

1. Introduction

The standards Bis Industries 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 Bis Industries and Suppliers and their Representative. This document supersedes all other supplier guidelines documents in BIS Industries.

2. Definitions

'Representative' of a Supplier or Bis Industries means:

- a) the officers, employees, agents and contractors (including their employees and contractors) of that party; and
- b) in the case of Bis Industries, includes officers, employees, agents and contractors of Bis Industries (except the Supplier and its Representative).

'Bis Industries' means Bis Industries (ABN 13 125 202 253) of Level 5, 146 Arthur Street, North Sydney, New South Wales 2060.

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

- vehicles
- offices
- car parks
- workshops
- warehouses

'Bis Industries Site' means Bis Industries Premises or any other workplace controlled by Bis Industries.

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

3. Requirements

3.1. Suppliers are required to ensure that their Representatives conduct themselves in a professional manner consistent with:

- a) the highest community standards;
- b) Bis Industries' commitment to customer service excellence;

- c) Bis Industries corporate policies and procedures as identified to the Supplier from time to time; and
- d) Strict compliance with applicable laws.

3.2. Where these Standards are breached Bis Industries will take whatever action it considers appropriate, which may include the termination of the Supplier's contract or Bis Industries determining that it will not allow a Supplier's Representative to be involved in providing goods or services to Bis Industries. This may also result in legal action if appropriate.

4. Application

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

- a) on Bis Industries Premises;
- b) in any workplace where staff of any Bis Industries are working;
- c) at any function organised by Bis Industries attended by any Bis Industries Representatives; and
- d) providing goods or services to Bis Industries; including any interaction between the Supplier's Representative and Bis Industries' customers.

5. Personal Behaviour Standards

5.1. The standards of personal behaviour expected of a Supplier's Representative include, but are not limited to:

- a) acting with honesty, integrity and confidentiality;
- b) abiding by laws and regulations;
- c) providing excellence in customer service;
- d) dealing with Bis Industries' customers and the community with respect;
- e) treating Bis Industries Representatives and the Representatives of the Supplier with trust, dignity, respect, fairness and equity.
- f) having regard for the health, safety and welfare for themselves and others at work;
- g) having regard for the protection of the environment and the well-being of the various communities in which Bis Industries operates;
- h) promoting the Bis Industries spirit of service excellence;
- i) ensuring that their own behaviour or action does not cause Bis Industries public embarrassment or bring the image of Bis Industries into disrepute;
- j) maintaining an appropriate business-like standard of appearance while performing duties;
- k) ensuring that work is carried out conscientiously, efficiently, economically and effectively;
- l) working safely and ensure to the extent practicable the safety and security of the customers and assets of the Bis Industries Group;
- m) ensuring the confidentiality of sensitive information relating to Bis Industries 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:

- a) abuse, harassment/bullying or discrimination;

- b) physical assault;
- c) threatening or intimidating behaviour;
- d) breaching laws and procedures;
- e) unauthorised use of Bis Industries time, resources or facilities (including electronic media) for personal benefit or private purposes;
- f) using Bis Industries 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;
- g) accessing, storing, processing or transmitting any information deemed to be of a threatening, obscene, pornographic or harassing nature;
- h) wilful damage to or theft of Bis Industries property, or property entrusted in Bis Industries' care;
- i) theft or attempted theft;
- j) fraud or attempted fraud;
- k) making unauthorised public statements about Bis Industries or its position in respect of any matter;
- l) directly or indirectly engaging in any activity which could by association cause any Bis Industries public embarrassment or other damage;
- m) unauthorised passing of sensitive or confidential information (electronic or hardcopies) relating to any Bis Industries or its operations to a third party or posting of such information in a public domain eg. external website;
- n) not adhering to safety and security procedures and standards;
- o) unauthorised use of the Bis Industries 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 it's Representatives:

- a) are aware of and comply with these equal opportunity requirements;
- b) are aware of and comply with anti-discrimination legislation;
- c) are aware of their individual responsibilities under anti-discrimination legislation;
- d) are familiar with avenues of complaints resolution;
- e) advise Bis Industries if they believe they have been discriminated against by a Bis Industries Representative to allow prompt resolution; and
- f) advise the Supplier if they believe they have been discriminated against by another Supplier's Representative.

6. Bis Industries Commitment

6.1. Bis Industries promotes a working environment free of intimidation, threat and humiliation.

6.2. Harassment or bullying by a Supplier's Representative of any Bis Industries Representatives or members of the general public is not permitted.

6.3. Similarly, the Supplier Representative should not be harassed or bullied by any Bis Industries Representatives.

7. Removal of Property Requirements

- 7.1. When Bis Industries 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 Bis Industries, 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. Bis Industries 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 whilst present at a Bis Industries Site, other than when specifically authorised as detailed below.
- 8.3. The unauthorised use, possession, sale, manufacture, solicitation or distribution of any alcohol or other drugs on Bis Industries Sites, at any time, is prohibited.
- 8.4. Notification of use of medication.

A Supplier is required to inform Bis Industries 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

The Supplier must ensure that their Representative, on arrival at a Bis Industries Site:

- a) report to the Bis Industries contact, upon initial induction and thereafter as required by Bis Industries;
- b) comply with any entry procedure and/or completes any documentation required by Bis Industries from time to time;
- c) where considered necessary by Bis Industries, participates in, or has participated in:
 - i) appropriate general safety, health and environmental induction training; and
 - ii) site safety induction including being given information detailing Bis Industries 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, the Bis Industries Group; and

- d) provide details of appropriate licences to be reviewed by the Bis Industries contact prior to commencing work.

10. Treatment and Reporting of Injuries

- 10.1. Suppliers are responsible for the treatment of their ill or injured Representatives.

- 10.2. For the purposes of OHS Requirements, an 'injury' is damage or harm done to or suffered by a person present at a Bis Industries Site, which requires some form of first aid or medical treatment or results in some level of incapacity or time off work.
- 10.3. For the purposes of OHS Requirements, 'incapacity' means an inability to perform some or all of the requirements of a job.
- 10.4. Injury Reporting Process
 - a) Any Supplier Representative who suffers an injury and/or any subsequent resulting incapacity whilst at a Bis Industries Site must report that injury and/or incapacity immediately to the Bis Industries contact and to the Supplier;
 - b) Further, any Supplier Representative who witnesses a person incurring an injury must ensure that the incident is reported immediately to the Bis Industries contact;
 - c) 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, Bis Industries;
 - d) 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 Bis Industries wishes to be provided with information regarding the event. Bis Industries may also require the Supplier to provide to Bis Industries any information, including documents, regarding such event.

11. Incident Reporting

- 11.1. Suppliers must report incidents, near misses and dangerous occurrences on Bis Industries Sites, immediately, to the Bis Industries contact, who will record the incident.
- 11.2. The Supplier must also report the incident, near miss or dangerous occurrence to the relevant authority in accordance with relevant OHS legislation.

12. Environment

In the performance of the Services, you must ensure that the Services comply with, and do not breach, the environmental requirements of all Acts of the Commonwealth, Acts and Ordinances of any State or Territory in which any Services are carried out and all Ordinances, Regulations, by-laws, orders or proclamations under Acts and Ordinances and all other environmental requirements applicable to the Services.