



# Supplier Code of Conduct

## Document details

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**Supplier Code of Conduct**  
Governance Document  
Code



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# 1. About this Code

This Code sets out CleanCo's expectations for ethical behaviour, integrity, and responsible business practices across our supply chain. It describes the principles all suppliers and subcontractors must follow when providing goods or services to CleanCo, including compliance with laws, respect for human rights, and responsible environmental and governance practices. Adherence to this Code is a condition of doing business with CleanCo.

## 1.1. Purpose

CleanCo Queensland Limited (CleanCo), as a Queensland Government Owned Corporation (GOC), is committed to ethical, environmentally responsible and socially responsible procurement. This Supplier Code of Conduct (the Code) sets out CleanCo's expectations of suppliers and defines what it means to be a responsible supplier to CleanCo.

## 1.2. Scope

The scope of this document is to ensure that all procurement activities and all suppliers working with CleanCo follow the sustainability, ethical, safety, governance, and environmental standards outlined in the Code i.e;

- Embed sustainability and ethical principles in CleanCo's supply chain
- Establish clear standards suppliers must meet
- Guide supplier selection and ongoing engagement
- Ensure compliance with legislation and government policy
- Promote transparency and accountability

### 1.2.1. Application of this Code

This Code applies to all suppliers who provide, or seek to provide, goods, services or works to CleanCo. Compliance with this Code is required throughout the full supplier lifecycle, including pre-qualification, tendering, contract negotiation, onboarding, and the delivery of goods or services under any agreement with CleanCo.

#### 1.2.1.1. This Code applies to:

- suppliers, contractors, consultants, and service providers
- labour-hire providers and temporary workforce agencies
- subcontractors engaged by a supplier, at all tiers of the supply chain
- any other third parties involved in delivering goods, services or works to CleanCo

## 1.3. Guiding documents

This Code should be read in the context of the following CleanCo governance documents and government frameworks, including (as applicable):

- Queensland Government Supplier Code of Conduct
- Queensland Government Procurement Policy and Procurement Assurance Model (PAM)

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## 1.4. Definitions

Term	Definition
Supplier	An organisation, individual or entity that provides goods, services or works to CleanCo, including subcontractors engaged by the supplier.
Subcontractor	Any third party engaged by a supplier to perform part of the goods, services or works under a contract with CleanCo.
Supply Chain	All organisations, individuals, processes and logistics involved in the creation, production, delivery or support of goods and services, including all upstream and downstream tiers.
Conflict of Interest	A situation where a person's private interests, relationships or activities could improperly influence—or be perceived to influence—their duties or decision-making.
Modern Slavery	Conduct involving the coercion, control or exploitation of individuals, including forced labour, human trafficking, servitude, debt bondage and child labour, as defined under the Australian Modern Slavery Act 2018.
Wage Theft	The underpayment of wages or entitlements, including unpaid overtime, withholding of remuneration, or inadequate record-keeping.
Probity	The ethical and transparent conduct required to ensure fairness, impartiality and accountability in procurement processes.
Bribery and Corruption	The offering, giving, receiving or soliciting of anything of value to influence an outcome improperly, including fraud, extortion and abuse of position.

## 2. Roles and responsibilities

Role	Responsibilities
Suppliers	<ul style="list-style-type: none"> <li>• Comply with this Code and applicable laws and policies.</li> <li>• Cascade these requirements to subcontractors and across all tiers of their supply chains.</li> <li>• Ensuring that their employees, agents, subcontractors and supply-chain partners understand and comply with the requirements of this Code.</li> <li>• Maintain systems and processes that manage the risks outlined in the Principles section below.</li> <li>• Provide evidence of compliance when requested (e.g., policies, certifications, audit findings).</li> <li>• Promptly disclose conflicts of interest and report actual or suspected non-compliance.</li> </ul>
CleanCo Personnel Involved in Procurement	<ul style="list-style-type: none"> <li>• Apply this Code consistently across all procurement activities.</li> <li>• Conduct procurement with integrity, fairness and transparency.</li> <li>• Maintain confidentiality</li> <li>• Support small/regional suppliers</li> <li>• Undertake appropriate due diligence and assurance activities.</li> <li>• Escalate and manage non-compliance in line with this Code and CleanCo policies.</li> </ul>

## 3. Principles

Six core guiding principles underpin this Code, establishing the foundation for responsible supplier partnerships that reflect CleanCo's values and government expectations.

### 3.1. Safety

Suppliers must maintain the highest standards of health and safety, ensuring all workers are fit for work and protected from hazards. CleanCo has zero tolerance for drugs and alcohol detection in any person engaged to conduct work for CleanCo.

### 3.2. Ethical Conduct

Suppliers must act with honesty, integrity, and in accordance with government procurement requirements. Suppliers must prevent, detect and promptly address risks and incidents relating to:

- Bribery and corruption
- Conflicts of interest
- Wage theft
- Sanctions breaches
- Money laundering and terrorism financing
- Modern slavery and labour rights abuses
- Human rights abuses

Any conflict of interest (actual, potential or perceived) must be disclosed to CleanCo as soon as possible.

### 3.3. Respect and Human Rights

Suppliers must treat employees, stakeholders, and communities with dignity and fairness by:

- Honouring workplace rights and complying with all workplace laws and regulations.
- Supporting diversity, equity and inclusion.
- Implementing appropriate policies and initiatives to support efforts to end domestic and family violence.
- Creating opportunities for disadvantaged and marginalised jobseekers.
- Supporting local employment opportunities for Queenslanders.

### 3.4. Supply Chain Responsibility

Suppliers are accountable not just for their own conduct but also for the practices within their entire supply chain. Suppliers must be able to demonstrate how their supply chains support compliance with this Code and must act immediately to remediate any non-compliance identified. CleanCo places a strong emphasis on local and sustainable job opportunities, particularly in regions where CleanCo operates.

### 3.5. Information and Cyber Security

Suppliers must protect CleanCo's information and systems by:

- Demonstrating effective security controls (e.g., background checks, certifications, questionnaires, penetration test reports, security overviews).
- Taking reasonable steps to protect information (digital or otherwise) from misuse, interference, loss, and unauthorised access, modification or disclosure.
- Handling information in accordance with legal obligations, contractual confidentiality provisions, and good practice.

### 3.6. Environmental Sustainability

Suppliers must support environmentally responsible procurement and operations including:

- Complying with all environmental legislation and reporting obligations.
- Sourcing products that meet credible, internationally recognised sustainability standards.
- Ensuring products with high rainforest-destruction risk (e.g., beef, leather, paper, wood, soy, palm oil, biofuels) are responsibly sourced via transparent supply chains with appropriate independent certification.
- Providing reusable and recyclable products (with clear labelling of material name and recycling classification number) and reducing packaging.
- Minimising the use of non-renewable resources by prioritising sustainable or renewable sources.
- Providing resource-efficient goods and services wherever possible.
- Eliminating the use of environmentally damaging chemicals where feasible and otherwise preferring low-chemical or natural alternatives.
- Disposing of chemicals (including cleaning and other waste fluids) in ways that prevent environmental harm.

## 4. Rules or guidelines

### 4.1. Legal and Policy Compliance

Suppliers must comply with all relevant laws, regulations, standards and government policies, including those governing procurement, workplace relations, human rights, anti-corruption, and environmental management. CleanCo's procurement is conducted with integrity, probity and accountability in accordance with Queensland Government procurement requirements, including the Queensland Government Procurement Policy and associated frameworks.

### 4.2. Engagement with Small and Local Suppliers

CleanCo recognises the complexity of the requirements in this Code and encourages participation by small businesses. Suppliers (particularly small and regional suppliers) are encouraged to discuss compliance pathways with CleanCo so all suppliers have equitable access to CleanCo business. CleanCo values suppliers that create local jobs for Queenslanders, especially in regions where CleanCo operates.

## 5. Monitoring and review

CleanCo may undertake proportionate due diligence and assurance activities at any stage of the supplier lifecycle, including pre-qualification, tendering, onboarding and contract management. These activities may include:

- Information requests and questionnaires.
- Policy and control reviews.
- Certifications and assurance statements.
- Independent audits or assessments (including safety, ethical sourcing, cybersecurity and environmental performance).
- Ongoing performance monitoring and periodic reviews.

Failure to cooperate with due diligence may affect current or future contract opportunities.

### 5.1. Reporting Non-Compliance & Escalation

Suppliers must promptly notify CleanCo at [procurement@cleancoqld.com.au](mailto:procurement@cleancoqld.com.au) of any actual or suspected non-compliance with this Code, applicable laws or contractual requirements. CleanCo expects suppliers to:

- Investigate issues quickly and transparently.
- Take effective corrective and preventative actions.
- Cooperate with CleanCo in managing the matter.

Any concerns regarding illegal activity or corruption should be immediately referred to the **Queensland Police Service or the Crime and Corruption Commission**.

#### 5.1.1. Consequences of Non-Compliance

Non-compliance with this Code may lead to actions including:

- Requirement to implement corrective actions within specified timeframes.
- Enhanced monitoring, additional audits or reporting requirements.
- Suspension of work or services.
- Non-award of future work or removal from supplier panels.
- Variation or termination of contracts, where permitted by law and contract.