# SUPPLIER CODE OF CONDUCT

## Introduction

Vision Australia is committed to ethical, sustainable and socially responsible procurement. This Supplier Code of Conduct (Code) sets out the minimum standards of behaviour that Vision Australia expects its suppliers to meet in the areas of labour and human rights, health and safety, environment, business integrity, cyber security and privacy, and supplier diversity. We expect all our suppliers to work in accordance with this code of conduct. For these purposes “Suppliers” include our contractors and suppliers of goods and services.

Where suppliers breach this Code of Conduct, we will try to work with them to improve standards and employee welfare. However, we reserve the right to terminate an arrangement with any Supplier immediately for appropriate transgressions or where there is no willingness to make the necessary improvements. This code is mandatory and may be subject to audit. In order to achieve this Vision Australia expects their suppliers to adopt an open attitude to the monitoring activities that will be implemented and to cooperate fully with our own or any third-party auditors employed.

### Employment is freely chosen

* 1. There is no forced or compulsory labour in any form, including bonded, trafficked, or prison labour.
  2. Workers are not required to lodge deposits or their identity papers with their employer and are free to leave their employer after reasonable notice.

### Freedom of association and the right to collective bargaining are respected

1. Workers have the right to join or form trade unions of their own choosing and to bargain collectively, and the employer shall adopt an open attitude towards the activities of trade unions and their organisational activities.
2. Workers representatives shall not be discriminated against and have access to carry out their representative functions in the workplace.
3. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of appropriate means for independent and free association and bargaining.

### Working conditions are safe

* 1. A safe and hygienic working environment shall be provided, and adequate steps shall be taken to prevent accidents and injury to health arising out of, or associated with, or occurring in the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
  2. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.
  3. Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
  4. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.
  5. The company observing the code shall assign responsibility for health and safety to a senior management representative.

### Sustainable Procurement

1. VISION AUSTRALIA wishes to share its commitment to ethical procurement with suppliers whose practices conform to applicable ethical standards.

### Child labour shall not be used

1. There shall be no recruitment of child labour.
2. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child.
3. Children and young persons under 18 shall not be employed very late at night or in hazardous conditions.

### Living wages are paid

1. Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event, wages should always be enough to meet basic needs and to provide some discretionary income.
2. All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.
3. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express permission of the worker concerned. All disciplinary measures should be recorded.

### Working hours are not excessive

1. Working hours comply with national laws and benchmark industry standards, whichever affords greater protection, and that workers shall not be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7 days period on average.
2. Overtime must be on a voluntary basis; it shall not exceed 12 hours a week, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

### No discrimination is practised

* 1. There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

### Regular employment is provided

* 1. To every extent possible, work performed must be on the basis of recognised employment relationship established through national law and practice.
  2. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting, or home – working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment. Nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

### No harsh or inhumane treatment is allowed

* 1. Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation are prohibited.

### Legal requirements

* 1. VISION AUSTRALIA is committed to full compliance with the laws and regulations in each location where VISION AUSTRALIA conducts business, and will not knowingly operate in violation of any such law or regulation, and will not knowingly use suppliers who violate applicable laws and regulations

### No bribery or corruption will be tolerated

1. The offering, paying, soliciting or accepting of bribes or kick-backs, including facilitation payments, is strictly prohibited. A bribe may involve giving or offering any form of gift, consideration, reward or an advantage to someone in business or government in order to obtain or retain a commercial advantage or to induce or reward the recipient for acting improperly or where it would be improper for the recipient to accept the benefit. Bribery can also take place where the offer or giving of a bribe is made by or through a third party, e.g. an agent, representative or intermediary.
2. Facilitation payments are small payments or fees requested by government officials to speed up or facilitate the performance of routine government action (such as the provision of a visa or customs clearance). Such payments are strictly prohibited.
3. Suppliers, representatives and their employees must comply with all applicable anti-bribery and corruption laws in Australia.
4. Suppliers and representatives must have in place anti-corruption and bribery procedures to prevent employees or persons associated with its business from committing offences of bribery or corruption. Suppliers and representatives will properly implement these procedures into their business and review them regularly to ensure that they are operating effectively.

### Conflict of Interest

Suppliers must avoid actual, potential or perceived conflicts of interest with VISION AUSTRALIA’s workforce. If they occur, disclose them using the Supplier Self Disclosure Form, so that appropriate steps are taken to manage the conflict.

### Environmental Considerations

Vision Australia is committed to promoting environmental responsibility.

1. Suppliers are expected to minimise the environmental impact of their operations and maintain environmentally responsible policies and practices.
2. Suppliers must comply with all applicable laws and regulations relating to the environment, including any management and reporting obligations. Suppliers are expected to manage the environmental impact of their operations by:

(a) ensuring the safe storage, transportation and disposal of hazardous substances including hazardous waste;

(b) maintaining policies and practices for the efficient use of energy, water and natural resource consumption; and

(c) maintaining policies and practices that reduce the risk of pollution, loss of biodiversity, deforestation, damage to ecosystems and greenhouse gas.

### Intellectual Property & Fair Competition

1. Suppliers shall respect intellectual property rights of Vision Australia and other third parties. Any transfer of technology and knowhow must be handled in a manner that protects intellectual property rights.
2. Suppliers must conduct their business in full compliance with anti-trust and fair competition laws, and disclose information regarding business activities, structure, financial situation and performance in accordance with applicable laws.

### Cybersecurity & Privacy

1. Vision Australia expects our suppliers to work with us to protect Vision Australia and our customers’ data and networks. Suppliers must implement industry best practice or standard technical and organisational security measures, including managing and monitoring their supply chain to protect Vision Australia and our customers’ data and networks from breaches. Suppliers must treat Vision Australia and our customers’ data as confidential information and only use that data for the purposes of providing services to Vision Australia. If the Supplier becomes aware of a data or network breach then the Supplier must immediately notify Vision Australia.
2. Vision Australia’s privacy Policy outlines our privacy commitment and explains how we collect, use, disclose and protect our customers’ personal information. Privacy is a non-negotiable part of how we work. Suppliers must apply adequate data privacy and security protection to protect the personal information of our customers and employees from unauthorised access, use and disclosure.
3. Suppliers who collect, use, store or have access to our customers’ personal information must have adequate processes and procedures in place to monitor compliance with applicable privacy laws and contractual privacy obligations with Vision Australia.

### Diversity

Vision Australia is committed to being a diverse and inclusive company and achieving greater diversity in our supply chain. Vision Australia prefers suppliers who promote diversity in their supply chain.

## Monitoring & Reporting

Suppliers are expected to 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 Vision Australia. If requested by Vision Australia, Suppliers must provide evidence and confirmation of their compliance with the Code, including the provision of documents and records that support their compliance.

Any documents provided by a supplier must be sent to the Compliance team to review and file against a suppliers record in NetSuite. The compliance team will report on the assessment of our supply chain on a quarterly basis to identify the actual numbers of suppliers appointed and assessed and to identify any possible gaps and areas that require further investigation and or audit.

The Audit and Compliance Coordinator must be notified of any suspected breaches of the Supplier Code of Conduct and will promptly and thoroughly investigate any claims or allegations of breaches of the Code. If necessary, the Audit and Compliance Coordinator will escalate their findings to the CEO and the Board, along with the findings of the investigation and the resolution of the claim.

## Whistleblower Policy

Vision Australia has a Whistle blower (Protected Disclosure) Policy that allows (current and former) employees, volunteers, contractors and suppliers to raise concerns in a confidential manner. Our external provider is FairCall Whistleblower Hotline (1800 500 965). This channel is available for reporting breaches of this code. Employees and third parties can also raise concerns through our complaints mechanism: [complaints@visionaustralia.org](mailto:complaints@visionaustralia.org)

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