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# Trade Supplier Code of Conduct

## Introduction

This Code of Conduct sets out Bay Building Group's minimum standards for suppliers. We expect our suppliers to meet the expectations in this Code themselves and to share these expectations with their own suppliers so that they are communicated through the supply chain. We encourage our suppliers to partner and work together with us and other supply chain partners to identify challenges and develop improvements.

## Code Applicability

This Code is relevant and applicable for all Bay Building Group's suppliers and contractors, including their use of subcontractors. This Code applies to all workers, including but not limited to vulnerable populations such as part-time or temporary workers, workers of all genders and ages, and both local and foreign migrant workers. Suppliers are always required to comply with the applicable legal regulations. If there are instances where legal requirements are less stringent than this Code, suppliers are to uphold the expectations in this Code as part of Bay Building Group's business commitment and requirement for responsible sourcing.

## Supplier Support

We partner with businesses large and small who share our values. We will communicate our principles and expectations to suppliers and review supplier alignment with our approach to responsible sourcing from time to time. We will require certain existing and potential new suppliers to demonstrate that the way in which they operate aligns with Bay Building Group's expectations, and to commit to the principles expressed in this Supplier Code of Conduct.

We require our suppliers to monitor their compliance with this Code of Conduct and to communicate to Bay Building Group any issues or challenges in their operations and supply chain. Suppliers will also be required to comply with Bay Building Group processes that seek to assess compliance with this Code of Conduct. This includes responding to requests for information and may include site visits, third party assessments and corrective action plans. It is not the intention of this code to impose unnecessary requirements or obligations on our suppliers. Any assessment against the requirements of this code will be risk-based, which means considering the size, scope and activities of an organisation when assessing the effectiveness of their approach to managing the risks addressed by this code. Our expectation is that suppliers have adequate processes in place to manage the risks that are relevant to their business and supply chain.



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Although we have a 'zero tolerance' approach to critical breaches of our Code, it is important to note that we do not walk away from suppliers facing genuine difficulties in achieving compliance. Our first aim is to ensure that any such difficulties are addressed and remedied, and practices put in place to avoid recurrence. If we then believe that there is both commitment and capability of the supplier to avoid recurrence, we will usually continue to work with them until and unless there is any repetition. Ongoing non-compliance with our principles and expectations as communicated by us to a supplier may lead Bay Building Group to terminate the business relationship.

Should there be any questions regarding the Code of Conduct, suppliers are encouraged to contact the Bay Building Group Procurement team.

### **Code of Conduct Development**

The Code has been developed via research and benchmarking against industry best practices and supply chain partners, and is based on the following 5 principles:

- A. Business Ethics and Practices***
- B. Social and Labour Conditions***
- C. Health and Safety***
- D. Environment***
- E. Site Conduct and Behaviour***



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## **Code of Conduct Detailed Guidance**

### **A. Business Ethics and Practices**

Suppliers must maintain the highest standards of integrity and transparency in all business interactions and comply with applicable laws wherever they operate. Bay Building Group has a zero tolerance approach to bribery, corruption and illegal practices and encourages reporting of any observed or suspected misconduct.

**Avoiding conflicts of interest:** Employees of Bay Building Group are expected to avoid any situation that involves a conflict between their personal interests and the interests of Bay Building Group. Working simultaneously for a customer, supplier, or competitor could constitute a conflict of interest for an employee, as could directly or indirectly holding significant interests in such companies. Bay Building Group expects its Suppliers to strictly respect these principles during their contact with Bay Building Group employees.

**Preventing corruption:** Employees of Bay Building Group are prohibited from directly or through an intermediary, allocating, offering or granting to a private individual or an employee or representative of a supplier unwarranted advantages in any form (including monies or other things of value) for the purpose of obtaining favourable treatment, an advantage in the conduct of business or influencing the outcome of a negotiation involving a Bay Building Group company.

Furthermore, no employee of Bay Building Group may offer or accept any form of payment or remuneration to or from a Supplier. Only those gifts, invitations, or benefits given to or received from a Supplier whose sole aim is to strengthen their brand image and maintain good business relationships may be accepted. Their value must be nominal and consistent with customary business practices, and must not violate any laws or regulation.

Suppliers of Bay Building Group agree to comply with these principles as well as cause their sub-contractors and suppliers to do so. They agree to implement a compliance programme aiming at detecting and preventing corruption, including internal rules prohibiting and sanctioning corruption practices, instituting an employee awareness-raising campaign and third parties assessment and appropriate control systems.

**Compliance:** Suppliers of Bay Building Group agree to ensure that any consumer product safety standards and consumer product information standards relating to the Equipment or Goods are fully complied with. Furthermore suppliers agree to execute standards of workmanship in line with the Building Code of Australia (BCA) requirements for safety, health, amenity and sustainability of new building works, in particular to ensuring work is completed by fully licenced and registered trade professionals as required by this code and by related laws.



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## B. Social and Labour Conditions

In accordance with the Modern Slavery Act 2018 (Australia), the International Labour Organization, and its own ethical principles, Bay Building Group expects its Suppliers to:

- support and respect the protection of internationally proclaimed human rights;
- make sure that they are not complicit in human rights abuses;
- uphold the freedom of association and the effective recognition of the right to collective bargaining;
- contribute to the elimination of all forms of forced and compulsory labour including involuntary prison work;
- contribute to the effective abolition of child labour. The age of admission to employment or the minimum working age under applicable state laws must be adhered to;
- contribute to the elimination of discrimination in respect of employment and occupation;
- guarantee that all of their employees are able to work in an environment where they are free from the risk of harassment in any form.

## C. Health and Safety

Considering that all employees have the right to a safe and healthy work environment, free of the risk of violations to their personal integrity, Suppliers agree to enforce laws and regulations aimed at protecting the health and safety of their employees, and to ensure the safety of Bay Building Group employees at their work sites.

Suppliers agree to put in place and maintain an occupational health and safety policy which will in turn adhere to the Bay Building Groups Safety Policy (<https://www.baybuildinggroup.com.au/policiesalerts/>) and when appropriate a safety management system. Each Supplier also agrees to track the number of lost time accidents and implement any and all measures aimed at reducing this number.

## D. Environment

Suppliers should implement controls and initiatives to minimise environmental impacts from their operations, promote greater environmental responsibility, and actively seek technologies and remedies that positively impact environmental performance. As a minimum Suppliers agree to adhere to the Bay Building Group Environment Policy (<https://www.baybuildinggroup.com.au/policiesalerts/>).

**Waste Management:** Suppliers must monitor waste produced onsite and take measures to minimise waste. Where hazardous substances are produced, suppliers must dispose of hazardous waste safely, responsibly and according to legal requirements.



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## E. Site Conduct and Behaviour

As the vast majority of the assigned work is conducted in customer homes, Bay Building Group has high expectations of its Suppliers in regards to their site conduct and behaviour.

Bay Building Group expect Suppliers and their employees / representatives adhere to all of following items and behaviours;

- Display and present current identification to customers on site;
- Neat and tidy personal appearance;
- Well maintained, presentable, trade appropriate vehicles, parked considerately (i.e. not blocking access or leaking oil on driveways);
- Well maintained and serviceable (tagged) tools of trade;
- Extensive use of drop sheets and other items to ensure protections of customers' homes and contents;
- Exceptional communication and punctuality;
- Empathy for client's needs and personal circumstances;
- Daily site cleaning and removal of all work related rubbish, never using the customer's rubbish bins for disposal;
- Never using the customer's vacuum cleaner or other equipment, even if offered;
- Removal of shoes where appropriate, or where not possible due to OH&S reasons, use of protective shoe nets;
- Use of proper phone etiquette – i.e. turn phone off during first inspection / introduction to customer;
- Use customer information only for the purpose for which it has been provided and maintain the privacy of customers information at all times.
- Never bring dogs, children or partners onto site.

**Drugs and Alcohol:** The Supplier will ensure that no employee, representative or worker attends a work site under the influence of alcohol, any non-prescribed drugs or any prescribed drugs which are labelled, or which they have been advised that may have an effect on operating tools, machinery or vehicles.

**Customer Complaints:** The Supplier undertakes to direct any first hand customer complaints to their Bay Building Group contact in the first instance, and will advise Bay Building Group directly of any customer complaints received, regardless of the nature or status of the complaint.