



# SUPPLIER CODE OF CONDUCT



ENRICH QUALITY OF LIFE

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# **1 INTRODUCTION**

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Urban Utilities is committed to ensuring that our procurement 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.

The intent of this Supplier Code of Conduct (Code) is to share Urban Utilities' principles (refer to Sections 2 to 11 below), and clearly communicate our expectations of our suppliers, including throughout their own supply chains, in supplying goods and services to Urban Utilities. By suppliers, we mean any person or business that provides goods or services to Urban Utilities.

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 how they not only meet the required specifications of the specific supply, but also 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 doing business with suppliers who can demonstrate compliance with this Code.

# **2 COMPLIANCE WITH LEGISLATION**

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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 & ETHICS**

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Urban Utilities is committed to undertaking our procurement with integrity, probity and accountability. We are committed to the highest ethical standards and to the following business practices and standards:

- compliance with all applicable laws and regulations, including anti-bribery and anti-corruption laws;
- conducting business activities in an ethical, equitable, transparent and professional manner;
- robust corporate governance;
- socially responsible and sustainable practices;
- environmental stewardship by mitigating environmental impacts;
- valuing and respecting all people by leveraging diverse backgrounds; and
- displaying integrity with a proactive focus on risk awareness and management.

Urban Utilities expects that our suppliers, and their supply chain, share our values and adhere to these business practices and standards.

## **4 HEALTH AND SAFETY**

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Urban Utilities is committed to providing our employees and contractors with a healthy and safe working environment. We achieve this through compliance with current Work, Health and Safety legislation and the adoption of industry leading safe work practices. Urban Utilities is committed to:

- strong leadership and accountability in setting the health and safety direction, and establishing measurable goals and objectives to enable continuous improvement;
- ensuring consultation is an ongoing process in applying risk management principles;
- providing the required resources to ensure a safe and healthy working environment;
- effectively managing health and safety, including the development and implementation of safe systems of work and ongoing supervision;
- providing all necessary training, instruction and information to Urban Utilities' workforce and other persons on our worksites to ensure their health and safety.

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 EXPECTATIONS**

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Urban Utilities is committed to protecting, rehabilitating and enhancing our environment for our customers and communities by delivering healthy waterways, secure drinking water and resilient communities. We recognise the important relationship between the health and well-being of the communities we serve and the health and well-being of the environment in which we operate.

Urban Utilities expects our suppliers to act responsibly in managing the environmental impacts of their business operations. At a minimum, suppliers are expected to:

- comply with all relevant local and national laws and regulations relating to environmental performance, management and reporting;
- implement and maintain environmental policies and practices for the efficient use of energy, water, and natural resource consumption;
- implement and maintain policies and practices that reduce the risk of pollution, loss of biodiversity, deforestation, damage to ecosystems and greenhouse gas emissions;

- ensure safe storage, transportation and disposal of hazardous substances including hazardous waste;
- have an Environmental Management System aligned to ISO 14001 which identifies, measures, manages and minimises environmental risks and impacts (such as energy usage, water usage, waste and emissions);
- actively pursue opportunities to improve environmental outcomes; and
- comply with Urban Utilities' environmental requirements.

## **6 SOCIAL RESPONSIBILITY**

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

In this regard, Urban Utilities expects our suppliers to support the welfare of their employees and the community generally.

### **6.1 Human Rights**

Urban Utilities expects that suppliers will:

- conduct their activities in a manner that respects human rights, as set out in the UN Universal Declaration of Human Rights;
- manage their operations and their own supply chains guided by the UN Guiding Principles on Business and Human Rights;
- ensure that company products, services or facilities are not used for human trafficking and or labour or sexual exploitation;
- not use forced, bonded, involuntary labour or child labour;
- promote and maintain a workplace that is free from bullying, discrimination, and physical, sexual, psychological or verbal harassment or abuse;
- respect the privacy of Urban Utilities' and their own employees and subcontractors, Urban Utilities' customers and the community and comply with all laws governing the collection, use, disclosure and protection of personal information;
- have in place reporting mechanisms through which its workers, suppliers or anyone in the wider community can report concerns about illegal, unethical or improper conduct associated with the supplier's business, such as health, safety and environmental breaches, forced, bonded, child or involuntary labour and bullying, discrimination, harassment or abuse of any kind;
- allow freedom of association and collective bargaining for employees to join or form trade unions of their own choosing and to bargain collectively; and
- be able to evidence compliance with their workplace management policies and standards that address the above points.

### **6.2 Labour Practices**

Urban Utilities expects that suppliers will:

- provide fair pay for employees, including meeting minimum wage requirements and compensation; and
- comply with all applicable laws related to wages, employment conditions, working hours and legally mandated benefits in relation to the country in which they operate.

## **7 SUPPLIER DIVERSITY**

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Urban Utilities is committed to developing a supply base which reflects a culture in which diversity is valued. The suppliers we seek to engage as part of our commitment to social values include:

- Aboriginal and Torres Strait Island businesses and employees;
- disability enterprises;
- social enterprises;
- small to medium enterprises; and
- local and regional suppliers.

Urban Utilities does not establish specific supplier expectations regarding supplier diversity, however a supplier's diversity policies, programmes and initiatives may be taken into consideration during supplier selection processes. We encourage our suppliers to mirror Urban Utilities' commitment to supply diversity in their own supply chains.

## **8 SUPPLY CHAIN**

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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.

## 9 REVIEW AND ASSESSMENT

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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 or by independent auditors to carry out assessments of their 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 comply with this Code.

## 10 CONTINUOUS IMPROVEMENT

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Suppliers are encouraged to go beyond just 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.

## 11 URBAN UTILITIES' WHISTLEBLOWING SERVICE

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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, etc.

UrbanDisclosure is an independent service run by professional services firm Deloitte on behalf of Urban Utilities providing 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 [urbanutilities.com.au/about-us/corporate-information/disclosure-program/how-to-make-a-report](https://urbanutilities.com.au/about-us/corporate-information/disclosure-program/how-to-make-a-report)





For more information visit  
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