

TRADE NEWSLETTER

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UBS Highlight

UBS continues to operate as an ISO-accredited builder, maintaining the highest standards for Environmental, Quality, and Safety procedures.



Storm Season

Storm season is approaching. If your availability to attend Makesafes has changed, please ensure you communicate this change with UBS so that we can accurately gauge our capabilities with our main clients. It is important you let UBS know to ensure you are not overloaded or left with spare capacity, and we are fully utilising your trade services and professional skillset.



"A successful team is a group of many hands but of one mind."

– Bill Bethel

We would like to take this opportunity to emphasise the KPIs that surround the services that we provide to our insured clients. It is very important that upon receipt of a makesafe order or general works order, contact is being made with the insured to book in the necessary works. Here is an excerpt from the trade period contract that outlines the expectations that we hold with our trades.

	Contact	Attendance	Paperwork
Make Safe Request	Contact customer within 1 hour or sooner	Attend the property within 3 hours of allocation	Make Safe Report with photos and invoice – within 24 hours of site attendance
Inspect & Report (I&R) Request	Contact customer within 24 hours	Attend on-site within 24 hours	Report submitted to UBS within 24 hours of being on site
Quote Request	Contact customer within 1 hour	Attend site within 48 hours	Quote submitted to UBS within 24 hours of being on site, or as agreed with UBS Building Assessor
Work Order	Contact customer within 24 hours	Commence repairs within 5 Business Days or earlier	Invoice – within 24 hours of completion of repairs
Completion of Repairs	Contact UBS and advise repairs are completed	-	Signed Customer Satisfaction Form to be sent with invoice

By adhering to these guidelines, we can make the experience for the insured client a seamless one, and ensure all work is carried out on time reflecting very highly on the quality of our trades. It is our responsibility to “raise the bar” for our insured clients to ensure we have greater work allocation into the future, which will be passed on to you, our trades. If you would like to discuss these requirements with someone from UBS, feel free to contact your UBS office for more information.

At UBS, ensuring that all contractors and their workers meet induction requirements is crucial for site safety and compliance. Here's a summary of key points to keep your team prepared and compliant:

- 1. Induction Responsibility:** Contractors are responsible for completing their own and their workers' inductions. This includes ensuring that every worker holds a white or red card and has completed the UBS Safety Induction via LinkSafe.
- 2. LinkSafe Induction Access:** While UBS Trade Partners can assist workers with the induction process, it remains the contractor's responsibility to share the LinkSafe induction link with every team member scheduled to attend a UBS site. It's essential that each worker receives the link by email to complete the required induction.
- 3. Induction Record Management:** Contractors are encouraged to create a dedicated portal in LinkSafe to manage their team's induction records efficiently. This allows easy access to proof of compliance and ensures all team members are up to date.
- 4. Compliance Requirement:** Contractors and workers who have not completed their induction are deemed non-compliant and will be unable to access any UBS work site until the process is completed.

Following these guidelines helps maintain a safe and compliant working environment, ensuring that everyone on-site meets UBS safety standards.

As a UBS sub-contractor, your professional presentation and respectful conduct on-site are essential in representing both your company and UBS. Here's a quick guide to help maintain high standards and create a positive experience for our clients.

1. **Introductions and Purpose:** Always introduce yourself, your company as a UBS subcontractor, and explain your reason for being onsite. Clear communication goes a long way in ensuring trust and transparency.
2. **Parking:** Unless otherwise arranged, park on the street to respect the client's property and minimize inconvenience.
3. **Appointment Punctuality:** Be on time for every appointment. If you're delayed, notify the client to manage expectations.
4. **Home Entry Guidelines:** Do not, under any circumstance, enter a home with only a minor present, you will need to reschedule.
5. **Conflict of Interest:** If you're connected to a client through family, friends, or associates, report this potential conflict to UBS.
6. **Respectful Behavior:** Professionalism is key. Avoid swearing, offensive music, or clothing with inappropriate logos. In case of client queries, refer them directly to UBS.
7. **Handling Hostility:** If confronted with offensive or aggressive behavior, leave the site and report the incident to UBS.
8. **Cooperation:** Treat co-workers with respect, refraining from bullying, discrimination, or racist behavior.

These guidelines are in place to maintain a respectful and productive work environment, reinforcing UBS's commitment to professionalism and respect on every job.