



# SUPPLIER HANDBOOK

**VISION**  
TO CREATE  
AUSTRALIA'S  
MOST LOVED  
BANK

**144**  
PILLARS VALUES

# WORKING WITH BOQ

BOQ recognises the value of working in partnership with suppliers to attain excellence in all areas associated with the supply chain.

## Supplier relationships

Our SRM (Supplier Relationship Management) process starts with classifying suppliers and their products and services based on the risk and value to BOQ. The process involves implementation of proportionate governance performance management of suppliers and development plans. Performance monitoring and mutual feedback are critical to maintaining a solid business relationship and ensuring continuous improvement. Elements of measurement include financial, quality, service, delivery, innovation and social performance.

We also welcome any feedback from our suppliers, as well as any suggestions that can help us improve the way we do business and engage with suppliers.

## About Us

BOQ is one of Australia's leading regional banks and provides a genuinely independent alternative for Australian financial services customers. Established in 1874, we are now one of the top 100 companies listed on the Australian Securities Exchange.

BOQ has over 160 branches nationally. We offer competitive products and services across retail and business banking, finance, general and life insurance and superannuation.

The BOQ difference, is that most of our local branches are owned and operated by franchisees. Most of our franchisees live locally, know their customers well and are willing to go the extra mile to ensure their customers always receive exceptional personal service. It's this difference that sets us apart from any other bank in Australia.

## Community and social responsibility

BOQ proudly supports the communities in which it operates through our community investment strategy, which is made up of three elements – community partnerships, staff initiatives and shareholder initiatives.

Our major partners include; Children's Hospital Foundations Australia, The Smith Family & Australian Red Cross.

## Business gifts

Employees of BOQ may receive gifts with a small intrinsic value as long as it is not in tender period, it complies with company policies, and they declare it.

## Sustainable procurement

BOQ is committed to developing sustainable procurement initiatives. Increasing relationships with ethical suppliers is one of our priorities. Please share with us all your 'green' initiatives.

## New suppliers

New suppliers may need to be pre-qualified and have background checks depending on their access to our site, systems and data. It may also involve you having to provide evidence of professional certifications, insurance and other similar documents.

## Payment terms

We endeavour to streamline all our purchasing processes. Standard payment terms of 30 days from date of receipt of valid, undisputed invoice, so please expect payment on these terms (unless signed contract states otherwise).

Any variance to these terms must be agreed with Strategic Sourcing.

## Frequently asked questions

### Who do I notify if my company details change?

If your company details change, please email Strategic Sourcing.

[strategicsourcing@boq.com.au](mailto:strategicsourcing@boq.com.au)

### Where do I submit invoices and who do I contact regarding payment of invoices?

Please submit your BOQ invoices in a PDF format, by email to the address below. Word or Excel versions will not be accepted by the system.

[BOQ@bscs.basware.com](mailto:BOQ@bscs.basware.com)

Ensure you are addressing the invoice to the correct BOQ contact name as this is who it will go to in the system for approval.

### What if I have supporting documentation to send to BOQ?

If you provide supporting documents to your invoice, please continue to direct them separately by email to your current contact within BOQ.