



Qantas Group Supplier Code of Conduct

Introduction

The Qantas Group is committed to ensuring that its procurement practices are transparent, fair and responsible and uphold high standards of integrity and honesty.

With a multi-billion dollar annual procurement spend and thousands of suppliers, we are a major purchaser of a wide range of goods and services and recognise that our responsibility extends to the focussed and professional management of our supply chain.

This document establishes our expectations of suppliers, and their supply chain, in providing goods and services to the Qantas Group.

Qantas Non-Negotiable Business Principles

The Qantas Group's corporate governance framework, comprising of our Non-Negotiable Business Principles and Group Policies, guides how we do business. The Principles are:

- 1 We are committed to safety as our first priority
- 2 We comply with laws and regulations
- 3 We treat people with respect
- 4 We act with honesty and integrity, upholding ethical standards
- 5 We are committed to true and fair financial reporting
- 6 We are committed to environmental sustainability
- 7 We have a responsibility to safeguard Qantas group reputation, brands, property, assets and information
- 8 We proactively manage risk

The Qantas Group Non-Negotiable Business Principles inform our expectations of suppliers, and form the basis for this Supplier Code of Conduct.



Safety

Safety is always our first priority, and forms the basis of all sound decisions and actions within the Qantas Group. The Qantas Group is committed to being recognised as the world's leading airline group in air, ground and people safety and health. We are dedicated to continuous improvement in the prevention of injuries, illness, accidents and incidents through effective safety management systems, quality processes and a strong safety culture. We strive to protect the health and safety of our employees, customers, the public, contractors and suppliers through the active participation and commitment of all Qantas Group employees, contractors and suppliers.

We expect that suppliers to the Qantas Group will:

- Be compliant with all relevant national and local safety legislation, including but not limited to workplace and operational health and safety, including health and safety management and reporting
- Have a written health and safety policy or equivalent document, and ensure that employees are informed of, and knowledgeable about, that document
- Have a system to record, monitor and manage health and safety risks and incidents, that is aligned to the organisation's risk profile as well as applicable laws and standards
- Comply with all Qantas site-specific safety requirements

Environmental Management

The Qantas Group is committed to being an environmentally sustainable organisation. Our activities aim to improve fuel efficiency, reduce resource consumption, minimise pollution, proactively manage environmental risk and comply with laws and regulations across all operations in the Group. We are committed to continual improvement in our environmental performance through the setting of objectives and targets aligned with the Group's environmental strategic objectives.

We expect that suppliers to the Qantas Group will:

- Be compliant with all relevant national and local laws and regulations relating to environmental performance, management and reporting
- Have a written environmental policy, and that employees are informed of, and knowledgeable about, that document
- Have an environmental management system to measure, manage and minimise adverse environmental impacts

Corporate Governance and Ethics

Good corporate governance is core to ensuring the creation, protection and enhancement of shareholder value. The Qantas Board maintains, and requires that Qantas Management maintain, the highest level of corporate ethics. The Qantas Group Code of Conduct and Ethics sets out expectations in a number of areas, including compliance with laws, regulations and ethical standards, managing conflicts of interest, maintaining accounting records, treating people with respect, ensuring equal employment opportunity and establishing the Qantas Whistle-blower Policy.

We expect that suppliers to the Qantas Group will:

- Manage risk, governance and compliance appropriately
- Ensure senior management is responsible and accountable for maintaining a high level of corporate ethics
- Maintain accurate and auditable records and accounts
- Conduct themselves in a fair and ethical manner
- Ensure their employees are committed to fair and ethical practices
- Ensure that they communicate the Qantas Group Supplier Code of Conduct to all of their employees, in the local language and in a manner that can be understood by those employees
- Comply with all local and national laws and regulations in regards to bribery, corruption and other prohibited business practices
- Have a grievance management process for their employees and suppliers
- Have a whistleblower policy or equivalent process that provides protection to employee whistleblowers, prohibits retaliation or victimisation, and ensure that their employees are informed of, and knowledgeable about, the whistleblower policy/process

Business Resilience

The Qantas Group takes a holistic and coordinated approach to risk, emergency and crisis management, business continuity and recovery. This approach ensures the safety and welfare of people, protection of the Group's assets and brand and maintenance of critical services in the event of a major incident, emergency or crisis affecting the Group.

We expect that suppliers to the Qantas Group will:

- Have a documented business continuity plan to minimise business disruption resulting from unplanned events which may threaten an organisation's normal operations, as well as their associated impact on the organisation's people (employees and contractors), supply chain, facilities or IT Services

- Have a clear escalation process within their business continuity plan to communicate with the Qantas Group in the event that the organisations' normal operations are disrupted in a manner that could impact supply to the Qantas Group
- Review and test both business continuity and Information Technology (IT) Service recovery and continuity plans every 12 months, ensuring results and improvement opportunities are recorded and available if requested

Human Rights and Workplace Conditions

The Qantas Group is committed to building and fostering a culture in which diversity is valued and to providing a workplace that is free from discrimination, harassment and bullying. We respect human rights, as set out in the UN Universal Declaration of Human Rights, and require all of our employees to treat others with trust, dignity, respect, fairness and equity. We aim to manage work arrangements using a flexible and efficient approach, providing our employees with fair working arrangements and conditions of employment. At Qantas, we believe that our future success is underpinned by our people being skilled, motivated and supported to do great things. We support and encourage the personal and professional development of our people.

We expect that suppliers to the Qantas Group will:

- Conduct their activities in a manner that respects human rights, as set out in the UN Universal Declaration of Human Rights
- Comply with all relevant local and national laws and regulations in relation to employment practices, human rights, discrimination, harassment and bullying
- Provide fair working conditions for their employees, including adequate rest periods, sufficient leave, freedom of association and collective bargaining
- Pay their workers lawful wages, including equal pay for equal work
- Ensure that no forced labour, child labour or involuntary labour is used
- Promote and maintain a workplace that is free from bullying, harassment and discrimination
- Ensure no form of physical, sexual, psychological or verbal harassment or abuse is tolerated within their organisation
- Provide employees with the appropriate level of training to perform their role and to comply with this Code of Conduct

The Qantas Group is committed to building and fostering a culture in which diversity is valued.

Community Investment

As Australia's national carrier, the Qantas Group has a responsibility to work with and contribute to the community.

At a global, national and local level, we work with organisations to foster social impact through community excellence and inspire leadership in the communities we support. We strive to make a genuine difference in a number of focus areas including Indigenous economic development, education, the environment, health, arts and culture.

Qantas does not establish specific supplier expectations in relation to community activities. However, community engagement or community investment programs undertaken by suppliers, working to solve social or environmental issues, will be taken into consideration

Supplier Diversity

The Qantas Group is committed to building and fostering a culture in which diversity is valued. Qantas supports supplier diversity through engagement with minority owned businesses, including Indigenous and women-owned businesses, disability enterprises and community partners. This continues the Qantas tradition of engagement with our community and support for employment, growth and financial and social inclusion.

We seek opportunities to support Indigenous-owned businesses through our membership of Supply Nation and under the strategic direction set within the Qantas Reconciliation Action Plan. Qantas also supports Recognise, the campaign to recognise Aboriginal and Torres Strait Islanders in Australia's constitution.

We seek opportunities to support a step-change in opportunities for women in business through Male Champions of Change, and will work actively with our suppliers to understand their approach to supporting women in business and leadership.

The Qantas Group does not establish specific supplier expectations regarding supplier diversity. However, suppliers' diversity policies, programmes and initiatives will be taken into consideration

Animal Welfare

The Qantas Group supports the ethical and humane treatment of animals, aligned with the RSPCA's Animal Policies. The Qantas Group ensures that animal transportation on our network meets and exceeds the standards of the IATA Live Animal Regulations, as recommended by the RSPCA.

We expect that suppliers to the Qantas Group will:

- Conduct their activities in a manner that aligns to the RSPCA's Animal Policies
- Ensure that any animals involved in the goods/ services provided to Qantas are treated humanely
- Avoid the use of animals in experiments that cause suffering or distress and are not essential to humans or animals
- Avoid cruel or inhumane use of animals in any industrial activity
- Avoid supporting cruel or inhumane use of animals in any sporting or entertainment event

Supply Chain

The Qantas Group, as a large purchaser of goods and services, recognises that its responsibility for sustainable procurement extends to the management of its supply chain. The business conduct and performance of our suppliers can have a direct impact on the sustainability of our business, including the Qantas Group brand and reputation.

We expect that suppliers to the Qantas Group will:

- Ensure that this Code of Conduct is communicated to all their sub-contractors, in the local language and in a manner that can be understood
- Hold their sub-contractors to the supplier expectations contained in this Code of Conduct
- Work with their own suppliers to ensure their supply chain meets the principles of this Code of Conduct

Assessment and Review

The Qantas Group will work closely with suppliers to ensure they are aligned to this Code of Conduct. The Qantas Group carries out regular assessments of the practices of its suppliers, including self-assessment by suppliers of their operations. In addition, the Qantas Group will periodically request supporting documentation and may conduct site visits to suppliers to carry out in-depth reviews. Throughout this process, our objective is to work with our suppliers to identify best practice and support improvement.

We expect that suppliers to the Qantas Group will:

- Respond to all requests for completion of Sustainability Self-Assessment reviews in a timely manner
- Provide open, honest and complete information
- Provide all requested supporting documentation
- Support Qantas in carrying out on-site reviews where required
- Complete agreed Sustainability remedial action plans, where required



Safety is always our first priority, and forms the basis of all sound decisions and actions within the Qantas Group.