

HUMAN RIGHTS POLICY

B.I.C. Services Pty. Limited (BIC) strives to respect and promote human rights along its supply chain, in accordance with the Australian Human Rights Act 1986.

This policy applies to all BIC employees, any related entities and the sites that we manage. BIC also expects its direct Suppliers to uphold the following principles and urges them to adopt similar policies within their own businesses.

Where we have identified adverse human rights impacts resulting from or caused by our business activities, we are committed to provide for or cooperate in, their fair and equitable remediation. We seek to promote access to remediation where we are linked to or involved in those adverse impacts through our relationships with third parties.

It is our policy to comply with all applicable laws and regulations, including Acts which may come into effect from time to time.

Ethics and Business Conduct

BIC strives to establish a culture of openness, trust and integrity in business practices. Effective ethics is a team effort involving the participation and support of every BIC employee and we recognise that we are part of the communities in which we operate. We engage with people in these communities, including indigenous peoples as well as other vulnerable and disadvantaged groups on human rights matters that are important to them.

Our aim is to ensure through dialogue that we are listening to, learning from and considering their views as we conduct our business. We believe that local issues are most appropriately addressed at the local level.

Where appropriate, we engage with a wide range of stakeholders on human rights issues related to our business. This includes issues in our Company, across our supply chain and with our various sponsorships, through which we seek to promote respect for human rights.

We are committed to protecting employees, partners, vendors and the company from illegal or damaging actions by individuals, either knowingly or unknowingly. BIC will not tolerate any wrongdoing or impropriety at any time.

HUMAN RIGHTS POLICY

Modern Slavery

BIC is strongly opposed to all human rights violations and prohibits the use of all forms of forced labour or modern forms of slavery. The Australian Modern Slavery Act (MSA) makes provision with respect to slavery, slavery-like practices and human trafficking.

The MSA requires the Company to prepare a modern slavery statement in accordance with the regulations for each financial year, with respect to steps taken by the organisation to ensure that its goods and services are not a product of supply chains in which modern slavery is taking place, including:

- (a) the organisation's structure, its business and its supply chains;
- (b) its due diligence processes in relation to modern slavery in its business and supply chains;
- (c) the parts of its business and supply chains where there is a risk of modern slavery taking place, and the steps it has taken to assess and manage that risk; and
- (d) the training about modern slavery available to its employees.

The MSA has also established reporting requirements which will further strengthen Australia's robust approach to modern slavery.

CAF

As a founding member of the Cleaning Accountability Framework (CAF) <https://www.cleaningaccountability.org.au/>, we are passionately committed to complying with the requirements of the framework and are actively involved in setting the standards and driving change across the industry.

The Cleaning Accountability Framework (CAF) is a multi-stakeholder partnership approach to improve cleaning and labour standards in the cleaning industry. The CAF was established in the first half of 2013 and is a voluntary initiative within the commercial cleaning and property sector. BIC will always abide by and uphold the CAF principles and ideals.

CAF has gained the support of a range of sector stakeholders that are now CAF Steering Committee members, including BIC, the Fair Work Ombudsman, United Voice, Australian Super, AMP Capital, ISPT, QIC, and Jones Lang La Salle, to name a few.

HUMAN RIGHTS POLICY

The objectives of CAF and BIC are to:

- Develop a new standard for cleaning services in the property services industry which balances quality cleaning services and fair working conditions with value for money;
- Develop a method to assess the performance of cleaning contractors and building owners/managers in order to:
 - drive compliance and create confidence that the new standards are being implemented;
 - allow a platform for the promotion of those companies who go over and above the minimum compliance standard.

We work to develop a procurement life cycle approach to improve cleaning and labour standards within the cleaning industry. CAF is an attempt by these organisations to move beyond a reliance on contractual and legal obligations in the supply chain, to one that is focused on improving transparency in decision making, capacity building and enhancing monitoring and reporting of cleaning and labour standards performance.

Supplier Core Expectations and Supply Chain

All Suppliers are expected to maintain fundamental labour and human rights standards as outlined herein. BIC is committed to understanding and managing the environmental and social impacts of our operations, including the procurement of products and services. We recognise that our own, our Suppliers and our customers' environmental (e.g. resource efficiency, waste) and social performance (e.g. WHS, labour practices, human rights, business ethics, animal welfare) is a factor in our long-term financial success.

BIC is committed to working towards improved social and environmental industry standards, as it is integral to our goal of achieving value for money while making a sustainable contribution to society and becoming the Sustainable Cleaning leading service provider.

We expect Suppliers to comply with all applicable laws and regulations of the jurisdictions in which the Suppliers are doing business, including but not limited to labour and employment laws, maintain just and decent working conditions, share BIC's respect for the environment, and implement sound security measures.

HUMAN RIGHTS POLICY

Whistle Blowing

BIC is committed to ensuring that all aspects of our work are ethical and professional. We do not tolerate corrupt, illegal or undesirable conduct, or the taking of reprisals against those who come forward to disclose such conduct.

We support the making of protected disclosures that reveal 'reportable conduct'. BIC staff, Suppliers, clients or anyone who believes they have knowledge of improper conduct at BIC, are encouraged to make such disclosures.

BIC management will take all reasonable steps to protect anyone from reprisals for making a disclosure. It will afford natural justice to people who are the subject of the disclosures. People are encouraged to continue to raise complaints or grievances that fall outside the protected disclosure parameters through BIC's established complaints process.

Equal Employment Opportunity

The Management of BIC has a firm commitment to Equal Opportunity principles and will ensure that no discriminatory policies or practices exist in any aspect of employment or when providing services.

The NSW Anti-Discrimination Act 1977 and subsequent amendments made discrimination unlawful on the grounds of gender, sexuality, marital status, pregnancy, culture, physical or intellectual impairment and age.

Sexual harassment and victimisation are also unlawful.

BIC supports this legislation and will endeavour to fulfil its legal obligations.

Work Hours, Wages and Benefits

We compensate employees competitively, relative to the industry and local labour market, and in accordance with terms of applicable awards or collective bargaining agreements. We work to ensure full compliance with applicable wage, work hours, overtime and benefits laws.

HUMAN RIGHTS POLICY

Child Labour

We prohibit the hiring of individuals that are under 18 years of age for positions in which hazardous work is required.

BIC will not knowingly do business with Suppliers that illegally or improperly employ underage workers. Accordingly, BIC expects that its Suppliers will not employ workers younger than the minimum age prescribed by the law of the country of manufacture or younger than the age for completing compulsory education in the country of manufacture, whichever is higher.

Workplace Health, Safety and Rehabilitation

The safety of all our employees and clients is of paramount importance to BIC. To this end, we place great importance in inducting and training our staff in safe work methods and then monitoring, reviewing and evaluating their performance. We are constantly monitoring our communication system with employees, Suppliers and clients to ensure that any feedback is acted upon and that any issues are addressed. We also place great significance on the hazard, incident and accident reporting system as a way of eliminating or minimising risks and ensuring safety. Finally, the rehabilitation process is fundamental in helping employees recover in the case of injury to then help them regain their ability to work to the best of their ability.



Tony Gorgovski
Chief Executive Officer – 28.11.18