

MODERN SLAVERY: SUPPLIER CODE OF CONDUCT

1. Objectives and operation of this Code

- 1.1 Queensland Country (meaning Queensland Country Bank Limited, Queensland and all related entities) is committed to efficient, effective, economical, ethical, and sustainable practices in all procurement activities in a manner that minimises and mitigates risks of modern slavery. The Supplier Code of Conduct (Code) makes clear the behaviours of Queensland Country clarifying and demonstrating our expectation of our Suppliers on all related supply matters.
- 1.2 This Code sets out Queensland Country's expectations for the conduct of Direct Suppliers, Subcontractors and parties who provide services on Queensland Country's behalf.¹ This Code is based on industry and internationally accepted principles relating to labour and human rights.
- 1.3 Queensland Country will comply with all relevant laws and regulation, international and industry standards empathising with the need of others, treating people fairly and standing behind our promises and member expectations. As an organisation we fulfil our purpose by communicating openly, respecting privacy and confidentiality, and understanding the needs and importance of our members, community, people, customers and partners.
- 1.4 The Modern Slavery Act 2018 (Cth) ("the Act") requires Queensland Country to describe modern slavery risks within its operations and supply chains. The intention is to identify, assess and address such risks in a manner that involves consideration beyond entities with which Queensland Country is in a direct contractual relationship for the provision of goods and services.
- 1.5 Queensland Country requires all of its suppliers to comply with the provisions and principles contained in this Supplier Code of Conduct. Queensland Country also expects suppliers to take reasonably practicable steps towards the implementation of these requirements throughout their own supply chains.
- 1.6 If a Supplier is unable to demonstrate compliance with the Code or fails to meet minimum requirements, then Queensland Country reserves the right to pursue appropriate action, including remediation or termination of the business relationship with the Supplier.

2. Operation of Code – existing and new suppliers

- 2.1 This Code applies to a supplier (including any subsidiaries, affiliates, and

¹ Direct Supplier means a supplier of products or services (whether natural person, corporation, or other legal entity) with whom Queensland Country has a direct contractual relationship (whether express or implied) and who forms part of Queensland Country's supply chains and operations. Subcontractor means a supplier or service provider (whether natural person, corporation, or other legal entity) who forms part of the Supplier's direct supply chains and operations other than a Direct supplier.

subcontractors) with which Queensland Country enters into a relevant agreement for the supply of goods and services on a date after the commencement of the Code (“Supplier”).

3. Compliance with applicable laws and regulations

- 3.1 The scope and operation of the Act, including its enforcement provisions are to be acknowledged by Suppliers to Queensland Country, whether that entity is located, incorporated, or otherwise carries out business activities in Australia or abroad.
- 3.2 In circumstances where this Code may establish higher standards than the law requires and addresses issues not covered by legislation, a Supplier is expected to voluntarily agree to abide by the additional higher standards and requirements set out in this Code.
- 3.3 In circumstances, where an Australian or different local law, regulation or contractual obligations impose a stricter standard than this Code, those legal requirements must be complied with and prevail to the extent of any inconsistency with this Code.

4. Compliance with internationally recognised standards to social and environmental sustainability

- 4.1 This Code is a manifestation of Queensland Country’s commitment to the following International Standards on labour rights and modern slavery:
 - 4.1.1 United Nations (UN) Guiding Principles on Business and Human Rights
 - 4.1.2 ILO Conventions 29 and 105 and Recommendation 35 (Forced and Bonded Labour)
 - 4.1.3 ILO Convention 138 and Recommendation 146 (Minimum Age)
 - 4.1.4 ILO Convention 182 (Worst Forms of Child Labour)
 - 4.1.5 ILO 190 (Elimination of violence and harassment) and R206.
 - 4.1.6 ILO Convention 87 (Freedom of Association)
 - 4.1.7 ILO Convention 98 (Right to Organise and Collective Bargaining)
 - 4.1.8 ILO Conventions 100 and 111 and Recommendations 90 and 111 (Equal Remuneration for male and female workers for work of equal value, Discrimination in employment and occupation)
 - 4.1.9 ILO Convention 81 (Labour Inspection)
 - 4.1.10 ILO Convention 122 (Employment Policy) and
 - 4.1.11 Sustainable Development Goals 8² & 12³.

5. Labour and Human Rights and Modern Slavery

- 5.1 Queensland Country is committed to uphold the human rights of workers in their operations and supply chains and to treat them with utmost dignity and respect.

² Decent Work and Economic Growth

³ Sustainable consumption and production.

Prevention of Modern Slavery

The Act defines ‘modern slavery’ as:

- a. an offence under Division 270 and 271 of the Commonwealth Criminal Code Act 1995; or
- b. an offence under either of those Divisions if the conduct took place in Australia;
- c. trafficking in persons, as defined in Article 3 of the Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime (Trafficking in Persons Protocol, especially Women and Children, supplementing the United Nations Convention).⁴ It is defined as an ‘action’ (recruitment, transportation, transfer, harbouring or receipt of persons); a ‘means’ by which the action is achieved; and a purpose (of the intended action/means).⁵

This includes, but is not limited to, trafficking in persons, slavery, servitude, forced labour, forced marriage, debt bondage, the worst forms of child labour and deceptive recruiting for labour or services.

- 5.2 Queensland Country’s suppliers agree to and adopt this definition, as a minimum standard, for the assessment of modern slavery risks within their own supply chains.
- 5.3 All work must be voluntary, and workers must be free to terminate their employment in accordance with an employment agreement provided in the workers native language. There shall be no unreasonable restrictions on workers freedom of movement including any restrictions on entering or exiting any company provided facility.
- 5.4 Queensland Country’s Suppliers shall not withhold, otherwise destroy, or conceal or deny access to workers government issued identification documents, passports, work permits, travel documents, or the like, unless such holdings are expressly required by an applicable law.
- 5.5 Queensland Country’s Suppliers shall use all reasonable endeavours to ensure that third party recruitment agencies are compliant with the provisions of this Code. Workers shall not be required to pay employers or their agents’ any recruitments fees to obtain their employment. If any such fees are found to have been paid by workers, subsequent to the adoption of this Code by a Queensland Country Supplier, they must be repaid as soon as reasonably practicable, which will generally be understood to mean within 90 days of such discovery.
- 5.6 Suppliers shall exercise due diligence on relevant materials in their supply chains. Suppliers shall develop particular due diligence policies and management systems in order to identify applicable modern slavery risks and take appropriate actions to mitigate them.

⁴ New York on 15 November 2000 ([2005] (ATS 27));

⁵ As defined in Article 3 of the ILO Convention (No. 182) concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, at Geneva on 17 June 1999 ([2007] ATS 38).

6. Child Labour

- 6.1 Queensland Country Suppliers shall not employ workers who are less than 15 years old, or under the minimum age for employment in the country, whichever is greater. The supplier may provide legitimate workplace apprentice programs for educational benefit provided they are consistent with relevant International Labour Organisation Standards.
- 6.2 Queensland Country Suppliers employing workers under the age of 18 must not require any such employee to perform work that may jeopardise their health or safety having particular regard to their age, maturity, and ordinary life experience.

7. Working Hours

- 7.1 Queensland Country Suppliers are to address any adverse impacts on human rights and/or working conditions, arising from decisions made by the Supplier as a matter of urgency. The Suppliers are to implement and maintain reasonable controls in line with Queensland Country's requirements.
- 7.2 Queensland Country Supplier's workers hours shall not exceed the maximum set by applicable laws or be required to work more than 60 hours per seven-day week including overtime other than in exceptional circumstances. Queensland Country Supplier's workers shall be entitled, at a minimum, to one day off work every seven days.
- 7.3 Queensland Country expects its Suppliers to manage their operations and supply chain in a manner which upholds the United Nations' (UN) Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights and the International Labour Organisation ("ILO") Core Conventions.

8. Wages and Benefits

- 8.1 Compensation paid to workers of the Supplier shall comply with all applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits. In compliance with local laws, workers shall be compensated for overtime at pay rates greater than regular hourly rates.
- 8.2 The Supplier shall communicate pay structure and pay periods to all workers in their native language. Wage deductions shall not be used as a disciplinary measure. All use of temporary and outsourced labour shall be within the limits of applicable local laws.

9. Humane Treatment

- 9.1 The Supplier agrees that they will not use modern slavery practices in their operations or supply chain, nor use neither harsh and inhumane treatment including human trafficking, forced labour, slavery, servitude, debt bondage, child labour, forced marriage or deceptively recruiting workers for labour or services.

The Supplier agrees that they shall the Supplier not use sexual harassment, sexual abuse, mental abuse, corporal punishment, mental or physical coercion, verbal abuse of workers or extortion; nor is there to be the threat of any such treatment under any circumstances whatsoever. Suppliers are to ensure that disciplinary policies and procedures in support of these requirements shall be clearly defined and communicated to workers.

- 9.2 Suppliers must actively support the abolition of modern slavery by taking measures to identify and mitigate modern slavery risks along their supply chain.

10. Anti-Discrimination

- 10.1 Queensland Country is committed to ensuring that its suppliers:

10.1.1 Comply with workplace laws in respect of discrimination, harassment and bullying in their operations and supply chain; and

10.1.2 Uphold reasonable standards of behaviour in the workplace which apply to all workers.

- 10.2 The Supplier shall not discriminate against any worker in accordance with laws based on age, disability, ethnicity, gender, marital status, family responsibilities, national origin, political affiliation, race, religion, culture, sexual orientation, or union membership in hiring and other employment practices such as promotions, rewards, and access to training.

11. Freedom of Association and Collective Bargaining

- 11.1 The Supplier shall respect the right of all of its workers to form and join trade unions of their own choosing, to bargain collectively and to engage in peaceful assembly, as well as giving corresponding respect to the right of workers to refrain from engaging in any such activities. Workers and/or their representatives shall be able to openly communicate and share ideas and concerns with management regarding working conditions and management practices without fear of discrimination, reprisal, intimidation, or harassment.

12. Grievance, Whistleblowing and Reportable Conduct

- 12.1 The Supplier shall allow Queensland Country to perform, to the extent reasonably practicable, periodic evaluations of its facilities and operations.

- 12.2 The Supplier shall perform, to the extent reasonably practicable, periodic evaluations of its facilities and operations and the facilities and operations of its subcontractors and next tier suppliers that provide goods and services to Queensland Country for the purposes of ensuring ongoing compliance with this Code and the Act.

- 12.3 The Supplier shall provide an impartial and transparent process for workers to lodge complaints and grievances relating to working conditions. The Supplier shall communicate to workers the complaints and grievance process in the workers native language immediately upon hiring.

- 12.4 The Supplier shall allow for complaints or grievances to be anonymous and in compliance with any local laws. So far as it is reasonably practicable to do so the Supplier shall protect whistle-blower confidentiality and prevent retaliation or discrimination against any person who has lodged a complaint or grievance.
- 12.5 The Supplier shall ensure that appropriately trained staff or independent external parties are tasked with investigating complaints in the workers native language. The Supplier shall ensure that all complaints and grievances are treated in strictest confidence and appropriate action is taken to address those complaints and remediate any finding of adverse human rights impacts.
- 12.6 The Supplier shall maintain records of any reported grievance and outcome of any investigation undertaken as a result of the grievance. The Supplier shall allow to the extent reasonably practicable Queensland Country access to records of any grievance relating to modern slavery upon written request.

13. Sub-Contractors

Suppliers must keep a register of their sub-contractors. This register must be made available to Queensland Country upon request.