



# SUPPLIER CODE OF CONDUCT

CV SERVICES GROUP

**CV**



# SUPPLIER CODE OF CONDUCT

CV is committed to ethical, sustainable and socially responsible procurement and we expect the same of all participants in our supply chains. Subcontractors and suppliers ("Suppliers") are critical to achieving the goals of CV and its clients. In turn, we are committed to supporting their development in order to create more sustainable solutions for our industry.

The purpose of this Supplier Code of Conduct (Code) is to detail CV's minimum expectations and non-negotiable requirements in the areas of human rights and labour practices; environmental management; professional conduct; governance; and community engagement. The approach and contents are premised on ISO 20400:2017 Sustainable Procurement – Guidance. Suppliers are advised to review the Code and ensure that relevant areas of their business and supply chain meet the requirements outlined in this document.

## APPLICATION OF THIS CODE

CV seeks to work with its Suppliers to meet and exceed minimum expectations and mandatory requirements as outlined in this Code and continuously strives to improve the standard of its business practices. By Supplier, CV means any entity that supplies goods or services (directly or indirectly), including construction works and services, to CV. Where the Code refers to workers, it includes employees, contractors, agency and temporary staff of the Supplier and its related entities. Where the Code refers to the law it means the laws in the jurisdiction that apply where the goods are procured, or services are performed.

Fundamental to this Code is an expectation that all Suppliers operate in full compliance with all laws, rules and regulations of the jurisdictions in which they do business.

The expectations outlined in the Code are not intended to supersede or alter the Supplier's regulatory and contractual obligations. CV expects all existing and new Suppliers to commit to the Code. Suppliers should check their respective contracts, agreements and purchase orders as they may contain additional obligations or higher standards than those set out in this Code.

CV expects Suppliers to communicate the Code to their related entities, suppliers and subcontractors who support them in providing goods and services to CV, so that they are aware of, understand and comply with the Code.

## COMPLIANCE WITH THE CODE

Suppliers are expected to self-assess their compliance with the Code and take timely action to correct any deficiencies or breaches reported or identified by an audit, assessment, inspection, investigation or review. Suppliers are encouraged to raise any concerns, discuss and seek clarification accordingly to any elements of the Code with CV. If requested by CV, Suppliers must provide evidence and confirmation of their compliance with the Code, including the provision of documents and records that support their compliance. Suppliers are expected to support CV in reviewing compliance with the Code. CV may cease dealing with any Supplier who is found to have acted unethically or illegally, or who has persistently failed to comply with the Code.

## REPORTING BREACHES

If a Supplier considers or suspects that another party has deviated from or breached their obligations under this Code, the Supplier is encouraged to report their concerns to CV senior management. Anonymous disclosures may be made via our Whistleblower Service.

For details please refer to our Whistleblower Policy.

## HUMAN RIGHTS AND LABOUR PRACTICES

CV is committed to providing a fair, safe and healthy working environment. Suppliers are expected to provide a fair, safe and healthy workplace, which upholds high standards of human rights and integrates appropriate safety, human rights and labour policies and practices into its business.

### Human Rights

Suppliers are expected to provide goods and services in a manner consistent with any applicable human rights obligations.

### Workplace Health and Safety

Safety is our number one priority. Suppliers must comply with all applicable laws relating to workplace health and safety.

Suppliers are expected to:

- manage occupational health and safety hazards; and
- provide workers with job-related training and consult with employees in relation to the provision of information and training.

### Anti-harassment

Suppliers are expected to commit to a workplace free from workplace bullying, harassment, victimisation and abuse. Suppliers are expected not to bully workers or threaten workers with, or subject them to, unlawful or inhumane treatment. This includes, but is not limited to, abuse and harassment which can be verbal, physical, sexual or psychological.





## Modern Slavery

CV has a zero-tolerance commitment to all forms of slavery, forced labour, debt bondage, child labour and human trafficking within its supply chain, including all international elements of the chain.

Suppliers must:

- ensure that all work is undertaken without coercion;
- not use any form of forced, bonded or indentured labour;
- employ only workers who are the applicable minimum legal age;
- use all reasonable endeavours to ensure that third-party recruitment agencies, if used, are compliant with the provisions of this Code and applicable law;
- be responsible for payment of all recruitment-related fees and expenses in recruiting foreign contract workers either directly or through third-party agencies;
- support CV to identify areas of high-risk modern slavery in supply chains, investigate risks and if applicable, contribute toward and sponsor corrective actions;
- notify CV as soon as it becomes aware of any instances of modern slavery taking place in its supply chain or in any part of its business;
- support CV in any other way required to meet its obligations under the Australian Modern Slavery Act 2018 (Cth).

## Working Hours, Wages and Benefits

Suppliers must:

- follow all applicable laws and regulations with respect to wages, working hours and workers compensation insurance; and
- ensure that all workers receive their legally mandated minimum wages, benefits, superannuation, leave entitlements and time off for legally recognised holidays.

## Freedom of Association

Suppliers are expected to freely allow workers to associate with others, form and join (or refrain from joining) industrial organisations or associations of their choice and bargain collectively, or engage in any lawful industrial activity without interference, discrimination, retaliation or harassment.

## ENVIRONMENTAL IMPACTS

CV is committed to environmentally responsible and sustainable work practices. Suppliers are expected to minimise the environmental impact of their operations and maintain environmentally responsible policies and practices.

Suppliers must comply with all applicable laws and regulations relating to the environment, including any management and reporting obligations. Suppliers are expected to manage the environmental impact of their operations by:

- ensuring the safe storage, transportation and disposal of hazardous substances including hazardous waste;
- maintaining policies and practices for the efficient use of energy, water and natural resource consumption; and
- maintaining policies and practices that reduce the risk of pollution, loss of biodiversity, deforestation, damage to ecosystems and greenhouse gas emissions.

## PROFESSIONAL CONDUCT

CV expects high standards of professional conduct and compliance with all applicable laws.

Suppliers are expected to:

- maintain appropriate standards of behaviour, conduct and ethics in their dealings with CV;
- comply with all anti-bribery, anti-corruption and anti-money laundering laws;
- not engage in, either directly or indirectly, fraudulent, corrupt or collusive activities;
- conduct themselves in a manner that is fair, professional and that will not bring CV into disrepute; and
- be ethical in their business activities, including relationships, practices, and operations.

### Confidentiality

Suppliers must not improperly use any private, confidential or commercially sensitive information in its possession relating to or in connection with its dealings with CV.

### Conflict of Interest

Suppliers must:

- declare to CV any situation that raises an actual, potential or perceived conflict of interest related to or in connection with its dealings with CV; and
- avoid financial, business or other relationships which may compromise the performance of their duties under their business arrangement with CV.





## Gifts, Benefits and Hospitality

CV personnel must:

- conduct themselves with the highest standards of integrity, impartiality and accountability;
- perform their duties without favouritism, bias or for personal gain; and

Suppliers are expected not to:

- offer CV personnel gifts or benefits, either directly or indirectly, and offers of hospitality will be limited to token offers of basic courtesy; or
- take any action in order to entice or obtain any unfair or improper advantage.

## GOVERNANCE

A commitment to sound management, risk and corrective action systems are key to a reliable supply chain for CV. Suppliers are therefore expected to maintain sound administration processes and risk management frameworks.

### Record Keeping

Suppliers are expected to maintain adequate records that accurately record all financial transactions and information regarding their business activities, labour, health and safety, and environmental practices in accordance with applicable laws, policies and procedures. Disclosure of information is expected to be undertaken without falsification or misrepresentation.

### Risk Management

Suppliers should develop and maintain a process to identify, manage and control relevant risks associated with its operations. These include supply chain risks and risks relating to human rights and labour practices, the environment, and professional conduct.

### Critical Incident Management

Suppliers should:

- identify and assess potential critical incidents, emergency situations and business continuity risks; and
- develop and implement emergency plans and response procedures that minimise harm to life, environment and property, while minimising disruption to business continuity.

### Audits and Assessments

To ensure compliance with this Code and the applicable laws, Suppliers are expected to:

- perform periodic evaluations of their facilities and operations, and the facilities and operations of their subcontractors;
- evaluate modern slavery risks in their supply chains, assess these risks with their suppliers, document corrective actions; and
- cooperate openly and honestly with any CV audit, assessment or review.

## COMMUNITY ENGAGEMENT

CV is committed to socially responsible procurement. We strive to make a genuinely positive impact by identifying opportunities to engage social enterprises and supporting the employment of Aboriginal and Torres Strait Islander peoples, local communities, people with disabilities and those people underrepresented in the workforce or from a disadvantaged background.

Suppliers are expected to:

- have programs in place to promote local community employment, including employment of the disadvantaged and underrepresented people in society; and
- support CV to achieve community engagement commitments for ourselves and on behalf of our customers.



# CERTIFIED AND ACCREDITED TO GET THE JOB DONE

CV systems are externally certified by Intertek SAI Global. Our certification covers:

- **Quality** certification to ISO 9001:2015 standard
- **Environment** certification to ISO 14001:2015 standard
- **OHS** certification to ISO 45001:2018 standard

CV is accredited to undertake underground and overhead work on ENERGEX assets. We are on the Ergon Energy Preferred Contractor Panel and are a Level 1 Approved Services Provider in NSW. CV is accredited with Essential Energy, Ausgrid and Endeavour Energy. CV is a Gallagher Perimeter Solutions and SMB channel partner, and an AXIS communications CCTV channel partner. We are a Telstra approved contractor, and are Molex and CommScope certified installers.

We are members of Master Builders, MEA (an accredited Master Electrician Australia), AI Group, QBCC, Australian Sign & Graphics Association, Master Plumbers Association, Australian Refrigeration Council (ARC), Facility Management Association, Australian Security Industry Association Ltd (ASIAL), National Fire Industry Association, Australian Energy Producers, Australian Industry & Defence Network (AIDN), Engineers Australia, Professionals Australia, Toowoomba and Surat Basin Enterprise (TSBE) and Clean Energy Council.

#### CVSG Electrical Construction Pty Ltd

QLD Electrical Contractor Licence No: 68271  
NSW Electrical Contractor Licence No: 240746C  
Security Provider Licence No: 3257431

#### CV Infrastructure Services Pty Ltd

QLD Electrical Contractor Licence No: 71102  
NSW Electrical Contractor Licence No: 243316C

#### CVSG Asset Services Pty Ltd

QBCC Licence No: 1232419  
QLD Electrical Contractor Licence No: 68870  
NSW Electrical Contractor Licence No: 314960C

#### CV Media & Signage Pty Ltd

QBCC Licence No: 1061506  
QLD Electrical Contractor Licence No: 1501601



## BRISBANE HEAD OFFICE

148 Hedley Avenue  
Hendra QLD 4011  
Ph: (07) 3622 4333

## SYDNEY

9/18 Sterling Road  
Minchinbury NSW 2770

## MELBOURNE

8/15 Thackray Road  
Port Melbourne VIC 3207

## SUNSHINE COAST

6/127 Sugar Road  
Maroochydore QLD 4558  
Ph: (07) 5479 5000

## CABOOLTURE

2/1 Lear Jet Drive  
Caboolture QLD 4510

## TOWNSVILLE

1/24 Gorden Street  
Garbutt QLD 4814



CV proudly has a Reflect Reconciliation Action Plan (RAP) and is committed to building respect, understanding, and meaningful partnerships with Aboriginal and Torres Strait Islander communities.

[cvsg.com.au](http://cvsg.com.au)