



SUPPLIER CODE OF CONDUCT

—
2024



I. INTRODUCTION

Urban Utilities is committed to ensuring that our procurement and supply chain practices are centred on advancing economic, environmental and social objectives, while upholding high standards of probity, integrity and accountability for outcomes.

We recognise that as a major purchaser of a wide range of goods and services, we have a responsibility to our customers, shareholders and the community to do business with ethically, environmentally and socially responsible suppliers.

This Supplier Code of Conduct (Code) applies to all suppliers of goods or services to Urban Utilities. Suppliers working with Urban Utilities are expected to promote the principles of this Code in their own supply chains.

Suppliers should refer to this Code when considering supplying goods or services to Urban Utilities. Our suppliers will be assessed against a broad range of criteria, and selected based on not only how they meet the required specifications of the specific supply, but how they provide value to Urban Utilities, including social value; demonstrate compliance with relevant legislation, standards, and this Code; and model good business practices.

Urban Utilities reserves the right to prioritise engaging suppliers that achieve or are able to demonstrate progress towards this Code and adopt approaches which are consistent with this Code.



2. COMPLIANCE WITH LEGISLATION

In addition to any specific terms referenced within this Code, suppliers must comply with all relevant legislation and standards, including those specific to the goods or services they are supplying to Urban Utilities.

3. CORPORATE GOVERNANCE AND ETHICS

Urban Utilities is committed to undertaking our procurement with integrity, probity and accountability. We are committed to the highest ethical standards and expect our suppliers to commit to the same.

Suppliers can show this by doing the following:

3.1 *Demonstrating high standards of conduct*

Suppliers must ensure that their business is conducted in an ethical, equitable, transparent and professional manner. They must not engage in fraudulent or corrupt activities, including bribery or money laundering, or act in any manner which, by association, brings Urban Utilities into disrepute.

3.2 *Managing conflicts of interest*

Throughout all stages of any procurement process, suppliers must ensure that all conflicts of interest (whether actual, reasonably perceived or that could arise in future) are identified and disclosed as soon as possible.

3.3 *Handling information*

A diligent and practical approach must be taken to ensure confidential or sensitive information is appropriately managed in line with privacy and confidentiality policies, legislation and agreements.

3.4 *Not engaging in inappropriate supply market behaviours*

Suppliers should encourage innovation and competition and must not act in a manner which involves a misuse of their market power or would be otherwise improper (e.g. collusive arrangements). This includes not procuring or selling dumped goods.

3.5 *Acting properly toward Urban Utilities employees*

Urban Utilities requires its employees to perform their work in an ethical manner and be bound by a code of conduct. Suppliers must be respectful of these requirements and not seek to improperly influence the actions of Urban Utilities' staff members or induce them to act contrary to any of their ethical obligations. Suppliers must respect the privacy of Urban Utilities' and its employees and subcontractors, Urban Utilities' customers and the community, and comply with all laws governing the collection, use, disclosure and protection of personal information. Suppliers' conduct should recognise the expected integrity and accountability of our employees and, therefore, they must not try to influence decision making through the use of inducements (e.g. offering gifts and benefits).

3.6 *Meeting the Queensland Government Ethical Supplier Threshold*

Suppliers must comply with the Ethical Supplier Threshold, as described within the Queensland Procurement Policy 2023.

4. HEALTH AND SAFETY

Urban Utilities is committed to providing our employees and contractors with a healthy and safe working environment.

We expect that suppliers provide a safe, healthy workplace and care for their employees, subcontractors and anyone that could be impacted by their activities by:

- complying with all relevant laws and regulations related to workplace health and safety;
- documenting and implementing health and safety policies and standards, including systems to identify and record work-related injuries and illnesses;
- providing appropriate equipment, resources, instruction, education and training for employees and subcontractors to safely carry out their duties, including provision of personal protective equipment;
- taking all practical and reasonable steps to identify workplace hazards and minimise the risk of workplace injury, illness and disease; and
- complying with Urban Utilities' site-specific safety requirements.

5. ENVIRONMENTAL

Urban Utilities expects our suppliers to act responsibly in managing the environmental and public health impacts of their business operations.

At a minimum, suppliers are expected to:

- comply with all relevant local and national laws and regulations relating to the environment and cultural heritage;
- implement and maintain policies and procedures that show commitment to best practice environmental management;
- conserve natural resources by reducing water use, energy consumption, greenhouse gas emissions, and by managing / minimising waste;
- adopt practices aligned with net zero greenhouse gas emissions;
- reuse or recycle materials wherever possible;
- use recycled packaging when supplying products or materials to Urban Utilities, and take back or reuse the packaging to the extent possible;
- ensure safe storage, transportation and disposal of hazardous and non-hazardous material to avoid any spillages or excess emissions while working on any of our premises;
- comply with Urban Utilities' environmental requirements, as specified in any contract; and
- actively pursue opportunities to improve environmental outcomes.

6. SOCIAL AND CULTURAL EXPECTATIONS

Urban Utilities is committed to delivering community outcomes that support liveable and connected communities, while achieving high-value economic, social and customer outcomes.

In line with this commitment, Urban Utilities expects our suppliers to support the welfare of their employees and the community generally. Suppliers can show this by doing the following:

6.1 *Treating employees fairly*

Suppliers must respect every worker's workplace rights and entitlements and ensure compliance with all relevant workplace laws, regulations and instruments. This includes providing fair pay for employees, including meeting minimum wage requirements and compensation, and legally mandated benefits in relation to the country in which they operate. Suppliers are expected to provide a workplace free of harassment and unlawful discrimination. It also extends to recognising the right of employees to be members of trade unions.

6.2 *Acting against human rights exploitation in the supply chain, including addressing modern slavery risk*

Suppliers must make all reasonable efforts to ensure that businesses within their supply chain are not benefitting from, engaged in or complicit with human rights exploitations, such as forced or child labour, coercion, human trafficking, or any type of modern slavery practice as defined in the Modern Slavery Act 2018 (Cth). This includes conducting appropriate risk assessments and managing identified risks in vulnerable industries, such as textiles, clothing and footwear, computer hardware and construction. Where relevant, suppliers are expected to establish policies and practices that address supply chain risks of modern slavery and other human rights exploitation.

6.3 *Ensuring supplier workplace diversity*

Urban Utilities is committed to developing a supply base which reflects a culture in which diversity is valued. We, therefore, value businesses that have policies and practices in place to encourage diversity and ensure equal employment opportunities for all people. This includes embracing social benefit opportunities, such as training and employment opportunities for disadvantaged and marginalised job-seekers, engaging with small-to-medium enterprises and local and regional suppliers and social enterprises. While Urban Utilities does not establish specific supplier expectations regarding supplier and workplace diversity, a supplier's diversity policies, programs and initiatives may be taken into consideration during the supplier selection process.

6.4 *Supporting Aboriginal and Torres Strait Islander uplift*

Urban Utilities is committed to fostering stronger connections with Aboriginal and Torres Strait Islander peoples and increasing Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes. In line with our Reconciliation Action Plan, Urban Utilities highly values employment and business uplift opportunities for Aboriginal and Torres Strait Islander peoples. We encourage our suppliers to proactively ensure that the rights of Aboriginal and Torres Strait Islander peoples are not disadvantaged by their activities, and to support Aboriginal and Torres Strait Islander businesses to form part of their supply chains, where possible.

7. SUPPLY CHAIN

Urban Utilities is committed to working with suppliers to minimise any adverse social, economic and environmental effects of activities within their supply chains.

We expect that suppliers will:

- communicate this Code to their own business, as well as their supply chain, in the local language and in a manner that can be understood, so that all are aware of and comply with this Code;
- work with their own suppliers to ensure their supply chain meets the principles of this Code; and
- demonstrate a willingness and commitment to comply with this Code.

8. REVIEW AND ASSESSMENT

Urban Utilities expects suppliers to review their own, and their suppliers', alignment and compliance with this Code on an ongoing basis and undertake or procure remedial action in the event of deficiencies.

Urban Utilities may also review and assess, at any time, the practices of our suppliers, including requesting self-assessment by suppliers of their operations and those of their supply chain, for compliance against this Code.

In the event of a suspected breach of the Code or deficiency in practices, Urban Utilities may request supporting documentation demonstrating compliance and/or request access to the supplier's premises (including access for independent auditors) to carry out assessments of the supplier's operations.

Urban Utilities expects that suppliers will:

- cooperate with all information requests by providing requested supporting documentation in a timely manner;
- support any Urban Utilities requests to carry out on-site reviews;
- communicate and promote this Code within their business, as well as to their supply chain;
- rectify with priority any non-compliances or deficiencies in their practices and support their supply chain in doing so, where required; and
- demonstrate a continual willingness and commitment to complying with this Code.

9. CONTINUOUS IMPROVEMENT

Suppliers are encouraged to go beyond basic compliance with applicable laws and standards by taking responsibility for the continued improvement of social and environmental conditions and ethical behaviour within their business and that of their supply chain.

10. URBAN UTILITIES WHISTLEBLOWING SERVICE

It is important to Urban Utilities that our employees, existing and potential suppliers, or anyone in the wider community can report concerns about illegal, unethical or improper conduct associated with our business, such as fraud, business integrity issues, bullying and harassment. UrbanDisclosure is an independent service run by professional services firm Deloitte on behalf of Urban Utilities that provides an easy, convenient and confidential way for allegations about illegal, unethical or improper conduct to be reported. For more information about Urban Utilities' UrbanDisclosure program and to make a report, see our website at <https://www.urbanutilities.com.au/about-us/information-for-suppliers/whistleblowing-programme>.

**The source of the material forming sections 3.1, 3.3, 3.4, 3.6, and 6.2 is the State of Queensland 2024*



