



# Supplier Information Pack

February 2020  
[i-med.com.au](http://i-med.com.au)



**I-MED Radiology  
Network**

Comprehensive care. Uncompromising quality.

# Welcome

Welcome to the I-MED Radiology Supplier Information Pack. We would like to thank you for choosing to become a supplier of I-MED Radiology Network ("I-MED"). We look forward to a mutually beneficial relationship. The purpose of this pack is to notify you of I-MED's procedures and the facilities we have made available for your use.

---

The Supplier Information Pack contains the following sections:

**About us**

**Doing business with us**

**Safety, health and environment requirements**

**Contractor compliance**

**I-MED Radiology purchase terms**

**Invoicing process requirements**

**Credit applications**

**I-MED contacts - where do I go for help?**

**I-MED Supplier Code of Conduct**

**I- MED policies**



# About us

## Comprehensive care. Uncompromising quality.

I-MED Radiology Network is Australia's largest diagnostic imaging network, offering medical imaging and radiology services including x-ray, PET, CT, MRI, nuclear medicine, ultrasound, mammography and interventional procedures.

Our 240 clinics are located in metropolitan as well as many regional communities across Australia. I-MED Radiology Network's team of over 4,000 people includes 315 radiologists, some of the most respected and experienced medical imaging specialists in the country. Each year across the network we perform more than 4.2 million patient procedures.

At I-MED there is a strong belief that we can be the most respected and trusted medical imaging specialists in the world. That's our vision, underpinned by our purpose - to help save lives and reduce uncertainty. We strive to be the provider of choice, consistently delivering high quality healthcare to every patient, every time.

Quality. Working together. Innovation. Compassion. Connection. These are the values that set us apart, along with our people, our state-of-the-art technology, our innovative systems, and our imaging and diagnosis. So much so, that we are the provider of choice for more specialists, GPs, hospitals, and allied health professionals around Australia.

For more information visit: [www.i-med.com.au](http://www.i-med.com.au)



“ We strive to be the provider of choice, consistently delivering high quality health care to every patient, every time. ”

# Doing business with us

I-MED comprises of a number of corporate entities within the Group. I-MED's main trading entity is I-MED Radiology Network Pty Limited and the majority of national suppliers will contract with this entity for and on behalf of the group entities. I-MED also has separate Business Unit corporate entities ("BUs") that operate in different regions in Australia. If a supplier is supplying to a specific region only, they will likely contract with the individual relevant BU entity.

BU name	BU description	Entity name	ABN	Entity code (for payment)
<b>I-MED Radiology</b>	We use this entity to contract on behalf of the entire I-MED Group, encompassing the I-MED Victoria, I-MED New South Wales/ACT, I-MED Queensland, I-MED Regional, I-MED Western Australia and I-TeleRAD business units and their respective clinics.	I-MED Radiology Network Limited	21 093 625 346	002000
<b>Dr Jones and Partners</b>	Is an I-MED joint venture, please see the details on their website ( <a href="http://www.drjones.com.au">www.drjones.com.au</a> ) for information specific to supplying Dr Jones.	Jones Holding Co Pty Ltd	90 096 196 655	680000

A current list of clinic names, addresses and cost centres can be found at [www.i-med.com.au/procurement](http://www.i-med.com.au/procurement)

## Our standard terms for the supply of goods and services to I-MED

All purchases are subject to I-MED Radiology Network standard terms for the supply of goods and services to I-MED (I-MED Supplier Terms and Conditions) which may be found at [www.i-med.com.au/procurement](http://www.i-med.com.au/procurement) unless the parties have otherwise entered into a signed written agreement. Supplier terms which are issued outside of the above will not be binding on I-MED.

# Safety, health and environment requirements

Suppliers shall ensure that relevant safety, health and environment information is supplied to I-MED. This shall include but not be limited to the following:

- Material safety data sheets for chemicals;
- Information on product recalls (where they occur); and
- Instructions for the safe installation, commissioning, operation and maintenance of plant and equipment.



Suppliers must be compliant with all Occupational Health and Safety (OH&S) local and national laws and regulations, and have the required permits, licenses and permissions granted by local and national authorities to supply the goods or services offered.

Suppliers must have documented health and safety policies and/or procedures in place together with appropriate safety infrastructure and equipment.

Suppliers identified by I-MED as being moderate to high risk for OH&S purposes are required to have a recognised OH&S management system in place.

When on I-MED sites, suppliers must comply fully with applicable I-MED policies and directives.

All items supplied to I-MED shall comply with relevant Australian standards and legislation.

# Contractor compliance

This applies to suppliers who provide services to I-MED.

Suppliers must ensure that all applicable supplier personnel are suitably qualified and comply with all licensing requirements. All supplier's personnel employed, engaged or otherwise used to provide onsite services to I-MED must complete I-MED's on-line supplier induction course annually prior to attending any I-MED clinic.

For more information on how to access the online supplier induction portal, please email [facilities@i-med.com.au](mailto:facilities@i-med.com.au).



# Invoice process requirements

To avoid delays in processing, please send all invoices directly to [ap@i-med.com.au](mailto:ap@i-med.com.au).

Goods and services for different entities above must be invoiced on separate invoices.

Invoices must be in PDF format and include the following criteria:

- Clinic name and address
- Cost centre
- I-MED representative ordering the goods / services
- Item number (if applicable)
- Description of goods and / or services;
- Date that goods and / or services were received or ordered; and
- Price of services, specifying the GST exclusive price, the GST, and GST inclusive.

We strongly encourage the use of e-invoicing to ensure prompt processing. If you are able to convert your current invoicing to an e-invoice format, please contact your Procurement representative who can send you the textfile for discussion.



# Credit applications

The standard information for credit account applications is as follows:

Business Name:	I-MED Radiology Network
ABN	21 093 625 346
Registered Office	Level 5, 24 York St Sydney NSW 2000
Trade References	Shimadzu Medical Systems - (02) 9898 2444 Regional Health Care Group - (02) 9381 1000
Payment Method:	I-MED preferred method is EFT direct to the supplier's nominated account
Payment Terms:	I-MED's standard trading terms are 30 days from date of invoice as per the Supplier Terms and Conditions found at <a href="http://www.i-med.com.au/procurement">www.i-med.com.au/procurement</a> .





# I-MED contacts - where do I go for help?

## Addresses for invoices

All invoices must be sent directly to [ap@i-med.com.au](mailto:ap@i-med.com.au) unless an e-invoicing arrangement has been agreed.

---

## Payment enquires and requests

I-MED Radiology Network Accounts Payable Team

Address: Level 5, 24 York St Sydney NSW 2000  
Phone: (02) 8274 1066  
Email: [ap@i-med.com.au](mailto:ap@i-med.com.au)  
Contact: Candice Morton – Accounts Payable Team leader

---

## All other enquires

I-MED Radiology Network Procurement Team

Address: Level 5, 24 York St Sydney NSW 2000  
Phone: (02) 8274 1053  
Email: [I-MED.procurement@i-med.com.au](mailto:I-MED.procurement@i-med.com.au)

# Supplier Code of Conduct

I-MED Radiology Network takes great pride in providing patients with a caring, professional and clinically superior service. We do this by continually investing in state of the art technology, recruiting world class radiologists, employing talented and compassionate staff, and developing an unparalleled digital network.

I-MED is a major purchaser of a wide range of goods and services. In maintaining our reputation for quality, safety and service excellence, our responsibility extends to the focussed and professional management of our supply chain. I-MED expects all of its major suppliers, service providers and any other agents or contracted third parties (collectively referred to as suppliers) to adopt an approach to ethical business practices and sustainability that is consistent with I-MED's high standards.

“ Our reputation for quality ... extends to the focussed and professional management of our supply chain. ”



This document establishes our expectations of suppliers, and their supply chain, in providing goods and services to the I-MED Radiology Network.

I-MED's Supplier Policy has been implemented to ensure that, as far as possible, I-MED's suppliers will:

- Comply with all relevant laws, regulations and governmental requirements and directions;
- Conduct their business in an ethically appropriate manner;
- Seek to pursue environmentally sustainable business practices;
- Treat all individuals, including employees and customers, with respect and dignity, including observing all relevant laws and regulations regarding discrimination, equal opportunity and individual and human rights; and
- Abide by I-MED's procedures and reasonable directions.

As a supplier to I-MED you are receiving this Policy with an expectation that you will comply. I-MED will include relevant aspects of its Supplier Code of Conduct into request for proposals or contracts when entering into formal arrangements with suppliers or potential suppliers.

### To whom does this code apply?

This Code of Conduct applies to all suppliers to I-MED, its subsidiaries, joint ventures (including those entities that I-MED holds a non-controlling interest), and all of their employees, contractors, officers and agents.

### Compliance with the law

I-MED requires its suppliers to ensure that, at all times, they and all of their employees, contractors, officers and agents adhere to all relevant applicable laws and regulations (including any valid requirements or directions of government departments or agencies). In addition, suppliers are required to ensure that they do not commit or participate in any acts of fraud, corruption, bribery or other conduct that either breaches laws relating to such conduct or would reflect adversely on themselves or I-MED Radiology.

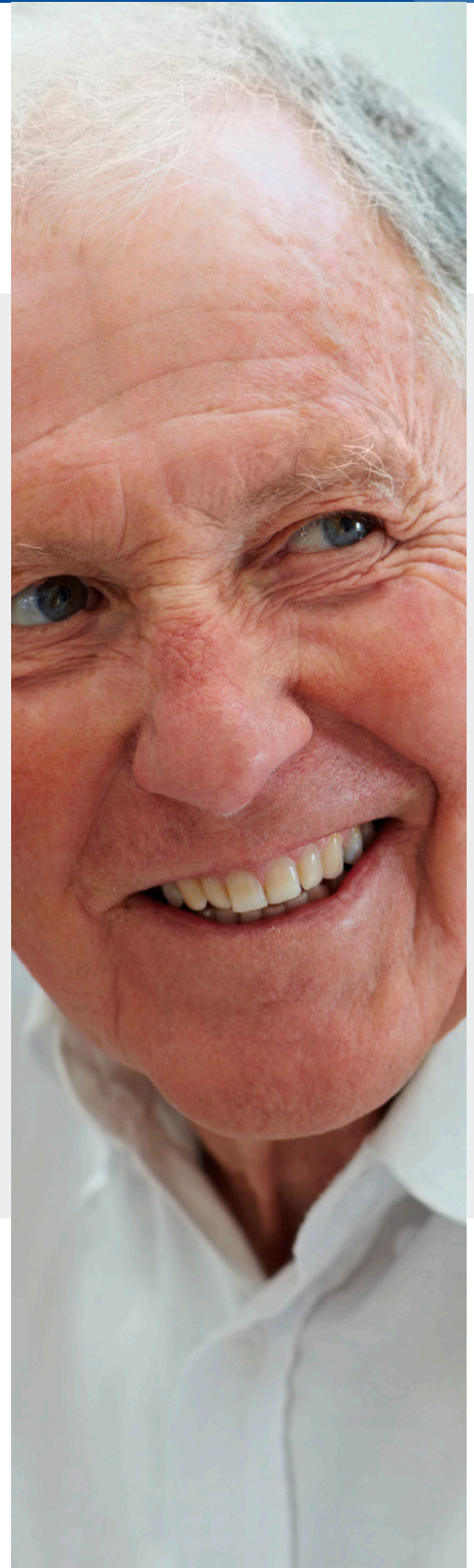


## Code of Ethics

I-MED has adopted a Code of Ethics (“Code”) that outlines the standards required so that I-MED’s people conduct themselves with the highest ethical standards. All employees of I-MED are informed of the Code.

I-MED expects its suppliers to adhere to similarly high standards of ethical conduct at all times. This includes:

- ensuring they do not become involved in situations which would constitute a conflict of interest with their commercial relationship with I-MED;
- treating all commercial information as confidential especially in, but not restricted to, their dealings with competitor organisations;
- ensuring any gifts provided to customers, including I-MED, be of nominal value;
- not offering to I-MED staff members paid travel expenses, accommodation or conference registration without the consent from the I-MED staff member’s manager to do so;
- restricting any market sensitive information obtained from I-MED to only those employees within the supplier organisation with a direct “need to know” and to be used only for the purpose of supplying goods or services to I-MED; and
- not making disparaging, untrue or misleading statements about I-MED, I-MED employees, competitors, customers or other industry participants in which I-MED may be associated with.



## Environmentally sustainable business practices

I-MED recognises its corporate responsibility to respect and improve the environment in which we work and live. I-MED is committed to meeting all relevant regulatory and legislative environmental requirements, to achieve continual improvement in environmental performance and to minimise pollution and waste.

“ We have a corporate responsibility to respect and improve the environment in which we work and live. ”

### I-MED is committed to:

- seeking to continuously reduce the amount of hard media used as a record of the imaging study, such as film, CDs and paper;
- identifying and reducing waste, and conserving resources through adopting sustainable purchasing principles where clinically appropriate and commercially viable, and encouraging suppliers and contractors to address environmental management and performance;
- reducing energy consumption and minimising greenhouse gas emissions;
- providing education and training to I-MED staff and suppliers on environmental matters including waste reduction strategies;
- visiting supplier and service provider sites to conduct inspection audits; and
- planning disaster mitigation strategies to reduce adverse environmental outcomes.

I-MED expects that its suppliers will adopt a similar approach to ensuring they conduct their business operations in a manner that promotes environmental sustainability, adheres to all relevant laws and regulations and aims to reduce waste. When choosing significant suppliers, a formal assessment is made of their environmental policies and credentials.



## I-MED Radiology's core values

I-MED's vision is to be the most respected and trusted medical imaging specialists in the world. We strive to be the provider of choice, consistently delivering high quality healthcare to every patient, every time. To support us in achieving this we have five core values:

- **We deliver the highest quality**
- **We connect and communicate**
- **We work together**
- **We are compassionate**
- **We innovate and adapt**

In building commercial relationships with suppliers, I-MED expects those organisations to have a similar commitment to our expressed values, and have a similar approach to treating all individuals with whom they interact, including employees and customers, with respect and dignity. More specifically, this includes:

- adherence to all relevant laws and regulations in relation to non-discrimination, equal opportunity, sexual harassment and human rights;
- compliance with relevant modern slavery legislation, including not using any form of bonded, slave, or child labour;
- providing a safe, healthy and comfortable workplace, including compliance with all relevant workplace health and safety laws and regulations, as well as abiding by the safety principles of each I-MED entity with which the supplier has a relationship;
- maintaining a culture where employees are encouraged to report misconduct, illegal or inappropriate behaviour free from any threat of reprisals or other adverse consequences. This includes adherence to relevant whistleblower legislation and introduction of policies and procedures as required;
- providing and supporting freedom of association for employees to join trade unions and other employee representative groups and for those groups to bargain collectively on behalf of employees;
- employing only those individuals with a legal right to work in that jurisdiction;
- complying with all relevant laws and regulations in relation to legal minimum rates of pay and other conditions of employment for workers, such as fair working hours, meal and rest breaks and other conditions designed to enhance employee health and safety;
- prohibiting physical abuse, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation in both the workplace and in relationships with customers;
- treating staff fairly and equitably, including providing written confirmation of their terms and conditions of employment if requested; and
- ensuring all employee entitlements and prescribed conditions of employment under relevant laws and regulations are adequately implemented and accounted for.

When choosing suppliers, I-MED may request details of customer's policies and practices for the purposes of assessing their quality as a supplier.

## Adherence to I-MED's procedures

I-MED has developed a set of procedures to enhance and streamline commercial relationships with suppliers, and also to protect suppliers' safety when on site in I-MED clinics and other locations. I-MED expects suppliers to adhere to these procedures.

These include:

- adhering to I-MED's safety procedures, including any specific local requirements which includes induction for all suppliers who are visiting and working on sites;
- adhering to the procurement policies of I-MED, which includes referring all pricing, contractual and other commercial matters to the I-MED procurement department; and
- adhering to all policies, procedures and legislation designed to protect individuals, in particular I-MED's patients and customers. This includes protecting their privacy (particularly when handling health information), safety, and, ensuring that when supplying I-MED there is as little disruption to patients as possible.

“

We expect our suppliers to have a similar commitment ... to treating all individuals with respect and dignity.

”



# I-MED policies

I-MED Radiology's core values are complemented by a range of policies that ensure that our diverse workforce operates in safe, legally compliant workplaces that meet all operating requirements. The philosophy of treating each other with respect and honesty is further encouraged by our Diversity Policy, Labour Standards and Human Rights Policy, and Code of Ethics.

Privacy Statement



Supplier Code of Conduct



Labour Standards & Human Rights Policy



Supplier Terms and Conditions



**I-MED Radiology  
Network**

Comprehensive care. Uncompromising quality.

