



SUBCONTRACTOR RESPONSIBILITIES

The following is a broad outline of the key operational protocols and procedures that will relate to the engagement of your services at ***STRAIGHTLINE GENERAL CONTRACTORS***.

Client Contact and Customer Services

Subcontractors, and any entity engaged by them, are required to treat all clients and their representatives with courtesy and respect at all times. A high level of customer service will be maintained through communications undertaken in a timely manner that ensures they are regularly kept informed on the status of the job. The job Supervisor should also be informed of job status including any delays experienced in meeting agreed outcomes.

Personal Performance Management

It is a fundamental company practice that Subcontractors, and any entity engaged by them, remain aware of how they are performing according to a set of agreed standards and outcomes. We believe it is important that prompt and accurate feedback is provided when either poor or good performance is observed.

Any disputes or grievances arising in the course of this contract should also be addressed quickly. If these are unable to be resolved through appropriate channels, ***STRAIGHTLINE*** CAN APPOINT AN EXTERNAL facilitator to formally assist the parties to a resolution. Don't sit on issues – raise them quickly and responsibly so they can be dealt with properly.

You and any entity engaged by you, will be required to comply with certain rules and regulations regarding your personal behavior and anyone under your direct control. It is important that you are aware of these rules, as failure to observe them may result in a review of your contract situation. In certain cases, evidence of the following misconduct could lead to instant termination of your contract:

- Breach of Occupational Health & Safety Policies and procedures that increases the risk of injury to yourself and others.
- Use of radios as it is disturbing to the owners and others working on the job.
- Having food and drink on the job.
- Leaving garbage on the job.
- Continual Failure to perform duties as required.
- Refusal to comply with a proper direction.

Quality Assurance

All services provided by the Subcontractor, and any entity engaged by them, must at all times meet industry standards of quality and safety.

The Subcontractor, and any entity engaged by them, must:

- Comply with all laws and regulations applicable to your business including licensing and registration requirements.
- Ensure all work methods and procedures are up to date with industry codes of Practice
- All materials used conform to relevant Building Standards.

STRAIGHTLINE GENERAL CONTRACTORS will monitor Subcontractor performance in regards to costs, quality, customer service, compliance and competitive behavior. A formal evaluation and performance review process will be implemented from time to time which will ask clients to create service received on a set of agreed criteria that focuses on:

- Site tidiness
- Effectiveness of communication process
- Client interaction
- Job delivery – timeliness and punctuality
- Attendance
- Quality of Work

Presentation and Image

Subcontractors representing **STRAIGHTLINE GENERAL CONTRACTORS** must ensure that the standard of attire and general presentation of staff meets minimum standards that address:

- Practicality
- Safety
- Business Image

Confidentiality

It is essential that information relating to any business and operational aspects of **STRAIGHTLINE GENERAL CONTRACTORS** is treated confidentially. This covers information about **STRAIGHTLINE** and any of our clients. This is not to be discussed with anyone outside of those immediately concerned. In positions where your duties specifically provide access to such information, you may be required to sign an additional confidentiality agreement as part of your contract.

Smoke Free Environment

STRAIGHTLINE GENERAL CONTRACTORS wants to provide a healthy working environment for all. In support of providing a healthy environment we have determined that **No Smoking** will be permitted on any jobs. We require Subcontractors, and any entity engaged by them, to be aware of, respect and abide by this **No Smoking** policy.

Acknowledged on this ____ day of _____, 20__.

By Subcontractor: _____
Print Company Name Signature