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| Mater Procurement & Supply Chain Operations  **\*\* Important information for suppliers \*\*** |

**As a leading Catholic provider of holistic health care across Queensland, Mater has a duty of care to uphold the safety and wellbeing of all patients, employees and on-site visitors.  All suppliers and their representatives are required to observe these standards when working with Mater**

At Mater, we expect our people and our suppliers to align to our values and ensure every aspect of their conduct is lawful, diligent, professional, ethical, and responsible.

**Product & Equipment Trials**

All supplier representatives wishing to promote, evaluate or sell products to Mater must contact the Procurement and Supply Chain Operations (P&SCO) department in the first instance and make an appointment with the relevant staff member.

No products, including samples, are to be supplied to any Mater staff unless requested by the Clinical Product Advisors in P&SCO, or the trial coordinator, for trial purposes.

A trial is defined as any quantity of product and or equipment supplied to any area within the Mater campuses for the purpose of evaluation.

Trial requests are reviewed centrally through the Clinical Products Advisors prior to progressing. Suppliers will be requested to supply relevant information and documentation including but not limited to: TGA certificate, Product and Public Liability Insurance certificate/s, brochure, and pricing.

All Reusable Medical Devices (RMDs) must have the Instructions for Use (IFU) reviewed and approved by the relevant CSSD Manager before the trial will be approved.

All electrical equipment must be tested and approved by Mater’s Biomedical Engineering prior to the commencement of the trial.

Suppliers are to provide an adequate quantity of product for trial at their own expense, as well as provide the necessary in-servicing for equipment and/or product.

Suppliers must not use Mater’s name to advertise their product or equipment without prior written approval from the Director, P&SCO.

**Product & Equipment Complaints**

Supplier representatives will be notified of a product complaint via email from Mater’s Clinical Products Advisors.  Supplier representatives must respond in writing within one week outlining the planned management in relation to the complaint.

**Product & Equipment Recalls and Safety/Hazard Alerts**

Supplier representatives should immediately formally notify P&SCO of any product and equipment recalls or alerts.  This notification should contain information on any action required to be undertaken by Mater.

Notifications should be emailed to [navpurchasing@mater.org.au](mailto:navpurchasing@mater.org.au). All recalls and safety/hazard alerts are coordinated statewide from the P&SCO team located at Newstead.

For Governance and audit purposes, all sites will action and acknowledge recalls and alerts as per Mater’s Procedure.

**Orders and Deliveries**

Delivery instructions for orders will be stated on the Purchase Order. Delivery instructions for all trial product and equipment are as follows:

1. Maximum height for trucks is 3.6 meters
2. Vehicles must be rear loaded and tailgated (no side-loading trucks)
3. All delivery paperwork must be presented to Central Stores to enable receipt of items prior to delivery to the destination
4. Transport crates, tubs, etc. are to be removed by the supplier upon delivery. Mater does not have the dock space to hold onto these items during trial
5. Please phone the relevant Central Stores to coordinate date and time of delivery
6. Site specific Central Stores details including dock times listed in table below

*No goods are to be shipped or any service performed without an authorised Purchase Order or approved trial paperwork.*

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| 1. **Site** | 1. **Dock Details** | 1. **Central Stores** |
| SEQ | | |
| South Brisbane | 7:30am – 2:30pm  No forklift on site | 07 3163 8690 |
| Redland | 7:30am – 4:30pm  No forklift on site | 07 3163 7282 |
| Springfield | 7:30am – 4:30pm  No forklift on site | 07 3098 5470 |
| CQ | | |
| Bundaberg | 7am – 2:30pm  No forklift on site | 07 4153 9423 |
| Mackay | 8am – 4pm  No forklift on site | 07 4965 5817 |
| Rockhampton | 7am – 1pm  No forklift on site | 07 4931 3406 |
| NQ | | |
| Pimlico | 8am – 4pm  Forklift on site | 07 4727 4079 |
| Hyde Park | as per Pimlico |  |

**Purchase Order Conditions & Supplier Code of Conduct**

For further information on Mater’s Purchase Conditions for Goods and Services & Code of Conduct please refer to [www.mater.org.au](http://www.mater.org.au)

**Further information**

Procurement and Supply Chain Operations General Enquiries: 07 3163 8666

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