

ETHICAL BUSINESS POLICY

BIC Policy 011 - Issue Date: 16.10.2023

Ethics and Business Conduct

B.I.C. Services Pty. Limited (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. Above all we place goodwill above good profits.

BIC is 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. BIC will take the appropriate measures to act quickly in correcting the issue if the ethical code is broken. Any infractions of this code of ethics will not be tolerated. This policy applies to employees, contractors, consultants, temporaries, and other workers at BIC, including all personnel affiliated with third parties.

Scope

All BIC employees and suppliers will adopt the ethical business conduct described in this policy into their day-to-day work activities. BIC leaders will also act as role models by incorporating those considerations into decision-making in all business activities and ensure that appropriate organisational structures are in place to effectively identify, monitor, and manage ethical conduct issues relevant to our businesses.

Corporate Governance

Corporate governance is a term that refers broadly to the rules, processes, or laws by which businesses are operated, regulated, and controlled. The term can refer to internal factors defined by the officers, stockholders or constitution of a corporation, as well as to external forces such as consumer groups, clients, and government regulations.

BIC provide well-defined and enforced corporate governance, providing a structure that works for the benefit of everyone concerned by ensuring that the enterprise adheres to accepted ethical standards and best practices as well as to formal laws.

Supply Chain

BIC is committed to understanding and managing the environmental and social impacts of our operations, including the procurement of products and services. BIC recognises that our own suppliers and our customers' environmental (e.g. resource efficiency, waste, etc.) and social performance (e.g. WHS, labour practices, human rights, business ethics, animal welfare, etc.) 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 leading Sustainable Cleaning Service Provider.

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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 may make such disclosures.

BIC management will take all reasonable steps to protect anyone who makes protected disclosures from reprisals for making any 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.



Tony Gorgovski
Chief Executive Officer