



iag

Supplier Code of Conduct

2019

At IAG, our purpose is to make your world a safer place. This describes why IAG exists and guides the decisions and actions we take in building safer, stronger and more confident communities.

As an organisation we fulfil our purpose in accordance with the highest standards of ethics and conduct by:

- Complying with all relevant laws and regulations;
- Empathising with the needs of others;
- Treating people fairly;
- Being true to our word and standing behind our promises;

- Communicating openly and with candour;
- Respecting privacy and confidentiality; and
- Understanding the needs and importance of our shareholders, community, people, customers and partners.

This Supplier Code of Conduct (Code) makes clear the behaviours that IAG will demonstrate and clarifies our expectations of our suppliers in relation to Environmental, Social and Governance (ESG) related issues.

Our Commitment

At IAG, we strive to demonstrate the highest standards of business ethics and are committed to managing our supplier relationships in an ethical, transparent and responsible manner.

IAG cares about how our suppliers manage their operations and supplier relationships and expect that the people and communities along our supply chain are not adversely impacted by our suppliers' actions and decisions.

For every expectation we have of our suppliers, in this document we also set out IAG's commitments. IAG will review this Code regularly to ensure it continues to reflect stakeholder expectations and legislative requirements.

Definitions

Where this Code refers to:

Suppliers

all businesses that are involved in the supply of goods or services to IAG.

IAG

Insurance Australia Group Limited including its subsidiaries, as referenced on IAG's website.

Workers

all employees, including permanent, part-time, contract and temporary workers engaged by IAG's suppliers, supply chain, and sub-contractors.

Minimum Requirements

As a condition of doing business with IAG, we expect all suppliers to operate in a manner that meets or exceeds our minimum requirements and to be able to demonstrate suitable measures are in place to meet our minimum requirements.

Suppliers must:

- Comply with all relevant laws and regulations.
- Comply with IAG's ESG requirements as set out in this Code.
- Respond to requests for information from IAG in a timely manner, including but not limited to questionnaires, interviews, site visits, audits and corrective action plans.
- Provide a true and accurate account of their operations and supply chain when responding to requests for information from IAG.
- Promptly advise IAG of any non-compliance with this Code.
- Have processes in place that allow for workers to report non-compliance with this Code, anonymously and free of retribution or other unfavourable treatment.
- Remedy any non-compliance with this Code as a matter of highest priority.

Our approach:

IAG's minimum requirements are informed by applicable laws, international and industry standards, IAG's business needs and our stakeholders' expectations.

Our approach at IAG is to assess suppliers' compliance with this Code on an ongoing basis, to drive continuous improvement for IAG and people and communities along our supply chain.

IAG will consider a supplier's performance in accordance with this Code when making sourcing decisions and in managing our relationships with suppliers.

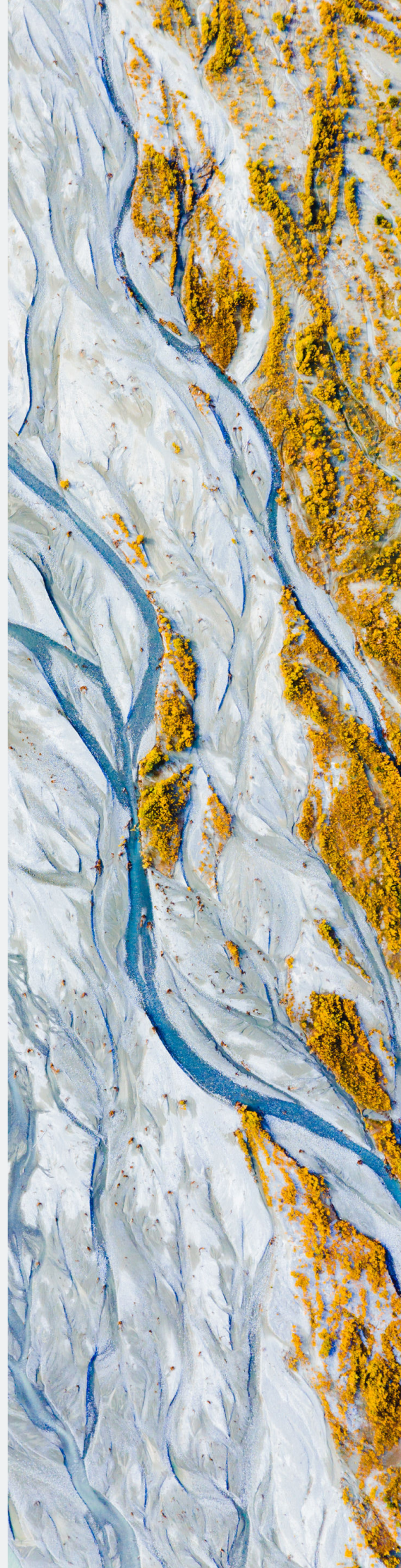
If a supplier is unable to demonstrate compliance with the Code or fails to meet minimum requirements, IAG reserves the right to pursue appropriate action, including remediation or termination of the business relationship with the supplier.

Environmental Expectations

At IAG, we care for our environment and are committed to a sustainable future.

We expect our suppliers to:

- Comply with relevant environmental protection laws, regulations and standards.
- Establish programs that seek to reduce the environmental impact of their operations and supply chain.



Social Expectations

We respect human rights and are committed to preventing and ending all forms of modern slavery, child labour and human trafficking in our supply chain.

Human Rights

We expect our suppliers to:

- Manage their operations and supply chain in a manner that upholds the United Nations' (UN) Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights and the International Labour Organisation's (ILO) Core Conventions.
- Address any adverse impacts on human rights and/or working conditions, arising from decisions made by the supplier, as a matter of urgency.
- Implement and maintain reasonable controls to ensure their operations and supply chain operate in line with IAG's requirements.

Social Expectations

Modern Slavery

Suppliers must not use modern slavery practices in their operations or supply chain.

Modern slavery includes human trafficking, forced labour, slavery, servitude, debt bondage, child labour, forced marriage or deceptively recruiting workers for labour or services. Workers must not be required to submit deposits or government-issued identity documents (such as passports) to be held as a condition of employment.

Suppliers must actively support the abolition of modern slavery by taking measures to identify and mitigate modern slavery risks along their supply chain.

Child Labour

Suppliers must not employ children below the minimum legal working age where the work is undertaken.

Suppliers must not use children in modern slavery practices.

Suppliers must not require children to engage in hazardous work which may cause harm to their health, safety or morals.

Worker Entitlements

Suppliers must provide workers with entitlements in compliance with relevant labour laws and applicable industrial instruments, in the country where the work is undertaken.

Suppliers must ensure that workers are correctly engaged and classified as either employees or independent contractors and treated as such, and that all legal obligations due to the worker are satisfied.

Sub-contractors

Suppliers must keep a register of sub-contractors. This register must be made available to IAG, on IAG's request.

Freedom of Association

Suppliers must ensure that workers' rights to freedom of association and collective bargaining are respected, and that workers have the right to form and join trade unions, in accordance with local laws.

Inhumane Treatment

Suppliers must ensure that workers are not subjected to corporal punishment, physical abuse or discipline, verbal or mental abuse, sexual abuse or any type of exploitation.

Discrimination, Harassment and Bullying

At IAG, we are committed to providing a workplace free from discrimination, harassment and bullying.

We expect our suppliers to:

- Comply with workplace laws in respect of discrimination, harassment and bullying in their operations and supply chain.
- Have and uphold reasonable standards of behaviour in the workplace which apply to all workers.
- Ensure work environments are inclusive and recruitment and employment practices are free from discrimination based on age, religion, culture, ethnicity, gender, sexual orientation, marital status, family responsibilities, disability or health status of workers, in accordance with law.

Safety Culture

At IAG, we provide a healthy and safe workplace that strives for a proactive safety culture.

We expect our suppliers to:

- Comply with relevant laws in respect of Work Health and Safety in their operations and supply chain.
- Ensure that work environments and accommodation, where applicable, are safe and hygienic.
- Have processes in place to prevent and minimise health and safety risks.
- Inform IAG immediately of any workplace deaths due to poor workplace practices and provide details of workplace incidents, at IAG's request.

Diversity

IAG promotes and seeks diversity across its supply base.

We expect our suppliers to:

- Promote and increase supplier diversity within their organisation and supply chain by seeking equitable, mutually-beneficial opportunities with a broad range of businesses, for example: small and medium-sized enterprises (SMEs), social enterprises, women-owned businesses, businesses that support and employ people with disabilities, LGBTIQ+ owned businesses and Indigenous businesses.

Governance Expectations

Risk Management

At IAG, we work with communities to better understand how to manage and reduce risk and to build resilience.

We expect our suppliers to:

- Demonstrate appropriate risk management and governance to ensure compliance with applicable laws and accounting practices.
- Ensure recovery and continuity of services to IAG arising from a disruption to their services, where appropriate.
- Protect IAG data from loss, misuse or damage, including but not limited to, sensitive data and IAG customer data.
- Notify IAG immediately if they become aware of any association with politically exposed persons.
- Maintain appropriate certifications including insurance, regulatory and industry certifications to meet their obligations to IAG.

Fraud, Bribery and Corruption

At IAG, we do not tolerate behaviour that is dishonest, illegal, fraudulent, corrupt or unethical.

We expect our suppliers to:

- Employ reasonable measures and controls to ensure that their workers and suppliers do not commit fraud, bribery or corruption, or become involved in such activities.
- Keep accurate records and ensure that information provided to IAG is a true and accurate reflection of their operations, supply chain and business dealings.

Ethics & Conduct

At IAG, we fulfil our purpose in accordance with the highest standards of ethics and conduct.

We expect our suppliers to:

- Ensure that they do not source goods or services on behalf of IAG from any country, entity or persons subject to internationally-recognised trade sanctions.
- Disclose any actual, potential or perceived conflicts of interest in respect of their dealings with IAG.
- Avoid offering or receiving gifts, entertainment or travel that could affect, or be seen to affect, their dealings with IAG.
- Pay their workers, suppliers and sub-contractors fairly and on time, in accordance with applicable laws and agreements.

Social Media

At IAG, we are committed to using social media platforms responsibly and being courteous and respectful of others.

We expect our suppliers to:

- Refrain from disrespectful, unprofessional, harassing, defamatory, discriminatory and prohibited activity on social media platforms.
- Not act or speak on behalf of IAG, represent themselves as IAG, or express any views attributable to IAG unless expressly authorised to do so by IAG.
- Not use IAG's brands or logos, except as expressly permitted by IAG in writing.

Questions

Our Code cannot set out every situation our suppliers may encounter and there will be times when our suppliers need to be the judge of what is the right thing to do. In these instances, we encourage suppliers to openly talk about the issue with us.

For more information about IAG's codes and policies, please reference IAG's website. Any questions or feedback regarding this Code should be referred to your IAG business contact, in the first instance.

Reportable Conduct

Should our suppliers and people working along our supply chain become aware of IAG misconduct, or improper state of affairs or circumstances, such as illegality or fraud, they can report it anonymously by calling:

Australia and Asia

+61 1800 110 287

New Zealand

+64 800 407 627

Email

IAGActionLine@deloitte.com.au