

Procurement Supplier Requirements

1. Introduction

The standards Downer maintains as a corporation are key to our business success. Every supplier needs to be aware of these standards and the conduct required of the supplier's representative. Relevant state and federal legislation in relation to standards and conduct, bind both Downer and suppliers and their representative. This document supersedes all other supplier guidelines documents in Downer.

2. Definitions

'Representative' of a supplier or Downer means:

- 2.1. the officers, employees, agents and contractors (including their employees and contractors) of that party; and
- 2.2. in the case of Downer, includes officers, employees, agents and contractors of Downer (except the supplier and its Representative).

'Downer' means Downer EDI Services Pty Ltd (ABN 137 732 042) of Triniti Business Campus, 39 Delhi Road, North Ryde, New South Wales 2113.

'Downer Premises' means any place or thing used by Downer in the course of conducting its business, (whether or not owned by or within the exclusive control of Downer) including, but not limited to:

- vehicles;
- offices;
- car parks;
- workshops; and
- warehouses

'Downer Site' means Downer Premises or any other workplace controlled by Downer.

'Supplier' means any company providing goods or services to, or performing work for a Downer.

3. Requirements

- 3.1. Suppliers are required to ensure that their Representatives conduct themselves in a professional manner consistent with:
 - 3.1.1. the highest community standards;
 - 3.1.2. Downer's commitment to customer service excellence;
 - 3.1.3. Downer's corporate policies and procedures as identified to the Supplier from time to time; and
 - 3.1.4. Strict compliance with applicable laws, codes, regulations and industry Standards.
- 3.2. Where these Standards are breached, Downer will take whatever action it considers appropriate, which may include the termination of the Supplier's contract or Downer determining that it will not allow a Supplier's Representative to be involved in providing goods or services to Downer. This may also result in legal action as appropriate.

4. Application

These standards of personal behaviour apply to a Supplier and their Representative when they are:

- 4.1. on Downer Premises;
- 4.2. in any workplace where Downer staff are working;
- 4.3. at any function organised by Downer attended by any Downer Representatives; and
- 4.4. providing goods or services to Downer, including any interaction between the Supplier's Representative and Downer's customers.

5. Personal Behaviour Standards

- 5.1. The standards of personal behaviour expected of a Supplier's Representative include, but are not limited to:
 - 5.1.1. acting with honesty and integrity;
 - 5.1.2. abiding by laws and regulations;
 - 5.1.3. providing excellence in customer service;
 - 5.1.4. dealing with Downer's customers and the community with respect;
 - 5.1.5. treating Downer's Representatives and the Representatives of the Supplier with trust, dignity, respect, fairness, equity and good faith;
 - 5.1.6. having regard for the health, safety and welfare for oneself and others at work;
 - 5.1.7. having regard for the protection of the environment and the well-being of the various communities in which Downer operates;
 - 5.1.8. promoting the Downer spirit of service excellence;
 - 5.1.9. ensuring that their own behaviour or action does not cause Downer public embarrassment or bring the image of Downer into disrepute;
 - 5.1.10. maintaining an appropriate business-like standard of appearance while performing duties;
 - 5.1.11. ensuring that work is carried out conscientiously, efficiently, economically and effectively;

- 5.1.12. working safely and ensure to the extent practicable the safety and security of the customers and assets of Downer;
 - 5.1.13. ensuring the confidentiality of sensitive information relating to Downer or its operations is respected at all times.
- 5.2. The Supplier must ensure that its Representative does not engage in unacceptable behaviours. Unacceptable behaviours include, but are not limited to:
- 5.2.1. abuse, harassment/bullying or discrimination;
 - 5.2.2. physical assault;
 - 5.2.3. threatening or intimidating behaviour;
 - 5.2.4. breaching laws, regulations and procedures;
 - 5.2.5. unauthorised use of Downer's time, resources or facilities (including electronic media) for personal benefit or private purposes;
 - 5.2.6. using Downer's electronic communication facilities (eg. Internet, e-mail, phone, fax) which are inconsistent with primary business operations, is associated with any illegal purpose, or cause interference with, or disruption of other network users, services, equipment and information assets;
 - 5.2.7. accessing, storing, processing or transmitting any information deemed to be of a threatening, obscene, pornographic or harassing nature;
 - 5.2.8. wilful damage to or theft of Downer's property, or property entrusted in Downer's care;
 - 5.2.9. theft or attempted theft;
 - 5.2.10. fraud or attempted fraud;
 - 5.2.11. making unauthorised public statements about Downer or its position in respect of any matter;
 - 5.2.12. directly or indirectly engaging in any activity which could by association cause Downer any public embarrassment or other damage;
 - 5.2.13. unauthorised passing of sensitive or confidential information (electronic or hardcopies) relating to any Downer or its operations to a third party or posting of such information in a public domain eg. external website;
 - 5.2.14. not adhering to safety, security and environmental procedures and standards;
 - 5.2.15. unauthorised use of the Downer name or logo.
- 5.3. A Supplier is responsible for the behaviour and actions of its Representatives at all times. The Supplier must ensure that its Representatives:
- 5.3.1. are aware of and comply with equal opportunity requirements;
 - 5.3.2. are aware of and comply with anti-discrimination legislation;
 - 5.3.3. are familiar with avenues of complaints resolution;
 - 5.3.4. advise Downer if they believe they have been discriminated against by a Downer Representative to allow prompt resolution; and
 - 5.3.5. advise the Supplier if they believe they have been discriminated against by another Supplier's Representative

6. Downer's Commitment

- 6.1. Downer promotes a working environment free of intimidation, threat and humiliation.
- 6.2. Harassment or bullying by a Supplier's Representative of any Downer Representatives or members of the general public is not permitted.
- 6.3. Similarly, the Supplier Representative should not be harassed or bullied by any Downer Representatives.
- 6.4. Our contractors may use Our Voice service to report any inappropriate, illegal or unethical behaviour. They can also report behaviour which breaches any agreement or arrangement they have with Downer.

7. Removal of Property Requirements

- 7.1. When Downer agrees that a Supplier may remove scrap materials, or any items not belonging to the Supplier, an approval in writing, signed by an authorised officer of Downer, must be obtained.
- 7.2. The authorisation must be presented to security when leaving the premises

8. Alcohol and Other Drugs

- 8.1. Consuming alcohol and/or other drugs prior to commencing work, or whilst at work or on duty, may adversely affect the safety of persons in the workplace.
- 8.2. Downer maintains a zero blood alcohol and drug free policy within all of its workplaces. This means that all Supplier Representatives must be free from alcohol and/or other drugs (prescription medication excepted) whilst present at a Downer Site.
- 8.3. The unauthorised use, possession, sale, manufacture, solicitation or distribution of any alcohol or other drugs on Downer Sites, at any time, is prohibited.

A Supplier is required to inform Downer if any of its Representatives are using prescription medication which may have a possible effect on their performance or ability to work safely

9. Entry Procedure

On arrival at a Downer site, the Supplier must ensure that their Representative;

- 9.1. report to the Downer contact, upon initial induction and thereafter as required by Downer;
- 9.2. comply with any entry procedure and/or complete any documentation required by Downer from time to time;
- 9.3. where considered necessary by Downer, participate in, or has participated in:
 - 9.3.1. appropriate general safety, health and environmental induction training; and
 - 9.3.2. site safety induction including being given information detailing Downer's first aid officers, fire wardens and emergency exits, etc;

Prior to commencing involvement in the provision of goods or services to, or performing work for, Downer;
and

- 9.4. provide details of appropriate licences to be reviewed by the Downer contact prior to commencing work.

10. Corporate Social Responsibility

An active participant with the Chartered Institute of Purchasing & Supply Australia (CIPSA), Downer Procurement subscribes to the Institute's Charter on Corporate and Social Responsibility (CSR).

Corporate Social Responsibility (CSR) has become the broadly accepted concept to describe a collection of related disciplines all of which combine to represent an organisation's overall ethos, its personality, philosophy and character, as regards its role in the world in the widest sense.

Among the increasing number of issues raised under the overall banner of CSR, the following are the most common within the Downer supply chain:

- Environmental responsibility
- Human rights
- Equal opportunities
- Diversity
- Corporate governance
- Sustainability
- Impact on society
- Ethics and ethical trading
- Biodiversity
- Community involvement.

These aspects of CSR relate to, and recognise the importance of, the various stakeholders concerned, including employees, customers, suppliers, the community, the environment, and shareholders, where appropriate.

11. Treatment and Reporting of Injuries

- 11.1. For the purposes of OHS Requirements, an 'injury' is damage or harm done to or suffered by a person present at a Downer Site, which requires some form of first aid or medical treatment or results in some level of incapacity or time off work.
- 11.2. For the purposes of OHS Requirements, 'incapacity' means an inability to perform some or all of the requirements of a job.
- 11.3. Injury Reporting Process

- 11.3.1. Any Supplier Representative who suffers an injury and/or any subsequent resulting incapacity whilst at a Downer Site must report that injury and/or incapacity immediately to the Downer contact and to the Supplier;
- 11.3.2. Further, any Supplier Representative who witnesses a person incurring an injury must ensure that the incident is reported immediately to the Downer contact;
- 11.3.3. Injured Supplier Representatives must seek appropriate first aid or medical treatment immediately, or make themselves available for any treatment provided by the Supplier or, where appropriate, Downer;
- 11.3.4. The Supplier must ensure that any of its Representatives who witness an event resulting in an injury to a person makes themselves available for interview if Downer wishes to be provided with information regarding the event. Downer may also require the Supplier to provide to Downer any information, including documents, regarding such event.

12. Incident Reporting

- 12.1. Suppliers must report all incidents (safety and environmental), near misses and dangerous occurrences on Downer Sites, immediately, to the Downer contact, who will record the incident.
- 12.2. The Supplier must also report the incident (safety and environmental), near miss or dangerous occurrence to the relevant authority in accordance with relevant OHS legislation.

13. Environment

- 13.1. In the performance of the services, the Supplier must ensure that the services provided comply with, and do not breach, any environmental legislative requirements of any State or Territory.
- 13.2. Suppliers shall provide Downer with data and information on their energy consumption and production and greenhouse gas emissions to the extent and in a manner that will allow Downer to comply with its obligations under the Commonwealth *National Greenhouse and Energy Reporting Act 2007* and associated related regulations.
- 13.3. Suppliers shall endeavour to supply products and services to Downer such that waste generation, energy and water consumption and greenhouse gas emissions are minimised and that opportunities for recycling of products and packaging are maximised.