



External Partner Code of Conduct

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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.

What is the External Partner Code of Conduct?

The PLUS ES External Partner Code of Conduct sets out the minimum standards and expectations we have of our external partners and their supply chains when providing goods and/or services to our organisation.

This Code applies to all external partners and is intended to support safe, ethical and responsible outcomes across our supply chain, consistent with PLUS ES's purpose and values.

PLUS ES's expectations are structured under four pillars:

- **Social:** respect human rights, maintain safe and fair working conditions, and support local, underrepresented and First Nations communities.
- **Environmental:** manage environmental impacts responsibly and reduce emissions, waste and resource use.
- **Governance:** act ethically and lawfully, manage risk, protect confidential information, and raise concerns where misconduct may occur.
- **Economic:** deliver value for money through fair, transparent and commercially sound practices, without compromising social, environmental or governance outcomes.

External partners must understand and comply with this Code and communicate its expectations to relevant suppliers and subcontractors.

1.0 Social

PLUS ES expects external partners to operate in a manner that respects people, supports safe and fair working conditions, and contributes positively to the communities in which PLUS ES operates.

1.1 Human rights and modern slavery

PLUS ES recognises that human rights are universal and fundamental rights. We are committed to respecting human rights in line with the International Labour Organisation's Core Labour Standards and the United Nations Guiding Principles on Business and Human Rights.

External partners are expected to:

- respect human rights throughout their operations and supply chains, including taking reasonable steps to identify, prevent, mitigate, and address modern slavery and human rights risks or impacts;
- not engage in, cause or contribute to any form of modern slavery, including human trafficking, forced labour, bonded labour, forced marriage or the worst forms of child labour;
- comply with applicable human rights and labour laws;
- promptly notify PLUS ES of any serious human rights breaches related to PLUS ES activities; and
- communicate these expectations to their own suppliers and subcontractors.

1.2 Commitment to protect local, underrepresented, and First Nations communities

External partners are expected to:

- maintain policies and practices that advance diversity, inclusion and social responsibility and provide information about these initiatives when requested;
- actively engage, where practicable, with businesses owned by individuals from underrepresented groups, including First Nations; and

- operate with integrity and transparency, avoiding adverse impacts on local communities.

1.3 Health and safety

External partners are expected to ensure responsibility for providing and maintaining safe systems of work including appropriate workplace policies, safe operating procedures, risk management practices, training and protective clothing and equipment in compliance with relevant health and safety laws and regulations.

2.0 Environmental

External partners are expected to comply with all relevant environmental laws and regulations, identify and disclose environmental risks associated with the goods and services they provide to PLUS ES, and manage those risks appropriately.

2.1 Environmental footprint

External partners are expected to:

- take reasonable steps to minimise negative environmental impacts arising from their operations and supply chains; and
- implement initiatives that reduce waste, pollution and the consumption of natural resources where practicable.

2.2 Circular economy

External partners are encouraged to support circular economy principles by:

- prioritising waste avoidance wherever possible; and
- designing and/or supplying goods and services that enable reuse, recycling or recovery across their lifecycle.

2.3 Greenhouse gas emissions

PLUS ES is committed to reducing our Greenhouse Gas (GHG) emissions footprint in our operations and supply chain. We have set GHG emissions reduction targets, including a commitment to reach net-zero emissions across our value chain.

External partners are expected to support decarbonisation in our value chain by measuring and reducing GHG emissions associated with the goods and services they provide to PLUS ES.

External partners must, upon request, provide relevant GHG emissions information to support PLUS ES's emissions reporting, target-setting and compliance with applicable climate-related disclosure requirements.

3.0 Governance

3.1 Legislative compliance

External partners are expected to comply with all applicable laws and regulations on bribery, corruption and prohibited business practices.

3.2 Business ethics

External partners are expected to conduct their business ethically and with integrity.

External partners must disclose any aspects of their operations that:

- may not meet reasonable Australian community expectations;
- involve a breach of local legislation or regulations; or
- give rise to an actual, potential or perceived conflict of interest.

3.3 Whistleblowing

In accordance with the PLUS ES Whistleblower Policy, external partners are encouraged to report any concerns relating to PLUS ES, its employees or officers that involve unethical or illegal conduct, serious wrongdoing or a breach of this Code.

PLUS ES has measures in place to protect whistle-blowers and to support confidential reporting without fear of disadvantage or reprisal. YourCall, is an independent confidential whistleblowing service:

- A report can be made online by visiting www.yourcall.com.au/report (enter "PLUS ES" as organisation ID); or

- by contacting the YourCall hotline on 1800 607 197.

3.4 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 all relevant concerns in a timely manner.

3.5 Privacy, confidentiality and intellectual property

External partners are expected to:

- comply with applicable privacy and data protection laws;
- take all reasonable steps to protect all confidential information; and
- respect intellectual property rights, including formalising any access, licence or use of third-party intellectual property through formal agreement.

4.0 Economic

External partners are expected to deliver value for money through fair, transparent and commercially sound practices, without compromising social, environmental or governance outcomes.

4.1 Sustainable procurement

Sustainable procurement supports resilient supply chains and long-term value.

External partners are expected to:

- consider sustainability in how they deliver goods and services to PLUS ES; and
- support practices that contribute to long-term economic value and supply chain resilience.

4.2 Total cost of ownership

PLUS ES recognises the obligation to operate our assets efficiently and effectively.

External partners are encouraged to propose innovative and sustainable solutions that reduce the total cost of ownership across the full life cycle of goods and services, including acquisition, maintenance and disposal.

Implementation of this Code

External partners may be asked to confirm acceptance of this Code while working with PLUS ES.

Selected external partners may also be required to provide relevant information to support assurance activities, including:

- completing self-assessment questionnaires;
- providing supporting evidence; or
- participating in third-party audits.

External partners who engage sub-contractors in the provision of goods or services to PLUS ES are responsible for ensuring those sub-contractors are informed of and comply with this Code.