



HEALTHIER, LONGER,  
BETTER LIVES

# AIA AUSTRALIA SUPPLIER CODE OF CONDUCT



# INTRODUCTION

At AIA Australia (AIAA), our purpose is to make a difference in people's lives.

Our Operating Philosophy of "Doing the Right Thing, in the Right Way, with the Right People, and the Right Results will come", along with our corporate policies, and regulations and codes of practice to which we are bound, form the foundation for the AIA Group Code of Conduct and inform this AIAA Supplier Code of Conduct ("Supplier Code").

Across our business we work with a wide range of business partners, and product and service providers ("suppliers"). We strongly encourage sound environmental performance, social well-being and governance ("ESG") practices among our suppliers. This Supplier Code is a guide to our suppliers to facilitate broader improvement in ESG performance for them, AIAA, and the communities we serve. This Supplier Code has been developed to complement the AIA Group Code of Conduct.

The content of this Supplier Code has been developed keeping in mind a number of international charters and conventions, such as the United Nation's Declaration on Human Rights and the ILO Core Conventions. AIA Group encourages improving our suppliers' ESG standards, as well as respecting local traditions, cultures and norms.

This Supplier Code sets out our expectations of our suppliers in relation to their environmental, social and governance practices.

# ENVIRONMENTAL PRACTICES

AIAA encourages its business partners and suppliers to emulate the standards, practices and principles outlined in AIA Group's Environmental Policy:

- comply with all relevant local and national environmental legislation and regulations.
- minimise the consumption of energy and carbon footprint from operations through the implementation of environmental policies and environmental management systems.
- develop systems, protocols, and procedures to allow for business continuity in the event of any short-term disruptions due to environmental, social, or security related incidents.
- consider the impact to business operations, assets, and investments as a result of the long-term effects of climate change.
- encourage the use of environmentally friendly technology that can reduce resource consumption, minimise the need for business travel, and reduce reliance on resources such as paper.
- advise us of any impact on the environment and performance due to their business activities while continuing to engage and consult with stakeholders to improve environmental performance.
- expand the use of environmentally friendly, recycled and or sustainably forested products in operations.
- minimise waste footprint by promoting the recycling and reuse of materials, while taking the necessary precautions to ensure compliance with legislation on the handling or disposal of any materials



# SOCIAL PRACTICES

At AIAA, we respect the human rights of those we come in contact with directly, such as our employees and customers, as well as indirect contacts such as our suppliers and partners.

## Modern Slavery

In accordance with our Modern Slavery Statement, we expect our Suppliers to take proactive and effective actions to identify and address any modern slavery risks in their operations and supply chains.

## Discrimination, Harassment and Bullying

At AIAA, we are committed to providing an equal opportunity workplace that safeguards the rights and dignity of our employees.

We expect our suppliers to ensure a fair and equitable workplace environment that is free from any form of harassment or discrimination based on, but not limited to, age, race or ethnic origin, disability, gender, nationality, marital status, sexual orientation, political convictions or union affiliation.

## Safe, Healthy and Secure Workplace

AIAA is committed to conducting business in a manner that protects the health, safety and security of our employees and customers.

We expect our Suppliers to comply with relevant Work, Health and Safety laws and provide a work environment that gives due consideration to employee wellness and safety, minimising health hazards or harm, while promoting health and well-being.

## Diversity and Opportunity

AIAA seeks to bring together people with diverse backgrounds, skills and ideas in the workplace and across our supply base.

We encourage our suppliers to support an inclusive and diverse workforce and seek opportunities in their supply chain to promote and engage other businesses who employ people from a diverse range of backgrounds, genders, ethnic origins, and physical abilities.



# GOVERNANCE AND ETHICAL PRACTICES

Suppliers are expected to hold themselves to the highest standards of professionalism and uphold high ethical standards of conduct. We emphasise the importance of being compliant with all local and national legislation and of avoiding all forms of corruption and bribery. Where applicable, while acting on our behalf, we expect our suppliers to abide by the standards and conditions detailed below.

## Anti-Corruption and Bribery

AIAA is committed to conducting business free from bribery or unethical activities. We expect our suppliers to:

- not offer, pay, promise or authorise any bribes, kickbacks or other payments or benefits to anyone, including government officials, to obtain business or to gain improper advantage, or in violation of anti-corruption laws.
- maintain detailed records of expenses incurred on our behalf, in particular, in dealings with government officials.
- not make any payments to government officials unless authorised in writing by AIAA.

## Anti-Money Laundering and Counter Terrorist Financing and Economic Sanctions

We are committed to complying with all Anti-Money Laundering and Counter-Terrorism Financing and Economic Sanctions laws and regulations. We expect our suppliers to:

- not knowingly engage or attempt to engage in any transaction involving proceeds derived from unlawful activity.
- report any matter suspected to be related to money laundering or terrorist financing
- not deal with any individuals or entities who are subject to international economic sanctions.
- notify us immediately of any associations with politically exposed persons.

## Fair Dealing and Fair Competition

We do not tolerate improperly taking advantage of anyone through manipulation, concealment, abuse of privileged information, intentional misrepresentation of facts or any other unfair practice. Suppliers are expected to comply with applicable anti-competition laws. Unfair competition practices such as price fixing or bid rigging are not acceptable. Suppliers are advised not to obtain information about our competitors other than from lawful and appropriate sources and may share such information with us only if authorised to do so.

## Data Privacy and Security

The security and protection of our confidential customer and company information is of utmost importance. Suppliers should protect customer and company data at all times and comply with any applicable data privacy laws in Australia (and where relevant to the product and/or service being provided, overseas) as well as any contractual obligations.

We expect our suppliers to:

- abide by any relevant international standards as determined by AIAA.
- only access, use or disclose personal information where authority to access, use or disclose has been granted by AIAA.
- notify AIAA immediately of any unauthorised access, use or disclosure of confidential company and customer information, or any other breaches of data privacy laws or contractual arrangements relating to confidential data.
- comply with AIAA's instructions on the retention and destruction of customer and company data.

## Ethics and Conduct

At AIAA, we hold ourselves to the highest standards of professionalism and high ethical standards of conduct by following our Operating Philosophy of 'Doing the Right Thing, in the Right Way, with the Right People and the Right Results will come'. We align ourselves with suppliers who uphold similar values and practices.

We expect our suppliers to:

- avoid conduct that creates or is perceived as a conflict of interest causing detriment, or other impropriety.
- disclose any situation that creates, or appears to create, a conflict of interest involving the business activities of AIAA and the supplier.
- refrain from taking for themselves, or directing to a related third party, a business opportunity that is a) discovered through the use of AIAA corporate property or information, or b) due to their position of influence over AIAA decisions that may impact the interests and dealings of their competitors with AIAA.
- not authorise, offer or accept any gifts, fees, rewards or inducements to do anything that is illegal, dishonest, a breach of trust or contractual obligations, or to secure improper advantage.
- not make any political or charitable donations in AIAA's name.
- not exploit our relationship or use AIAA's brand in connection with any fraudulent, unethical or dishonest act.
- not source goods or services on behalf of AIAA from any region, entity or person subject to internationally recognised trade sanctions.
- pay fair salaries/fees to their employees or subcontractors in line with relevant laws and agreements.
- not submit inaccurate proposals or invoices to us.

### How to make a Whistleblower disclosure:

Speaking up about misconduct or breaches of law is an important way to ensure that AIAA continues to embody its Operating Philosophy of doing the Right Thing, in the Right Way, with the Right People. AIAA supports your ability to make confidential Protected Disclosures.

For more information about Whistleblower disclosure, please visit our AIAA website: [www.aia.com.au](http://www.aia.com.au), or:

**Call the AIA Ethics Line:** 1800 763 983

**Use the AIA Ethics Website:** [www.aiaethicsline.com](http://www.aiaethicsline.com)





# RIGHT

DOING THE RIGHT THING...  
IN THE RIGHT WAY...  
WITH THE RIGHT PEOPLE...  
AND THE RIGHT RESULTS WILL COME.