



1. Purpose

The purpose of this Subcontractor Management Policy is to ensure that all subcontractors engaged by Task Right Solutions (TRS) operate to the same **safety, quality, environmental, and customer service** standards as TRS employees. This policy establishes the requirements for **selection, verification, performance monitoring, and ongoing compliance** of subcontractors across all TRS service divisions.

2. Scope

This policy applies to:

- All subcontractors engaged by TRS
- All subcontractor employees and representatives
- All TRS service categories (cleaning, gardening, maintenance, locksmithing, pest control, test & tag)
- All worksites, client properties, and operational environments

3. Subcontractor Management Principles

TRS manages subcontractors according to five core principles:

- **Compliance** — All subcontractors must meet TRS, legislative, and industry requirements.
- **Safety** — Work must be performed safely and in accordance with SWMS and HSE standards.
- **Quality** — Work must meet TRS service standards and client expectations.
- **Transparency** — Clear communication, documentation, and reporting.
- **Accountability** — Subcontractors are responsible for their conduct, performance, and compliance.

4. Subcontractor Selection & Screening

All subcontractors must undergo TRS's formal screening process before engagement.

4.1 Mandatory Documentation

Subcontractors must provide:

- ABN and business registration



- Photo ID for all workers
- Police checks (within 24 months)
- Working With Children Check (if applicable)
- Trade licences (e.g., pest control, locksmithing, electrical test & tag)
- Public Liability Insurance (minimum \$20M)
- Workers Compensation Insurance
- Evidence of training and competency
- Safety documentation (SWMS, risk assessments, chemical registers)

4.2 Approval

A subcontractor is approved only when:

- All documents are verified
- TRS management signs off
- The subcontractor agrees to TRS policies, procedures, and service standards

5. Induction & Onboarding

Before commencing work, subcontractors must complete the TRS induction covering:

- TRS HSE requirements
- SWMS expectations
- Incident reporting
- Customer service standards
- Environmental responsibilities
- Site access and security
- TRS brand and conduct expectations

Subcontractors must acknowledge the induction in writing.

6. Performance Monitoring

TRS monitors subcontractor performance through:

6.1 Routine Site Visits

Supervisors conduct periodic site inspections to verify:

- Safe work practices
- Quality of workmanship



- Correct PPE usage
- Compliance with SWMS
- Professional conduct

6.2 Client Feedback

Client feedback is reviewed and logged in the TRS Continuous Improvement Register.

6.3 Annual Compliance Audit

Each subcontractor must undergo an annual audit including:

- Insurance verification
- Licence renewal checks
- Safety performance review
- Quality and service delivery assessment

7. Non-Compliance & Corrective Action

If a subcontractor fails to meet TRS standards:

7.1 Minor Non-Compliance

- Verbal or written warning
- Corrective action plan
- Follow-up inspection

7.2 Major Non-Compliance

- Immediate suspension
- Mandatory retraining
- Formal investigation
- Possible termination of engagement

7.3 Critical Safety Breach

- Immediate removal from site
- Incident investigation
- Possible permanent removal from TRS subcontractor panel



Task Right Solutions Pty Ltd

Subcontractor Management Policy

8. Responsibilities

TRS Management

- Approve subcontractors
- Maintain documentation
- Conduct audits and site inspections
- Enforce compliance

Subcontractors

- Follow all TRS policies and procedures
- Maintain valid licences and insurance
- Report incidents immediately
- Deliver work to TRS quality standards

9. Related Policies

- **HSE Policy**
- **SWMS Policy**
- **Quality Assurance Policy**
- **Customer Service Policy**
- **Procurement Policy**

10. Review

This policy is reviewed **annually** or sooner if required by legislative or operational changes.

TRS Management Team

Date: 1-05-2026

Review Date: 1-05-2027