



# POLICIES

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# WARRANTY TERMS

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Warranty will strictly apply to all areas where current repairs or replacements have occurred.

This warranty will commence at the completion of the agreed scope of work.

## Inclusions:

1. Warranties vary according to the products used and/or the works being performed at the noted property.
2. ABPM Services has a 3 -7-year workmanship guarantee/warranty which applies to all major repairs, new roofs and roof replacement works.
3. Any minor repairs carried out by ABPM Services are guaranteed for a 1-year period, unless otherwise stated.
4. Our warranty/guarantees apply upon the completion of all works and the receipt of final payment.
5. In the event that ABPM Services is contacted to resolve any Warranty issues which are unrelated to our work, or the damage is a result of other trade contractors, a call-out surcharge of \$250.00+gst will be applied and payable. Additional charges may apply, if the damages sustained are extensive.
6. Any water ingress issues that arise will be reported to Management by way of photographic report. This will document if it is a scope of work-related problem or if it is due to exclusions as noted below.
7. Any call outs for potential repairs can be made direct to the ABPMS Office or through the managing agent of the property.
8. If our work should fail for any reason within the warranty timeframe, we guarantee to investigate and resolve the issue as quickly as possible – without charge

## Exclusions:

1. Should adequate and safe access to roof not be available, the cost of Access equipment will be passed on to owners. Prior approval will be sought.
2. Severe weather events, where 50mm of more of rain occurs in one day.
3. Any corrosion that forms to the core of the sheet panels due to age, wear & tear. (this element is out of our control)
4. Any Storm related Damage or effects of extreme weather. (e.g. Driving rain causing water ingress at sheets or flashings)
5. Damage caused by other contractors.

# TERMS AND CONDITIONS

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1. All payments are strictly 7 days from invoice issue date, unless otherwise specified, we reserve the right to charge interest on overdue accounts.
2. Our payment terms require 10% deposit on acceptance of quotation
3. Our quotation is based upon our being given/having reasonable continuity of work on site, should site conditions dictate otherwise, we reserve the right to review our price.
4. Prices quoted for all products/services are subject to variation by ABPM Services
5. ABPM Services will perform all works as detailed in the supplied quotation and in accordance with State OH&S Acts, Regulations, Codes of Practice and Australian Standards
6. Should any special precautions be required to be taken by ABPMS Staff, it is requested that to ensure their health and safety on the client's site; these should be notified in writing to ABPMS management prior to the commencement of any contract.  
The following are to be provided by the customer:
  - Supply and connections to power and water that are required by our plant and equipment.
  - Provision of facilities for our employees (toilets)
  - Site security.
  - Isolation of any services if required.
7. ABPM Services quotations are based upon completing works in accordance with the scope of works. Should it prove necessary to amend the plan of work due to any change in site conditions, we reserve the right to review our price.
8. In the event of an abortive visit, ABPMS shall levy a standard charge to compensate for unproductive time/use of plant and materials.
9. ABPMS will carry out works in a reasonable time-frame. However, delays can occur from time to time due to elements and unexpected events.
10. Extreme weather conditions and/or rain days may delay the commencement of work or prevent specific works being carried out.
11. Placement of orders deems total acceptance of our terms and conditions.

# OH&S POLICIES

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The directors of ABPM Services recognise the importance of providing all employees, visitors and contractors with a safe and healthy work environment.

Our goal is to prevent all occupational injuries and illness. The company will seek to achieve this by:

- Identifying and reducing the risks of all types of work activities that have the potential to produce personal injury or occupational illness
- Providing instruction, training and supervision to improve individual's understanding of workplace hazards, including safe work practices and emergency procedures
- Involving individuals in occupational health and safety matters and consulting with them on ways to recognise, evaluate and control workplace hazards
- Ensuring that everyone (including visitors and contractors) complies with appropriate standards and workplace directions to protect their own and others health and safety at work
- Providing adequate systems and resources to effectively manage rehabilitation and return to work processes

ABPM Services will implement and maintain an ongoing occupational health and safety program, including conducting regular inspections of the workplace aimed at preventing accidents and incidents.

All managers and supervisors are responsible and accountable for the safety of employees, contractors and company property under their control. Managers and supervisors are responsible for ensuring all regulations, procedures and safe work practices are followed at all times.

All employees are expected to:

- Follow all company safety requirements and relevant Codes of Practice
- Maintain a clean and orderly work area
- Report all injuries and safety incidents
- Actively participate in safety improvement activities

# ENVIRONMENTAL POLICIES

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ABPM Services is committed to providing a quality service in a manner that ensures a safe and healthy workplace for our employees and minimizes our potential impact on the environment.

We will operate in compliance with all relevant environmental legislation and we will strive to use pollution prevention and environmental best practices in all we do.

ABPMS Staff will:

- Integrate the consideration of environmental concerns and impacts into all our decision making and activities,
- Promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner,
- Train, educate and inform our employees about environmental issues that may affect their work,
- Reduce waste through re-use and recycling and by purchasing recycled, recyclable or re-furnished products and materials where these alternatives are available, economical and suitable,
- Promote efficient use of materials and resources throughout our facility including water, electricity, raw materials and other resources, particularly those that are non-renewable,
- Avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of,
- Purchase and use environmentally responsible products accordingly,
- Where required by legislation or where significant health, safety or environmental hazards exist, develop and maintain appropriate emergency and spill response programs,
- Communicate our environmental commitment to clients, customers and the public and encourage them to support it,
- Strive to continually improve our environmental performance and minimize the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.