



# External Partner Code of Conduct



# About Us

Everyday PLUS ES enables businesses to build our future communities.

We are responsible for the safe and reliable contestable services for electricity metering and data, telecommunications and electrical services to homes and businesses throughout Australia.

PLUS ES's core values are work safe live safe, customer-focused, commercially minded, collaborative, honest and accountable and respect. These values guide our business decisions and relationships with our customers, communities and external partners.

## External Partner Code of Conduct

This External Partner Code of Conduct communicates PLUS ES's expectations of our external partners and their supply chains in providing goods and services to our organisation.

Procurement is a powerful instrument for PLUS ES to behave in a responsible way and contribute to sustainable communities. By integrating sustainability in procurement policies and practices, we can generate positive opportunities and manage risks for sustainable social, environmental and economic development.



Our procurement decisions aim to enable affordable, reliable and sustainable energy solutions for our customers, by considering the following:

- placing safety as the number one priority;
- ensuring high standards of honesty, ethics and integrity for all stakeholders;
- commitment to fair and effective competition, innovation and continuous improvement;
- promoting procurement practices that have the most positive social, environmental, governance and economics impacts on the community and supply chain.

PLUS ES defines sustainability as driving the most positive and mitigating the negative social, environmental, governance and economics impacts of its Procurement decisions. These are collectively referred to as the Four Pillars.

PLUS ES's expectations under these Four Pillars are outlined in the following pages.

# The Four Pillars

## Social

PLUS ES expects our external partners to drive the most positive social impact and mitigate negative social impacts to provide the best outcomes for our communities.

## Human Rights

PLUS ES recognises that human rights are universal and fundamental rights that preserve the inherent freedom, dignity and equality of all human beings. External partners will comply with the International

Bill of Human Rights and other international standards to ensure all human rights are upheld throughout their operations and supply chain. External partners will seek to identify risks, mitigate risks and eliminate any forms of modern slavery including human trafficking, involuntary servitude, forced labour, bonded labour, forced marriage or the worst forms of child labour in their operations and supply chain.

## Labour Rights

External partners will comply with all applicable laws related to wages, employment conditions, working hours and legally mandated benefits. External partners will allow employees the freedom to associate, to collectively bargain and to be represented by a union.



## Health and Safety

Work safe, live safe is a core value of PLUS ES. External partners are expected to ensure the provision and use of appropriate workplace policies, safe operating procedures, risk management practices, training and protective equipment.

This includes compliance with all relevant local and national laws and regulations on work health and safety management and reporting, to maintain and improve the health and safety of its people, customers, contractors and visitors.

## Inclusiveness

PLUS ES is committed to fostering an inclusive workplace that is free from discrimination, harassment, bullying and other unlawful workplace behaviours. External partners will promote these values in their own workplace and actively support a diverse labour base by encouraging equality and inclusion relating to gender, age, race, religion, disability, sexual orientation and cultural background.

## Supply Chain Diversity

PLUS ES is committed to connecting our communities and seeks to engage a diverse supplier base including Indigenous-owned businesses, women-owned businesses, disability enterprises and social enterprises. We encourage our external partners to share this commitment in their own supply chains.



## Environmental

PLUS ES expects our external partners to drive the most positive environmental impact and mitigate negative environmental impacts to provide the best outcomes for our environment.



### Environmental Management

External partners will comply with all relevant local and national laws and regulations on environmental management and reporting. They will disclose any breach of license requirements and potential risks in a timely manner.

External partners will establish and maintain a written environmental policy and Environmental Management System aligned to ISO14001 including a data collection process aimed at tracking and supporting environmental performance reporting and compliance.

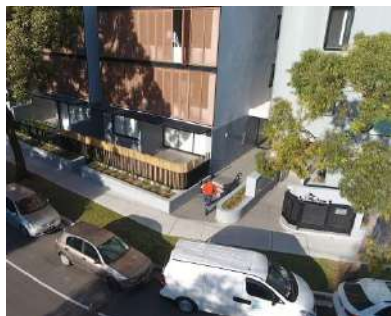


### Environmental Footprint

PLUS ES is committed to proactively reducing our environmental footprint and expects external partners to share this value by engaging in positive initiatives including the reduction of carbon emissions, hazardous waste and deforestation practices in their operations and supply chains.

### Circular Economy

PLUS ES recognises the need to optimise use of resources by following the waste hierarchy where avoidance of waste is prioritised, followed by designing products that can be easily reused or recycled. We encourage our external partners to share this commitment in their own operation.



## Governance

PLUS ES expects our external partners to foster an ethical business culture that aligns with Australian legislative standards and mitigates risk to drive integrity in its operations.

### Legislative Compliance

External partners will comply with all applicable laws and regulations on bribery, corruption and prohibited business practices, e.g. the Competition and Consumer Act in Australia.

### Business Ethics

External partners will conduct business in an ethical and professional manner. External partners will disclose any part of business operations that may not meet reasonable Australian community standards of ethics and business practices, where there has been a breach of legislation or local regulations, or where there is potential conflict of interest. External partners will prohibit bribes, pay-offs, inflated commissions or kick back payments.

### Whistleblower

In accordance with the PLUS ES Whistleblower Policy, external partners will report any matters that may be considered unethical, illegal or an act of serious wrongdoing, including a breach of this Code. PLUS ES provides protections and measures so that external partners can make a report confidentially and without fear of disadvantage or reprisal.

If an external partner becomes aware of any matter of actual or suspected misconduct, they can make a report under PLUS ES's Whistleblower Policy by utilising the YourCall service. YourCall is an independent and confidential whistleblowing service that is external to PLUS ES. A report can be made online by visiting [www.yourcall.com.au/report](http://www.yourcall.com.au/report) (enter "PLUSES" as organisation ID), or by contacting the YourCall hotline on 1800 607 206.

### Risk Management

External partners will proactively manage risk by implementing policies and practices aimed at identifying and managing strategic and operational risks, vulnerabilities and compliance obligations. External partners will work to safeguard PLUS ES, its customers, employees, brand and assets by communicating relevant concerns in a timely manner.

### Privacy, Confidentiality and IP

External partners will comply with data privacy and security laws, and take all reasonable steps to protect confidential information and any data obtained. External partners will respect intellectual property rights, and will formally negotiate any access, license or use of intellectual property.

## Economic

PLUS ES expects our external partners to drive the best value for the goods and services provided without compromising the social, environmental and governance considerations outlined to provide the most positive outcome for all parties.

### Sustainable Procurement

PLUS ES recognises that Sustainable Procurement provides an opportunity to deliver business value by improving productivity, minimising waste and enabling communication between external partners and all stakeholders. We encourage our external partners to align with ISO20400 and pursue best practice in sustainable procurement to drive innovation in partnership with PLUS ES.

### Total Cost of Ownership

PLUS ES recognises the obligation to run our assets efficiently and effectively. Effective financial management and operational cost reduction translates into lower, more affordable prices for our customers. PLUS ES supports external partners who have innovative and sustainable solutions to reduce the total cost of the full life cycle of the goods or services provided, encompassing acquisition, maintenance and disposal.

### Implementation of Code

PLUS ES is committed to working collaboratively with our external partners to identify best practice, improvement opportunities and drive mutually beneficial value.

External partners may be asked to confirm acceptance of this Code of Conduct while working with PLUS ES. Additionally, selected external partners may be requested to share relevant information that includes:

- Self-Assessment Survey
- Request for Supporting Evidence
- Third Party Audits

This information will be used to improve PLUS ES's internal practices in collaboration with our external partners.

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

## Conclusion

Working collaboratively with our external partners is fundamental to our business success. PLUS ES aims to work in partnership with your organisation to provide affordable and reliable services to the communities we work in. We are committed to becoming a customer of choice for your organisation and welcome opportunities to create innovative solutions and sustainable outcomes into the future.

### Our cover design

The indigenous cover design represents PLUS ES and our core responsibilities.

The elements to the PLUS Symbol are: Social is represented by the blue circle of dots, Governance is depicted by the pattern made of triangles, Economic is portrayed by the distribution of the dots inside the PLUS Symbol and the Environment appears on the shades of dark blue permeating the artwork.

The PLUS Symbol is stylised from the PLUS ES logo.

### Contacts

For additional information, questions or grievances about this External Partner Code of Conduct or PLUS ES's procurement process, please email

[info@plusES.com.au](mailto:info@plusES.com.au)

If you'd like to let us know about suspected wrongdoing, please contact PLUS ES directly:

**Phone:** 1300 760 626

**Website:** [www.plusES.com.au](http://www.plusES.com.au)

