

CP04 Customer Property Policy

CORPORATE POLICY CP04.01 Customer Property

NEW/ REVISED: New

DATE EFFECTIVE: 24/05/2019

APPROVAL: General Manager

REFERENCE AUTHORITY: Human Resources

CROSS REFERENCE: N/A

This policy replaces all verbal or written policies previously enacted.

RATIONALE Midway Metals Pty Ltd (Midway Metals) acknowledges that it is required to exercise care with property belonging to customers or external providers (suppliers / subcontractors) while it is under the organisation's control or being used by the organisation. The purpose of this document is to define the way Customer provided property are identified and controlled at our company.

SCOPE This policy governs all of Midway Metals practices and activities.

DEFINITIONS It is noted that customers or external provider's property can include materials, components, tools and equipment, premises, intellectual property (drawings, specifications) and personal data.

POLICY Midway Metals has a responsibility to identify, verify, protect and safeguard customers or external provider's property provided for use or incorporation into the products and services provided. Midway Metals will exercise care with property belonging to customers or external providers while under the organisation's control or being used by organisation. Upon receipt of the property, the it is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or external provider immediately and records maintained.

PROCEDURE FOR HANDLING CUSTOMERS MATERIALS - (COM) COILS:

1. The Manager raises a Stock Transfer for COM stock.
2. The Manager sends a copy of the Stock Transfer to the Store.
3. The Store inspects the goods when received and fill out the Stock Transfer form.
 - a. If the goods are received damaged the Store advises the Manager of any damage to the product.
 - b. The Manager must then liaise with the Customer and relevant Midway Metals departments to resolve the issue.
4. The Store move the stock to the COM area.
5. The Stock Transfer is processed to receive the COM material into stock.
6. If the Stock is damaged while in our warehouse the Store must advise the Manager as soon as possible.
 - a. The Manager must then liaise with the Customer and relevant Midway Metals departments to resolve the issue.

PROCEDURE FOR HANDLING INTELLECTUAL PROPERTY & PERSONAL DATA:

At Midway Metals customer intellectual property and data is maintained and preserved to prevent accidental loss, damage or inappropriate use. All employees are responsible for safeguarding individual customer property and information.

Our main purpose for collecting, holding and using customer intellectual property and data is to supply a product or service.

Intellectual property is only collected upon customer or external provider request and will be stored and safeguarded to the exact specifications directed by the customer. Midway Metals obtains and uses intellectual property for business purposes only. At Midway Metals we will:

- Only collect intellectual property with the consent of our customers;
- Explain at the time we collect intellectual property how we will use that information;
- Only use customers intellectual property for the purpose that it was collected; and
- Keep customers technologies, products or intellectual property on a need to know basis.

Access to databases containing customer data or intellectual property is limited to employees who need access to complete a task as directed by the customer.

Midway Metals use security measures to protect customer intellectual property and data, this includes: locks and physical security measures, sign-on and password control procedures, internal auditing techniques and other types of security as appropriate for the information stored to protect against loss, unauthorised use or damage.

Intellectual property will be protected and maintained in a secure environment as directed by the customer. It is our policy to destroy records containing intellectual property or data in a secure manner when they are no longer required. Hard copies containing customer intellectual property or data must be made unreadable before disposition or recycling, and electronic media must be destroyed using methods that prevent access to information stored in that type of media.

If employees become aware that customer property is lost, damaged, stolen or otherwise found to be unsuitable for use, they are required to report this to their Branch Manager immediately. The Branch Manager is responsible for ensuring that the customer is notified as soon as possible.

Please refer to **MM21 – Data Breach Notification Policy** for further information on how Midway Metals handles breaches of customer data.

Contacting Us

If you have any concerns or complaints about how we handle your information or property, or if you have any questions about this policy, please contact us at headoffice@midwaymetals.com.au.

Authorisation

Name: Shaun Stewart

Position: General Manager

Date: 24/05/2019