

Frequently Asked Questions

When will the refreshed Code of Conduct become effective? The refreshed Code will be effective on 1 July 2020.

What has changed?

The sentiment of the Code remains the same, but we have simplified the content to better reflect our current operating environment.

Key changes include:

- Additional content related to:
 - Supporting customers experiencing financial difficulty or vulnerability
 - Taking ownership of delivering good customer and community outcomes
 - Anti-competitive practices, corruption, money-laundering
 - Transparent communications with customers
 - How we support our people, and those who represent us, to understand and live the Code
- A strengthened alignment to:
 - Suncorp’s purpose and cultural principles
 - General Insurance Code of Practice and Banking Code of Practice
 - Suncorp’s Risk Culture Principles and Decision-Making Tool.

What is my responsibility in learning the new Code?

The Code of Conduct guides how we work together, make decisions and meet our customers’ needs, so it’s important you understand the new Code and how it applies to you, in your role as a supplier to Suncorp. Familiarise yourself with the new Code, where to find it, and review what’s changed. There is no formal training or a requirement to acknowledge the changes, but you are bound by it from your compliance with the Supplier Code of Practice.

What should I do with my existing copy of the Code?

If you have a hard copy of the existing Code of Conduct, please dispose of this.

Where can I find a copy of the refreshed Code?

The Code can be found on the [Suncorp Group website](#) along with other supporting resources.
