

*Modern slavery is an umbrella term used to describe exploitative practices including human trafficking, slavery and slavery-like practices such as servitude, forced labour and debt bondage. Pursuant to the Modern Slavery Act 2018, Mission Australia is committed to proactively identifying and addressing Modern Slavery risks in our operations and supply chain and as such, we have prepared this Supplier Code of Conduct (Code).*

Mission Australia is committed to the lawful and socially responsible engagement of human labour, and we require the same standards of our Suppliers.<sup>1</sup>

Mission Australia views its Suppliers as partners and cares about the way they do business when providing their goods and services. This Code sets out Mission Australia's requirements in the areas of:

- (i) Labour and Human Rights;
- (ii) Health and Safety;
- (iii) Integrity, Ethics and Conduct; and
- (iv) Corporate and Supply Chain Governance.

Suppliers to Mission Australia are directed to review the Code and ensure that relevant areas of their business and supply chain meet Mission Australia's requirements.

## Application of this Code

Mission Australia seeks to work with its Suppliers to meet and exceed minimum requirements as outlined in this Code and continuously strives to improve the standard of its engagement practices.

Where the Code refers to workers, it includes employees, contractors, agency and temporary staff of the Supplier and its related entities. Where the Code refers to the law it means the laws in the jurisdiction that apply where the services are performed.

Fundamental to this Code is the requirement that all Suppliers operate in full compliance with all laws, rules and regulations of the jurisdictions in which they do business. The requirements outlined in the Code are not intended to supersede or alter the Supplier's regulatory and/or additional MA contractual obligations. They supplement existing procurement policies and processes adopted and/or required by Mission Australia.

All existing and new Suppliers must commit to this Code. Suppliers should check their respective contracts and agreements they have with Mission Australia as they may contain additional obligations or higher standards than those set out in this Code.

Suppliers must communicate this Code to their related entities and any suppliers and subcontractors who support them in supplying services to Mission Australia to achieve whole-of-supply-chain understanding of, and compliance with, the Code.

## Reporting misconduct or unethical behaviour

If a Supplier considers that it, or another Supplier in its supply chain, has deviated from or breached their obligations under this Code, they must report the concern to Mission Australia within five business days via the Mission Australia Integrity line on 1800 021 673 or email at [integrity@missionaustralia.com.au](mailto:integrity@missionaustralia.com.au)

## Corrective action process

Suppliers must self-assess their compliance with the Code and take timely action to correct any deficiencies or breaches reported or identified by an audit, assessment, inspection, investigation or review. Suppliers are encouraged to raise any concerns, discuss and seek clarification accordingly to any elements of the Code with Mission Australia. If requested by Mission Australia, Suppliers must provide evidence and confirmation of their compliance with the Code including the provision of documents and records. Suppliers must support Mission Australia in reviewing compliance with the Code

<sup>1</sup> Includes contractors, subcontractors and consultants that contract to provide goods or services

1.1 Mission Australia believes that all workers in its supply chains deserve to be treated with dignity, respect and in a manner, which complies with Commonwealth Workplace Laws.<sup>2</sup>

1.2 Mission Australia acknowledges that some workers may be vulnerable workers, taking into account factors such as their age, experience, and immigration status, and that it is particularly important to ensure such workers are made aware of their rights under Commonwealth Workplace Laws to mitigate against their risk of exploitation.

1.3 Suppliers must engage their workers lawfully and integrate appropriate labour and human rights policies and practices into their business and broader supply chains.

## Anti-discrimination

1.4 Subject to applicable laws, Suppliers must not discriminate against any worker based on age, disability, ethnicity, gender, marital status, political affiliation, race, religion, sexual orientation, gender identity, union membership, or any other status protected by law, in hiring, employment or other worker engagement practices.

## Anti-harassment

1.5 Suppliers must commit to a work environment free from bullying, harassment, victimisation and abuse. Suppliers are not to bully workers or threaten workers with, or subject them to, unlawful or inhumane treatment. This includes, but is not limited to, abuse and harassment which can be verbal, physical, sexual or psychological.

## Human rights

1.6 Suppliers must provide services in a manner consistent with any applicable human rights obligations.

## Prevention of involuntary and underage labour

- 1.7 Suppliers must:
- ensure that all work is undertaken without coercion;
  - not use any form of forced, bonded or indentured labour; and
  - engage only workers who are the applicable minimum legal age.

## All use of temporary and outsourced labour should be within the limits of the law

- 1.8 Suppliers must:
- use all reasonable endeavours to ensure that any third-party subcontractors including labour services providers it uses undertake to comply with Commonwealth Workplace Laws as well as the provisions of this Code;
  - undertake that they do not and will not attempt to disguise an employment relationship as an independent contracting arrangement; and
  - be responsible for the implementation of supply chain governance systems and processes to ensure workers are lawfully engaged by the engaging entities within its supply chain/s, whether directly or through third-party organisations.

## Working hours, wages and benefits

- 1.9 Suppliers must:
- follow all applicable laws and regulations with respect to wages, working hours and workers' compensation insurance;
  - ensure that all workers receive their legally mandated minimum wages, benefits, superannuation, leave entitlements and time off for legally recognised holidays;
  - pay workers' wages as required under applicable laws in a timely manner and not use wage deductions as a disciplinary measure; and
  - not misrepresent an employment relationship or a proposed employment relationship as an independent contracting arrangement.

## Freedom of association and collective bargaining

1.10 Suppliers must freely allow workers to associate with others, form and join (or refrain from joining) industrial organisations or associations of their choice and bargain collectively, or engage in any lawful industrial activity without interference, discrimination, retaliation or harassment.

<sup>2</sup> Commonwealth Workplace Laws means: the Fair Work Act 2009 (Cth); the Fair Work (Transitional Provisions and Consequential Amendments) Act 2009 (Cth); the Fair Work Regulations 2009 (Cth); the Fair Work (Transitional Provisions and Consequential Amendments) Regulations 2009 (Cth); the Superannuation Act 1976 (Cth) and laws covering

discrimination and bullying in employment or occupation including the Age Discrimination Act 2004 (Cth), Disability Discrimination Act 1992 (Cth), Racial Discrimination Act 1975 (Cth), Sex Discrimination Act 1984 (Cth) and Australian Human Rights Commission Act 1986 (Cth).

## 2.0

## HEALTH AND SAFETY

- 2.1 Health, safety and well-being is important to Mission Australia. Suppliers are required to provide a healthy and safe work environment for all workers, and to integrate sound health and safety management practices into their businesses.

### Workplace health and safety management

- 2.2 Suppliers must comply with all applicable laws relating to workplace health and safety. Suppliers are required to:
- manage occupational health and safety hazards, including those which are specific to the type of activity and where it is to be performed
  - provide workers with health and safety training at reasonable intervals and for which worker participation is documented; and
  - consult with workers in relation to workplace health and safety risks, and the provision of information and training.

## 3.0

## INTEGRITY, ETHICS AND CONDUCT

- 3.1 Mission Australia requires high standards of ethical conduct and compliance with all applicable laws, including Commonwealth Workplace Laws. Suppliers must be ethical in their business activities, including worker engagement practices.

### Business integrity

- 3.2 Suppliers must comply with all anti-bribery, anticorruption and anti-money laundering laws. Suppliers must not engage in, either directly or indirectly, fraudulent, corrupt or collusive activities.

### Record keeping and documentation

- 3.3 Suppliers must maintain adequate records that accurately record all financial transactions and information regarding its business activities, worker engagement and health and safety practices in accordance with applicable laws, policies and procedures. Disclosure of information is expected to be undertaken without falsification or misrepresentation.

### Professional conduct

- 3.4 Suppliers must conduct themselves in a manner that is fair, professional and that will not bring Mission Australia into disrepute.

### Confidentiality

- 3.5 Suppliers must not improperly use any private, confidential or commercially sensitive information in its possession relating to or in connection with its dealings with Mission Australia.

## 4.0

## CORPORATE AND SUPPLY CHAIN GOVERNANCE

- 4.1 Commitment to sound corporate management, supply chain governance, risk and corrective action systems are key to a reliable supply chain for Mission Australia. Suppliers are required to maintain sound processes to this effect.

### Risk assessment and management

- 4.2 Suppliers should develop and maintain a process to identify, manage and control relevant risks associated with their operations, including worker engagement practices. These include supply chain risks and risks relating to labour and human rights, modern slavery, health and safety, business ethics, and corporate governance.

### Critical incident management

- 4.3 Suppliers should:
- identify and assess potential critical incident, emergency situations and business continuity risks; and
  - develop and implement emergency plans and response procedures that minimise harm to life, environment and property, while minimising disruption to business continuity.

### Audits and assessments

- 4.4 To ensure compliance with this Code and Commonwealth Workplace Laws, Suppliers are required to:
- perform periodic evaluations of their operations and the operations of their subcontractors; and
  - cooperate openly and honestly with any audit, assessment or review initiated by Mission Australia or a Regulator.