover Authority Incident Notification Procedure

The employer shall notify WorkSafe Victoria (Phone 13 23 60) and the engaging ASM office immediately as they become aware of a notifiable incident occurring in the workplace.

The following incidents are notifiable under OH&S Incident Notification Regulations 1997.

Physical Injury:

- The death of a person
- A person requiring medical treatment within 48 hours of exposure to a substance
- A person requiring immediate treatment as an in-patient in a hospital
- A person requiring immediate treatment for:
 - The amputation of any part of his or her body; or
 - A serious eye injury; or
 - The separation of his or her skin from underlying tissue (such as de-gloving or scalping); or
 - Electric shock, or
 - A spinal injury; or
 - The loss of a body function; or
 - Serious lacerations

Near Miss:

- The employer or appointed delegate must notify the Victorian WorkCover Authority and the engaging ASM office immediately after becoming aware of an incident at the workplace which exposed a person in the immediate vicinity of an incident to an immediate risk to the persons health and safety through:
 - The collapse, overturning, failure or malfunction of a or damage to, any item of plant lists in item 2 of schedule 2 of the Occupational Health and Safety Plant Regulations 1995; or
 - The collapse or failure of an excavation or of any shoring supporting an excavation; or
 - The collapse of partial collapse of any part of a building or structure; or
 - An explosion, implosion or fire; or
 - The escape, spillage or leakage of any substance defined as a Dangerous Goods in the Dangerous Goods Act 1985; or
 - The fall or release from the height of any plant, substance or object.

Fatalities – Procedure:

- Should an incident result in a fatality, unless otherwise directed by WorkSafe Victoria or a member of the Victoria Police force the scene of the fatality must not be disturbed before a WorkSafe inspector arrives.
- Notify engaging ASM manager immediately of the incident.
- Following verbal notification, the employer must provide within 48 hours a written record of the incident to Victorian WorkCover Authority.



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By signing below, I confirm that I have read all the information provided and will comply with all ASM Strata Specialists Occupational Health and Safety Induction procedures.

Signature

Signature of the Person Submitting this Form

Name

*Name of the Person Submitting this Form
(print)*

Date of Signature

MM

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Contractors Safe Working Agreement OH&S Form C2

I/We will manage health and safety issues typical to our work by:

1. ASSESSING OCCUPATIONAL HEALTH AND SAFETY RISK

- Not commencing any task without first assessing all Occupational Health and Safety Risks associated with the task.
- Ensuring all full JSA (Job Safety Analysis) is completed before commencing any task
- Ensuring all work is conducted in accordance to the Occupational Health and Safety Act 2011 and associated regulation and Australian Standards including:
 - Occupational Health and Safety (Prevention of Falls) Regulation 2007
 - Occupational Health and Safety (Confined Spaces) Regulation 1996
 - Occupational Health and Safety (Hazardous Substance) Regulation 2007
 - Occupational Health and Safety (Manual Handling) Regulation 2000
 - Occupational Health and Safety (Asbestos) Regulation 2007

2. TIDINESS

- Ensuring work progresses in a tidy manner. Work areas are kept clear of excessive rubbish, and work areas are left in a clean and tidy condition. Ensuring rubbish is placed where arranged.

3. MATERIAL HANDLING AND STORAGE

- Ensuring materials and equipment are stored on site in a manner that does not cause injury or illness. Indicating where materials are to be delivered and stored (signs may be erected is appropriate). Taking into account where materials are used and the order in which they are used.
- Not permitting smoking where flammable materials are stored.
- Ensuring the manufacturer's requirements regarding handling and storage of materials are followed.

4. HAZARDOUS GOODS / CHEMICALS

- Ensuring when using chemicals, the manufacturer's requirements are followed. Further information can be found on material safety data sheets (MSDS's) which must be provided by the supplier or manufacturer on the purchaser's request.
- All chemicals are to be stored in compliance with the 'Dangerous Goods Act 1985' and its associated regulations.

5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Ensuring PPE is used in accordance with the Code of Practice for PPW in the Building Industry.
- Providing and ensuring the use of items of PPE where it is not practicable (reasonable) to control risk of injury by other means.
- Ensuring helmets are worn when there is a risk of injury to the head, for example, when working underneath other trades.
- Ensuring appropriate protective footwear is used.
- Ensuring that where hazards are created by particular activities, risks are controlled by ensuring the use of PPE, or by some other means.

6. ULTRAVIOLET LIGHT

- Encouraging employees to wear adequate clothing, or other protection, to protect them from the effects of working in the sun.

7. MANUAL HANDLING

- Encouraging and using good handling techniques. For example:
 - When bending or lifting to try to vary duties or change posture;
 - When bending to lift objects try to maintain an inclined back and bent knee to a semi squat where your feet are stable on the ground and you assume a power lifter stance;
 - When lifting awkward and heavy items, use mechanical aids;
 - Where this is not possible, consider team lifting where people are trained; and
 - Ensuring the principles are details in the 'OH&S (Manual Handling) Regulations 2000' are followed.

8. ELECTRICAL

- Ensuring portable electrical equipment is of an industrial standard and exhibits a current 'Test Tag';
- Ensuring Residual Current Devices (RCD) are used with all electrical equipment. Check if building as residual current device fitted;
- Ensuring power leads are located to minimise risk of damage and are kept out of puddles, and plugs are kept dry;



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- Ensuring extra protection for, or relocation of, power leads occurs in areas of high traffic;
- Ensuring double adaptors, 3-pin adaptors (piggyback), and lightly constructed domestic type appliances are not used for work purposes.

Electrical contractors please note:

- Ensuring electrical installation is completed in accordance with Australian Standard 3000:2007 (SAA Wiring Rules), and is tested and connected in accordance with recognised procedures, using suitable testing equipment;
 - Providing a Certificate of Electrical Safety on completion of the job; and
 - Ensuring all incomplete circuits are suitably terminated or isolate. Where there is likelihood of those circuits being inadvertently energised, they are tagged.
9. LADDERS
- Ensuring ladders are of an industrial standard and comply with and are used in accordance with the requirements of Australian Standard 1892.2:2000 – portable ladders.
 - Ensuring attention is given to tying off ladders to the structure, where there is a likelihood of the ladder becoming unstable.
 - Ensuring attention is given to base stability, particularly on soft or uneven soil.
 - Ensuring domestic type ladders ARE NOT USED and ladders are in a sound working condition. For example, the slip resistant feed are fitted and maintained; rungs and stiles are in good condition.
10. WORKING ABOVE 2 METERS – REFER WORKSAFE VICTORIA PREVENT OF FALLS CODE OF PRACTICE
- Ensuring that a Prevention of Falls Assessment Form is completed prior to commencement of any works where the potential of a fall of more than 2 meters is present.
 - Where work is being conducted at a height greater than 2 meters from the surrounding ground level and the work is not being conducted in an area which complies with AS 1657 and the building regulations 20007 or complies but is not being used for its intended purpose, then a contractor must comply with the of Occupational Health and Safety (Prevention of Falls) Regulation 2007 and use the Hierarchy of control of risks, as per Part 2 Regulation 205 to control the risk of falls.
 - Ensuring that all work is conducted from a compliant suitable safe working platform and that proper scaffolding or mobile platforms are used (like cherry pickers) to ensure that no worker is at risk from working from heights.
 - Ensuring any harnesses / fall arresters used are to be attached to secure anchorage points. If secure anchorage points are not available and work cannot be conducted safely without them, do not commence work.
11. WORKING PLATFORMS ON SCAFFOLDS
- Ensuring scaffolds are satisfactorily erected and used, in particular, ensuring that scaffolds comply with relevant parts of the Australian Standard (AS 1576), the Advisory Standards for 'Falls from Heights' and Advisory Standard for 'Scaffolding'.
 - Ensuring the scaffold is erected in accordance with supplier's instructions, is as near as reasonable to level, and is fully decked when being used.
12. WORKING PLATFORMS ON TRESTLE LADDERS AND ADJUSTABLE TRESTLES
- Platforms (e.g. scaffolding planks) on trestles provide a bigger, more stable surface to work from than a ladder rung.
 - Ensuring trestles are erected in accordance with supplier's instruction, and good practice, as outlines in Australian Standard 1892.1 and 1892.2 for trestle ladders – Australian Standard 1576.5 (1995) for adjustable trestles;
 - Ensuring platforms are erected as near as reasonable to level, and are stepped rather than sloped, for example, when working on gables;
 - Ensuring platforms are in good and sound condition; and
 - Ensuring attention is given to placing trestles on a firm surface.
13. MAINTENANCE AND USE OF EQUIPMENT
- Ensuring equipment is adequately maintenance and used in accordance with the manufacturer's instructions (for example, power tools).
14. GUARDING ON TOOLS AND EQUIPMENT
- Ensuring guards are fitted and working effectively before tools and equipment are used.
15. LIGHTING
- Providing adequate temporary lighting if work is to be undertaken in areas where there is insufficient light to work safely.



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16. WARNING SIGNS

- Warning signs may be required for some hazardous situations. Hazardous situations may include the use of power tools and where there is risk of being struck by falling objects.
- Ensuring warning signs are clearly visible to any persons who are approaching the area in which the hazardous situation exists.

17. FIRE CONTROL

- Ensuring a fire extinguisher is supplied where flammable paints and / or liquids are used or stored.

18. FIRST AID

- Providing a first aid kit, that is adequate for the type of injuries which may occur while performing work.

19. PROTRUSIONS

- Protrusions include protruding nails, tie-down bolts, reinforcing rods and mesh, bars, steel, copper and plastic tubing, metal flashing, post tensioning cables, etc.
- Ensuring any protrusion created, are removed, bent over or guarded to eliminate or reduce risk of injury, where they are a hazard.

20. HEALTH AND SAFETY INDUCTION

- Ensuring that employees who are unfamiliar with Health and safety issues receive instructions on safe work procedures and practices.

21. TRAINING AND SKILL

- Ensuring that all employees are sufficiently trained and skilled to perform the work in a health and safe manner.

22. LICENCES

- Ensuring appropriate licences and certification of competency are held where required in the performance of any work (for example, an explosive powered tool certificate).

23. PLANT, CRANE AND MACHINES

- Ensuring the safety instructions of drivers or licenced operators of plant are followed.

24. OTHER PERSONS / PROPERTY

- Ensuring that all work does not cause health and safety properly for the other trades and the public.
- Ensuring that all work does not cause damage to any property.

25. STABILITY OF STRUCTURE DURING CONSTRUCTION

- Destabilisation may be caused by weather, wind, subsidence, construction loads, live loads and the premature removal of temporary bracing or propping.
- Ensuring any structure being built remains stable during the construction process.

26. TRENCHING AND EXCAVATION

- Ensuring that our work is supervised by a person who is competent and capable of assessing the risks associated with trenching work, this person should be knowledgeable on trenching, soil stability, appropriate shoring systems, and where possible should have experience of local soil conditions.
- Ensuring that trenches which people have to enter are shored where the soil is unstable or prone to collapse.
- Ensuring that trenches are deeper than 1.5 meters which people have to enter are shored, unless a soil engineer confirms that the trench walls are stable without shoring.
- Ensuring that unattended excavations that have been created are barricaded or covered where they present a hazard, are filled as soon as possible.
- Ensuring the Advisory Standard for excavation is adhered to at all times.

27. INSURANCE

- Ensuring that all necessary insurances are in place as required by legislation, including:
 - Workers Compensation (WorkCover) or Personal Accident Insurance
 - Professional Indemnity
 - Public Liability



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DECLARATION:

I / We hereby declare that we have received the OH&S Induction Information (Form C3) from ASM Strata Specialists.

I/We hereby acknowledge that by accepting an engagement with ASM I /we are confirming our adherence to the above requirements and accept full liability and control of the workplace and for the work parties undertaken by me / us as professional contractors and experts in our field of work.

I hereby declare that I am authorised to complete this statement and that it provides details of how I/we, the Trade Contractor, will manage the health and safety hazards associated with my / our work.

Signature

Signature of the Person Submitting this Form

Name

*Name of the Person Submitting this Form
(print)*

Date of Signature

MM

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Appendix 1:

ASM Supplier Portal Categories

Accountant	Disabled access	Maintenance
After – Hours Maintenance	Doors	Maintenance Plans – Sinking Funds
Air Conditioning	Electrical	Funds
Antenna	Elevator / Lift	Managing Agents
Asbestos	Emergency 24 Hour	Mould Cleaning
Asphalt	Energy Management	Mould Remediation
Automatic Gates	Engineer	OC Reporting
Awnings and Blinds	Essential Services	Occupational Health and Safety
Back Flow Prevention	Exit Doors	Painting
Bird Control	Fencing	Pest Control
Bollards	Finance	Plasterer
Bricklaying	Fire Cleaning	Plumbing
Building Consultant	Fire Doors	Pools
Car Park	Fire Remediation	Project Manager
Caretakers	Floors	Property Inspections
Carpenter	Furniture	Property Management
Cleaning – Carpet	Garbage	Real Estate Agents
Cleaning – Commercial	Gardening	Rendering
Cleaning – Exterior	Gas	Repairs and Maintenance
Cleaning – General	Glass	Roofing
Cleaning – Green	Graffiti Removal	Rubbish Removal
Cleaning – Gutters	Handyman	Safety
Cleaning – High Pressure	Human Resources	Security
Cleaning – Hygiene	Insurance	Signage
Cleaning – Roof	Insurance Valuations	Soil Testing
Cleaning – Skylight	Intercoms	Stair Nosings
Cleaning – Solar Panels	Land Surveyors	Sump Pumps
Cleaning – Steam	Laundry	TXU
Cleaning – Windows	Leak detection	Underpinning
Compliance Inspections	Legal	Water Damage
Concreters	Letterbox Installation and Maintenance	
Consumable Supplies	Lighting	
Damp Specialist	Line – marking	
Debt Recovery	Locksmith	
Digital TV Installation		