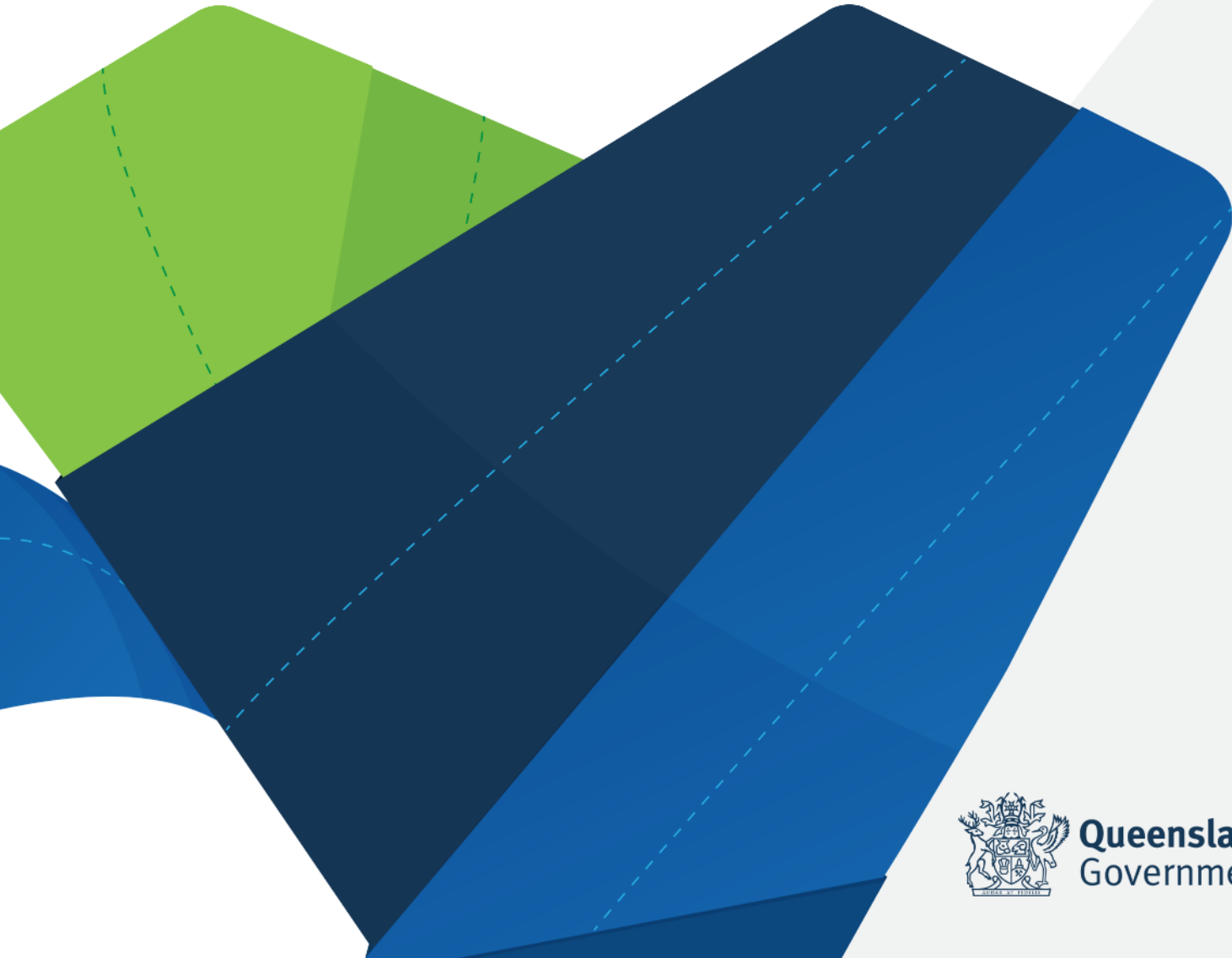


Supplier Guide

COVID-19 Supply Chain Surety Division



Version Control

Version	Date	Purpose/Change	Author	Reviewer(s)
1.0	Jan 2019	Edition available/published		Executive Director, Supply Chain
2.0	Aug 2019	Updated edition available		
2.1	July 2021	Minor edits – change of template and name of division	Principal Business Liaison Officer	Director, CPO
2.2	Aug 2021	Review/Updates by Supply Operations Staff/Strategic Procurement		Director, Supply Operations SEQ
2.3	Sep 2021	Revised Draft – review of comments from Supply Operations	Principal Business Liaison Officer	
2.4	Oct 2021	Review by QGCSR staff		Strategic Tender Lead, QGCSR
2.5	Oct 2021	Revised Draft - amendments/edits following review by QGCSR	Principal Business Liaison Officer	Director, CPO
2.6	Oct 2021	Review of current draft of Supplier Guide (excluding QGCSR feedback)		Executive Director, CSCS Division
2.7	Nov 2021	Additional amendments following review by ED CSCS Division	Principal Business Liaison Officer	Director, CPO
2.8	Nov 2021	Section on Children amended	Principal Business Liaison Officer	Director, CPO
3.0	Nov 2021	Final	Principal Business Liaison Officer	Chief Procurement Officer
3.1	Jan 2022	Document Custodian amended to Senior Director, Supply Chain Services Section 7.4 amended – removed reference to containers	A/Business Support Officer	Office of the Chief Procurement Officer

Contents

1. Introduction	5
1.1 Purpose and priority of guide	5
1.2 Objectives	5
1.3 Commitment to suppliers	5
1.4 Commitment to customers	6
1.5 Contact Supply Chain Services	7
2. COVID-19 Supply Chain Surety Division	7
2.1 Strategic Procurement	7
3. Queensland Government Supplier Code of Conduct	7
4. Workplace health and safety	8
5. Purchase order	8
5.1 ABNs and delivery addresses	8
5.2 Purchase order acknowledgements	9
5.3 Electronic Invoice	9
5.4 Serial shipping container code	9
5.5 Product descriptor and barcoding	9
6. Supplier product data	10
6.1 Who is GS1	12
6.2 What do I do if I'm not a GS1 member	13
6.3 What is a GS1 verification report	13
7. Delivery timeslots	13
7.1 Inbound booking process	14
7.2 On-time delivery	14
7.3 Paperwork requirements	14
7.4 Delivered as ordered	15
7.5 Dangerous goods	15
8. Driver and vehicle	15
8.1 Accepted vehicle types	16
8.2 Personal protective equipment	17
8.3 Chain of responsibility	17
8.3.1 Driving hours, rest breaks and fatigue management	17
8.3.2 Safe loads	18
8.3.3 Vehicle and trailer condition	18
8.4 Children	18
9. Pallets and logistics units	18
9.1 Pallet quality	19
9.2 Pallet wrapping and stabilisation	19
9.3 Pallet labelling	20
9.4 Multi-coded pallets	21
10. Cartons and trade units	21
10.1 Trade unit condition and suitability	22

10.1.1 What should the trade unit be made of?	22
10.2 Trade unit gross weight	23
11. Product life management	23
12. Reporting and rejection	24
12.1 Rejections	24
12.2 Corrective action	24
13. Invoicing and payments	25
13.1 Payment policy and procedures	26
13.2 Gifts and benefits	26
14. Food supply chain	26
14.1 What is ISO 22000?	26
14.2 What is FSANZ?	27
14.3 What is HACCP?	27
15. Therapeutic goods administration	27
16. Complaints management	28
17. Withdrawals and recalls	28
17.1 Uniform Recall Procedure for Therapeutic Goods	29
17.2 Classification of Recalls	29
18. Relevant Associated Standards	29
19. Key Legislation and Authority	30
Appendix 1 - Supply Chain Services team charter	31
Appendix 2 - Quality and non-conformance issues	32
Appendix 3 - Delivery reject notification	33
Appendix 4 - Invoice email addresses	35
Abbreviations	36
Glossary	37
References	38

1. Introduction

1.1 Purpose and priority of guide

The COVID-19 Supply Chain Surety Division (CSCSD) has developed the *Supplier guide* (the guide) in line with commercial best practice and legislation to promote enhanced performance and operations. This guide will provide CSCSD supplier partners and customers with confidence in their dealings with Supply Chain Services, through a shared understanding of engagement and performance expectations.

The guide covers the minimum requirements for presenting and packaging inbound and outbound goods and equipment for delivery to Queensland Health from the approval date of this document. It is a policy of Queensland Health that suppliers must comply with this guide in accordance with any contract and any applicable Standing Offer Arrangement (SOA).

It is the supplier's responsibility to comply with the provisions of the documents that together form the contract, this guide and the specific requirements of relevant national and state standards and legislation.

If there are any inconsistencies between the provisions of this guide and the provisions of the documents that together form the contract, the provisions of the contract will prevail to the extent of that inconsistency.

1.2 Objectives

Supporting CSCSD's purpose of providing a high-quality and resilient supply chain service to ensure our frontline healthcare workers can deliver effective patient care, the primary objective of this guide is to provide clarity and direction for both Supply Chain Services and its suppliers.

Benefits realisation will be established by improving quality and compliance—reducing the costly need to reject or rework deliveries that do not meet the requirements outlined in this document. In addition to financial benefits, this guide promotes and supports improved workplace health and safety compliance, benefiting everyone engaged in the end-to-end supply chain.

This guide advises suppliers of the current CSCSD supply chain standards and requirements as well as indicates future requirements for Supply Chain Services. This is in line with the [Queensland Government Supplier Code of Conduct](#).

1.3 Commitment to suppliers

CSCSD is committed to supporting our suppliers with a view to both enhancing their business and to continue to provide essential and value-based products and services for Queensland's public healthcare system. CSCSD recognises and values the importance of building strong and collaborative relationships with our suppliers.

From this commitment, Supply Chain Services and Strategic Procurement have in partnership developed the *Supplier Charter*. The CSCSD Supplier Charter sets out what suppliers can expect when they work with CSCSD. It is a formal commitment to deal in good faith with our

suppliers, treating them with respect and providing greater transparency throughout the relationship.

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. Transparent 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.

- We will aim to pay for officially approved ordered goods delivered and accepted in accordance with the relevant supply agreement on time and in full.
- We will aim to resolve payment disputes in a timely manner, managed in accordance with the dispute resolution provisions.
- We aim to ensure that CSCSD's product quality specifications and standards are clear.
- We aim to ensure that CSCSD's labelling and packaging requirements are clear.

5. Resolve complaints and disputes in an efficient and effective manner.

- We will provide an efficient, effective, and fair customer complaint management system, managed in accordance with the dispute resolution provisions.

1.4 Commitment to customers

CSCSD demonstrates its commitment to its customers - the Department of Health and Hospital and Health Services - through the Supply Chain Services Team Charter (Refer Appendix 1). This document showcases our commitment to delivering the right products at the right price at the right time contributing overall to a healthier Queensland.

1.5 Contact Supply Chain Services

For enquiries regarding this guide or any other supply chain matters, contact Supply Chain Services via:

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

2. COVID-19 Supply Chain Surety Division

Queensland Health's COVID-19 Supply Chain Surety Division (CSCSD) aims to provide a high-quality and resilient supply chain service to ensure our frontline healthcare workers can deliver effective patient care.

CSCSD is also responsible for enhancing and expanding the supply and distribution network and building a robust supply chain for Queensland. This includes leading the development of the Queensland Government Critical Supply Reserve (QGCSR), launched in September 2020, which will ensure the state's frontline workers have access to critical supplies and equipment in the event of an emergency.

2.1 Strategic Procurement

Strategic Procurement uses a category management approach to establishing state-wide and regional agreements that drive optimal benefits for Queensland Health – ensuring each dollar spend delivers maximum value.

Strategic Procurement has a whole of health responsibility for procurement planning and contracting for a range of goods and services on behalf of the Department of Health (DoH) and Hospital and Health Services (HHSs). This includes the setting of the procurement policy and the procurement framework that reflects best practice principles and processes.

3. Queensland Government Supplier Code of Conduct

The *Queensland Government Supplier Code of Conduct* outlines what is expected of suppliers providing goods and services to Queensland Government. All Suppliers must adhere to the code.

Information about the code, and accessing the code, can be found on the Queensland Government website at [Queensland Government Supplier Code of Conduct](#).

4. Workplace health and safety

CSCSD is committed to providing a safe workplace for all workers and other persons in the workplace.

The *Work Health and Safety Act 2011* and associated regulations 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 2011* legislation requirements to all Queensland Health locations.

Information about the *Work Health and Safety Act 2011* can be found on the Work Health and Safety Queensland website at [work health and safety laws](#).

5. Purchase order

A Purchase Order (PO) is a contract (or part of a contract) issued by Queensland Health to the supplier. It details the exact goods to be supplied by the supplier, and the location or facility to which the goods are to be delivered. In line with Queensland Health's finance system, S/4HANA, a new format for purchase orders was introduced in August 2019 excluding pharmaceutical suppliers and suppliers to Biomedical Technology Services (BTS). The PO's include:

- 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

5.1 ABNs and delivery addresses

Purchase orders contain the ABN of the particular Queensland Health Hospital and Health Service or Department of Health purchasing the goods or services. Suppliers should make note of the [ABN list](#) and [primary delivery addresses](#) which can be viewed online and displayed on the purchase order.

5.2 Purchase order acknowledgements

A Purchase order Acknowledgement (POA) are required from the supplier in response to each generated PO. This POA will confirm which items can be fulfilled from the PO. The POA is to be sent to the enquiries email address listed on the purchase order.

5.3 Electronic Invoice

An electronic invoice (ELNV) requires to be sent to QHINVOICES@Health.qld.gov.au. In addition all deliveries require a paper copy of the invoice to be sent with the goods.

An ELNV should contain at minimum, the following information:

- Invoice number and date
- Supplier CAN/ABN number and name
- Goods description (GTINs)
- Unit price and invoice total per item line
- Invoice total amount
- PO number (one per invoice)
- ASN number.

5.4 Serial shipping container code

A Serial Shipping Container Code (SSCC) acts as a unique license plate for every pallet in the supply chain, enabling efficient and accurate identification, management, and processing of pallets in high volume distribution centre environments.

SCC labelling allows for the replacement of manual, time consuming and error prone tasks with fast, accurate and traceable electronic processes delivering benefits to suppliers, Supply Chain Services, and all HHSs.

5.5 Product descriptor and barcoding

By identifying every product with a globally unique product number, a Global Trade Item Number (GTIN), and by capturing information on each product detail including but not limited to

- 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 bar coding 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 its website at www.gs1au.org.au.

6. Supplier product data

With the development of automated scanning processes throughout the supply chain, it is increasingly important that bar codes are printed in accordance with GS1 standards. Printing a good quality bar code that complies with GS1 standards and are scannable at all points through the supply chain costs no more than printing a bar code that is not scannable.

Adoption of these recommendations will bring improved business efficiency and effectiveness for companies in the supply chain. Supply Chain Services seek to minimise supply chain costs and will readily discuss bar code issues with suppliers to find the most efficient solution to achieving 100% first time scan rates.

Below is a summary of these requirements with many already in place by most larger suppliers.

For every unique product Supply Chain Services requires specific data to be able to order, store, pick and transport goods. This includes but is not limited to:

- Barcode numbers for each level of packaging including logistics units, including GTIN (Global Trade Item Number)
- 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 - If it is a Dangerous Good or Hazardous Good it requires a Material Safety Data Sheet (MSDS). The MSDS must be supplied to Supply Chain Services along with the Chemwatch number.

Suppliers are encouraged to load and maintain (non-price) product data into the GS1 National Product Catalogue.

The following data fields represent the data Queensland Health will require to better manage products within the health system. Maintaining and managing this information can be facilitated via the GS1 Healthcare Industry National Product Catalogue.

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

DATA REQUIREMENTS	
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)
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. (tradeltemWeight/netWeight)
Product Net Weight UOM	Unit of measure of the trade item net weight. (tradeltemWeight/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)
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 that are; 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. (informationProviderOfTradeltem/gln)

6.1 Who is GS1

GS1 Australia is a not-for-profit organisation that locally administers the global multi-industry system of identification and communication for products, services, assets, and locations.

GS1 System standards are developed to improve the efficiency and visibility of the supply and demand chains globally and across multiple sectors. GS1 assists more than 24 industry sectors globally.

GS1 Australia was created to help Australian business enterprises become more efficient; the functional role is to allocate GS1 numbers and barcodes, maintaining internationally accepted trading standards. This in turn, allows Australian organisations to adopt world's best practice supply chain management techniques. GS1 provides companies with a barcode prefix in order to create GTINs for use in barcoding their products.

6.2 What do I do if I'm not a GS1 member

Any company can become a GS1 member. Once you are a member you can obtain a company prefix that will allow you to allocate a barcode number to a unique product that you supply.

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

6.3 What is a GS1 verification report

A GS1 verification report is produced by GS1 after the assessment of the barcode on a product or on the trade unit submitted to them by you (the Supplier). Supply Chain Services requires an electronic copy of the report to verify that the barcodes being printed meet global standard. ISO Barcode Verification Reports (BVRs) are uploaded onto National Product Catalogue (NPC) by our live NPC trading partners. Suppliers who are not live with on NPC are required to submit a BVR with the new line form.

A verification report is required for each level of packaging, i.e. trade unit, Inner and Outer for all new lines, re-listed lines and all GTIN changes to currently listed lines. Manufacturers are responsible for obtaining verification reports for contracted product lines.

GS1 Accredited Suppliers can issue their own Verification Reports. Supply Chain Services will not accept verification reports if the report is more than 12 months old.

7. Delivery timeslots

Deliveries to warehouses operated by Supply Chain Services must meet very specific requirements to ensure stock is processed accurately, efficiently, safely and cost effectively to satisfy the critical supply of clinical and non-clinical consumables and other items to HHSs. We expect suppliers to consistently deliver purchase orders with the right product, in the right quantity, in good condition on the day scheduled for delivery.

Suppliers must ensure that they have:

- Invoice matching 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 below inbound booking process

7.1 Inbound booking process

All deliveries to Supply Chain Services distribution centres (Richlands, Rockhampton, Townsville & Cairns) must be pre-booked by ringing or email the relevant distribution centre (DC) Receipts Supervisor no later than 24 hours prior to your planned delivery time.

- SEQ DC (Richlands) – Phone: 07 3120 8438 – Email: SCSRDCReceipts@health.qld.gov.au
- Rockhampton Regional Warehouse – 07 4920 6377 – Email: CQRW@health.qld.gov.au
- NQ DC (Townsville) – Phone: 07 4433 5541 – Email: North Queensland Distribution Centre@health.qld.gov.au
- Cairns Regional Warehouse – Phone: 07 4226 9351 – Email: FNQRW@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, will be offered.

For regular deliveries, a permanent delivery timeslot can be arranged. Please note, permanent 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 DC 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 (purportedly) delivered outside of the supply dock opening hours.

7.2 On-time delivery

Adhering to the delivery timeslot is imperative to both DC operations and product availability to our HHS customers.

Deliveries will be accepted 15 minutes prior and 30 minutes post the agreed delivery time. Vehicles arriving outside their scheduled time may be turned away and asked to return within the timeslot (if too early) or book another time slot (if too late).

At high-volume facilities, efficient and safe management of traffic and operations is only possible when the workload is visible and scheduled within the time and resources available.

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 given sufficient notice, the DC Receipts Supervisor may be able to offer an alternative timeslot to the scheduled timeslot but is under no obligation to do so.

7.3 Paperwork requirements

All deliveries in to a CSCSD Supply Chain Services facility must be accompanied by the appropriate paperwork (electronic or hardcopy). Minimum paperwork required:

- Invoice (one invoice per purchase order)
- Delivery manifest / copy of consignments notes
- Pallet docket (CHEP or LOSCAM)

- Material safety data sheet (MSDS).

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

7.4 Delivered as ordered

Product orders must only be delivered in the right quantity, as 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, Supply Chain Services 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.

Important note: a product ordered as a full pallet must be delivered as a full pallet— not multiple part pallets—to ensure efficiencies in transport and DC operations.

7.5 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) or MSDS must accompany all deliveries of any dangerous goods product. The CSCSD Supply Chain Services facility will keep the original document on file for reference and update, as required. The MSDS must be supplied to Supply Chain Services along with the Chemwatch number.

Important note: 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 cm 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.

The size of warning labels should be larger than a standard business card and aim to be as large as practical. Warning labels should be in a clear position on the package that does not:

- bend the labels over the edges of the package
- place the labels over seams, closures or sealing tape
- cover over the barcodes or other labelling.

8. Driver and vehicle

Queensland Health values the health and safety of all its employees and visitors, contractors and drivers entering a CSCSD Supply Chain Services DC or delivery site.

All suppliers and their personnel must comply with the following:

- observe all speed limits
- observe traffic management 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 drug and alcohol, smoking, mobile phone, and personal devices policies)
- follow all lawful and reasonable instructions given by authorised Supply Chain Services team members
- avoid abusive or uncooperative behaviour towards Supply Chain Services 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).

If a driver's behaviour is unacceptable and does not meet the standard described above, the relevant supplier and its transport contractor (where applicable) will be notified. For serious breaches, Supply Chain Services 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 any CSCSD distribution centre or delivery site.

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.

Children under 15 years of age accompanying truck drivers must remain in the truck cabin at all times at any CSCSD Supply Chain Services DC or delivery site. All the site requirements outlined above apply to passengers as well as drivers.

8.1 Accepted vehicle types

The CSCSD Supply Chain Services DC in Brisbane (Richlands, Townsville and Cairns can accept deliveries on all vehicle types capable of carrying an [AS 4068-1993](#) standard pallet. Rockhampton does not have the ability to receive B-Doubles.

As CSCSD Supply Chain Services delivery sites do not have container un-loading facilities, no container loads will be accepted unless pre-arranged through the relevant Transport and Logistics Manager.

Cars, small vans, and utes will be accepted at all delivery sites. At the Richlands and Townsville DCs, 10 or less loose stow cartons no greater than 0.10 m³ each will be accepted. These deliveries must be unloaded by the driver and placed as directed by the dock supervisor.

8.2 Personal protective equipment

All Supply Chain Services employees are required to wear appropriate personal protective equipment (PPE) within all operational areas of a CSCSD Supply Chain Services DC or delivery site. As a condition of entry, to manage the risk of serious injury, all drivers, contractors, and visitors must also wear appropriate PPE within these designated operational areas 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 any delivery may need to be rescheduled.

8.3 Chain of responsibility

On 1 October 2018, the *Heavy Vehicle National Law Act 2012* (Heavy Vehicle National Law (HVNL)) introduced 'safety duties' that must be met by all parties in the chain of responsibility (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 HVNL implementation include:

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

All Supply Chain Services 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>.

8.3.1 Driving hours, rest breaks and fatigue management

Queensland Health takes the safety of transport operators very seriously. Supply Chain Services endorses and supports the aims of the HVNL 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 (CoR) laws.

Supply Chain Services expects:

- all drivers delivering to our DCs and delivery sites 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 HVNL.

8.3.2 Safe loads

All vehicles delivering to a CSCSD Supply Chain Services DC or delivery site must be loaded in accordance with all applicable legal and statutory requirements regarding the mass and dimension limits and loading requirements.

All transport operators delivering to Supply Chain Services must comply with the [Load Restraint Guide 2018](#).

8.3.3 Vehicle and trailer condition

All vehicles delivering into a DC or 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.

8.4 Children

Children under the age of 15 are not permitted at any CSCSD Supply Chain Services DC or delivery site.

9. Pallets and logistics units

Subject to PO quantity and requirements, packaging can reduce the cost of doing business. Good packaging can minimise:

- cubic storage requirements—maximising storage capacity in the warehouse
- handling when receiving stock and filling shelves with products—minimising labour cost
- potential damage to the stock as they travel through the supply chain.

Additionally, packaging also allows for other requirements to be achieved, such as:

- maintaining health and safety of the team members handling the products and trade units using handles and warning labels
- complying with government legislation for specific labelling to be displayed
- simplifying replenishment with the carton size being aligned to the rate of sale
- accurately displaying product information through barcodes enabling automated product identification and improved efficiency.

9.1 Pallet quality

All pallets delivered to a CSCSD Supply Chain Services DC or delivery site must be in good working order and meet the following criteria:

- comply with Australian Standard **AS 4068-1993**
- measure 1165 mm wide x 1165 mm deep x 150 mm high—DCs and warehouses are configured to store a maximum pallet height of 1500 mm (measured from the floor including the pallet)
- weigh a maximum of 1000 kg (product and pallet combined)
- all boards intact and secured to bearers—no broken or missing boards
- all lead boards:
 - flush with bearer ends
 - measure 150 mm wide
- all intermediate boards measure 95 mm wide
- free from foreign objects and contaminants (e.g. chemicals, oils, soils).

Only CHEP or LOSCAM pallets can be transferred at CSCSD Supply Chain Services DCs. 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 site dock areas 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.

9.2 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 (e.g. nylon netting, string, metal etc) is not permitted.

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 help 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 SSCC labelling.

Deliveries will not be accepted where skids, euro's, plastic pallets are shrink wrapped to an Australian standard pallet.

Important note: subject to the exception below for scheduled medicines, black or opaque film wrapping is not permitted. It prevents visual identification of the product for accuracy, quality, and quantity, and also reduces the ability to identify stock with characteristics possibly representing a risk to the receiving staff.

Deliveries of scheduled medicines wrapped in black or opaque film wrapping **will** be accepted as suppliers are required to comply with the Therapeutics Goods Administration (TGA) *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.

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 are 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.

9.3 Pallet labelling

The label that is placed on the pallets can be referred to as a 'logistics label' and may contain a SSCC number that is presented in a barcode. Pallet labelling is made up of a few 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 mm 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 mm from the surface on which the pallet stands
 - no closer than 50 mm 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.

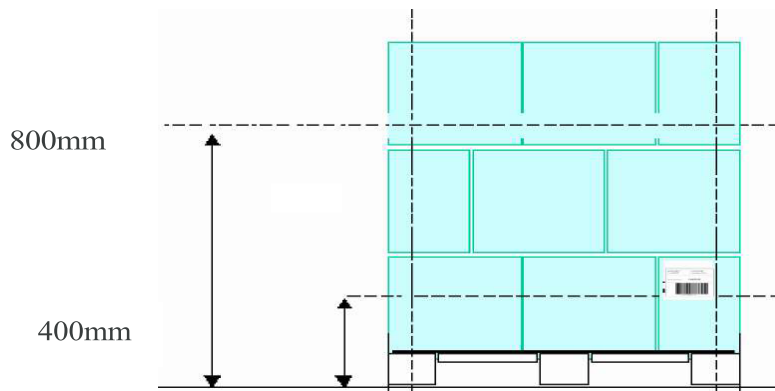


Figure 1: Location of the pallet (logistics) label

9.4 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 CSCSD Supply Chain Services DC or delivery site.

Suppliers must meet the MCP guidelines when delivering products to CSCSD Supply Chain Services DCs and delivery 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' needs to 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 ASN requirements (if applicable) regarding quantity and use-by date must be followed.

10. Cartons and trade units

Definition

Trade unit: 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.

10.1 Trade unit condition and suitability

10.1.1 What should the trade unit be made of?

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 the trading partner 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 the CSCSD Supply Chain Services DC 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 but not open unexpectedly
- not deform or collapse when lifted 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.

Important note: it is preferable that materials used in trade unit packaging are made from recycled products and are recyclable.

The dynamic forces of transport, and the pressure of cartons and pallets stacked on top of the trade unit, need to 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 labeling) requirements. Cardboard inners are preferred over plastic bags. For 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 if clear plastic bags are being used (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 requirement 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 the acceptable weight limit (16 kg)
 - cannot be identified or does not carry acceptable barcodes
- multiple trade units have open flaps or perforations.

10.2 Trade unit gross weight

To reduce the risk of injury to Supply Chain Services team members, the maximum gross weight for trade units is 16 kg.

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').

Be aware, the gross weight of a trade unit does have a direct relationship to the number and stacking height of trade units on a pallet.

Definitions

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.

11. Product life management

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

The relevant category management team will work with the supplier and Supply Chain Services to have the appropriate MLOR setting loaded against relevant SKU in line with the manufactured life and sourcing information provided by the supplier.

Where product has been flagged as date code sensitive, Supply Chain Services 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.

12. Reporting and rejection

Supply Chain Services expects that all product entering the DCs and delivery sites will be to relevant standards, safe to transport and handle, and clearly identified.

The application of existing workplace health and safety obligations require CSCSD to apply legislated requirements to all Queensland Health sites. It is also expected that all orders will be delivered on time and as ordered.

Supply Chain Services will inspect and evaluate the standards and performance of all inbound deliveries and will regularly report on supplier performance. Where defects or regular supply issues are identified, Supply Chain Services will advise the supplier requesting 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 the customer and the supplier. Supplier contracts also include dispute resolution and corrective action process clauses.

12.1 Rejections

Deliveries to Queensland Health facilities may be rejected due to the failures listed below or other non-conforming issues (refer to *Appendix 2: Quality and non-conformance issues*). Rejections are costly and inefficient for all parties, and the decision to reject a goods delivery will not be made lightly.

Rejections will occur if there is a failure to supply to acceptable standards that impact on our:

- safe workplace
- ability to provide your goods safely or compliantly to the HHS (customer).

While it is anticipated that rejections will be rare, when they occur, rejections will be treated with urgency and resolved as quickly as possible.

When a rejection occurs, the:

- driver will be provided with a 'delivery rejection notification' and the product will be left on, or returned to, the delivery vehicle
- 'delivery rejection notification' will provide the rejected PO number, date and time of rejection, and the reason for rejection.

When a product has been 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 will carry no responsibility for any errors found during the receiving process after the delivery vehicle has departed. In these cases, it will be necessary to arrange separate collection of these products.

Refer to *Appendix 3: Delivery rejection notification*.

12.2 Corrective action

Where a delivery rejection notification has been issued, where the resolution is a re-delivery, it is expected the new delivery will be re-scheduled and delivered within 48 hours.

Where issues continue to occur with frequency, the issues will be raised with the relevant supplier for investigation, discussion, and resolution in accordance with the dispute resolution clause in the supplier contract.

13. Invoicing and payments

All invoices for the supply of goods and services 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. If a discrepancy is observed the customer is to be notified asap to allow the customer 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:

- invoices should be attached to the email as a PDF file
- there should only be one invoice per PDF file
- there should be no stamps, drawings, or marks on the invoice
- all invoices must be dark text on a white background. Inverse format will not be accepted
- all text, dates, numbers, amounts etc. should have space around them. Any adjoining lines or text will interfere with the OCR

- payment terms and remittance advices
- payment terms and remittance advices will not be affected by these changes.

13.1 Payment policy and procedures

Supply Chain Services 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 payment dispute resolution process

13.2 Gifts and benefits

Suppliers must not send gifts or enticements to Queensland Public Service employees. Supply Chain Services staff, as Queensland Public Service employees, cannot be offered, accept, or give gifts and benefits that affect, could affect, or be perceived to affect impartiality.

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

14. Food supply chain

All Supply Chain Services Suppliers who are parties to the Food Supply Chain must adhere to the minimum food requirements:

- Adhere to Quality Assurance ISO 22000 or equivalent
- All products comply with FSANZ Requirements, including amendments
- All Products are endorsed as 'Food Safe' under HACCP Australian Guidelines
- Comply with other contracted Quality Assurance Compliance directives as set out by all documents that combined form the Supplier agreement.

It is each supplier's responsibility to ensure compliance and familiarity with the above-mentioned obligations and requirements.

14.1 What is ISO 22000?

ISO 22000 is the international standards that address food safety management.

The consequences of unsafe food can be serious and ISO's food safety management standards help organisations identify and control food safety hazards. As many of today's food products repeatedly cross-national boundaries, International Standards are needed to ensure the safety of the global food supply chain.

ISO 22000:2018 sets out the requirements for a food safety management system and can be certified to. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe. It can be used by any organisation regardless of its size or position in the food chain.

More information about ISO 22000 can be found on the International Organisation for Standardisation website: <https://www.iso.org/iso-22000-food-safety-management.html>.

14.2 What is FSANZ?

Food Standards Australia New Zealand (FSANZ) is a statutory authority in the Australian Government Health portfolio. FSANZ develops food standards for Australia and New Zealand.

The Code is enforced by state and territory departments, agencies, and local councils in Australia; the Ministry for Primary Industries in New Zealand and the Australian Department of Agriculture and Water Resources for food imported into Australia.

More information about HACCP can be found on the FSANZ Australia website:

<http://www.foodstandards.gov.au/Pages/default.aspx>

14.3 What is HACCP?

Hazard Analysis and Critical Control Points (HACCP) is a food safety and risk assessment plan and outlines seven key principles in food safety:

- hazard analysis
- critical control points
- critical limits
- critical control monitoring
- corrective action
- procedures
- record keeping.

HACCP can be applied to all processes throughout every stage of the food supply chain—production, preparation, packaging, and distribution.

HACCP Australia identifies and manages hazards, reducing the risks of food contamination events by developing, implementing and ongoing operation of comprehensive HACCP-based food safety programs. These programs are tailored to the particular needs of each individual and group enterprise.

Suppliers to the food industry can have their products endorsed as ‘food safe’ under HACCP Australia guidelines, providing a strong marketing platform to the food safety conscious sector of the industry.

Queensland Health uses HACCP as a risk assessment tool for managing food supplies within its supply chain. Our supplier partners are encouraged to familiarise themselves with the principles, processes, and procedures relevant to their business.

Visit the HACCP Australia website for more information: <http://www.haccp.com.au/>.

15. Therapeutic goods administration

The Therapeutic Goods Administration (TGA), as part of the Department of Health, protects the health and wellbeing of the community by regulating and monitoring all therapeutic goods that are distributed here in Australia.

If you're looking to import, supply, export or manufacture a therapeutic good, you will need to meet certain requirements and obligations in accordance with the *Therapeutic Goods Act*

1989, in addition to any other relevant Commonwealth, state and/or territory legislation. Civil and criminal penalties may apply if you do not meet your legal requirements.

This material is an overview of therapeutic goods regulation in Australia and should be used as a guide only. If you'd like more information about your TGA obligations and/or requirements, please refer to the [TGA website](#).

16. Complaints management

The Department of Health maintains a Customer Complaint Management Framework (CMF), which aligns with legislative obligations and AS/NZS 10002:2014 requirements.

Each Supply Chain Services supplier will be allocated a Contract Manager (CM), who manages the relationship with the supplier, providing a single point of contact.

All supplier complaints will be managed in accordance with the dispute resolution clauses. Refer to the supplier agreement for more information.

17. Withdrawals and recalls

Supply Chain Services and their customers require that suppliers will action and manage product withdrawals and recalls in a transparent and timely manner in accordance with all contracted and legislative provisions.

Recalls and Withdraws' are actioned by, but not limited to:

- Supplier
- Queensland Health nominated coordinating body Biomedical Technology Services (BTS) recalls
- TGA (see section 16 of this document '[TGA](#)')
- Recall Net (by GS1 Australia)
- Product Safety Australia

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.

In addition to the TGA recall process, a supplier may issue a product notification identifying the recommendation for withdrawal of a product. This could result from a product complaint under investigation which may ultimately lead to a formalised TGA recall.

If you'd like more information about your obligations and/or requirements, please refer to the [TGA website](#).

17.1 Uniform Recall Procedure for Therapeutic Goods

Queensland Health is required to carry out the process and actions of a Medical Device or Medicine Recall in line with the “Uniform Recall Procedure for Therapeutic Goods” (URPTG) from the TGA. This process has been developed as the result of an agreement between the therapeutic goods industry and the Commonwealth and State/Territory health authorities.

Information about URPTG, the process and steps, templates and frequently asked questions, are available on the TGA website: <https://www.tga.gov.au/publication/uniform-recall-procedure-therapeutic-goods-urptg-v20>.

17.2 Classification of Recalls

Recalls are deemed to be ‘Urgent’ or ‘Routine’: Where the hazard is significant, the recall is classified as urgent; otherwise it is classified as routine.

- **Class I:** when products are potentially life-threatening or could cause a serious risk to health.
- **Class II:** when product defects could cause illness or mistreatment but are not Class I.
- **Class III:** when product defects may not pose a significant hazard to health but withdrawal may be initiated for other reasons.

Where a recall is safety-related the sponsor must, under the *Trade Practices Act 1974*, notify the Commonwealth Minister responsible for Consumer Affairs within two days of taking recall action or be subject to significant financial penalty.

The Minister can impose a mandatory recall if the sponsor fails to take satisfactory action to remove the hazard created by the goods.

18. Relevant Associated Standards

The Supplier needs to comply with all relevant Standards and Codes as set out in the Contract, and, as relevant, comply with all pertinent Standards and Codes including, but not limited to, the following:

- 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
- EQUIPNational 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 & 8
- AS/NZS 10002:2014
- Queensland Government Supplier Code of Conduct
- AS 4068-1993.

19. 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.*

Appendix 1 - Supply Chain Services team charter

Queensland Health

Supply Chain Services

Team Charter

Our promise to each other and to our customers

We contribute to a healthier Queensland by delivering the right products at the right price at the right time.

We look for improvement
We search to improve ourselves, our relationships and our processes.
We act on what we find.

We lead and we support
We know there is a time to lead and a time to support others.
We communicate with each other constructively, honestly and positively with an open mind.

We deliver value
We enable our business to operate efficiently and effectively.
We put our efforts where they have the greatest return.

We respond, not react
We identify trends and market conditions, and adapt accordingly.
We manage our relationships so there are no surprises.

Strategic Priorities | Health Support Queensland
Deliver clinical and operational excellence
Optimise customer experience
Develop our people
Innovate service delivery
Adopt commercial principles

Goals | Strategic Procurement and Supply
Improve operational performance for sourcing and supply of goods and services
Increase customer engagement, reduce customer effort
Invest in training staff and promote wellbeing
Personalise solutions for customers, explore new ways of working
Deliver measurable, sustainable, end-to-end value

 Queensland Government

Appendix 2 - Quality and non-conformance issues

Category	Issue	Category	Issue
Pallet	Stability issue (column stacked)	Safety/COR	Driver issues/PPE
	Over height (>1500 mm including pallet)		Driver issues/fit for duty
	Overweight (>1000 kg)		Driver driving hours issue
	Not wrapped in clear film		Foreign object/load contaminated
	Not wrapped properly		Unsafe load/inadequate restraints
	Wrong product		Vehicle damaged/unsafe
	Wrong quantity		Inappropriate vehicle type
	Damaged Goods		
	Material not new and unused		
	Incorrect Ti x Hi (cartons per layer, layers per pallet)	B2B	ASN not received
	MCP (multi coded pallet) issue		ASN error
	Mixed items on pallet	SSCC Label	Damaged label
	Damaged pallet – CHEP		Label does not scan
	Damaged pallet – LOSCAM		Duplicate/reused label
	Not AS4068 standard pallet		Multiple labels on pallet
	Load shifted/overhang		Label only on one side
	Temperature issue		Missing label
Carton	Glue/seal/perforation issue		Label does not match product
	Carton overweight or size (>16 kg)	Purchase Order	Full PO rejected
	Carton leaking or damaged		Incorrect/missing paperwork
	No or insufficient GTIN barcodes		No PO provided/closed
	GTIN barcode will not scan		

	MLOR breach (insufficient shelf life)		
--	---------------------------------------	--	--

Appendix 3 - Delivery reject notification

DELIVERY REJECTION NOTIFICATION (page 1)

Effective: 30/11/2018

The application of existing workplace health and safety obligations require the COVID-19 Supply Chain Surety Division 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 (1165mm x 1165mm)
- 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)

1. Over height pallet -> 1.5 m

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

2. Acceptable Pallets -> 1165 mm x 1165 mm

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

3. Unstable load

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

4. Black wrapped plastics (except deliveries of scheduled medicines)

- a. Black plastic loads deny receiving staff the ability to inspect the load for any damage and the ability to identify any product being received that may be inappropriate for the facility or represent a danger to receiving personnel. Black wrapped plastic deliveries will be rejected.
- b. 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.

5. Damaged goods

- a. 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.

6. Damaged pallet

- a. All pallets must meet Australian Standard AS4068-1993.
- b. 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.

Appendix 4 - Invoice email addresses

Invoice 'to' facility	Invoice email address
Gold Coast University Hospital (GCUH)	QHInvoices@health.qld.gov.au
Robina Hospital	QHInvoices@health.qld.gov.au
Varsity Lakes Day Surgery	QHInvoices@health.qld.gov.au
Logan Hospital	QHInvoices@health.qld.gov.au
Redlands Hospital	QHInvoices@health.qld.gov.au
Princess Alexandra Hospital (PAH)	QHInvoices@health.qld.gov.au
Queensland Children's Hospital	QHInvoices@health.qld.gov.au
QEII Hospital (QEII)	QHInvoices@health.qld.gov.au
The Prince Charles Hospital (TPCH)	QHInvoices@health.qld.gov.au
Royal Brisbane and Women's Hospital (RBWH)	QHInvoices@health.qld.gov.au
Caboolture Hospital	QHInvoices@health.qld.gov.au
Redcliffe Hospital	QHInvoices@health.qld.gov.au
Richlands Distribution Centre (DC)	QHInvoices@health.qld.gov.au
Pathology and statewide	QHInvoices@health.qld.gov.au
Darling Downs	QHInvoices@health.qld.gov.au
South West	QHInvoices@health.qld.gov.au
West Moreton (Ipswich)	QHInvoices@health.qld.gov.au
Sunshine Coast University Hospital (SCUH), Nambour, Gympie, Caloundra	QHInvoices@health.qld.gov.au
Maryborough, Bundaberg	QHInvoices@health.qld.gov.au
Central Queensland hub	QHInvoices@health.qld.gov.au
Mackay	QHInvoices@health.qld.gov.au
North West (Mt Isa)	QHInvoices@health.qld.gov.au
Townsville	QHInvoices@health.qld.gov.au
Cairns, Cape York, Torres Strait	QHInvoices@health.qld.gov.au

Abbreviations

Abbreviation	Description
ASN	Advanced shipping notice
B2B	Business-to-business
CoR	Chain of responsibility
CSCSD	COVID-19 Supply Chain Surety Division
DC	Distribution centre
eInv	Electronic invoice
GTIN	Global Trade Item Number
HACCP	Hazard Analysis and Critical Control Points
HHS	Hospital and Health Service
HVNL	Heavy Vehicle National Law
MCP	Multi-coded pallet
MLOR	Minimum life on receipt
MSDS	Material safety data sheet
MSL	Minimum shelf life
POA	Purchase order acknowledgement
PO	Purchase order
PPE	Personal protective equipment
QH	Queensland Health
SCS	Supply Chain Services
SDS	Safety data sheet
SKU	Stock keeping unit
SOA	Standing Offer Arrangement
SRM	Supplier Relationship Manager
SSCC	Serial Shipping Container Code
TGA	Therapeutic Goods Administration
WHS	Workplace health and safety

Glossary

Term	Description
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.
Supply Chain Services	A branch of the COVID-19 Supply Chain Surety Division within the Department of Health. Manages the flow of goods and services to public healthcare facilities across Queensland.
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

References

Australian Food and Grocery Council

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

GS1 Australia

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

HACCP Australia

- Website: <http://www.haccp.com.au/>

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 (TGA)

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

Supply Chain Services (COVID-19 Supply Chain Surety Division)

- <https://www.health.qld.gov.au/healthsupport/businesses/strategic-procurement-and-supply/about-strategic-procurement-and-supply>

Queensland Government Supplier Code of Conduct

- Website: <https://www.forgov.qld.gov.au/supplier-code-conduct>

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>