



LEGAL POLICY

Supplier Code of Conduct

1.0

Expectations for our suppliers and partners.

DATE

25 April 2025

ABN

74 101 234 664

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Introduction

At Real World Technology Solutions, we are committed to conducting business in a manner that respects the human rights and dignity of all people, aligning with our core values of integrity, ethics, and a human-centric focus. This Human Rights Policy and Supplier Code of Conduct establishes the standards we expect from our suppliers, contractors, and business partners, complementing our internal Code of Conduct for employees and our Corporate Social Responsibility Policy.

As a locally and family-owned Australian business providing technology and telecommunications solutions, we recognize our responsibility to respect human rights throughout our operations and supply chain. This policy reflects our commitment to ethical business practices, environmental sustainability, and social responsibility.

Purpose and Scope

This policy serves to:

1. Articulate our expectations regarding human rights and ethical business practices for all suppliers, contractors, and business partners
2. Promote responsible practices throughout our supply chain
3. Ensure compliance with relevant laws and regulations
4. Align our business operations with international human rights standards

This policy applies to all suppliers, contractors, and business partners who provide goods or services to Real World Technology Solutions.

Our Commitments

Real World Technology Solutions is committed to:

1. **Respecting Human Rights:** We respect the human rights of all individuals affected by our operations and expect our suppliers to do the same.
2. **Ethical Business Practices:** We conduct business with integrity, transparency, and accountability, and expect the same from our suppliers.
3. **Environmental Stewardship:** We strive to minimize our environmental impact and promote sustainable practices throughout our operations.
4. **Community Engagement:** We aim to make a positive contribution to the communities in which we operate.
5. **Diversity and Inclusion:** We foster a diverse and inclusive workplace and society and expect our suppliers to do the same.
6. **Child Safety:** We prioritize the safety and wellbeing of all children and have zero tolerance for child exploitation or abuse.
7. **Domestic and Family Violence Support:** As signatories to the DFV Pledge, we support those affected by domestic and family violence and expect our suppliers to have appropriate policies in place.

- 8. Reconciliation:** We acknowledge the Traditional Owners of the land on which we operate and are committed to advancing reconciliation with Aboriginal and Torres Strait Islander peoples.

Supplier Requirements

1. Human Rights and Labor Practices

All suppliers must:

- **Respect human dignity:** Treat all individuals with dignity and respect.
- **Prohibit forced labor:** Not use or support any form of forced, bonded, indentured, or involuntary prison labor.
- **Prohibit child labor:** Not employ individuals under the legal working age in the jurisdiction where work is performed.
- **Prevent discrimination:** Not discriminate in hiring, compensation, access to training, promotion, termination, or retirement based on race, color, sex, religion, political opinion, national extraction, social origin, age, disability, HIV/AIDS status, marital status, sexual orientation, or any other status protected by applicable law.
- **Protect freedom of association:** Respect employees' rights to form, join, or not join labor unions or other organizations of their choice and to bargain collectively without fear of reprisal, intimidation, or harassment.
- **Provide fair wages and benefits:** Comply with all applicable wage and hour laws and regulations, including those relating to minimum wages, overtime, maximum hours, piece rates, and other elements of compensation, and provide legally mandated benefits.
- **Ensure reasonable working hours:** Comply with applicable laws governing working hours, including maximum hour laws and provisions for rest periods.
- **Prevent harassment and abuse:** Commit to a workplace free of harassment, abuse, and corporal punishment.

2. Health and Safety

All suppliers must:

- **Provide a safe and healthy workplace:** Provide a safe and healthy workplace in compliance with all applicable laws and regulations.
- **Prevent workplace injuries and illnesses:** Implement procedures and policies to manage and track occupational injuries and illnesses.
- **Provide proper training:** Provide appropriate health and safety training to all employees.
- **Be prepared for emergencies:** Implement emergency preparedness procedures, including emergency reporting, employee notification, evacuation procedures, proper exit facilities, and recovery plans.

- **Address workplace hazards:** Identify, evaluate, and control workplace hazards through proper design, engineering and administrative controls, preventative maintenance, safe work procedures, and ongoing safety training.
- **Provide protective equipment:** Provide workers with appropriate personal protective equipment where hazards cannot be adequately controlled by other means.

3. Environmental Sustainability

All suppliers must:

- **Comply with environmental laws:** Comply with all applicable environmental laws, regulations, and standards.
- **Implement environmental management systems:** Implement systems to ensure the safe handling, movement, storage, recycling, reuse, or management of waste, air emissions, and wastewater discharges.
- **Use resources efficiently:** Work to reduce consumption of resources, including raw materials, energy, and water.
- **Minimize waste and emissions:** Minimize waste of all types and emissions to air, water, and land.
- **Address climate change:** Work to reduce carbon footprint through energy-efficient technologies and practices.
- **Protect biodiversity:** Take steps to avoid or minimize impacts on biodiversity and ecosystem services.

4. Ethical Business Practices

All suppliers must:

- **Comply with laws:** Comply with all applicable laws and regulations in the countries where they operate.
- **Prevent corruption:** Not engage in corruption, extortion, embezzlement, or bribery.
- **Avoid conflicts of interest:** Disclose any situation that may appear as a conflict of interest.
- **Protect intellectual property:** Respect intellectual property rights and safeguard customer information.
- **Ensure fair competition:** Conduct business in line with fair competition and anti-trust laws.
- **Maintain accurate records:** Maintain accurate financial books and business records in accordance with all applicable legal and regulatory requirements and accepted accounting practices.
- **Protect privacy:** Respect privacy rights and comply with all applicable laws regarding the collection, use, and protection of personal information.

5. Child Safety

All suppliers must:

- **Prioritize child safety:** Implement comprehensive child safety policies and processes.

- **Conduct appropriate screening:** Ensure appropriate screening and background checks for employees who may interact with children.
- **Provide training:** Deliver regular child safety training for relevant staff.
- **Respond to concerns:** Promptly respond to any concerns regarding child safety.
- **Comply with legislation:** Comply with all relevant legislation and regulations related to child protection.
- **Foster a safety culture:** Create a culture where child safety is everyone's responsibility.

6. Support for Those Affected by Domestic and Family Violence

All suppliers should:

- **Implement supportive policies:** Have policies that support employees affected by domestic and family violence.
- **Provide training:** Offer training to staff on recognizing and appropriately responding to DFV concerns.
- **Ensure confidentiality:** Maintain confidentiality and safety in systems and processes for those affected by DFV.
- **Offer flexible arrangements:** Provide flexible work arrangements for employees affected by DFV where possible.

7. Reconciliation with Aboriginal and Torres Strait Islander Peoples

All suppliers are encouraged to:

- **Acknowledge Traditional Owners:** Acknowledge the Traditional Owners of the land on which they operate.
- **Promote cultural awareness:** Foster understanding and respect for Aboriginal and Torres Strait Islander cultures.
- **Create opportunities:** Support employment and business opportunities for Aboriginal and Torres Strait Islander peoples.
- **Engage with Indigenous businesses:** Include Indigenous-owned businesses in their supply chains where possible.

8. Management Systems

All suppliers should:

- **Implement policies and procedures:** Implement policies and procedures to ensure compliance with this Code of Conduct.
- **Conduct risk assessments:** Regularly assess human rights, labor, environmental, health and safety, and ethics risks.

- **Set improvement objectives:** Establish objectives, targets, and implementation plans to improve social and environmental performance.
- **Provide training:** Provide training to managers and workers on relevant policies, procedures, and improvement objectives.
- **Communicate requirements:** Communicate the requirements of this Code to their suppliers and monitor their compliance.
- **Document compliance:** Maintain documentation necessary to demonstrate compliance with this Code.

Implementation and Monitoring

Real World Technology Solutions will:

1. **Communicate this policy:** We will communicate this policy to all suppliers and ensure they understand our expectations.
2. **Assess compliance:** We may request information from suppliers to assess their compliance with this policy, including self-assessment questionnaires, certifications, or other documentation.
3. **Conduct audits:** We reserve the right to audit suppliers' facilities and operations, either directly or through third parties, to verify compliance with this policy.
4. **Address non-compliance:** We will work with suppliers to address any identified instances of non-compliance and develop corrective action plans.
5. **Terminate relationships:** In cases of serious or persistent non-compliance, we may terminate business relationships.

Reporting Concerns

We encourage anyone with concerns about potential violations of this policy to report them. Reports can be made to:

- Email: privacy@rwts.com.au
- Phone: 1300 798 718

All reports will be treated confidentially to the extent possible, and no retaliation will be tolerated against anyone who, in good faith, raises a concern or reports a violation.

Continuous Improvement

Real World Technology Solutions is committed to continuously improving our approach to human rights and sustainability. We will:

1. Regularly review and update this policy to reflect evolving best practices
2. Engage with stakeholders to understand their expectations and concerns
3. Build capacity within our own operations and our supply chain to address human rights and sustainability challenges
4. Report on our progress in implementing this policy

Governance

The executive team are responsible for the implementation of this policy, with oversight from the Company Directors. All employees share responsibility for ensuring our suppliers uphold these standards.

Approval and Review

This policy was approved by the executive leadership team of Real World Technology Solutions on 1st April 2025.

This policy will be reviewed annually to ensure it remains relevant and effective.

By working together with our suppliers and business partners, we can build a more sustainable and equitable future. We value your commitment to upholding these standards as we strive to make a positive impact through our business operations.

For further information or questions regarding this policy, please contact Matthew Cross on 1300 798 718