



Supplier Code of Conduct

Code

1. About This Code

- 1.1. At RACT, we hold ourselves to high standards of ethical, fair and responsible conduct – and we expect the same from the businesses we work with. This Code sets out what we expect from businesses that supply goods or services to RACT and their subcontractors.
- 1.2. This Code is a public statement of the standards we expect from our suppliers (referred to as “you” and “your” in this document). It does not itself form part of any contract. Where a supplier’s contract with RACT expressly references this Code, the Code applies as set out in that contract. Where a contract does not reference this Code, we still encourage suppliers to adopt these standards as good practice, and we may take them into account in managing our supplier relationships.

2. Act legally and ethically

- 2.1. Follow all laws that apply to your business – in Australia and anywhere else you operate. This includes laws related to:
 - employment,
 - workplace health and safety,
 - privacy,
 - anti-discrimination,
 - modern slavery,
 - anti-bribery and anti-corruption, and
 - anti-money laundering and counter terrorism financing.
- 2.2. Do not do business with any person, organisation or country subject to Australian or international sanctions.
- 2.3. Be honest and transparent in all your dealings with RACT.
- 2.4. Tell us promptly if a conflict of interest arises – for example, if someone in your business has a personal interest in a decision that affects your work with us or you accept gifts, hospitality or other benefits that could influence business decisions or create the appearance of impropriety.

3. Treat your workers fairly

- 3.1. Pay all workers at least the minimum legal wage, provide payslips, and make sure entitlements – including superannuation, overtime and leave – are paid correctly.
- 3.2. Provide safe and healthy working conditions. Make sure workers have the training and

equipment they need to do their job safely.

- 3.3. Do not use forced labour, child labour, bonded labour or any other form of modern slavery – and take active steps to make sure these practices do not occur anywhere in your supply chain. If you become aware of a modern slavery concern, tell us within 48 hours.
- 3.4. Respect workers' rights to freedom of association. Do not discriminate on the basis of race, religion, age, sex, gender identity, sexual orientation, pregnancy or disability.

4. Manage your supply chain responsibly

- 4.1. We expect you to pass these standards on to your own suppliers and subcontractors through your contracts and business practices. You should know who you are buying from and take reasonable steps to check that they meet equivalent standards.
- 4.2. If you use subcontractors to perform work for RACT, you remain responsible for their conduct.

5. Protect our information

- 5.1. Keep RACT's confidential information – including member data, business strategies, pricing and system access – strictly confidential. Only use it to fulfil your obligations to us, and do not share it with anyone else without our written permission.
- 5.2. Protect any RACT data or systems you have access to with appropriate security controls. If you experience a data breach or cyber security incident involving RACT's information, notify us as soon as possible and no later than 72 hours after you become aware.
- 5.3. Return or securely destroy RACT's confidential information when your contract ends.

6. Look after the environment

- 6.1. Comply with all environmental laws that apply to your business. Take reasonable steps to reduce your environmental impact – including waste, emissions and energy use. Be transparent about your environmental performance.

7. Keep accurate and complete records

- 7.1. Maintain accurate records that demonstrate your compliance with this Code for at least seven years. Make these available to RACT on request.

8. Speak up

- 8.1. If you become aware of a breach of this Code – by your own business or a subcontractor – tell RACT within 48 hours..
- 8.2. Our suppliers and their employees can raise a concern confidentially through our independent whistleblower service:
 - Phone: 1800 774 387
 - Email: RACTintegrityhotline@deloitte.com.au



- Online: www.RACTintegrityhotline.deloitte.com.au

See our [Whistleblower Protection Policy](#) for more information.

9. Working together

- 9.1. We know that meeting these standards is a journey, and that businesses are at different stages. We are committed to working with our suppliers to build capability over time. If you have concerns or need guidance, please speak to your RACT contract manager.
- 9.2. From time to time RACT may request information from our suppliers as part of our ongoing due diligence and monitoring of our supplier network. It is expected that our suppliers co-operate with our requests within a reasonable timeframe.
- 9.3. Where a supplier does not meet the standards in this Code, RACT may raise this with the supplier and request a remediation plan. Where this Code forms part of a supplier's contract with RACT, a failure to meet these standards may also be treated as a breach of contract, which could lead to suspension or termination of the contract in accordance with its terms, and in serious cases, referral to relevant authorities.