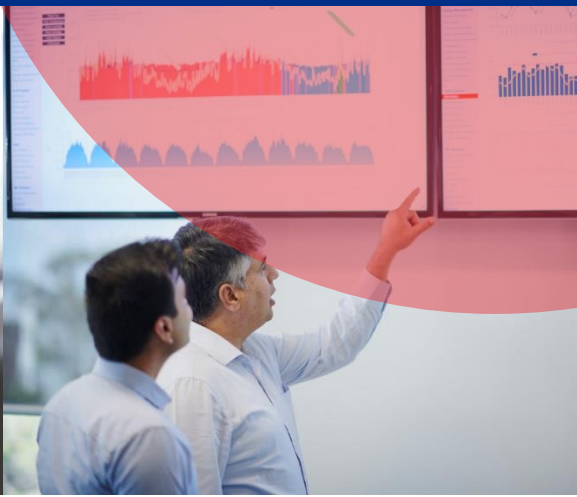




City Contractor Upgrade Process






**The One Stop Shop team is your first
point of contact for all Upgrade Requests
and enquiries**

Reactive/Project/Quoted/ADHOC works should not commence under any circumstances without receiving a City FM Work Order.

Example of a City FM Work Order



Work Order

Work Order Number: 467729

Helpdesk Job Number: 5301195	
Work / Service Location: TARGET - Merrylands 5219T	Store Mobile Number: 0439 010 215
Site Address: Stocklands Mall S/C, McFarlane Street, Merrylands, NSW 2160	Vendor Number: C000020 Contractor: RCR Haden 2 (Alliance)
Site Contact Number: 02 9897 4400	Asset Barcode:
Reported By: David Rivett	Asset Title:
Facilities Log Book Number: N/A	Make
Maintenance Supervisor: Mark Carroll	Model:
Contact Number: 0400969089	Location:
Method of Dispatch: Email	Serial Number:
Dispatched (AEST): 25/10/2017 9:24:39 AM	Priority: Low
Created By: williamsl	To Attend Site by: 3/11/2017 9:24:00 AM
	To be Resolved by: 14/11/2017 9:24:00 AM

Description: As per ref T18BFFA - SUPPLY AND INSTALL NEW CHILLED WATER VALVE. Contact as above

Conditions of Work

All contractors and visitors to Target sites are required to complete the Coles safety induction. Further details can be found at <http://contractor.colesgroup.com.au>. Upon arrival on site, all contractors are required to sign the contractor register at the front counter and must produce a work method statement prior to commencement of any site work.

For all works completed, please use the closedown web portal to close down the job at <https://jobclosedown.cityholdings.com.au>. If you need to contact the City Closedown team, please call 1300 493 913 Monday to Friday between 9am and 5.30pm.

Authorisation must be requested for all repair works likely to exceed \$500. Authorisation must be obtained prior to commencement of works. Please contact the One Stop Shop for urgent upgrade requests on 1800 040 585 and select option 4. For all other upgrade requests/queries please see Upgrade Request Form attached to the work order email.

The contractors are not permitted to accept additional work requested directly by Store Management at any time.

It is the responsibility of the Contractor to check with store management in advance of any works commencing to ensure store curfews are adhered to.

If emergency out-of-hours works are required and there is potential associated noise, the Store Manager should elevate this to the Regional Manager and/or State General Manager.

For all other general queries please contact the Helpdesk on 1800 007 637 (option 1, then 2).

For full terms and conditions please see your specific contract with City Holdings or the City Holdings Terms and Conditions found at <http://cs.cityholdings.com.au/Forms/ContractorTermsAndConditions.pdf>.

Refer to 'OHS Obligations - For Partner Sites & Distribution Centre (DC) Sites' for a description of OHS obligations and compliance requirements found at http://www.cityholdings.com.au/OHS_Obligations.pdf.

Invoicing

Upon completion of all work, Contractor to obtain Facilities Log Book slip to be attached to the service sheet and invoice for payment. Please quote the Work Order Number on your invoice and not the Helpdesk Job Number.

Please email your tax invoice and relevant documents to Accounts.Payable@city-holdings.com.au

Please ensure your tax invoice is addressed to:

City Facilities Management Pty Ltd
Attn: Accounts Payable, Level 1, 350 Wellington Road, Mulgrave, Victoria 3170

Upgrade Request Form



Upgrade Requests need to include a thorough break up of costs, please see below Upgrade Template. An Upgrade Request Form is sent out with every work order issued to a contractor.

Example of the Upgrade Request Template

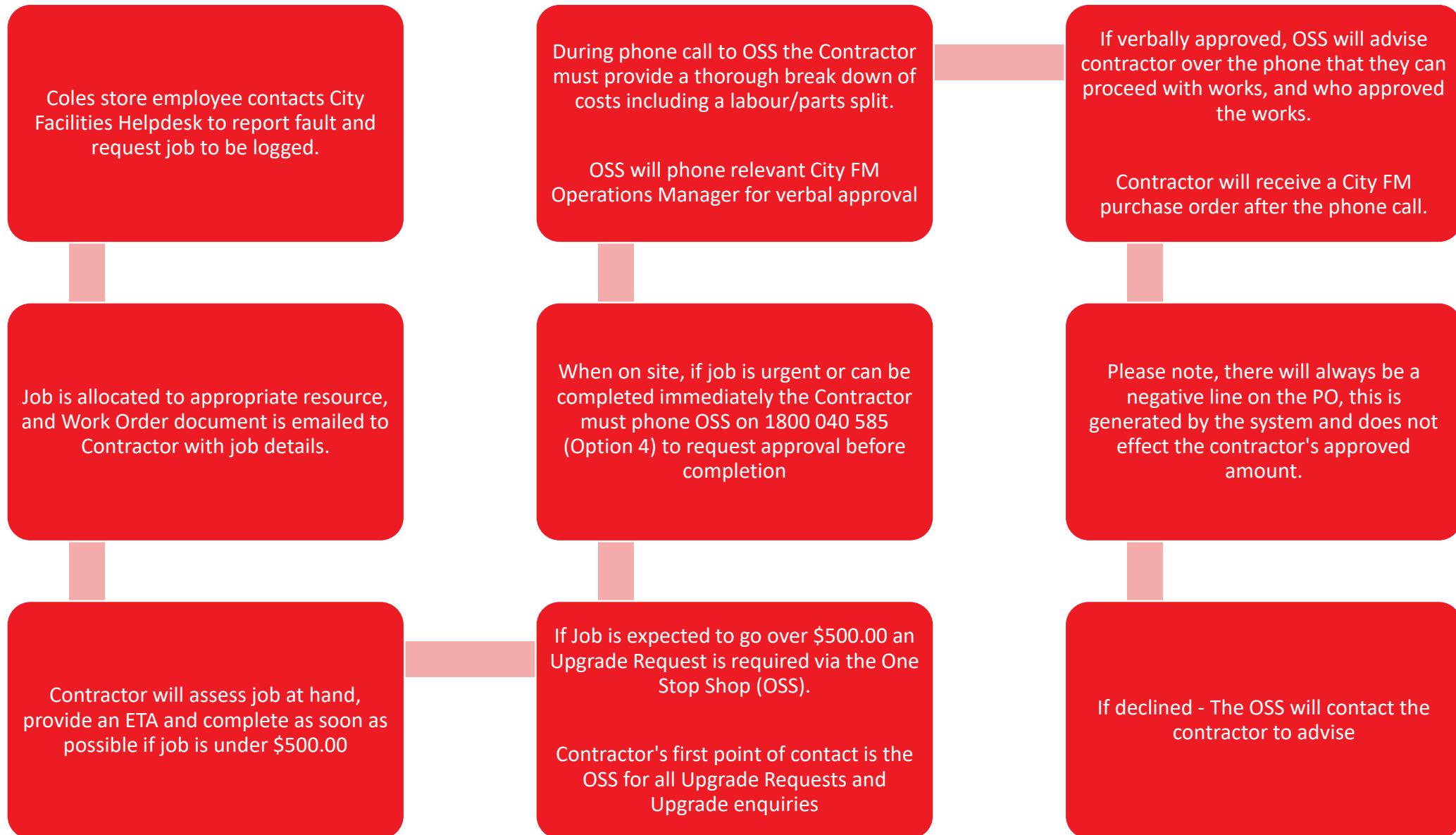
UPGRADE REQUEST					
Helpdesk Job Number:		Store:			
Contractor:		Contact name/number:			
<p>Please note- The One Stop Shop is your contact for all upgrade requests/enquiries. If urgent please call the One Stop Shop. If not urgent please email the One Stop Shop. Email - onestopshop@city-holdings.com.au Phone: 1800 040 585 (Option 4)</p>					
DESCRIPTION OF WORKS:					
JOB STATUS: <input type="checkbox"/> COMPLETE <input type="checkbox"/> PENDING COMPLETION					
TOTAL UPGRADE (EXC. GST) \$					
UPGRADE BREAK DOWN - LABOUR COMPONENT					
DESCRIPTION	BH HRS	AH HRS	COST PER BH	COST PER AH	TOTAL EXC. GST
LABOUR – TRADESMAN					
LABOUR – APPRENTICE/OTHER					
CALLOUT FEE BH					
CALLOUT FEE AH					
TRAVEL (INC. KMS)					
SUBCONTRACTOR MARK UP					
UPGRADE BREAK DOWN - PARTS COMPONENT					
<small>(Please note consumables can be grouped, and all main parts need to be itemised.)</small>					
DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL EXC. GST		
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

I confirm the information provided above is true and correct to the best of my knowledge.

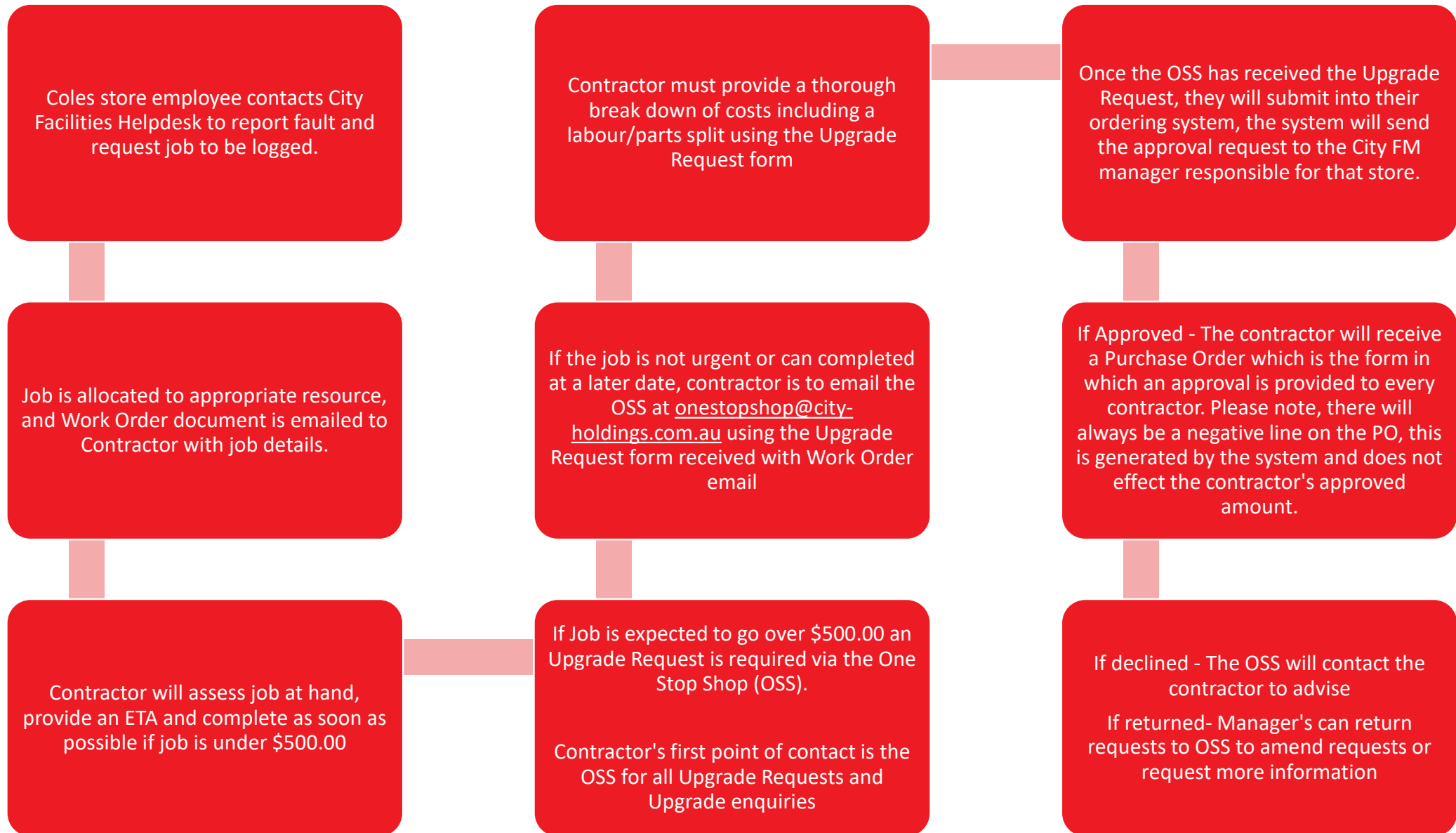
Date: _____

Name: _____

Upgrade Request – Urgent Process



Upgrade Request – Non Urgent Process



Summary – Upgrade Requests



Please note, the Upgrade Process applies to all Reactive, Project, Quoted and ADHOC Works.
No Purchase Order will result in No Payment.

One Stop Shop

- One Stop Shop is first point of call for all contractor Upgrade Requests and Upgrade enquiries
- One Stop Shop are available Monday – Friday 8am – 6pm
- If an urgent Upgrade Request is required outside of OSS business hours, please call the City FM Helpdesk
- All jobs above \$500.00 require an Upgrade Request/Approval including reactive/project/quoted/ADHOC works
- One Stop Shop general enquiries – onestopshop@city-holdings.com.au
- One Stop Shop urgent enquiries – 1800 040 585 (Option 4)
- If you email an urgent request to OSS, add **URGENT** to your email subject matter

Accounts Payable

- Ensure before invoicing City FM for jobs above \$500.00 that you have obtained an Upgrade Approval
- Accounts Payable deal with ALL invoicing/payment enquiries – accounts.payable@city-holdings.com.au

City FM Helpdesk Contact Details by Brand

- Please review the City FM Maintenance Contact Details document provided