

Queensland Health

Supplier guide

Supply Chain Surety Branch

Distribution centres and regional warehouses



Queensland
Government

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1 Introduction

1.1 Purpose and scope

This document details the standards and requirements for the supply and delivery of materials to Queensland Health's distribution centres and regional warehouses:

- South East Queensland Distribution Centre, Richlands (Brisbane)
- North Queensland Distribution Centre, Townsville
- Far North Queensland Regional Warehouse, Cairns
- Central Queensland Regional Warehouse, Rockhampton.

It applies to all materials supplied to these facilities, both on and off contract.

This guide aims to:

- maximise compliance of deliveries to our facilities
- reduce instances of rejections or reworking of deliveries that do not meet Queensland Health requirements
- promote and support improved workplace health and safety compliance
- provide minimum requirements for presenting and packaging inbound and outbound goods and equipment for delivery to Queensland Health distribution centres and regional warehouses.

This guide applies only to Queensland Health's distribution centres and regional warehouses, operated by the Department of Health. Direct deliveries to Hospital and Health Services' facilities may have differing standards and requirements.

For more information about getting started as a supplier, visit our website:

<https://www.health.qld.gov.au/system-governance/suppliers/procurement/doing-business-with-us/getting-started-as-a-supplier>

1.2 Code of conduct alignment

The standards and requirements detailed in this guide align with the Queensland Government Supplier Code of Conduct 2023, which outlines expectations of suppliers providing goods and services to the Queensland Government and defines what constitutes a responsible supplier.

More information is available on the [Queensland Government website](#).

1.3 Workplace health and safety

We are committed to providing a safe workplace for all workers and other persons in the workplace.

The *Work Health and Safety Act 2011* and associated codes of practice provide a framework to protect the health, safety and welfare of all workers at work, and of all other people who might be affected by the work.

This guide acknowledges the obligation to apply Work Health and Safety Act legislation requirements to all Queensland Health locations.

More information is available at <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>

1.4 Our commitment to suppliers

Queensland Health recognises and values the importance of building strong and collaborative relationships with its suppliers.

Our commitment is to:

- 1. Deal in good faith with transparent commercial processes**
 - Negotiate in good faith.
 - Conduct commercial processes in a transparent manner.
- 2. Maintain transparency in our supply agreements**
 - In pursuing the best total cost outcome and seeking improvement opportunities, operate within the agreed terms and respect the conditions of the supply agreement and foster productive relationships.
 - Ensure all supply agreements are appropriately executed, with clear and concise terms.
- 3. Adhere to the terms of all supply agreements**
 - Variations to a supply agreement will be managed through good faith negotiations, unless provided for in the supply agreement.
 - Variations will be executed in accordance with the agreed terms and conditions.
- 4. Facilitate a good trading relationship.**
 - Pay for officially approved ordered goods delivered and accepted in accordance with the relevant supply agreement on time and in full.
 - Resolve payment disputes in a timely manner, managed in accordance with the dispute resolution provisions.
 - Ensure that our product quality specifications and standards are clear.
 - Ensure that our labelling and packaging requirements are clear.
- 5. Resolve complaints and disputes in an efficient and effective manner.**
 - Provide an efficient, effective and fair customer complaint management system, managed in accordance with the dispute resolution provisions.

1.5 Relevant associated standards

The supplier must comply with all relevant standards and codes set out in the contract, and, as relevant, comply with:

- Australian Standard Compliance programs AS3806:2006
- Australian Standards AS/NZS3551 Management Program for Medical Equipment
- AS/NZS ISO 9001:2008
- National Safety and Quality Health Service (NSQHS) Standards
- National Safety and Quality Health Service Standards Standard 1 Governance for safety and quality in health service organisations.
- Safety and Quality in Health Service Organisations
- EQulPNational Standard 15 Criteria 6
- ISO 22000
- Food Standards Australia New Zealand (FSANZ)
- Australian Code of Good Wholesaling Practice for Medicines in schedules 2, 3, 4 and 8
- AS/NZS 10002:2014
- Queensland Government Supplier Code of Conduct
- AS 4068-1993 Flat pallets for materials handling.

1.6 Key legislation and authority

Suppliers must comply with all legislative obligations, including those under, but not limited to the following:

- *Therapeutic Goods Act 1989*
- *Work Health and Safety Act 2011*
- *Heavy Vehicle National Law Act 2012*
- *Trade Practices Act 1974.*

1.7 Contact us

For enquiries regarding this guide or any other supply chain matters, contact us via:

- Phone: (07) 3096 2354
- Email: supplychainsurety@health.qld.gov.au
- Address: Level 6, 41 O'Connell Terrace, Bowen Hills QLD 4006

2 Product catalogue

Queensland Health maintains a detailed catalogue of the products stocked in its warehouses and distribution centres, providing up-to-date information to support frontline staff in accessing the products they need to care for Queenslanders.

2.1 Addition and removal of materials

The addition or removal of materials stocked at Queensland Health's distribution centre and warehouses is determined by demand from our frontline health facilities:

- 1. New product identified by facility.** Health facility makes a formal request for introducing a preferred product for stocking at a regional warehouses and distribution centre.
- 2. Product review.** An advisory committee at that warehouse or distribution centre reviews the product's suitability for stocking. Factors include:
 - expected usage rate
 - suitability for the warehouse environment
 - criticality
 - warehouse capacity.
- 3. Stocking decision.** Once a decision is made regarding the addition or removal of a product, Hospital and Health Services (HHSs) are notified of the outcome.

Stocking decisions are not made at a local level by our warehouse and distribution centres. For further information regarding supply to Queensland Health please visit <https://www.health.qld.gov.au/system-governance/suppliers>

3 Purchase orders and invoicing

A purchase order (PO) is a contract (or part of a contract) issued by Queensland Health to the supplier. It details:

- PO number
- Invoice date
- Supplier material number
- Item description
- Order quantity
- Order unit
- Unit price
- Delivery date
- Delivery address
- Contract or SOA number (if applicable).

It is important suppliers check the pricing of the goods or services on the purchase order. If this is incorrect, the supplier must notify Queensland Health as soon as possible.

Please refer to our website for detailed purchase order terms and conditions:

<https://www.health.qld.gov.au/system-governance/suppliers/procurement/doing-business-with-us/purchase-order-terms-and-conditions>

3.1 ABNs and delivery addresses

Purchase orders contain the Australian Business Number (ABN) of the entity purchasing the goods or services. Suppliers should make note of the ABN list at

<https://www.health.qld.gov.au/healthsupport/businesses/strategic-procurement-and-supply/financial-system-renewal/abn-list>

3.2 Purchase order acknowledgements

Suppliers should provide a purchase order acknowledgement (POA) in response to each generated PO, confirming which items can be fulfilled from the PO.

The POA should be sent to the email address listed on the PO.

3.3 Invoicing and payments

Suppliers are required to provide a hard copy invoice on delivery and send an electronic invoice to QHINVOICES@Health.qld.gov.au

All invoices must include:

- Supplier ABN and name
- Invoice number and date (DDMMYYYY format)
- Goods or service description
- Unit cost and invoice total value per item line
- GST (if any) separately itemised
- Total gross invoice amount and tax (if applicable)
- Currency code (if not in AUD)
- PO number
- Delivery docket number

- Contact name for delivery
- GTIN, where applicable
- Supplier material number
- Item description
- Order quantity
- Order unit
- Unit price
- Delivery date
- Delivery address
- Contract or SOA number if applicable

Information contained in an invoice must match information contained in a PO. For example:

- The delivery address on the invoice must be identical to the delivery point on the PO.
- The pricing must match that on the PO. Queensland Health should be notified as soon as possible if a discrepancy is observed, to allow time to consider whether they wish to continue.
- An invoice must be supplied with each delivery docket for each PO received. There is one invoice for each PO.

Other invoice requirements include:

- Attach to the email as a PDF file.
- One invoice per PDF file.
- No stamps, drawings or marks on the invoice.
- Dark text on a white background. Inverse format will not be accepted.
- All text, dates, numbers and amounts should have space around them. Any adjoining lines or text will interfere with the optical character recognition (OCR).
- Payment terms and remittance advices.
- Payment terms and remittance advices will not be affected by these changes.

3.3.1 Payment policy and procedures

Queensland Health acknowledges that suppliers of goods and services must be paid within a reasonable timeframe of receiving the suppliers' correctly rendered invoices.

The payment terms agreed with suppliers are set out in the standing offer arrangement or one-off contract terms and conditions well as the payment dispute resolution process.

3.3.2 Gifts and benefits

Suppliers must not send gifts or enticements to Queensland Public Service employees. As Queensland Public Service employees, our staff cannot be offered, accept or given gifts and benefits that affect, could affect or be perceived to affect impartiality.

Also refer to section 2 of the [Queensland Government Supplier Code of Conduct](#)

4 Product data

The introduction of automated scanning processes throughout the Queensland Health supply chain has placed an increasing importance that barcodes are printed in accordance with GS1 standards—ensuring 100 per cent first-time scanning.

For each unique product, suppliers are encouraged to load and maintain non-price product data into the GS1 National Product Catalogue, including:

- Barcode numbers for each level of packaging including logistics units, including GTIN
- Product description
- Sub-brand
- Quantity of retail units within each level of packaging
- Cubic dimensions and weight of each level of packaging (trade unit, inner, outer layer, and pallet)
- Shelf-life values (if applicable)
- Warning and advisory symbols or labels.
 - Dangerous or hazardous goods require the supply of a safety data sheet and Chemwatch number.

The following data fields represent the data Queensland Health will require to better manage products within the health system.

These fields may be updated from time to time. Maintaining and managing this information can be facilitated via the GS1 National Product Catalogue for the Healthcare Industry.

Please note: pricing files are a separate data file and are not submitted or maintained via the GS1 National Product Catalogue for the Healthcare Industry.

Mandatory fields

Field name	Definition
Functional name	Describes use of the product by the consumer. It should help clarify the product classification associated with the GTIN.
Variant description	Free text field used to identify the variant of the product. Variants are the distinguishing characteristics that differentiate products with the same brand and size including such things as the particular flavor, fragrance, taste or even a specific size description. (variantDescription) and (.../@languageCode)
UNSPSC code	UNSPSC Version V8 1201: The UNSPSC code is an 8 digit code. A 'best practice' is ALWAYS to classify a product at the COMMODITY level.
Product height	The height of the trade item including the packaging, as measured according to the GDSN Package Measurement Rules. If the trade item is a unit load, include the shipping platform. (height)
Product height UoM	Unit of measure of the trade item height. (height/@measurementUnitCode)

Field name	Definition
Product width	The width of the trade item including the packaging, as measured according to the GDSN Package Measurement Rules. If the trade item is a unit load, include the shipping platform. (width)
Product width UoM	Unit of measure of the trade item width. (width/@measurementUnitCode)
Product depth	The depth of the trade item including the packaging, as measured according to the GDSN Package Measurement Rules. If the trade item is a unit load, include the shipping platform. (depth)
Product depth UoM	Unit of measure of the trade item depth. (depth/@measurementUnitCode)
Product gross weight	Gross weight of the base unit or packaging item including the entire packaging material, also those of the packaging items contained. (At pallet level the gross weight includes the weight of the pallet itself.) (tradeItemWeight/grossWeight)
Product gross weight UoM	Unit of measure of the trade item gross weight. (tradeItemWeight/grossWeight/@measurementUnitCode)
Number of base units	A reference to the number of GTINs of the lowest level of product contained within this product's family hierarchy. Only required where item not a base unit.
Order quantity minimum	Agreed to minimum quantity of the trade item (per GTIN) that must be ordered (per individual order) by the retailer for the supplier to deliver it. As a rule, this is the quantity that makes up a reasonable and demand-oriented logistical unit. (orderQuantityMinimum)

Mandatory (where applicable) fields

Field name	Definition
GTIN (Only mandatory if supplier is GS1 registered)	The Global Trade Item Number (GTIN) is the GS1 key used to uniquely identify a trade item (also for re- or transport packagings). A trade item is any item (product or service) upon which there is a need to retrieve pre-defined information, and that may be planned, priced, ordered, delivered and/or invoiced at any point in any supply chain. (gtin)
Brand name	The name used by the brand owner to uniquely identify a line of trade items or services, which is recognizable for consumer. (brandName)
Sub-brand	Second level of brand. Can be a trademark. It is the primary differentiating factor that a brand owner wants to communicate to the consumer or buyer. (subBrand)
Product net weight	Value of net weight of the trade item. (tradeItemWeight/netWeight)
Product net weight UoM	Unit of measure of the trade item net weight. (tradeItemWeight/netWeight@measurementUnitCode)
Temperature qualifier code	Code qualifying the type (i.e. the point in the supply chain) of a temperature requirement for example Storage.temperatureQualifierCode)
Minimum temperature	The minimum temperature defined by the manufacturer under which a trade item can be held without affecting product safety or quality. (minimumTemperature)
Minimum temperature UoM	The measurement unit code of the Minimum Temperature. (minimumTemperature/@temperatureMeasurementUnitCode)

Field name	Definition
Maximum temperature	The maximum temperature defined by the manufacturer under which a trade item can be held without affecting product safety or quality. (maximumTemperature)
Maximum temperature UoM	The measurement unit code of the Maximum Temperature. (maximumTemperature/@temperatureMeasurementUnitCode)
Is trade item a dangerous good?	Dangerous goods are substances or articles that are potentially dangerous to people, property, and the environment. They include materials that are explosive, flammable, spontaneously combustible (burst into flames without being lit), water reactive (produce flammable or toxic gases if mixed with water), oxidizing (help a fire to burn more fiercely), toxic (poisonous), Corrosive. [Note: this is a Woolworths attribute]
Is trade item a hazardous good?	Hazardous goods are chemicals or chemical compounds that are hazardous to humans and environment. A hazardous substance can be a single chemical or a mixture of two or more chemicals formulated to make a chemical product. They include material with: shock sensitivity, corrosiveness, oxidising properties, reactivity with common substances (for example, air or water), autoignition temperature, evaporation rate, vapour density, odour threshold, PH, at stated concentration, solubility in organic solvents, per cent volatiles, volatile organic compounds, bulk density. [Note: this is a Woolworths attribute]
Class of dangerous goods	Dangerous goods class of the trade item (dangerous goods) (e.g. for transport by road and rail, ADR/RID). These classes reflect the hazardous nature and properties of the goods and serve to classify them together in terms of their most significant risk. All other dangerous goods information depends on the dangerous goods class assigned here. (hazardousInformationDetail/classOfDangerousGoods)

Other fields

Field name	Definition
GLN	GLN of the information provider, under which the base unit and all of its packaging items are stored in the 1WorldSync pool. (informationProviderOfTradeItem/gln)

4.1 Serial shipping container code

A serial shipping container code (SSCC) acts as a unique licence plate for every pallet in the supply chain, enabling efficient and accurate identification, management and processing of pallets in high-volume distribution centre environments.

SSCC labelling is encouraged as it allows for the replacement of manual, time-consuming and error-prone tasks with fast, accurate and traceable electronic processes delivering benefits to suppliers and Queensland Health.

4.2 Product descriptor and barcoding

By identifying every product with a globally unique product number, a Global Trade Item Number (GTIN) captures information on each product detail, including:

- expiration date

- batch/lot number
- unique serial number.

Queensland Health is moving towards requiring all products supplied to need a valid GTIN linked to the appropriate company prefix.

The GS1 system of product numbering and barcoding provides options and possibilities for bar coding. It is an international standard that is deliberately broad to meet the minimum standard needs of many industries. GS1 Australia assigns and administers all GS1 prefixes for Australian brand owners.

For more information about allocation, please contact GS1 Australia on 1300 227 263 or visit <http://www.gs1au.org>.

4.3 Product life management

Maximum shelf life (MSL): the shelf life defined by the manufacturer and applied when product is packed.

Minimum life on receipt (MLOR): 80% of the original manufacturer's shelf life.

The product life management policy has been established to ensure all stock within the distribution channels with limited shelf life is identified, purchased, received, dispatched and issued within the shelf life standards specified.

The relevant category management team will work with the supplier to have the appropriate MLOR setting loaded against the relevant stock keeping unit (SKU) in line with the manufactured life and sourcing information provided by the supplier.

Where product has been flagged as date code sensitive, our receiving staff will be prompted to check each delivery to ensure the shelf life on the stock being delivered is within the parameters set in the system.

Any stock with a shelf life below the MLOR setting will be rejected.

5 Delivery requirements

Deliveries to Queensland Health's distribution centres and regional warehouses—including those made by third party logistics providers—must meet requirements to ensure stock is processed accurately, efficiently, safely and cost effectively.

These requirements are designed to satisfy the critical supply of clinical and non-clinical consumables and other items to support frontline healthcare. Suppliers are expected to consistently deliver purchase orders with the right product, in the right quantity, in good condition on the day scheduled.

Suppliers must ensure that they have:

- a delivery docket matching the goods being delivered
- confirmed the order (e.g. quantity, delivery, date, and pricing)
- appropriately labelled and stacked product on Australian standard pallets
- booked a delivery timeslot as per the below inbound booking process.

5.1 Inbound booking process

5.1.1 South East Queensland Distribution Centre

All deliveries to the South East Queensland Distribution Centre must be pre-booked by contacting the Receipts Supervisor no later than 24 hours prior to your planned delivery time:

- Phone: (07) 3120 8438
- Email: SCSRDCReceipts@health.qld.gov.au

Making bookings more than 24 hours before the planned delivery time will improve our ability to allocate your preferred timeslot. If your preferred time is not available, an alternative time, as close as possible to the preferred time, will be offered.

5.1.2 Facilities outside South East Queensland

Queensland Health distribution centres and regional warehouses outside of South East Queensland accept deliveries between 7.30 am and 4.00 pm, Monday to Friday (excluding public holidays).

Central Queensland Regional Warehouse (Rockhampton)

Phone: (07) 4931 3600

Email: CQRW@health.qld.gov.au

North Queensland Distribution Centre (Townsville)

Phone: (07) 4433 5618

Email: North Queensland Distribution Centre@health.qld.gov.au

Far North Queensland Regional Warehouse (Cairns)

Phone: (07) 4226 9351

Email: FNQRW@health.qld.gov.au

For regular deliveries, a permanent delivery timeslot can be arranged. These timeslots will be cancelled if they are not used and advice is not received 24 hours prior to the time slot that it is not required.

While our distribution centre receiving operations will always attempt to accommodate timeslot change requests, the availability of specific timeslots cannot be guaranteed.

No responsibility is accepted for goods left without a receipt signature or delivered outside of the supply dock opening hours.

5.2 On-time delivery

Efficient and safe management of traffic and operations at our distribution centres and warehouses relies on a workload that is visible and scheduled within the time and resources available.

Adhering to the delivery timeslot is imperative to our operations and ensuring timely product availability for our frontline health facilities.

Deliveries will be accepted 15 minutes either side of the agreed delivery time.

Vehicles arriving outside this 30-minute window may be turned away and asked to return within the timeslot (if too early) or book another time slot (if too late).

5.2.1 Requesting a timeslot change

While arriving as close as possible to the scheduled time is preferable, we understand that unforeseen circumstances may mean this is not always possible.

If you miss your allotted delivery window, please contact the receiving Queensland Health distribution centre or regional warehouse to arrange a new time.

5.3 Paperwork requirements

All deliveries to Queensland Health's distribution centres and regional warehouses must be accompanied by the appropriate paperwork (electronic or hardcopy). Minimum paperwork required is:

1. Delivery docket (one delivery docket per purchase order)
2. Delivery manifest / copy of consignments notes
3. Pallet docket
4. Safety data sheet.

Additional paperwork including driver run sheet, consignment notes, manifests, pick/pack lists will normally not be required, but should be supplied in advance if requested.

5.4 Delivered as ordered

Product orders must be delivered in the quantity specified in the PO.

If trade quantity or retail quantity has been revised, the supplier must update the contract manager as soon as possible to ensure accurate master data.

Additionally, Queensland Health has specific delivery requirements that must be met to ensure safety, accuracy, and service of the business to our team and our customers.

In all cases (unless the contract or PO states otherwise), deliveries are to arrive:

- in cartons
- on pallets

Cartons / pallets containing mixed products must be clearly marked as “Mixed Products”.

A product ordered as a full pallet must be delivered as a full pallet—not multiple part pallets—to ensure efficiencies in transport and distribution centre operations.

5.4.1 Proof of delivery

A proof of delivery is signed for a delivery of a consignment, but not for the goods contained in that consignment. Discrepancies for the goods delivered will be reported to the supplier within 24 hours from the actual delivery to our sites.

5.5 Dangerous goods

Suppliers, or their nominated transport provider, are responsible for compiling and providing any dangerous goods information and documentation for each inbound delivery.

A safety data sheet (SDS) must accompany all dangerous goods deliveries. Our facility will keep the original document on file for reference and update as required. The SDS must be supplied along with the Chemwatch number.

Only one class of dangerous good can be delivered on each pallet.

A warning label must be placed on as many sides of the package as practical (at least two adjacent sides), preferably with one of the labels positioned within 10 centimetres of the gross weight information.

This allows team members to assess the risk of moving the load. Ideally, it will be placed close to the barcode as well.

Warning labels should be as large as practical (minimum requirement: larger than a standard business card) and placed in a clear position on the package. Please avoid:

- bending labels over the edges of the package
- placing labels over seams, closures or sealing tape
- covering barcodes or other labelling.

6 Driver and vehicle

Queensland Health values the health and safety of all its employees and visitors, contractors and drivers entering our distribution centres and regional warehouses.

All suppliers and their personnel must:

- observe all speed limits
- comply with site traffic management plans, instructions and designated loading and unloading zones
- ensure vehicles are parked safely in designated areas and securely parked during loading and unloading
- wear appropriate safety clothing and personal protective equipment (PPE)
- adhere to designated driver safety zones
- always use designated pedestrian walkways
- abide by all site policies (including drugs and alcohol, smoking, mobile phone and personal devices policies)
- follow all lawful and reasonable instructions given by authorised Queensland Health team members
- avoid abusive or uncooperative behaviour towards Queensland Health team members or other visitors on site
- be competent and qualified to perform necessary driving and transport-related activities (e.g. coupling and uncoupling, load restraint etc.)
- comply with the Heavy Vehicle National Law (HVNL) and its Chain of Responsibility (CoR) obligations (i.e. load restraint, fatigue management and vehicle standards)
- report all identified hazards, maintenance issues and incidents to the site manager immediately.

If a driver's behaviour does not meet the standard described above, the relevant supplier and its transport contractor (where applicable) will be notified. For serious breaches, Queensland Health reserves the right to:

- order the offending driver (or passenger) to promptly leave the site; and/or
- ban the offending driver (or passenger) from returning to our distribution centres and regional warehouses.

Where this occurs, the supplier and its transport contractor will be notified and, in the case of a driver being banned, must make alternative driver arrangements in future.

6.1 Accepted vehicle types

Our distribution centres and regional warehouses in Richlands, Townsville and Cairns can accept deliveries on all vehicle types capable of carrying an [AS 4068-1993](#) standard pallet.

The Central Queensland Regional Warehouse (Rockhampton)
cannot receive B-doubles.

Our delivery sites do not have container unloading facilities. No container loads will be accepted unless arranged through the relevant facility.

Cars, small vans, and utilities are accepted at all delivery sites.

At the South East Queensland Distribution Centre (Richlands) and North Queensland Distribution Centre (Townsville), 10 or fewer loose stow cartons no greater than 0.10 cubic metres each will be accepted. These deliveries must be unloaded by the driver and placed as directed by the dock supervisor.

6.2 Personal protective equipment

All employees, visitors and contractors must wear appropriate personal protective equipment (PPE) within designated operational areas of Queensland Health's distribution centres and regional warehouses at all times. This PPE must include:

- high visibility safety vest, shirt, or jacket
- flat-soled, fully enclosed, steel-capped safety boots or shoes within all operational areas including areas allocated for drivers.

Flat-soled, fully enclosed non steel-capped boots or shoes are permitted in non-operational areas and walkways only.

If a driver, contractor or visitor arrives without the appropriate PPE, they may be refused entry and the delivery may need to be rescheduled.

6.3 Chain of Responsibility

On 1 October 2018, the *Heavy Vehicle National Law Act 2012* (Heavy Vehicle National Law) introduced safety duties that must be met by all parties in the CoR.

The requirement means that all parties in the CoR must, so far as is reasonably practicable:

- ensure the safety of their transport activities relating to the vehicle
- eliminate or minimise public risks
- ensure the party's conduct does not cause or encourage contraventions of the HVNL.

Obligations under Heavy Vehicle National Law implementation include:

- safety policy and documentation
- safety risk management
- safety assurance
- safety promotion and training.

All suppliers, as parties to the CoR, must adhere to CoR obligations and HVNL requirements. It is each supplier's responsibility to ensure compliance and familiarity with obligations.

More information is available on the National Heavy Vehicle Regulator website:
<https://www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility>.

6.3.1 Driving hours, rest breaks and fatigue management

Queensland Health takes the safety of transport operators seriously, and endorses and supports the aims of the Heavy Vehicle National Law to ensure road safety for transport operators using heavy vehicles.

We commit to take all reasonably practicable steps to ensure we do not cause or contribute to a breach of the Chain of Responsibility laws.

We expect that:

- all drivers delivering to our distribution centres and regional warehouses will have sufficient driving hours to complete the delivery and return
- all drivers have taken their scheduled rest breaks at the appropriate time and in suitable conditions
- transport operators have appropriate fatigue management plans in place
- all drivers have not been asked, instructed, encouraged, or coerced to breach any part of the Heavy Vehicle National Law.

6.3.2 Safe loads

All vehicles delivering to a Queensland Health distribution centre, regional warehouse or delivery site must be loaded in accordance with all applicable legal and statutory requirements.

All transport operators delivering to our sites must comply with the National Transport Commission [Load Restraint Guide 2018](#).

6.3.3 Vehicle and trailer condition

All vehicles delivering to a distribution centre or Hospital and Health Service delivery site must be:

- safe and roadworthy
- compliant with all relevant legal and statutory requirements
- fit for purpose, with no major damage
- fitted with all required equipment, including appropriate gates, boards, and restraints
- fully operational, including refrigeration (where applicable)
- clean and sanitary, ensuring product is not exposed to damage or contamination—staff must not be exposed to unsanitary or hazardous conditions during unloading.

6.4 Children

Children under the age of 15 are not permitted at any Queensland Health distribution centre or regional warehouse delivery site.

Children under 15 accompanying truck drivers must always remain in the truck cabin. All the site requirements outlined above apply to passengers as well as drivers.

7 Pallets and logistics units

Subject to purchase order (PO) quantity and requirements, appropriate packaging can help to minimise:

- cubic storage requirements—maximising storage capacity in the warehouse
- handling when receiving stock and filling shelves with products
- potential damage to the stock as it travels through the supply chain.

Additionally, appropriate packaging can help to:

- maintain health and safety of the team members handling the products and trade units using handles and warning labels
- comply with government legislation for specific labelling to be displayed
- simplify replenishment with the carton size being aligned to the rate of sale
- enable automated product identification and improved efficiency by accurately displaying product information (barcodes).

7.1 Pallet quality

All pallets delivered to a Queensland Health distribution centre or regional warehouse must be in good working order and meet the following criteria:

- Comply with Australian Standard AS 4068-1993 Flat pallets for materials handling
- Measure 1165mm wide x 1165mm deep x 150mm high
 - our facilities are configured to store a maximum pallet height of 1500 millimetres (measured from the floor, including the pallet)
- Weigh a maximum of 1000 kilograms (product and pallet combined)
- All boards are intact and secured to bearers—no broken or missing boards
- All lead boards are:
 - flush with bearer ends
 - measure 150 millimetres wide
- All intermediate boards measure 95 millimetres wide
- Free from foreign objects and contaminants (e.g. chemicals, oils, soils).

Only CHEP or Loscam pallets can be transferred at Queensland Health distribution centres and regional warehouses. Unbranded pallets are not exchanged. CHEP and Loscam pallets can be exchanged at other delivery sites if no pallet transfer or de-hire capability exists.

All Queensland Health delivery docks are generally restricted in working area and do not have pallet breakdown equipment. Re-stacking of over height pallets poses workplace health and safety risks. Deliveries of over height pallets will be rejected.

7.2 Pallet wrapping and stabilisation

Every inbound pallet must be safe, stable and secure by stretch wrapping the pallet in a safe and consistent manner.

- **Clear stretch film** and, if necessary, low adhesion stretch tape should be used to restrain all trade units.
- Other forms of wrapping (including nylon netting, string and metal) is not permitted.

Please ensure the pallet wrapping is:

- firmly secured with no loose, unsecured wrap
- applied with enough passes to hold all trade units within the pallet and to prevent lateral movement, load shift or collapse
- anchoring the load to the top 30–50 per cent of the timber pallet
- applied with the correct tension to achieve stability without causing damage to the product
- applied to the pallet before serial shipping container code labelling
- transparent—black or opaque film wrapping is not permitted.

Deliveries will not be accepted where skids, Euros and plastic pallets are shrink-wrapped to an Australian standard pallet.

Other practices recommended to achieve a safe and stable pallet include:

- Using slip sheets, pallet pads and corner posts to protect and stabilise the base layer of product on the pallet. Slip sheets and pallet pads must remain within the confines of the pallet and should be cardboard or paper only.
- Stacking product in an interlocking pattern (alternating orientation 90 degrees with each intermittent layer). Where column stacking is unavoidable, for example, where the cartons are square, the use of cardboard sheets at intervals through the pallet is recommended.
- Maximising the use of the full pallet without breaching the outer pallet footprint. Narrow blocks of trade units confined to the centre of a pallet provide poor lateral stability in transit as it cannot be supported by surrounding pallets or vertical plywood pallet boards.

7.3 Pallet labelling

The label that is placed on the pallets can be referred to as a 'logistics label' and may contain a serial shipping container code (SSCC) in a barcode. Pallet labelling is made up of these specific requirements:

- A pallet must have a minimum of one logistics label placed on the forklift access side of the pallet, and be placed:
 - in a vertical position (not crooked, creased or on an angle of more than five degrees from vertical)
 - at least 50 millimetres in from the right-hand side of the pallet for ease of scanning.
- The logistics label should not bridge two cartons and should be:

- located between 400–800 millimetres from the surface on which the pallet stands
- no closer than 50 millimetres from the vertical edge.
- Barcodes shall be in 'picket fence' orientation on the logistics unit. The bars and spaces shall be perpendicular to the base on which the logistic unit stands. In all cases, the SSCC shall be placed in the lowest portion of the label.

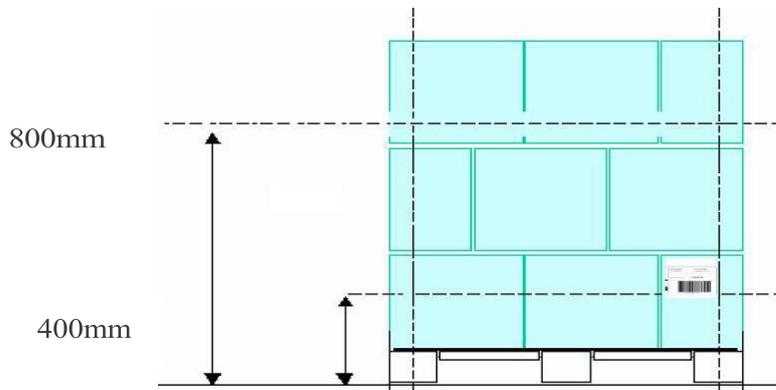


Figure 1: Location of the pallet (logistics) label

7.4 Multi-coded pallets

Multi-coded pallets (MCPs) are where multiple use-by dates or batch codes of a given stock keeping unit (SKU) are consolidated onto a single pallet, up to and including the standard full pallet quantity for that SKU, for distribution from a supplier to a Queensland Health distribution centre or regional warehouse.

Suppliers must meet the MCP guidelines when delivering products to these sites. Multiple batch codes and use-by codes of a single SKU should be consolidated and delivered in single pallet lots considering the following rules:

- the oldest date code (first to expire) product is at the top of the pallet
- the youngest date code (last to expire) product is at the bottom of the pallet
- one (only) SSCC label needs to be applied to each of the two forklift entry sides of the pallet
- an MCP flag should be affixed to each of the two forklift entry sides of the pallet
- the 'minimum life on receipt' (MLOR) requirements apply as per agreed business practice between trading partners (80% of the maximum shelf life [MSL])
- the advanced shipping notice (ASN) requirements (if applicable) regarding quantity and use-by date must be followed.

8 Cartons and trade units

Cartons / trade units

Any item made up to facilitate the operations of handling, storing, order preparation and shipping of consumer units. This can be a carton that is the inner, outer or shipper level of packaging.

8.1 Trade unit condition and suitability

8.1.1 Trade unit makeup

Whether cardboard, plastic bag or plastic wrap is used, a trade unit should be constructed with sufficient strength to move through the supply chain from supplier to shelf without losing its contents or causing damage to the product. The packaging should protect the product and those who handle it.

Any trade unit supplied into Queensland Health distribution centres and regional warehouses must be fit for purpose. Logistical packaging material must:

- be sufficiently robust and stable when stacked in a container or on a pallet
- allow contents to be easily accessible when required without opening unexpectedly
- when lifted, not deform or collapse from the weight of its own contents
- include partitions or padding or similar (if required) to avoid product movement
- be tailored to the shape of the contents to minimise the contained air space.

It is preferable that materials used in trade unit packaging are recyclable and made from recycled products.

The dynamic forces of transport and the pressure of cartons and pallets stacked on top of the trade unit should be considered when designing packaging. Packaging must be strong enough to hold the product weight, accounting for exposure to external environments such as moisture and transport conditions.

- Hazardous goods require appropriate packaging (and labelling). Refer to the Australian Dangerous Goods Code.
- Aerosol trade units should be designed to be opened without the use of a sharp tool (e.g. use tape to seal the trade unit or use perforated cardboard).
- Sharp items must have a durable protective shield over the sharp tip within the retail unit packaging to protect against personal injury.

'Inners' refer to a level of packaging containing multiple retail units packaged as a discrete unit inside another level of packaging, known as an 'outer' and then 'shipper'.

- Inners must meet the entire trade unit packaging (and labelling) requirements.
- Cardboard inners are preferred over plastic bags.
- If using plastic bags:
 - ensure they are tight, do not tear easily and minimise the air space contained.
 - ensure that the retail barcode is not visible from the next level of packaging (red or black plastic prevents the retail barcode being read).

Product deliveries can be rejected if the carton or trade unit does not comply with the above-mentioned requirements or exhibits any of the following:

- the product:
 - cannot be supplied to the end user
 - could be unsafe
- the trade unit:
 - is wet, affected by moisture or is unsanitary
 - is leaking or crushed beyond a reasonable degree
 - contains staples, nails, metal strapping or metal clasps
 - cannot be handled safely
 - is over 16 kilograms
 - cannot be identified or does not carry acceptable barcodes
- multiple trade units have open flaps or perforations.

8.2 Trade unit gross weight

The maximum gross weight for trade units is 16 kilograms, to reduce the risk of injury to our staff.

The gross weight should be clearly displayed on at least two vertical surfaces on each trade unit to allow quick assessment by any team member. Nett weight is not sufficient.

State the gross weight to one decimal point with the words 'gross weight' preceding it (e.g. 'Gross weight: 10.5 kg').

9 Reporting and rejection

All product entering Queensland Health's distribution centres and regional warehouses must:

- meet relevant standards
- be safe to transport and handle
- be clearly identified.

The application of existing workplace health and safety obligations require us to apply legislated requirements to all Queensland Health sites.

Our staff inspect and evaluate the standards and performance of all deliveries and will regularly report on supplier performance. Where defects or regular supply issues are identified, we will advise the supplier and request an investigation and corrective actions.

If necessary, there may be a need to reject POs, pallets and vehicles.

Supplier performance measures are prescribed in the contract between Queensland Health and the supplier. Supplier contracts also include dispute resolution and corrective action process clauses.

9.1 Rejections

Deliveries to Queensland Health facilities may be rejected if there is a failure to supply to acceptable standards which impacts on workplace health and safety or our ability to provide your goods safely to end users.

A rejection can occur due to issues with:

- Pallets—including height, weight and wrapping.
- Cartons—including seals, weight or insufficient barcodes.
- SSCC labels—including damage or scanning.

A full list of relevant issues is available in *Appendix 1: Quality and non-conformance issues*.

Our staff will notify suppliers of a rejection in a timely manner, to support a quick resolution.

When a rejection occurs:

1. The driver will be provided with a delivery rejection notification (see Appendix 2), listing:
 - the rejected PO number
 - date and time of rejection
 - reason for rejection.
2. The product will be left on, or returned to, the delivery vehicle.
3. Re-deliveries are welcomed following remedy of issues identify on the delivery rejection notice.

9.1.1 Rejection of deliveries subject to checking

Some products are received 'subject to check', meaning the pallets or cartons have been unloaded and the vehicle permitted to leave before the full checking process is completed.

Queensland Health carries no responsibility for any errors found during the receiving process after the delivery vehicle has departed. In these cases, it will be necessary for the supplier to arrange separate collection of these products.

9.2 Corrective action

Where a delivery rejection notification has been issued and a re-delivery is required, it is expected that this process is completed within 48 hours.

In the case of repeated delivery rejections, the issue will be raised with the relevant supplier for investigation, discussion and resolution in accordance with the dispute resolution clause in the supplier contract.

10 Withdrawals and recalls

Product withdrawal: issued by a supplier in response to issues including product safety or efficacy. May lead to a formal TGA product recall.

Product recall: a TGA process to remove some (batches) or all of a therapeutic product from supply on the Australian market due to issues or deficiencies in safety, quality, efficacy or presentation.

If a product supplied to Queensland Health is subject to a withdrawal or recall action, suppliers are expected to action and manage this issue in a transparent and timely manner, in accordance with all contracted and legislative provisions.

10.1 Product withdrawals

Suppliers should immediately advise the relevant Queensland Health distribution centre or regional warehouse of a product withdrawal.

For products that are under standing offer arrangements, under contract or a heads of agreement, all correspondence should also include the relevant Queensland Health System Procurement contact: <https://www.health.qld.gov.au/system-governance/suppliers/procurement/contact-us>.

10.2 Product recalls

In the case of mandatory recalls, all parties are open to criminal charges and civil penalties for failure to reasonably conform with the TGA directives.

For more information about your obligations, please refer to the [TGA website](#).

Appendix 1—Quality and non-conformance issues

Pallets

- Stability issue (column stacked)
- Over height (>1500 millimetres including pallet)
- Overweight (>1000 kilograms)
- Not wrapped in clear film
- Not wrapped properly
- Wrong product
- Wrong quantity
- Damaged goods
- Material not new
- Incorrect TI/HI (cartons per layer/ layers per pallet)
- Multi-coded pallet issue
- Mixed items on pallet
- Damaged pallet – CHEP
- Damaged pallet – LOSCAM
- Non-Australian standard (AS4068)
- Load shifted or overhang
- Temperature issue

Cartons

- Glue/seal/perforation issue
- Carton overweight or size (>16 kilograms)
- Carton leaking or damaged
- No or insufficient GTIN barcodes
- GTIN barcode will not scan
- MLOR breach (insufficient shelf life)

Safety / Chain of Responsibility

- Driver issues (PPE)
- Driver issues (fitness for duty)
- Driver (driving hours issue)
- Foreign object / load contaminated
- Unsafe load / inadequate restraints
- Vehicle damaged / unsafe
- Inappropriate vehicle type

ASN issues

- ASN not received
- ASN error

Serial shipping container code label

- Damaged label
- Label does not scan
- Duplicate/reused label
- Multiple labels on pallet
- Label only on one side
- Missing label
- Label does not match product

Purchase order

- Full PO rejected
- Incorrect/missing paperwork
- No PO provided/closed

Appendix 2—Delivery rejection notification

Delivery rejection notification (page 1)

Effective: 30/11/2018

The application of existing workplace health and safety obligations require the Supply Chain Surety Branch to apply the legislated requirements to all Queensland Health sites.

Based on the application of these obligations, the delivery associated with purchase order number _____ has been rejected at _____ time on ___/___/_____ date due to the following reason/s:

- Over height pallet (>1.5 metres including the pallet)
- Pallet does not meet AS4068-1993 (1165 x 1165 millimetres)
- Unstable load
- Black wrapped pallet
- Damaged goods
- Damaged pallet
- Other _____

See the back of the form for more details.

Please remedy the highlighted risk/s and organise a redelivery time. Queensland Health does not accept product liability or repackaging, redelivery costs associated with this non-complying delivery.

For more information regarding this notification please contact the Distribution Centre Manager or Site Manager of the facility issuing this notice.

Delivery rejection notification

(page 2)

Over height pallet

- All Queensland Health distribution centres and regional warehouses are configured with standard pallet openings that require a maximum 1.5 metre pallet height measured from the floor including the pallet.
- Queensland Health dock areas are generally restricted in size and over height pallets pose workplace health and safety risks. Deliveries on over height pallets will be rejected.

Acceptable pallets

- All pallets must meet Australian Standard AS4068-1993 and be free of contamination (e.g. soil, oil and chemicals).
- The racking configuration at all Queensland Health distribution centres and regional warehouses will only accept the standard Australian pallet size of 1165 x 1165 millimetres. Skids and European pallets are not acceptable and pose safety issues. Deliveries made on these pallets will be rejected.

Unstable load

- Unstable loads present an unacceptable risk to people and product damage. Deliveries that are unstable will be rejected.

Black wrapped plastics (except deliveries of scheduled medicines)

- Black plastic loads prevent receiving staff from inspecting the load for damage, inappropriate products or safety issues. Black wrapped plastic deliveries will be rejected.
- Deliveries of scheduled medicines will be accepted wrapped in black plastic or similar as suppliers are required to comply with the [Code of Good Wholesaling Practice for Medicines](#) in schedules 2,3,4 and 8. This code stipulates scheduled medicines should be packed in a manner that prevents the contents from being identified.

Damaged goods

- Product will not be received if there are signs of damage. Product must be packaged for transit to eliminate damage in transit. Deliveries of damaged goods will be rejected.

Damaged pallet

- All pallets must meet Australian Standard AS4068-1993.
- Deliveries will not be received on pallets that show any signs of damage (e.g., missing, damaged, or loose boards, protruding nails) as it will make the load unstable.

Abbreviations

Term	Definition
ASN	Advanced shipping notice
CoR	Chain of Responsibility
GTIN	Global trade item number
HVNL	Heavy Vehicle National Law
MCP	Multi-coded pallet
MLOR	Minimum life on receipt
MSL	Maximum shelf life
POA	Purchase order acknowledgement
PO	Purchase order
PPE	Personal protective equipment
SDS	Safety data sheet
SKU	Stock keeping unit
SOA	Standing offer arrangement
SSCC	Serial Shipping Container Code
TGA	Therapeutic Goods Administration

Glossary

Term	Definition
AS4068-1993	Australian standard pallet descriptor code.
Chain of responsibility (CoR)	A policy concept used in Australian transport legislation to place legal obligations on parties in the transport supply chain or across transport industries generally.
Department of Health	Is responsible for the overall management of the public health system in Queensland, including monitoring the performance of Hospital and Health Services (HHSs).
Distribution centre	A facility used for receipt, temporary storage and redistribution of goods according to the end-customer orders received.
Hazard analysis and critical control points	A risk management methodology used by the food and related industries for the control of food safety hazards to acceptable risk levels.
Hospital and Health Service (HHS)	HHSs are responsible for the delivery of public sector health services as independent statutory bodies under the <i>Hospital and Health Boards Act 2011</i> .
Minimum life on receipt	The percentage of the original manufacturer's shelf life and will vary between local and imported product to account for transport lead times.
Minimum shelf life	The shelf life defined by the manufacturer and applied when product is packed
Queensland Health	Queensland Government public health body comprising the Department of Health and 16 HHSs.
Trade unit	Any item made up to facilitate the operations of handling, storing, order preparation and shipping of consumer units. Also known as carton, shipper or outer pack.

Useful links

Australian Dangerous Goods Code

<https://www.ntc.gov.au/codes-and-guidelines/australian-dangerous-goods-code>

GS1 Australia

- Website: <https://www.gs1au.org/>
- Recalls: <https://www.gs1au.org/our-services/recall/>

National Heavy Vehicle Regulator

- Website: <https://www.nhvr.gov.au/>
- Legislation: *Heavy Vehicle National Law Act 2012*
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2012-hvnlq>

Product Safety Australia

- Website: <https://www.productsafety.gov.au/>

Therapeutic Goods Administration

- Website: <https://www.tga.gov.au/>
- Legislation: *Therapeutic Goods Act 1989*
<https://www.legislation.gov.au/Series/C2004A03952>

Queensland Government Supplier Code of Conduct

Website: <https://www.business.qld.gov.au/running-business/marketing-sales/tendering/supply-queensland-government/supplier-code-conduct/code>

Standards Australia

- Website: <https://www.standards.org.au/>

Workplace Health and Safety

- Website (Queensland): <https://www.worksafe.qld.gov.au/>
- Legislation: *Work Health and Safety Act 2011*
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018>