



BaptistCare

BaptistCare supplier code of conduct



*Because
we care*

BaptistCare NSW & ACT (**BaptistCare**) is committed to the principles of socially and environmentally responsible procurement.

Our suppliers, service providers and contractors (together our **Suppliers**) are important partners in our delivery of services to the community. Their performance and business practices impact on our commitment to socially and environmentally responsible behaviour.

Our Objective

Our goal is to partner with Suppliers who:

- are willing to join us in strengthening our response to human rights and modern slavery;
- are committed to high standards of transparency and ethical conduct; and
- are committed to environmentally sustainable business practices;
- will support us and other organisations in their supply chain in promoting and upholding corporate social and environmental responsibility.

We have developed this Supplier Code of Conduct (**Code**) to set out the minimum standards of behaviour we expect from our Suppliers. It applies whenever we contract with a Supplier for the supply of goods, works or services to BaptistCare.

Application

Our Suppliers are required to adhere to this Code and to strive for excellence in service and value for money in all interactions with BaptistCare. This includes taking all reasonable steps to ensure their employees, contractors and agents understand and abide by the Code, and communicating the requirements of the Code throughout their supply chain.

If there is any inconsistency between this Code and any particular Supplier agreement, this Code will prevail unless the agreement expressly states otherwise. In the event that Australian or, other local laws, regulations, rules or contract conditions impose stricter requirements than this Code, our Suppliers (and their supply chains) must comply with those requirements.

General Behaviour

BaptistCare will be courteous and respectful to Suppliers, provide clear and accurate instructions and be fair and equitable with its business arrangements. BaptistCare seeks to engage Suppliers in good faith and demonstrate good business ethics in its relationship with Suppliers.

Respect and Courteous Behaviour

Suppliers are required to be equally courteous and respectful to BaptistCare employees, customers and other stakeholders and, when interacting with customers, to be sensitive to their needs.

Suppliers must respect the confidentiality and privacy of BaptistCare and its customers and must not discuss their engagement with BaptistCare with the general public or third parties not relevant to the business transaction.

Induction and Other Entry Requirements

Suppliers must comply with BaptistCare's induction and site entry requirements. Suppliers must provide all documentation requested by BaptistCare prior to delivering services or entering a BaptistCare site, including in relation to police checks, insurances, licences and permits.

Performance of Works and Services

Suppliers must accept and undertake instructions in good faith, perform works and services as instructed, seek appropriate approvals for variations and diligently report on any issues arising during its engagement by BaptistCare.

If a Supplier is unable to complete instructions due to an issue outside of their control, the Supplier must notify their contact on site. If their safety or materials/equipment are at risk, they should leave the site (taking their materials and equipment where possible) and notify BaptistCare as to why any works or services remain incomplete.

Suppliers must protect BaptistCare property, and the property of BaptistCare customers, and seek permission to move and protect property where required. If practical, Suppliers must request that BaptistCare or its customers move personal/valuable property.

Suppliers must clean up and remove all rubbish from the site and, unless other arrangements are made, return any property moved to its original location.

Safety on Site

Suppliers are expected to behave with due diligence and manage their own safety by undertaking their own risk assessments in recognition that site conditions change and can vary from job to job with some of BaptistCare's special needs customer groups.

If a Supplier is unsure for any reason or at any time whether to proceed with the delivery of goods, works or services, the Supplier must phone BaptistCare's designated contact to seek further instructions.

Unsafe, Illegal and Unethical Conduct

Suppliers must promptly report any unsafe, illegal or unethical conduct experienced or witnessed during their engagement with BaptistCare.

Making Appointments

If a Supplier is engaged to perform work or provide services at a customer's place of residence, the Supplier must make prior contact with the customer by phone to arrange an appointment. If the Supplier cannot complete the engagement within the prescribed response time, the Supplier must notify BaptistCare.

Suppliers are required to turn up on time as arranged, avoid parking in tenant/resident driveways and upon arrival, clearly identify themselves with photo identification and evidence of BaptistCare's work order. If a concern is raised during the appointment, the Supplier must seek to resolve the concern and, if this is not possible, contact BaptistCare for assistance.



Business Ethics and Legal Compliance

BaptistCare expects the highest standards of business ethics and legal compliance in its operations and activities. Our Suppliers are expected to behave ethically and to comply with all applicable legal and regulatory requirements.



Legal and Regulatory Compliance

Suppliers must comply with all laws applicable to their operations and ensure they do not facilitate any tax evasion or fraud.

Suppliers are required to uphold the principles of fair trading, advertising and competition in line with all applicable Australian and international legal requirements.



Integrity and Anti-Corruption

Suppliers must not engage in, or tolerate, any form of corruption, bribery, extortion or embezzlement. They must not offer, promise or give any financial or other advantage to any person to encourage or reward improper performance of any activity connected with that person's business or employment.

Suppliers are expected to have a zero tolerance policy to all forms of corruption, bribery, extortion and embezzlement and must not make or approve any illegal payments.



Data Protection and Privacy

BaptistCare is committed to the protection of the personal information of its customers and employees and to complying with the requirements of Australian privacy laws.

Suppliers must protect the personal information of those they do business with, including suppliers, customers and employees. They must comply with data privacy, confidential information and security laws and regulatory requirements where personal information is collected, stored, processed,

transmitted and shared. They must promptly notify BaptistCare of any breaches of privacy that involve information received from BaptistCare.

Suppliers must not use or disclose any personal information obtained from BaptistCare about its existing and prospective customers, employees or other third parties, except as required or authorised by BaptistCare in writing.



Conflicts of Interest

BaptistCare is committed to appropriately managing any existing or potential conflicts of interest.

Suppliers must declare any interest that might lead to an actual or potential conflict of interest in its dealing with BaptistCare. These include any situations where an employee, agent or contractor of the Supplier has a business, financial or personal interest, relationship or obligation that conflicts with or influences the Supplier's responsibilities to BaptistCare.



Protection for Whistleblowers and those who 'speak up'

BaptistCare is committed to a culture of transparency and accountability, preventing and detecting illegal, unethical or other undesirable conduct, and ensuring that its employees, volunteers, Suppliers and stakeholders are encouraged to 'speak up' if they have reasonable grounds to suspect misconduct or an improper state of affairs or circumstances.

Suppliers are required to have appropriate policies and procedures to encourage their employees, contractors and stakeholders to report illegal, unethical or other undesirable conduct, to investigate all reported misconduct or unethical behaviour and to take action if allegations of misconduct or unethical behaviour are proven true.

Suppliers must protect whistleblowers and others who speak up about these issues from detrimental acts or omission, and ensure fair treatment is given to all individuals mentioned in any report of potential wrongdoing.

People

BaptistCare believes all business enterprises should respect human rights and address any adverse impact from their business practice on human rights. BaptistCare subscribes to the principles and standards in the Ethical Trading Initiative Base Code. All Suppliers are expected to uphold these principles and standards in their organisations and in their supply chain.

Human Rights

The UN Guiding Principles on Business and Human Rights state that all business enterprises have a responsibility to respect human rights. BaptistCare supports and respects internationally recognised human rights. This includes the right to freedom from slavery and forced labour, the right to freedom from torture and other cruel, inhumane or degrading treatment or punishment, the right to work and rights at work, the right to protection from exploitation, violence and abuse, the right to freedom of movement and the right to privacy and reputation.

Suppliers must comply with all applicable human rights related laws and policies in carrying out their business activities. They must ensure the human rights of all employees, agents and contractors are respected and protected and must not cause or contribute to any adverse impact upon those rights.

Suppliers must ensure there is no harsh or inhumane treatment of their employees, agents or contractors, including any sexual harassment, sexual abuse, corporal punishment, intimidation, mental or physical coercion or verbal abuse, nor any threat of such treatment.

Modern Slavery

Modern Slavery includes any conduct involving the use of any form of slavery, human trafficking, exploitation, forced labour practices or servitude to exploit children or other persons in a supply chain. It also includes any other slavery-like practices and any conduct constituting an offence and/or otherwise defined as modern slavery under modern slavery laws.

BaptistCare considers any form of modern slavery as unacceptable and contradictory to the Christian beliefs and social responsibilities upon which BaptistCare was founded.

Suppliers must comply with any applicable modern slavery laws and must not do or omit to do anything that will cause us to breach our obligations under modern slavery laws.

Suppliers must not engage in any form of modern slavery. All employment must be voluntary and there must not be unreasonable restrictions on workers' freedom of movement. All employees must be free to terminate their employment in accordance with applicable laws, regulations and rules. Employees must not be required to surrender their government issued identification, passports or work permits as a condition of employment.

Suppliers must take adequate measures to prevent, mitigate and remediate the risk of modern slavery and human rights abuses in their operations and supply chains. They are expected to have policies and processes to demonstrate their commitment, identify risks, prevent and/or mitigate risks, remediate issues discovered and facilitate reporting without adverse impact to the discloser.

Working hours, living wages and benefits

BaptistCare believes in fair labour practices, including the right to work (as well as training and education) and fair remuneration.

Suppliers must ensure workers are formally engaged and paid in accordance with all applicable wage laws, including those relating to minimum wages, overtime and legally mandated benefits. Deductions from wages as a disciplinary measure must not be permitted and deductions for accommodation, meals, transport or personal protective equipment must not exceed minimum costs.

All prescribed working hours must be in line with local laws and any overtime hours worked must be voluntary and compensated in accordance with applicable laws.

Child Labour

BaptistCare rejects the use of child labour.

Suppliers must not engage in child labour and must transition any child found to be performing child labour to enable him or her to attend and remain in quality education until no longer a child. Children and young persons under 18 must not be employed in hazardous conditions.

Diversity and inclusion

BaptistCare believes in freedom from discrimination in thought, conscience and religion. BaptistCare is committed to ensuring all employees work in an environment that promotes diversity and inclusion.

Suppliers must treat their employees, agents and contractors with dignity and respect, value and promote diversity and inclusion within their business and employ their employees and contractors in line with the requirements of the job. They must not discriminate on grounds of ethnicity, gender, gender identity, marriage status, sexual orientation, political affiliation, religion, disability or age.

Freedom of association and the right to collective bargaining

BaptistCare respects the right to freedom of association and collective bargaining.

Suppliers must ensure workers have the right to join or form trade unions of their own choosing and to bargain collectively. Workers must not be discriminated against for their choices to join or form trade unions or for carrying out their representative functions in their workplace.

Health and safety

BaptistCare is committed to safe and healthy working conditions for all individuals working for or with BaptistCare.

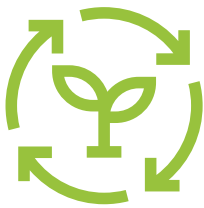
Suppliers must provide work health and safety training to their employees, agents and contractors and ensure workplace health and safety training is conducted within their supply chain.

Suppliers must ensure all employees, agents and contractors work in a safe, accessible, clean and hygienic environment, and that similar conditions are also provided to workers in their supply chain. All work sites must have sanitary food, preparation, storage and eating facilities, and clean drinking water, clean toilets and washing facilities. All accommodation, where provided, must be clean, safe and meet the basic needs of the workers.

Employees, agents and contractors must not be subject to harsh treatment, including intimidation, discrimination, bullying, threatening, psychological, physical and/or verbal abuse.

Environment

BaptistCare expects its suppliers to demonstrate a clear understanding of the environmental risks, impacts and responsibilities of the products, works and services supplied to BaptistCare.



Commitment to environmental sustainability and continuous improvement

Suppliers will demonstrate a commitment to environmental sustainability and support BaptistCare’s objectives to reduce its environmental impact through appropriate improvements in its operations and supply chain. Suppliers will endeavour to continuously improve their environmental performance, and actively mitigate and limit the risk of negative environmental impact through their operations.



Use of natural resources

Suppliers will make practical efforts to ensure efficient use of natural resources, including water and energy, and to minimise waste. They will take advantage of opportunities to promote a circular economy, through the elimination of waste and the continual safe use of natural resources.



Hazardous Substances

Suppliers will regularly review their use of hazardous substances with the objective of substituting with less hazardous alternatives where reasonably practicable. They will recommend products with low environmental impact where appropriate. They will ensure the safe storage, transportation, handling and disposal of hazardous substances including hazardous waste;



Packaging

Suppliers will promote the reduction of packaging by avoiding the unnecessary use of packaging materials and using recycled or compostable materials as much as possible. Preference will be given to suppliers who can minimise, recycle and/or re-claim packaging.



Supply Chain

Suppliers will endeavour to consider the environmental credentials of the vendors in their supply chain, and require them to operate to a minimum set of standards,



Environmental Policies, Laws and Permits

Suppliers must have process in place to ensure their operations 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. maintaining policies and practices that reduce the risk of pollution, loss of biodiversity, deforestation, damage to ecosystems and greenhouse gas emissions; and
- b. holding and maintaining any required environmental permits and licences where relevant.



Compliance and Governance

Suppliers are expected to observe this Code and take reasonable steps to avoid and prevent any breach. If a Supplier identifies a non-compliance with this Code, the Supplier must notify BaptistCare within 14 days of becoming aware of the non-compliance and assist with any reasonable requests or action taken by BaptistCare in response.

BaptistCare may verify a Supplier's compliance with the Code at any time. Suppliers are required to cooperate with any reasonable requests from BaptistCare in this regard. This may include requests to enter and inspect premises, access relevant documentation and material, interview people and conduct audits.

BaptistCare will ensure that all raised compliance issues are resolved quickly, fairly and at the proper level within BaptistCare.

In the event of any non-compliance, BaptistCare will seek to work with Suppliers to develop and implement a corrective action plan to improve the situation. If there are instances of repeated non-conformance or the non-conformance is significant, BaptistCare will regard this conduct as a significant failure to adhere to the Code and reserves its rights under its contract with the Supplier.

To ask a question or raise a concern about any matters relevant to this Code, a Supplier can send an email to: procurement@baptistcare.org.au.



1300 275 227



ask@baptistcare.org.au



baptistcare.org.au



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