

# Supplier Code of Conduct

## ("Supplier Code")



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## 1 Why We Have a Supplier Code of Conduct

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Contract Resources has the best project managers and technicians in the industry. We stay safe, we work hard and we do a great job for our customers.

Now we want you, our suppliers, to work with us to maintain our reputation. To work together to fulfil our **Values**, by:

- Working together safely to ensure Zero Harm and sustainability;
- Working together side by side to value our people and teamwork;
- Working together with our customers to excel in our delivery through Innovation; and
- Working together, proud of our quality of work and presentation.

## 2 The Code: Scope and Objective

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We have a responsibility to maintain our clients' trust through our dealings with one another. We must be honest, fair, ethical, prudent, respectful and act with integrity in everything we do.

Each of us at Contract Resources accepts a personal responsibility to behave in this way, as we also require our suppliers to do. We will always comply with the law and our contractual obligations, but if the Code requires a higher standard, we will meet that too.

We ask you to confirm acceptance of this Code while working with Contract Resources when you undergo our supplier approval process. Additionally, you may be requested to share relevant information in relation to this Code to help improve our internal practices.

If you engage sub-contractors when providing goods or services to us, you must make them aware of this Code.

### 2.1 Contract Resources' Speak Up Contacts

If you are concerned with any behaviour when working with Contract Resources, you may report it through our Speak Up line below.

[cr@deloittdigital.com](mailto:cr@deloittdigital.com)

**AU:** 1800 721 206

**NZ:** 0800 477 787

**UAE:** 800 0610 0471

**Qatar:** +61 3 9667 3608

**Saudi (UAE):** 800 0610 0471

## 3 Safety and Sustainability

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### 3.1 Safety is Non-Negotiable

Health and safety in the workplace are our fundamental right. You are responsible for ensuring safe and environmentally sound systems are in place and are observed. You must be competent and appropriately certified or licensed to perform the work you are engaged to undertake. You must:

- Present for work in a fit state;
- Carry out duties safely in a way that minimises the risk of accidents;
- Carry out duties in a way that minimises environmental impact;
- Observe site rules, Contract Resources' and client procedures and work methods;
- Promptly report incidents and unsafe practices;
- Wear appropriate PPE and use equipment in accordance with safety requirements;
- Not smoke (or use a smokeless cigarette device) except in designated 'smoking' areas; and
- Observe site-specific security protocols.

### **3.2 Compliance with Laws and Obligations**

You will comply with the law wherever you are working, and you will honour our contractual obligations. You will maintain the highest standards of ethics and integrity. You will be fair and honest in all dealings.

### **3.3 Competing Fairly**

You will compete fairly with competitors in winning and performing business. You will observe all applicable competition laws. Particularly you will NOT discuss with competitors (or enter into oral or written agreements or understandings with them) about prices and market allocations of work, and you will not exchange competitive information with them.

### **3.4 Conducting Business Overseas**

The Code applies wherever we do business, including overseas where cultural/business norms of a host country may be complex but must be understood and respected for the Company to operate effectively.

You will understand, respect and abide by the laws in the countries we travel and work in. You will be culturally sensitive and observe local customs and behaviour.

You will not accept or offer gifts. For more information about the dangers of accepting gifts, see the 'Financial Inducements: Bribery and Corruption' section below.

### **3.5 Confidentiality**

We keep many kinds of confidential, proprietary and private information. You must respect this confidence and not share any company, client or other confidential information with anyone.

### **3.6 Environmental**

You will make every effort to understand the environmental effects of the work we do and take all reasonable steps to:

- optimise the use of resources and minimise polluting and greenhouse gas emissions;
- design and develop work products and techniques considering the impact they have on the environment and any potential to re-use and recycle them;
- properly manage, in compliance with applicable laws, waste treatment and disposal;
- avoid the use of potentially dangerous substances (as defined by applicable laws); and
- apply logistics management policies that take environmental impacts into consideration.

## **4 People and Teamwork**

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### **4.1 Alcohol, Drug and Tobacco Use, and Gambling**

You and your personnel must not be affected by alcohol, legal or illegal drugs when visiting our workplace or client sites.

Smoking is only permitted in designated smoking areas.

Gambling is not permitted at our sites.

The possession or use of illegal substances at our workplaces or functions, or in conjunction with our business is strictly prohibited. We may conduct random drug and alcohol tests and all suppliers agree to subject themselves to that random testing.

## 4.2 Equality

We want to work in an environment where every employee feels that they are fairly treated and respected. We will do business and run our operations in a way that respects the human rights of others, both as individuals and within the communities where we interact.

Each of us will be evaluated solely on our skills, qualifications and abilities, not non-job-related qualities like age, gender, race, religion, sexuality and family commitments. We will apply the same principles when choosing our suppliers and require that you treat your workers in the same non-discriminatory manner.

You will not use child labour, where a “child” refers to a person who is younger than 15 years old or who has not yet reached the age for completing compulsory education, whichever is greater.

You will not use ‘forced labour’, but only employees who voluntarily and freely choose to work for us without any coercion or threats.

You will permit workers to join associations or unions, and bargain collectively, in accordance with local law, without interference, discrimination, retaliation or harassment. Similarly, those who do not want to join a union or association are free to do so.

## 4.3 Human Rights

Human rights are the basic standards of treatment to which everyone is entitled, regardless of gender, race, nationality, economic status or religion. We are committed to supporting the fundamental human rights of our people, as well as the people we work with all over the world.

We do not support the use of any form of forced labour including prison, indentured, bonded, military and slave labour, or any form of human trafficking, in our operations or our suppliers’ operations. We expect that all our suppliers comply with our environmental, health and safety, human rights standards and Values. We will maintain a due-diligence program of all new and existing suppliers to ensure that they comply with our human rights requirements.

## 4.4 Treatment of Colleagues

You will prevent and eliminate unlawful and inappropriate workplace behaviour. All persons have the right to be treated with courtesy, respect, fairness and impartiality. You will recognise and accept differences in others and respect them. You recognise that what we consider as a joke or fun, may distress others. We will not tolerate discrimination, harassment or bullying of any sort.

# 5 Working Together and With Clients

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## 5.1 Responsibilities for Dealing with Stakeholders

Our reputation and success depend on excellent customer service deliver.

You are expected to be professional, helpful, courteous and respectful when dealing with Contract Resources’ clients. You should be attentive to clients’ changing needs and constantly look for opportunities to improve and increase our service provision to them.

Where we advise you that a client has raised a complaint, this must be addressed promptly and at the correct level.

## 5.2 Financial Inducements: Bribery and Corruption

You agree that any form of bribery, ‘kickback’ or improper payments (of cash or anything else of value) to government officials, employees or anybody else is strictly prohibited, whether it’s done to obtain an unfair or improper advantage or for any other reason.

You and your employees, agents or representatives are prohibited from directly or indirectly accepting, soliciting, offering or paying a bribe, or providing anything else of value to any employee or third-party.

### **5.3 Gifts and Entertainment**

Accepting gifts from others may encourage them to think they can influence decision-making. You will not request, encourage or accept gifts or benefits in connection with the services you provide. You will not offer or give any bribes or valuable presents in order to influence any decision-maker or anybody else.

### **5.4 Political Contributions and Activities**

Contract Resources does not support or fund any political party. Similarly, it is important that you do not support or sponsor fundraisers, other events, or clubs and organisations which may have a political stance or bearing.

## **6 Quality and Presentation**

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### **6.1 Working with the Best Suppliers**

Contractors and suppliers of goods and services contribute to our success. We will select those who have values and principles aligned to our own, who accept our Supplier Code of Conduct and conduct business ethically and with integrity. We will select them fairly and ensure that our relationship with them is clear and documented so that each of us understands expectations, rights and responsibilities.

### **6.2 Accurate Records**

It is important that your records are complete and accurate so that we can comply with legal obligations and deliver on contracted commitments to our clients.

You must provide accurate and complete invoices and other transaction documentation. You will not assist or engage in, or condone, any action or inaction that could reasonably be expected to result in inaccurate records.