

# Supplier Code of Conduct

Effective 24 February 2025

## Acknowledgement of Country

Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as employees and workers and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

## Overview

Australia Post and its Group Members ("Australia Post") are one of the nation's most widely recognised and respected organisations. As a Government Business Enterprise, we are accountable to our Shareholder Ministers on behalf of all Australians. We have enterprise-wide policies and strategies to ensure that economic, social and environmental risks and opportunities are embedded into our business strategy and day-to-day operations.

While our suppliers are independent entities, their business practises may impact Australia Post's reputation. For this reason, our suppliers are required to comply with recognised local national and/or international laws, regulations, standards and appropriate codes of practice, including, but not limited to those which have been summarised in this Supplier Code of Conduct. We take care in selecting suppliers and expect them to adhere to these standards.

Suppliers are required to read, understand, and ensure that their business and supply chain meet these standards. Suppliers are required to communicate this code to related entities, their own suppliers and subcontractors who support them in supplying to Australia Post.

## Labour and Human Rights

Our suppliers are obliged to demonstrate a commitment to human rights and fair employment and engagement practices. These practices must be in accordance with the UN Universal Declaration of Human Rights and the core conventions of the International Labour Organisation (ILO).

### Labour Rights

We expect our suppliers to:

- ensure any labour provided by workers is freely chosen;
- not engage any forced, bonded or involuntary prison labour;
- ensure only workers with a legal right to work shall be engaged
- ensure workers are not required to lodge money deposits or identity papers unless required by law. Where provisions of documents are required to confirm the worker's identity, they must be returned immediately after confirmation is completed;
- allow workers to cease providing their labour and services after providing reasonable notice; and

- encourage open communication between workers and management to resolve workplace issues without fear of reprisal, intimidation or harassment.

### Freedom of Association and Collective Bargaining

We expect our suppliers to:

- allow workers the right to join (or not join) or form trade unions and to bargain collectively; and
- not discriminate against workers' representatives who carry out their lawful representative functions in the workplace.

### Child Labour

Child labour is not permitted in our supply chain.

The minimum age for providing labour and services is the higher of:

- i. the minimum age for employment in the relevant country in which the work is being performed; and
- ii. the standards set by the ILO.

Children under the age of 18 must not provide labour and services for any hazardous work or work that is inconsistent with the child's individual development, which may include development of a child's physical or mental health, or a child's spiritual, moral or social development.

### Working Hours, Wages and Benefits

We expect our suppliers to:

- comply with local laws and regulations in respect of working hours, wages, superannuation, benefits, leave entitlements, public holidays and compensation insurance for workers;
- provide workers with clear and understandable information about the terms of their engagement before they commence work;
- ensure workers receive a fair wage that is enough to meet basic needs and to provide some discretionary income;
- provide workers with wage slips or equivalent details for the pay period each time that they are paid;
- allow workers to work hours that are reasonable or that do not endanger the health and safety of the worker, their fellow workers or any member of the public; and
- allow overtime work to be voluntary, not excessive and paid in accordance with local laws and regulations.

## Anti-Discrimination

Suppliers are required to ensure no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

## Harsh or Inhumane Treatment

Suppliers are required to ensure that physical abuse, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation are prohibited.

## Access and Inclusion

Suppliers are expected to assist Australia Post in meeting its objectives for access and inclusivity as outlined in the [Access and Inclusion Plan](#).

## Occupational Health & Safety

We are committed to the health and safety of our workers, customers, contractors, visitors and suppliers.

We expect our suppliers to:

- comply with health and safety laws, regulations, standards and appropriate codes of practice in the country where workers are engaged;
- take reasonable steps to prevent accidents and injury in the working environment;
- provide a safe and hygienic working environment. This includes access to clean toilet facilities and clean and drinkable water. Accommodation for workers, where provided, shall be clean, safe and meet the basic needs;
- provide all necessary supervision, training, instruction, equipment, resourcing and information to all workers;
- where applicable, provide personal protective equipment for use by workers;
- ensure safeguards on machinery meet or exceed local laws; and
- assign a senior management representative to be responsible for health and safety

## Environment

We are committed to sustainable business practices. We have a dedicated program to drive improvements in carbon, energy and fuel use and costs. We aim to procure goods and services that have the least possible impact to our environment.

We expect our suppliers to:

- Actively avoid harming, and seek to protect the environment in which they operate;
- Embed environmental management principles within business operations;
- Strive to continuously improve environmental and resource management;

- Support Australia Post's environmental targets for waste and reducing Green House Gas (GHG) emission in line with supply agreements. This may include setting Scope 1, 2 and 3 GHG emission targets and provision of data on Scope 1, 2 and 3 GHG emissions and energy consumption for products and services the supplier provides to Australia Post; and
- Measure, monitor and report on environmental data in accordance with local and national laws and regulations.

## Business Governance

Commitment to risk management and corrective action systems are key to a reliable supply chain for Australia Post. Suppliers are expected to maintain sound administration and governance processes.

We expect our suppliers to:

- comply with all relevant national and local laws and regulations;
- have a risk management framework which incorporates social, ethical, safety and environmental risks into their risk management processes;
- have a business continuity plan to minimise business impacts in the event of major disruption
- engage in our process to risk assess their ability to adhere to this code;
- where requested join Supplier Ethical Data Exchange (SEDEX) and undertake their assessment. Suppliers requested to perform this assessment must undertake this assessment within three months from the date of request. It is expected that suppliers renew SEDEX membership and update content periodically, or when requested, and address any issues as mutually agreed;
- be able to report on a reasonable basis on each element of this code as requested;
- be able to support on a reasonable basis requests by Australia Post (directly or through a third party) to conduct an audit of their business practices; and
- promote timely and balanced disclosure of material legal, ethical, social and environmental matters that may adversely impact Australia Post.

## Business Integrity

When we make procurement decisions, we do it for the good of the organisation and our customers. As an integral part of our business operations, suppliers must act ethically, act in the public interest and be honest, transparent and trustworthy in all their dealing with others.

## Conflicts of interest

Suppliers are required to avoid actual, potential or perceived conflicts of interest with Australia Post employees. If they occur, the supplier must notify Australia Post via our formal whistleblower process so that appropriate steps can be taken to manage the conflict.

## Bribery and Corruption

Australia has laws and regulations against corrupt behaviour like bribery, embezzlement, money laundering and extortion. Any person or company who commits bribery, or associated offences, within or outside Australia, can be prosecuted.

We expect our suppliers to:

- comply with anti-bribery and anti-corruption laws and regulations;
- not engage in bribes, pay-offs, kickbacks or any other inappropriate benefits, whether directly or indirectly, no matter how large or small in value; and
- adhere to the above even if it is legal or common practice in another country.

## Gifts, Benefits & Hospitality

Suppliers must not offer or receive gifts, benefits and hospitality that:

- could inappropriately influence, or be perceived to inappropriately influence, the outcome of business transactions; or

- can be perceived to obtain any unfair or inappropriate advantage.

Any hospitality offered to Australia Post employees or representatives must be limited to basic and modest offerings.

## Trade Controls

Suppliers are required to comply with all applicable laws and regulations relating to sanctions, export, re-export, import and trade controls (including, laws and regimes enacted by Australia, the UN and other countries as appropriate).

## Concerns & Whistleblowing

We are committed to an environment where our suppliers, their employees or sub-contractors can raise concerns about any actual or suspected breach of this code.

Suppliers, their employees and sub-contractors can raise concerns with their Australia Post point of contact.

If a supplier, their employees or sub-contractors (or family relations of individuals within these groups) does not feel comfortable doing this, they can report actual or suspected breaches through our formal whistleblower process.

**Whistleblower Hotline 24/7 on 1800 799 353 (Australia) or +61 3 8603 5364 (International)**  
or via the [Australia Post Group Our Ethics and Whistleblower Reporting Service Portal](#)

