

Supplier code of conduct

UnitingCare is committed to fostering relationships with business partners, suppliers and contractors (Suppliers) who share our vision, mission and values and our commitment to sustainable, ethical and legal business practices.

This includes requiring that our suppliers conduct their businesses in accordance with applicable laws, rules, standards and regulations relating to social responsibility and sustainability including workplace health and safety, labour standards, child labour, privacy, anti-discrimination, environmental protection / sustainability, and human rights.

It is our expectation that our suppliers will act in a manner that is consistent with the principles for socially responsible, sustainable and ethical business practices as outlined in this Supplier code of conduct (Code) and that these principles are adopted throughout their supply chains.

Compliance with relevant legislation

In addition to any specific items mentioned elsewhere within this Supplier code of conduct (Code), you must comply with all relevant legislation and standards.

Social responsibilities

Anti-discrimination

Suppliers should have a policy of equality for all in the workplace with no discrimination on the basis of race, caste, religion, nationality, age, gender, marital status, sexual orientation, disability, union membership or political affiliation.

Human rights and modern slavery

Suppliers are expected to provide goods and services in a manner consistent with any applicable human rights obligations.

Suppliers must seek to prevent or mitigate adverse human rights impacts that are directly



linked to their operations, products and/or services by their business relationships, even if they have not contributed to those impacts.

Where required by legislation Suppliers must report on risks of modern slavery practices in their business operations and supply chains.

Read about our commitment to [Addressing modern slavery](#)

Affirming the rights of Australia's First Nations peoples

Suppliers must seek to prevent or mitigate any adverse impact their activities may have on the rights of Aboriginal and Torres Strait Islander peoples including but not limited to discrimination, right to safety, security, privacy and labour rights; and addressing such impacts when they occur even if they have not contributed to those impacts.

Suppliers are encouraged to explore opportunities to engage Aboriginal and Torres Strait Islander businesses in their supply chain.

Read about [Reconciliation at UnitingCare](#).

Labour standards

Suppliers must not participate, engage or promote forced, bonded, indentured or involuntary prison labour of people in any part of their business.

Suppliers must ensure that their labour standards comply with their national law and good practice, including but not limited to freedom of association, the right to collective bargaining, elimination of all forms of forced labour, abolition of child labour, fair working conditions and wages, health and safety and elimination of discrimination in employment and occupation.

Child labour

UnitingCare is opposed to the use of any form of child labour and practices. Suppliers must comply with United Nations Convention on the Rights of the Child and specifically Article 32 which requires the right of the child to be protected from economic exploitation and to comply with national laws relating to child labour.

Child and client safety

Uniting Care is a Child Safe Organisation.

Suppliers, including contractors and agency staff, must apply the highest standards of client safety, particularly for children and vulnerable persons, including the elderly and people living with a disability. We expect suppliers to promote a culture of safety, undertake continuous improvement of client safety practice, and adhere to relevant regulation, legislation, standards and workplace policies and procedures.

All Suppliers who provide services to Blue Care clients/residents at a UnitingCare site and/or client's home, must be registered and compliant with Smartek (compliance verification service).

Contractors working directly with children at UnitingCare must comply with the Child Safe, Child Friendly Risk Management Framework.

Read about:

- our commitment to [child and client safety](#)
- [supplier compliance with UnitingCare](#).

Workplace health and safety

Each UnitingCare supplier must ensure that it creates a safe system of work (for example with relevant training and the use of appropriate equipment), that its employees, agents, contractors and/or sub-contractors observe at all times safe work practices, and that any services provided are performed in accordance with all

workplace health and safety laws and regulations.

Privacy

Suppliers must abide by *The Privacy Act 1988* (Cth) (Privacy Act) which regulates the handling of personal information about individuals and which sets out standards, rights and obligations for the handling, holding, use, accessing and correction of personal information (including sensitive information).

Read about our [privacy policy](#).



Environmental sustainability

UnitingCare is committed to protecting the environment, and minimising resource consumption, greenhouse gas emissions, chemicals and waste in its operations and supply chain.

We will preference Suppliers that demonstrate a commitment to environmental sustainability, and offer products or services that contribute to sustainability improvements in UnitingCare. This includes, but is not limited to:

- reducing greenhouse gas emissions
- reducing energy, water and resource use
- minimising packaging and waste
- product and packaging stewardship programs
- products made from recycled materials
- reducing the use of hazardous and toxic substances.

Read about our [commitment to Environmental Sustainability](#).



Ethical expectations

We are committed to the highest ethical standards and compliance with all applicable laws. Suppliers are expected to commit to the same. This includes:

Demonstrating high standards of conduct

You must ensure that your business' behaviour is beyond reproach. You must not engage in fraudulent or corrupt activities including, for example, bribery or money laundering, or act in any manner which, by association, brings UnitingCare into disrepute.

Handling information

A diligent and practical approach must be taken to ensure sensitive and confidential information is appropriately managed in accordance with the provisions of any agreements between the Supplier and UnitingCare. Personal information must be managed in accordance with the provisions of the Privacy Act.

Managing conflicts of interest

You must ensure that all conflicts of interest (whether actual, reasonably perceived or that could arise in future) are disclosed as soon as possible.

Not engaging in inappropriate supply market behaviours

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

Compliance

The requirements outlined in this Code are important to UnitingCare. It is equally important that Suppliers recognise, accept and comply with these requirements as part of their ongoing relationship with UnitingCare.

Suppliers are expected to proactively self-assess compliance and take action to remedy any shortcomings.

Compliance with the principles contained in this Code will be taken into consideration in UnitingCare's supplier selection process.

UnitingCare is committed to working with suppliers to develop and implement a corrective action plan to improve any situation where non-compliance is identified or a Supplier finds it difficult to undertake appropriate measures to comply.

Should there be instances of repeated non-compliance, UnitingCare will regard such conduct as a serious failure to adhere to this Code and reserves its rights accordingly.

Raising concerns

Whenever a situation of non-compliance is identified or a Supplier finds it difficult to undertake appropriate measures to comply, this should be reported to UnitingCare:

- contact the relevant UnitingCare representative
- submit a complaint or feedback using the [online form](#) (option to submit anonymously)
- call us on (07) 3253 4000
9am–5pm weekdays.

Read more about our [feedback and complaints process](#).

Further information

For further information about this Supplier Code of Conduct please:

- Contact your UnitingCare representative
- Email procurement@ucareqld.com.au
- Visit the [UnitingCare website](#)
- Call us on (07) 3253 4000
9am–5pm weekdays