



CITYWIDE
shaping liveable cities



Supplier Code of Conduct

Citywide Service Solutions Pty Ltd



Purpose

Citywide is committed to ethical, sustainable and socially responsible procurement. This 'Supplier Code of Conduct' describes our minimum expectations regarding the conduct of our suppliers in the areas of alignment with our values, ethical business practices, labour and human rights, environmental sustainability, health and safety and corporate governance.

Scope

The Code of Conduct applies to all suppliers of Citywide (including its subsidiary companies).

A reference to "supplier" in this Code includes all individuals and organisations (including their subsidiary companies) involved in the supply of goods or services to Citywide.

We require suppliers to communicate the Code to their supply chain and subcontractors who support them in supplying goods or services to us, so that they understand and comply with the Code.

We expect all existing and new suppliers to comply with the Code.

Supplier Expectations

We expect our suppliers to meet or exceed the following standards within their own operations and throughout their supply chains:

Alignment with Our Values

Our values are:

- we care
- we own it
- we walk the talk
- we reimagine it.

We care about the well-being of the communities we serve. We are honest and fair in our conduct and relationships. We are strongly committed to performance, accountability and value for money. We respect the rights of others and our obligations to substantiality.

We expect our suppliers to align with our values and be willing to drive continuous improvement in their processes, to enable us to meet our corporate responsibility commitments.

Ethical Business Practices

Suppliers must:

- comply with all anti-bribery, anti-corruption and anti-money laundering laws
- not engage in fraudulent, corrupt or collusive activities in breach of laws and regulations, whether directly or indirectly
- fully comply with obligations under all applicable State, Commonwealth and International laws and demonstrate compliance
- demonstrate policies and practices are in place to prevent bribery, deceptive, dishonest, corrupt or inappropriate behaviours
- assess, monitor and monitor their supply chains to minimise human rights, labour, environment and bribery or corruption risks

- proactively manage data security and protect intellectual property
- not improperly use or disclose any private, confidential or commercially sensitive information in its possession relating to or in connection with their dealings with us.

Human Rights and Labour Practices

We are committed to responsible business practices and respect human rights. We believe that all workers in the supply chain deserve to be treated with dignity and respect. Suppliers are expected to provide a fair and ethical workplace which supports human rights, integrating appropriate policies and practices into their business.

Suppliers are required:

- to provide goods and services in a manner consistent with all applicable human rights obligations
- not to engage in any modern slavery practices including human trafficking, deceptive recruiting, restricting workers' freedom of movement, servitude, debt bondage, forced marriage, forced labour, child labour, organ trafficking and other slavery-like practices
- to take all reasonable steps to ensure modern slavery practices are not taking place in their operations, supply chain or by their third-party business partners
- to ensure that their workers have freedom of association and collective bargaining
- to comply with all applicable laws with respect to minimum employment conditions, superannuation and workers' compensation insurance
- not to discriminate against any worker based on any status or attribute protected by law, in hiring and other employment practices
- to commit to a workplace free from workplace bullying, harassment, victimisation and abuse.

Environmental Sustainability

We are committed to promoting environmental sustainability. Suppliers are expected to comply with all relevant environmental laws and regulations for their business. We expect our suppliers to minimise the environmental impact of their operations; this includes identifying and the mitigating the environmental risks posed by their business.

Citywide reports on the greenhouse gas emissions from our organisation under the *National Greenhouse and Energy Reporting Act 2007*. This report includes information about our contractors. We expect contractors to retain detailed records of the fuel used while working for Citywide and be able to provide this to us on request.

Health and Safety

Suppliers must provide a healthy and safe work environment and integrate sound health and safety management practices.

Suppliers are required to:

- comply with all applicable laws relating to workplace health and safety
- manage occupational health and safety hazards
- provide workers with job-related training and consult with employees in relation to the provision of information and training.

Corporate Governance

Suppliers are expected to maintain sound governance and administration processes. Suppliers should develop and maintain a process to identify, manage and control relevant risks associated

with their operations and supply chain to ensure compliance with this Code and the applicable laws.

Suppliers are expected:

- declare to us any situation that raises an actual, potential or perceived conflict of interest related to or in connection with your dealing with us
- avoid financial, business or other relationships which may compromise the performance of your obligations under your business arrangement with us
- not to offer our personnel gifts or benefits, either directly or indirectly, and offers of hospitality will be limited to token offers of basic courtesy
- perform periodic evaluations of their operations and those of their subcontractors
- cooperate openly and honestly with any audit we may conduct on your compliance with this Code and any applicable laws.

Monitoring and Compliance

Suppliers are expected to develop appropriate documentation and processes to demonstrate that they share the values, principles and standards expressed in this Code and with respect to all legal requirements.

We may:

- request to review such documentation and processes
- perform any assessments or reviews on supplier practice as part of a continuous improvement plan.

Suppliers are required to monitor their compliance with this Code and notify us of any investigation into non-compliance by authorities and of any material breaches of the Code. Suppliers are expected to take reasonable steps to prevent, address and remedy any breaches of this Code.

We may require suppliers to provide us on our reasonable request with evidence and certification of their compliance with the Code.

Non-Compliance

Citywide reserves the right to disqualify any potential supplier or discontinue business relationships with any current suppliers who have not complied with this Code.

Engage with Us

Contact procurement@citywide.com.au to:

- provide feedback, raise any concerns and seek clarifications or support regarding the Code
- raise concerns about any suspected or actual breaches of this Code.