

Statement of Enterprise Ethics

A guide for clients, contractors, consultants, suppliers, tenderers and business partners who work with Mission Australia

Enterprise ethical standards and expectations

Mission Australia is committed to the highest standards of legal, ethical and moral behaviour. This Statement of Enterprise Ethics sets out our expectations when you work with MissionAustralia.

- We are committed to acting fairly, ethically and with integrity in all that we do. In striving for the highest standards of conduct, we encourage our people, and those we interact with, to 'Speak Up & Speak Out' when they think an action or decision is not right, does not reflect our [Values & Behaviours](#) or is not in line with [our Code of Conduct](#).
- We recognise the importance of providing a supportive environment where people feel confident raising suspected or actual misconduct or concerns about unethical, illegal, inappropriate conduct, or other wrongdoing in the knowledge that action will be taken, and without fear of retaliation or retribution.
- We are committed to maintaining a healthy 'Speak Up & Speak Out' culture ([Speak Up and Speak Out | Mission Australia](#)) where honesty, integrity and openness are encouraged, and legitimate concerns can be raised. This involves empowering people to Speak Up & Speak Out, encouraging them to give and receive feedback and complaints, and fostering an open corporate culture in which honesty, integrity and business ethics are part of everyday behaviour.

What you can expect from us

People working for Mission Australia are expected to:

- act with high ethical standards and deal fairly and honestly with you
- treat you with respect, courtesy and dignity
- strive for excellence in our work and services
- respond to reasonable requests for advice and information without delay
- protect commercial-in-confidence information and meet privacy requirements

What we expect of you

People working with Mission Australia are expected to:

- abide by conditions and requirements stated in documents supplied by MissionAustralia
- act ethically and honestly in all dealings with and on behalf of Mission Australia
- not engage in collusive practices, including offering Mission Australia employees or third parties (consumers, suppliers, regulator, etc.) any inducements or incentives which could improperly influence the conduct of their duties
- report any unethical behaviour immediately to Mission Australia's Integrity Line. We encourage everyone who works or interacts with Mission Australia to 'Speak Up & Speak Out' and report a concern or issue by email: integrity@missionaustralia or phone the free-call hotline:



