



Ethical & Responsible Supply Policy

Multi Services Solutions Group (MSSG) and its subsidiaries entities is committed to the responsible provision of goods and services. The MSSG Ethical & Responsible Supply Policy is based primarily on Ethical Trade Initiative (ETI) and International Labour Organisation (ILO) Conventions and establishes the minimum standards when supplying MSSG. It is the supplier's responsibility to achieve and maintain these standards and to enforce them within those parts of their supply chains involved in supplying MSSG (e.g. contract and trade services, installation and maintenance services, cleaning services, materials suppliers, processing facilities, factories, warehouses, delivery services). As our business relationship develops, we expect our suppliers to raise their standards and continually improve working conditions.

1. Policy Requirements

All suppliers are required to agree to the principles in the MSSG Ethical & Responsible Supply Policy and as set out in their Trading Agreement with MSSG.

If suppliers are unable to demonstrate compliance with the MSSG Ethical & Responsible Supply Policy, MSSG reserves the right to terminate the Trading Agreement.

MSS utilises the Rapid online portal for the secure exchange of ethical, health and safety, and compliance data with our Suppliers. Suppliers must complete Rapid Induct online compliance training and acknowledgements as directed by MSSG.

2. Legal Requirements

All suppliers must fully comply with all local laws and regulations regarding labour, health, safety and the environment. Suppliers must also fully comply with the legal requirements of the local authorities and countries in which they operate in addition to all elements of this MSSG Ethical & Responsible Supply Policy.

3. Forced or Involuntary Labour

Workers shall not be subject to any form of forced, compulsory, bonded, indentured or prison labour. All work must be voluntary, and workers shall have the freedom to terminate their employment at any time without penalty, given notice of reasonable length.

4. Employment authority status

- Ensure workers are legally authorised to work.
- Ensure all applicants who are not Australian or New Zealand citizens have a Visa Entitlement Verification Online (VEVO) check completed prior to employment.



5. Workplace Equality

All workers, irrespective of their nationality or legal status, shall be treated fairly and equally. Migrant workers shall benefit from conditions of work (including but not limited to wages, benefits, and accommodations) no less favourable than those available to country nationals. Migrant workers (or their family members) shall not be threatened with denunciation to authorities to coerce them into taking up or maintaining employment.

7. Wages and Benefits

Ensure that wages and conditions applied comply with all relevant legislation and Fair Work Act 2009 (Cth) requirements.

Ensure that all workers are provided with written and understandable information about their wages including the particulars of their wages for the pay period concerned each time that they are paid.

Wage payments shall be made at regular intervals and directly to workers, in accordance with national laws, and shall not be delayed, deferred, or withheld. Clear and transparent information shall be provided to workers about hours worked, rates of pay, and the calculation of legal deductions. All workers must retain full and complete control over their earnings. Wage deductions must not be used as a disciplinary measure, or to keep workers tied to the employer or to their jobs. Workers shall not be held in debt bondage or forced to work in order to pay off a debt. Deception in wage commitments, payment, advances, and loans is prohibited.

9. Working hours

Workers shall not be forced to work in excess of the number of hours permitted in national law. Where the law is silent, normal working hours shall not exceed eight per day and forty-eight per week, and total working hours including overtime shall not exceed sixty. No worker shall be made to work overtime under the threat of penalty, dismissal, or denunciation to authorities. No worker shall be made to work overtime as a disciplinary measure, or for failure to meet production quotas.

6. Recruitment Fees

Workers shall not be charged any fees or costs for recruitment, directly or indirectly, in whole or in part, including costs associated with travel, processing official documents and work visas in both home and host countries.

8. Document retention

Confiscating or withholding worker identity documents or other valuable items, including work permits and travel documentation (e.g. passports) is strictly prohibited. The retention of personal documents shall not be used as a means to bind workers to employment or to restrict their freedom

10. Contracts of Employment

Written contracts of employment shall be provided to migrant workers in a language they understand, clearly indicating their rights and responsibilities with regard to wages, working hours and other working and employment conditions, consistent with requirements in national laws and industrial instruments. Migrant workers shall be provided with their employment contract prior to deployment. Supplemental agreements and the practice of contract substitution (the replacement of an original contract or any of its provisions with those that are less favourable) is not to occur



11. Freedom of movement and Personal freedom

Workers' freedom of movement shall not be unreasonably restricted. Workers shall not be physically confined to the workplace or related premises, such as employer- or recruiter operated residences; nor shall any other coercive means be used to restrict workers' freedom of movement or personal freedom. Mandatory residence in employer-operated facilities shall not be made a condition of employment. taking up or maintaining employment.

12. Grievance Procedure

An effective grievance procedure shall be established to ensure that any worker, acting individually or with other workers, can submit a grievance without suffering any prejudice or retaliation of any kind.

13. Health and Safety

The workplace shall be safe and healthy to minimise accidents and injury to health from occurring.

- Companies shall comply with all applicable laws and regulations concerning fire codes and standards and ensure all applicable fire equipment is properly maintained.
- Companies must complete MSSG compliance, site and health and safety inductions as directed by MSSG, including Rapid Induct online compliance materials.
- Plant and systems of work which are safe and without risk to health will be provided.
- Suppliers will provide workers with a safe and clean working environment taking into consideration the prevailing knowledge of the industry and of any specific hazards.
- Workers must receive adequate, recorded training to perform their jobs in a safe manner.
- Personal protective equipment must be supplied, and workers trained in its use.
- Safeguards on machinery must meet regulations or exceed local laws.
- In Australia, minimum legal requirements of Workers Compensation insurance must be maintained whilst engaged in Trade Agreement with MSSG, and certificates of currency to be provided to MSSG and uploaded to the MSSG Rapid compliance portal.

14. Humane Treatment

The workplace shall be free of any form of harsh or inhumane treatment. Disciplinary policies and procedures shall be clearly defined and communicated to all workers, and shall not include any inhumane disciplinary measure, including any corporal punishment, mental or physical coercion, or verbal abuse of workers; nor shall they include sanctions that result in wage deductions, reductions in benefits, or compulsory labour. The use or threat of physical or sexual violence, harassment and intimidation against a worker, his or her family, or close associates, is strictly prohibited.

15. Sub-contracting

Sub-contracting must be at the approval of MSSG and documented and available for review by MSSG, including but not limited to records of subcontractors' names and locations.

Suppliers must have adequate policies and processes in place for properly managing subcontracting, to ensure that sub-contractors operate in accordance with applicable laws, regulations and the MSSG Ethical & Responsible Supply Policy.



16. Private employment and Labour recruiters

When the subcontracting of recruitment and hiring is necessary, companies shall ensure that the labour agencies they engage operate legally, are certified or licensed by the competent authority, and do not engage in fraudulent behaviour that places workers at risk of forced labour or trafficking for labour exploitation.

18. Business Integrity

Suppliers must engage professional business ethics in all dealings using transparent documentation and records.

Prohibit bribery, kickbacks or other improper payments or gains.

Implement and follow appropriate policies and procedures to ensure compliance with the requirements of all applicable trade practices and conflict of interest laws, regulations and guidelines.

20. In summary

By complying with this policy, we build reputation and secure the trust of our stakeholders and maximise long term value for our shareholders and the broader community.

MSS Group expects suppliers to either adopt this policy in full themselves or have a similar policy of their own.

MSS Group reserves its right to not continue to purchase goods or services from any supplier that is found to be in breach of this policy.

17. Child Labour

- Ensure no underage labour is used.
- Suppliers must be able to verify the age of all employees to ensure no child labour is used.

MSSG refers to the International Labour Organization's Minimum Age Convention, 1973 (No. 138), where the minimum age for work is defined as being below the age for finishing compulsory schooling, and national employment standards and the Fairwork Act 2009 (Cth).

19. Environment

Suppliers must comply with local and national environmental laws and regulations.

Suppliers must comply with MSSG site management practises and ensure that activities are managed in a manner that facilitates the ongoing minimisation of environmental harm.

21. Related Documents

Anti-slavery policy



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Document Control

Document No.	Document Name	Version	Revision Date	Section revised & change reference
MSSG-POL-026	Ethical & Responsible Supply Policy	02	15.12.2020	Rebranded
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