



PURCHASING AND SUPPLIER COMMERCIAL PROCEDURE

Business Management Systems (BMS) Group Procedure

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Document Version Control

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1. Purpose

The Purchasing and Supplier Commercial Procedures Manual is to provide clarity and direction around obtaining materials and plant for both site and office-based staff within BMD, so that a uniformed approach will be obtained.

2. Scope

This procedure covers purchase orders based contracts (including major supply, plant and labour contracts), the purchasing process and a worked example, dry hire plant, damage to plant, procuring an asset, purchase cards, office furniture and information technology (IT) items. Major Supply Purchase orders involving procurement of very large volumes or very large dollar values of goods, materials, plant or equipment, purchase orders with timeframe critical items, or purchase orders for special order products are covered in detail in this manual. The Manual is to be utilised on all BMD Constructions, BMD Urban, JMac and Joint Venture (JV) projects where no other procedures or processes have been specified and authorised by BMD.

For Empower and Urbex, the manual is to be used when considered to be relevant for a project.

3. Government Procurement Policies and Requirements

Federal and State Governments require procurement rules to be followed in certain circumstances. The engagement of plant and purchase of goods are to be completed with regards to these requirements.

3.1. Modern Slavery Legislation

BMD has a zero-tolerance approach to modern slavery within BMD and its supply chain. The [Modern Slavery Policy](#) outlines BMD's commitment to prevent, detect and report the risk of slavery or human trafficking within BMD's operations and supply chains.

BMD seeks to do business with suppliers that have similar values, ethics and sustainable business practises including in relation to human rights. BMD understands that the risks relating to suppliers will vary depending on their industry, geographic location and company size. All staff have a responsibility to prevent, identify and report any concerns they may have in relation to modern slavery within BMD's operations and supply chains.

BMD seeks compliance with Modern Slavery legislation from suppliers through acceptance of the terms and conditions included with all agreements including subcontractor contracts, major and minor works contracts, consultancy agreements and raising of purchase orders.

4. Purchasing Decision Making Process

4.1. Workflow for Selection of Suppliers

Following awarding of a contract to BMD for construction of a project, quotations must be sourced from three different Suppliers and a check of all pricing should consider the following points:

- Has the tender supply pricing been tested in the market?

- If this is the case, the preferred tender should be adopted if conditions have remained the same around timing and separation of work.
- Has the tender supply item been plugged (set into the tender at a predetermined rate) or has only one price been received?

In addition, the selection of suppliers should also follow the hierarchy set out below:

- Client Nominated List
- National Preferred Supplier List
- Regional Preferred Supplier List
- Existing Creditors
- New Creditors

All Suppliers shall be evaluated for suitability and compliance, etc. during engagement, and prior to commencement, using the [Supplier Pre-Award Evaluation](#) form. These records, including supporting documentation, are to be recorded and uploaded to the [Company database](#). For further information about when the use of the Supplier Pre-Award Evaluation is required, refer to the [Subcontractor HSEQ Management Standard](#).

5. Preferred Suppliers of Goods, Materials, Plant and Equipment

5.1. National Preferred Suppliers

BMD has National Agreements with preferred suppliers, and it is in the interests of BMD to use our preferred suppliers where possible. The list of National Agreements is available in the [Delegation of Authority](#).

BMD are proud of the long-term mutual loyalty we have shared with these select Suppliers. The high levels of contacts we share with these organisations enable us to achieve beneficial outcomes favourable to the overall company. Our long-term loyalty and purchasing volumes have enabled us to negotiate favourable trading terms, such as flexible (extended) trading terms and Settlement/Rebate Schemes (early payments, purchase volume discounts).

5.2. Regional Preferred Suppliers

Apart from these National Agreements which are effective for all regions, there are also some additional regional-specific preferred supplier agreements

The Purchasing Manager or Officer for each region has lists of these preferred suppliers and should always be consulted before engaging a supplier for a BMD project.

6. Risk Management

Prior to the purchase of any Plant or Equipment, including chemicals, a documented risk assessment covering health, safety and environmental issues must be carried-out using the Hazard Identification, Risk Assessment

and Control (HIRAC) process as detailed in the BMD [Risk Management Standard](#). This may be completed at either a site level by the Project Manager, or at a corporate level by the Group Safety Manager / Group Environmental Manager or their respective nominated delegates.

Where procurement by a purchase order will involve a significant risk to BMD because of the very nature of the purchase, the use of a Major Goods and Materials Supply, or a Major Plant and Equipment Hire Contract document must be considered by the Project Manager (PM) or the Project Managers Representative (PMR).

These documents which combine the actual purchase order, and a set of legal contract terms and conditions are produced from templates available in the BMS. Some of the known risks to BMD which should influence their use are as follows:

- The purchase involves a significantly high dollar value;
- The purchase involves a moderate to significantly high dollar value and is being executed with a new creditor with no prior BMD trading history;
- The purchase involves the need for a very detailed goods schedule and/or price breakdown to be completed e.g. stand down rates, shift allowances etc.;
- The contract or item for which the purchase is being made is one which is very time delivery critical.
- The purchase may include a major design component;
- The purchase may require numerous or very specific additional clauses or requirements;
- The purchase is for 'made to order' products of a moderate to significant dollar value, where once the produce is ordered, the purchaser 'owns' it.

Where applicable Suppliers must hold current certificates of insurance and BMD need a record of the insurance. The [Company Database](#) holds all insurance information for a creditor that has been provided to BMD. The works/material that the purchase order relates to will determine what insurance is required from the creditor.

- Workers Compensation (or equivalent);
- Public/Product Liability;
- Contractor Risk (where applicable);
- Professional Indemnity (PI); where design risks are involved;
- Motor Vehicle Insurance;
- Plant Insurance (where applicable).

Note: The person completing the requisition must access the [Company Database](#) from the BMD intranet. All insurance records held by BMD will be present in the certificates tab. If there is no record of the insurance held you will need to refer to the [User Database Help](#), available on the [Company Database site](#), for how to send a request to the creditor to update their information.

7. Sustainable Purchasing

When purchasing materials BMD shall consider the life cycle impact of the items and where opportunity exists choose products that minimise impacts on the environment. Opportunities that may present include:

- Purchase of items that have recycled content.
- Preference items that can be reused or recycled at the end of their use.
- Purchase items in bulk to reduce packaging and transport.
- Purchase items from local suppliers to reduce transport impacts.
- Purchase quality items that require less replacement.
- Purchase items with high energy and water saving ratings.

Sustainability assessment shall be undertaken of National Suppliers using the Supplier Pre-Award Evaluation.

8. Purchase Orders

8.1. Requesting a Purchase Order

The purchase order is the heart of the BMD commercial process as it sets the foundation to:

- Setup contracts for the supply of materials and plant.
- Incur costs.
- Produce cost reports.
- Authorise invoices.
- Facilitate payments to the creditor.

Because it performs so many important functions it is important that they are created correctly and in a timely manner prior to the creditor arriving on site.

8.1.1. Compliance

It is the Project Manager's responsibility to ensure that all materials supplied by the Creditor (Vendor) meet the relevant contract compliance requirements.

8.1.2. Scope of Delivery and Transportation

Delivery and transportation must be carefully considered, and any standing agreements with regular suppliers must be clearly detailed within any new Purchase Order.

In addition, consideration is to be given to the National Heavy Vehicle Chain of Responsibility legislation. The [Chain of Responsibility Management Plan](#) outlines what is required for a project.

8.1.3. Purchase Order Contracts

The standard purchase order terms and conditions should be used for the purchase of day-to-day goods and lower value/risk supplies. If an item:

- is of high value; or
- is subject to high risk, either of causing delay if not delivered as required or in respect to the item itself; or
- is part of the critical path; or
- is not something that BMD usually procure; or
- has a long lead time, which may delay works, or
- requires labour on site (other than delivery driver), or
- there are special requirements around delivery timing or volume of required delivery

then a contract other than the standard terms and conditions should be considered. Refer [Commercial Project Standard](#) Appendix A, or talk to your local purchasing representative, commercial or construction manager if you are unsure which one you should use.

Other than the standard purchase order terms and conditions, the other types of contracts which can be used with the purchase order are:

- Labour Hire
To be used for all creditors who are supplying labour on site.
- Major Supply
To be used for supply of materials if non-delivery may cause problems, is unusual for BMD to procure, has a long lead time or where the value of goods is greater than \$100k.
- Major Plant and Equipment Hire (dry and wet)
To be used with creditors who provide third party plant operators as well as for dry hire plant/equipment and for longer term and/or high value wet hire plant.
- Plant and Equipment Hire PO (dry and wet)
To be used with creditors who provide third party plant operators as well as for dry hire plant/equipment for low-risk work being carried out under BMD direct supervision and instruction on hourly rate. Examples are water carts, sweepers, sole operators (excluding craneage).

8.1.4. Preferred Supplier Labour Hire

BMD maintain a selection of preferred national labour suppliers with Term Labour agreements available on BMS. Should a project require to procure labour under one of the agreements, the Work Order included in the Term Labour agreement should be completed and attached to the [Material and Plant Requisition Form](#). Purchasing then issue the Work Order to the creditor along with specific purchase orders for each person engaged.

8.1.5. Use of Requisition Forms

A requisition form is to be completed for purchases where directed by the Project Manager and/or Purchasing Manager or Officer. A [Material and Plant Requisition Form](#) is to be completed when:

- the purchase is for the major supply of goods and materials,
- plant and equipment, or
- updating any existing Purchase Order.

The form is to include what type of contractual conditions the purchase order will use. Also, as closely as possible, the details on the requisition need to be an exact match to the details of any future delivery dockets and subsequent tax invoices. This will facilitate easier entry of dockets on site, more accurate costs and help ensure that payments occur on time as well.

All requisitions must be approved by the relevant site authority prior to any Purchase Order request via the Request for Approval (RFA) system. The relevant approvals are detailed in the [Delegation of Authority](#) group standard. The [Plant Hire Requisition Register](#) can be used to track plant orders on site, if needed.

8.1.6. Creditor Setup

Prior to sending in a [Material and Plant Requisition Form](#) via the RFA, it is a requirement to check if the creditor is setup in Jobpac, this can be done in the [Company Database](#). You should also check that the creditor has the BMD entity (e.g. BMD Constructions, BMD Urban, JMac Constructions, etc.) setup with an active trading account.

The purchase of any form of supply or service without a trading account puts BMD in a very exposed position from a legal perspective. Additionally, it negates the ability to incur dockets or pay invoices. If you need to setup a new creditor, see the [Project Administration Procedures Manual](#).

8.2. Creation of Purchase Orders

Once approved, the RFA will go to the relevant Purchasing Team to be processed. The purchasing team will create the purchase order in such a way so that the details are an exact match to the details of any future delivery dockets and subsequent tax invoices. This includes descriptions, rates and unit of measure for each item.

8.2.1. Contractual Conditions

The purchase order is produced and printed to PDF, with no attached terms and conditions. If the purchase order will only have the standard terms and conditions (either supply only or Plant Hire), then they will be attached to the purchase order and either sent directly to the creditor or back to site depending on what was requested in the requisition.

If the requisition stated that one of the other contracts (Labour, Major Supply or Major Plant and Equipment) would be used the purchase order (without any terms and conditions) will be sent to the project.

It is then the responsibility of the project staff to generate the contract. If any changes to the standard general clauses are discussed with the creditor these will need to be reviewed by BMD legal prior to execution of the contract by either party. This is to be done via the [Subcontract and Supply Request for Contract Review](#) form and associated RFA.

8.3. Contract Execution

Once complete, the contract is sent to the supplier for signing via [DocuSign](#). As per the [Delegation of Authority Standard](#) (DOA) an Authorised Officer of BMD can execute the contract unless the contract requires execution under Section 127 (1) of the Corporations Act or by Two Directors.

In either case a [Request for Signing - Subcontract Approval](#) form is to be completed and sent via a Request for Approval (RFA) as per the DOA. This is to occur while the contract is sent to the Subcontractor, the RFA must:

- Include an attached copy of the contract as sent to the contractor.
- Be linked to the related Subcontract and Supply Request for Expenditure RFA or Material Requisition RFA.
- If a legal review occurred; be linked to the Subcontract and Supply Contract Review RFA.

Once the contract has been signed by the Supplier (and if no changes were made to the contract) once the Request for Signing – Subcontractor Approval RFA is approved as per the DOA then the contract can be signed by an Authorised Officer. Refer to the DOA for who has authority to execute a contract as an authorised officer for BMD.

All signed contracts must then be uploaded to the [Contracts Database](#). When using DocuSign this will occur automatically, otherwise you will need to access the database via myJob. For the subcontract to be valid for upload, it must be signed by the Supplier and the correct BMD officer (as per the DOA). Once the contract is executed a copy of the contract will be sent to the Supplier.

8.4. Archiving of the Contract Documentation.

It is then the responsibility of the officer to ensure that the contract is loaded (either by them or their delegate) into the Contracts Database and associated with the correct contract/project.

If the contract required the signature of the supplier's directors and this does not occur, the signed delegation of authority provided by the supplier must be stored as an appendix to the contract.

9. Docket Collection

Dockets make up a vital part of BMD's cost and payment process. Without accurate collection and entry of dockets the end of month costs for a project can be wildly inaccurate. This will generally only be identified during reporting the following month when the project's reported position deteriorates.

In addition, following up missed or incorrectly entered dockets has a large cost implication to the business. Once the time of the site staff and head office staff is calculated each missed docket can cost BMD alone about \$120 in time. The supplier's will also bear associated costs and perhaps underpayment due to poor record keeping.

9.1. Docket Collection

The docket procedures outlined here are to be completed in conjunction with your site activity record keeping (e.g. site diary etc.) and not instead of. Dockets are our way of tracking expenditure on site. A successful docket collection, collation and entry process is a vital component of BMD's financial management, not only of your job but of the group.

The Foreman is responsible for collecting dockets and ensuring that they match the delivery/service provided. BMD use two methods to collect dockets, manual collection by staff of paper/mailed dockets and receiving dockets via Docketbook (electronically).

9.2. Docket Entry

Where a vender does not use Docketbook, once collected the dockets are to be entered into the [DAS](#) no later than 2pm of the following day. The entry involves entering the docket against a purchase order and assigning a cost code against the docket.

For dockets received via Docketbook, the docket is to be reviewed in Docketbook, approved (or rejected) and cost coded. These dockets will then come into the DAS within 2 hours. If you have approved dockets and they do not come into DAS, then please contact the Helpdesk.

Care is to be taken to ensure that what is entered was received on site and was of acceptable quality, if the docket matches the invoice the invoice will be paid, the docket is used as the approval from site, there is no additional approval steps. Further information around dockets and Docketbook can be found in the [Project Costing Procedures Manual](#).

9.3. Impact on Costs

Once entered in the Foreman's App the dockets are loaded into Jobpac once a day at 3pm (Brisbane time), this creates incurred costs within the jobs. Incurred costs are reported until either the invoice is matched to the docket, replacing the incurred with actual costs, or the docket is manually removed from costs when the invoice is not received after a period.

10. Invoice Matching

10.1. Complete Match

Once an invoice is registered in Jobpac and is available to match to dockets the costing team is responsible for matching the information on the invoice with the docket information that has been entered into Jobpac (via the Foreman's App). If the dockets match the invoice, it will be approved and posted to accounts payable, the incurred costs in the job will be replaced by actual costs.

10.2. Partial/No Match

Invoices will be matched to dockets within the timeframes outlined in the relevant security of payment acts in each state. The correct timeframe for response can be found in the [Commercial Project Standard](#).

If there are only some dockets or no dockets that can be matched to the invoice by the costing team then the amount that can be matched to dockets will be approved, the incurred costs will be removed, and actual costs will replace it. The part of the invoice that cannot be matched will be costed to the job as an actual cost as well but will be placed in dispute. A payment schedule will then be issued for the amount that cannot be matched and the amount will also be placed on hold.

10.3. Invoices with Reduced Payments

Each time an invoice is placed in dispute the site will be informed once the payment schedule is sent to the supplier. In the Foreman's App each invoice for which a disputed amount exists is displayed under the heading Reduced Payments. It is the responsibility of the project team to respond to each item and either advise that the amount is:

- OK to Pay.
- Should be credited.
- Will be investigated on site and possibly discussed with the supplier directly.

If site advises that the amount in dispute should be paid prior to the payment due date the full invoice amount will be paid. If the response is received after the initial payment is made, then the approved value will be placed in the next payment run.

After 90 days the reduced payment amount will be credited out of the job with an internal credit.

11. Supplier Performance

A [Subcontractor Close-out Evaluation](#) is to be completed for all subcontractors and suppliers whose value was greater than \$150,000 or whose work was deemed high risk. It is also to be completed for any subcontractors and suppliers who have performed very well, very poorly or who have had incidents, corrective actions or other issues on site.

Once completed the evaluation is to be saved in the [Company Database](#).

12. Procuring a BMD Asset

12.1. What is a BMD Asset?

A BMD Asset is a non-consumable item with a value greater than \$100 which will attract depreciation. Common examples of assets would be a flex pump or electric drill.

We have two very distinct levels of Assets:

- A Low value Asset: is greater in value than \$100 and less in value than \$1000
- A High value Asset: is greater in value than \$1000

Details of both types of assets need to be maintained on a register. Details of high value assets are maintained in an asset register in the Brisbane Head Office.

12.2. Joint Venture (JV) Assets

Where BMD is a JV partner in a project, a separate asset register must be maintained, as these assets will become the property of the Principal and will be subject to monthly JV audits.

12.3. Costing a BMD Asset

The purchase costs of both low and high value assets are always capitalised to the balance sheet of a division and not expensed as an overhead or costed to an individual project. Depreciation costs of the asset are then expensed each month to the division over the prescribed life of the asset, until the item is written off.

12.4. Procuring a Low Value BMD Asset

In deciding to purchase a low value asset the project team will have taken into consideration that to hire the item for the duration of the project would cost more than to buy the item/Asset outright.

The Project Manager is to contact the purchasing department and provide them with all the details required to obtain quotes for the item from our suppliers.

When the unit is delivered, the serial number and who will be controlling the asset is sent to the purchasing team to ensure the unit is added to the regional small asset register.

Routine regional stock takes will be required to track the BMD small asset fleet.

12.5. Procuring a High Value BMD Asset

The process is very much the same as for low value assets, but with a very distinct change in authorisation, refer to the [Delegation of Authority Standard](#). Once the high value asset is purchased, the supplier must be instructed to include the serial number of the unit on any invoices relating to the purchase.

When the invoice is processed within Brisbane Head Office, the high value asset will then be registered on the high value asset register.

12.6. Transfer of BMD Assets between Regions

Transfer of BMD assets between regions is to be recorded as part of the [Employee Transfer/Relocation Checklist](#).

13. Dry Hire Damage Procedure

13.1. General Housekeeping

Should a dry hire machine on your site be damaged or stolen, the following will occur, so every effort should be made to ensure that these machines are maintained as though they were your very own personal property.

Damage costs will be costed to your project unless they become an insurance claim, and in this event, the prescribed insurance excess will be costed to your project.

No allowance for damages is made in your direct project costs, so these damage or replacement costs will directly affect your margin for the project.

13.2. Steps That Can Assist in Reducing Damages

Always inspect machinery when it arrives on-site and ensure what is on the delivery docket matches the unit delivered.

The Coates Equipment Pre-Hire Condition Report will be provided by Coates Hire with all items of machinery and must be completed upon inspection of the equipment by the Project Foreman or Authorised Site Personnel.

If the unit is damaged in any way make note on the delivery docket and take a photo. Inform your Purchasing Manager or Officer immediately.

In extreme cases do not accept delivery.

If the unit is serviceable and to return to supplier would hold up production, take photographs before you use the machine and send these to both Supplier and your purchasing team.

Treat the equipment as if it were your own. Just because it does not have a BMD logo on it does not mean we are less responsible for the unit.

Inspect again before the unit leaves the site and take another photo here if necessary. Machines can be damaged in transit back to the suppliers' depot.

By following these few simple steps, we have an agreed condition on delivery and an agreed condition at off hire and collection. This will go a long way in reducing any chance of potential exposure to an unwarranted damage bill to BMD.

13.3. Damage to Plant or Equipment on Hire

Accidents do happen and the below is the action and delegation of authority that we will need to follow.

Inform the supplier immediately, take a photo and send to your purchasing department.

You will be required to provide an incident report of how the damage occurred as per the [Incident and Accident Standard](#).

Inform your safety officer. In some cases, further action will be required, and they will be able to advise you on this.

Authorisation for approval of damages is as per the table provided the [Delegation of Authority Standard](#). Further when an authorising purchase order is issued to repair the damage it needs to clearly refer to the original requested amount and the final negotiated amount for transparency.

In the event of any unit being stolen, please refer to the [Insurance Procedures Manual](#).

13.4. Additional Considerations for Dry Hire of Plant and Equipment

Wherever possible please return your dry hire units in the condition you received them.

Returning a roller or other equipment covered in mud has some inherent dangers:

- Are you in a fire ant area? (Qld only. Transportation in this condition could incur a large fine).
- If we load this machine in its current muddy condition onto a float and the driver goes on to the highway and in the process some mud falls off onto another car causing damage or worse, we have some liability under the logistics chain and can be prosecuted.

14. Purchase Cards

14.1. Use in General

Senior BMD site staff members use NAB Purchase Cards for the purchase of emergency and adhoc Business expenses, but only where the purchase is vital to ensure that a project is not delayed e.g. site tools, materials, produce and site fuel etc.

BMD Consulting and Urbex do not use purchase cards within their Business units.

Wherever possible, standard BMD purchase orders should *always* be used in lieu of purchase cards. The use of these cards allows payment for a transaction to be made immediately at the end of that current month in which the transaction occurs, and in effect negates our 60 days deferred payment terms.

14.2. Request New / Replacement Card

All new, replacement, upgraded or cancellation purchase card type requests must be submitted on the [Purchase Card Application and Cancellation Form](#) located on the BMS. All completed forms will then be emailed to the Treasury Officer for review and processing.

Any requests for new or upgraded cards must be approved by a Project Manager and Construction Manager. Once the request is received and approved, the Treasury Officer will organise the relevant card and pin which is ordered through the NAB website.

When the new or replacement purchase card, pin and documentation is received from NAB, the relevant details are registered in the Zeno Expense system and into the SharePoint purchase card register.

New or replacement purchase cards and pin numbers are then either hand delivered or posted directly to the card holder. A pro-forma email is also forwarded to the card holder detailing the relevant BMD conditions for use of the card and other important information, inclusive of a direct weblink to the Zeno Expense platform and to the relevant BMD Zeno Expense procedures.

14.3. Training

All training is self-initiated by the cardholder in the general use of the card, coding of transactions, specific restrictions and other BMD conditions of card usage. In this regard, all card holders will need to access the following procedures on the BMS.

[Zeno Expense Ordering and Coding Corporate and Purchase Card Transactions](#)

[Zeno Expense Approving Corporate and Purchase Card Transactions](#)

Further assistance can also be obtained by contacting members of the National Purchasing team or the Treasury Team at zeno-expense-mailbox@bmd.com.au.

14.4. Card Holder Expectations

Employees who have been authorised to conduct purchases using a BMD NAB Purchase Card must be aware of the following;

Transaction limits - \$500.00 (*per transaction*) and \$5,000.00 (*per month*).

Expenses can sometimes take a few days to appear within Zeno Expense after a purchase is made. The Zeno Expense expenses list should be checked regularly and must be coded every 1-2 days leading up to the costing month they are acquired.

A copy of all purchase card transaction tax invoices must be uploaded into Zeno Expense and assigned to the correlating transaction. If no tax invoice is provided, these expenses may be charged directly to the card holder. Please ensure a tax invoice is obtained and attached, not a credit card receipt or docket as these are not acceptable for GST purposes.

No later than the 23rd day of each month, the Finance team will advise the Purchasing team, card holders and/or other personnel as required of the cut-off date for the current Zeno Expense month. It will then be the Purchasing team's responsibility to ensure that all card holders under their control complete their Zeno Expense coding to enable transactions to be authorised.

Card holders must ensure that prior to the advised cut-off date, all transactions are coded and submitted in Zeno Expense. Purchasing must also ensure that the proper tax invoices have been uploaded to the correct transaction and that they have been duly authorised in Zeno Expense.

14.5. Card Holder Restrictions

Multiple swiping of purchase cards for expenses over the transaction limit of \$500.00 is not permitted and may result in your card being put on hold. The card will not be reactivated for future use until a satisfactory explanation is received. In these circumstances the card holder should either request approval for a 'double swipe' prior to the transaction being conducted or raise a purchase order and process through the Purchasing team.

All purchase card transactions that are coded, submitted and authorised within the Zeno Expense system are not required to be entered into the Foreman's App or via direct data entry into Jobpac.

Where purchase cards are required to be used by BMD employees working on projects in which BMD is a Joint Venture Partner, coding of all transactions must be reflected against the BMD cost collector Job number, not against the Joint Venture Job number.

14.6. Resolving Issues

Seek assistance from the Purchasing team, Treasury team or Finance team if you have any issues with the following:

If a purchase card transaction is not being recognised for a specific vendor, the cause may be that the vendor is 'blocked' within the NAB banking system. In this circumstance, you will need to pay for the purchase and be reimbursed through petty cash. You should then provide the Finance team with as much information as possible about the failed transaction, so that NAB can investigate if the vendor can be recognised by the bank prior to any subsequent purchases.

Forgotten your Zeno Expense login name or password. Contact the Treasury team at zeno-expense-mailbox@bmd.com.au.

If project and/or cost codes do not appear in the available list within the Zeno Expense coding system, please ensure these are setup within Jobpac and contact the Finance team if they still do not appear available for selection.

If you have lost your Purchase Card or it has been stolen, you must urgently advise the NAB Bank using the details provided to you in an email when you first received your card. You must also advise the Purchasing team and the Treasury team.

15. Office Stationery/Furniture/Kitchen Consumables

If Stationery is required for a Head Office or Project Site, contact your site administrator or office receptionist who will place an order through BMD's nominated supplier. The order will be reviewed and approved by the purchasing department.

Office furniture is treated as an asset and the asset approval levels apply ([Delegation of Authority](#)). If office furniture is required for a Head Office or Project Site, contact your site administrator or office receptionist who will place an order through BMD's nominated supplier.

If kitchen consumables are required for a Head Office or Project Site, contact your site administrator or office receptionist who will place an order through BMD's nominated supplier. The order will be reviewed and approved by the purchasing department.

15.1. Purchasing Contacts by Region

Region	Purchasing Contact		
SEQ	Kerrie Ridder	Paris King	
NSW/ACT	Michelle Charon	Jill Campbell	Emlyn John
VIC	Sladjana Radic	Meg Fuller	Tamara Barnes
SA	Lee Anne Hoffmann		
WA	Tina Mattox	Sinead Scott	Margaret Mallett
NT	Emmalene Balnaves	Suzie Myerscough	
NQ	Karina Hartley	Kerry Hunter	Belinda Barber
JMac	Kristen Knott		

Region	Purchasing Contact			
Urbex NT	Nicole Turner			
Major Projects	Paula Griggs (TIN)	Valerie Croft (NHPA)		Kehanni Adams (NHPA)
Major Projects	Julie Noonan (Tin)	Frank Weiss (MEJV)	Samantha Goodwin (Air 55)	Cheryl Chatham (CPRIO)

16. Information Technology (IT) Requirements

IT requirements (phones/mobile phones/computers/laptops/printers/scanners etc.) for Head Offices require written approval from the Construction Manager, once written approval is received the order can be placed with IT Manager.

If IT supplies (mobile phones/laptops/printers/scanners etc.) are required for Project Sites, Project Site Setup Notification Forms are to be completed once the Project has been awarded, approved by Construction Manager and forwarded to IT Manager.

If replacement phones/printers/scanners /laptops etc., are required a written request from the Project Manager needs to be sent to the Construction Manager who will then approve and forward onto helpdesk@bmd.com.au or phoned through to IT (07) 39067477 [IT site requirements form](#).

17. References

Associated Documents

-  [Commercial Project Standard](#)
-  [Delegation of Authority](#)
-  [Employee Transfer/Relocation Checklist](#)
-  [Zeno Expense Ordering and Coding Corporate and Purchase Card Transactions](#)
-  [Zeno Expense Approving Corporate and Purchase Card Transactions](#)
-  [Insurance Procedures Manual](#)
-  [IT site requirements form](#)
-  [Material and Plant Requisition Form](#)
-  [Plant Hire Requisition Register](#)
-  [Project Administration Procedures Manual](#)
-  [Project Costing Procedures Manual](#)
-  [Purchase Card Application and Cancellation Form](#)
-  [Raise/Maintain a Purchase Order](#)
-  [Risk Management Standard](#)
-  [Subcontractor HSEQ Management Standard](#)
-  [Subcontract and Supply Request for Contract Review](#)
-  [Supplier Pre-Award Evaluation](#)

Appendix A: Purchase Order Payment Process

Where a subcontractor/Creditor has been engaged on a purchase order to provide plant hire, labour hire and materials the following process applies.



