



United Nations Global Compact

Australian Postal Corporation Communication on Progress

October 2013

Contents

Page

1 Overview of Australia Post and the United Nations Communication on Progress

3 Human Rights Principles

6 Labour Principles

10 Environment Principles

13 Anti Corruption Principle

Overview

Who we are

Australia Post is one of the oldest continually operating organisations in Australia, and we have been serving the Australian community for more than 200 years. Throughout our proud history, we have provided an essential community service to the Australian people. The notion of community service is ingrained in the daily operations of our business. It isn't peripheral to what we do. Community service is our core business.

This year, Australia Post handled 4.6 billion items of mail. We delivered these letters and parcels to 11.2 million delivery points across Australia. With more than 4,400 outlets across the nation we are the largest retail network in Australia. We have more than 32,000 employees who reflect the diversity of the broader Australian community and an indirect workforce of another 10,000 plus, who work as Australia Post licensees, franchisees, agents and mail delivery contractors.

Australia Post is a government business enterprise and the Australian Government is our sole shareholder. As a business that is literally owned by the Australian community, we believe that responsibly and carefully balancing our economic, social and environmental considerations will allow us to build a sustainable business and continue to connect Australians into the future.

We are governed by the *Australian Postal Corporation Act 1989* and pursuant to that Act we have both community service and commercial obligations.

Australia Post's community service obligations are set out in s27 of the *Australian Postal Corporation Act 1989* which requires that:

- The corporation provides a letter service for both domestic and international letter traffic;
- The service be available at a single uniform rate within Australia for standard letters;

- The service be reasonably accessible to all Australians wherever they reside; and
- The performance standards for the service reasonably meet the social, industrial and commercial needs of the community.

At Australia Post, everything we do can have social, environmental and economic impacts. Australians trust us with the delivery of their essential products and services every day, and our retail footprint places us at the heart of communities across the country. As such, it is important that our people represent Australia Post in an ethical way by conducting business with integrity, honesty, fairness and in compliance with all relevant laws, regulations, codes and corporate policies and procedures so that we continue to be a trusted Australian organisation. When we demonstrate ethical behaviour, we show respect for each other, our customers and the community.

The Australia Post 'Our Ethics' booklet was launched in 2009, detailing the minimum ethical standards of expected behaviour that help guide us through possible ethical dilemmas and dealings with customers, suppliers, the corporation and each other.

In 2011, 'Our Ethics' booklet was refreshed to incorporate our Culture Pillars of Safety, Accountability, Customer Focus and Speed of Action. Our Culture Pillars are our core beliefs and create a shared understanding of how we do things at Australia Post. All Australia Post employees are accountable for demonstrating our Culture Pillars in their daily work to help make Australia Post a better place to work and ensure a strong future for our organisation.

When people ask our employees what it is like to work at Australia Post, they are able to describe the behaviours within the Culture Pillars. We always put safety first, take accountability for our actions, remain focused on delivery and exceptional service to our customers and seek to deliver timely outcomes.

Some of the key treaties that we adhere to which align to our commitments to the United Nations Global Compact are:

- Universal Declaration of Human Rights
- International Covenant on Civil and Political Rights
- Convention on the Prevention and Punishment of the Crime of Genocide
- Convention against Torture and Other Cruel, Inhuman and Degrading Treatment or Punishment
- Convention on the Reduction of Statelessness
- Convention relating to the Status of Stateless Persons
- Convention Relating to the Status of Refugees
- Slavery Convention of 1926
- Supplementary Convention on Slavery
- ILO Declaration on Fundamental Rights at Work
- Convention on the Rights of the Child
- Convention on the Political Rights of Women
- International Convention on the Elimination of all forms of Racial Discrimination
- Convention on the Elimination of all forms of Discrimination against Women
- Convention on the Rights of Persons with Disabilities.

About this Communication on Progress

In July 2010, Australia Post became a signatory to the United Nations Global Compact (UNGC), the world's largest voluntary corporate citizenship initiative.

We are fully committed to implementing and aligning our business operations with the ten principles that address human rights, labour, environment and anti-corruption.

This Communication on Progress outlines our commitment to each of the ten UNGC principles over the last year. The majority of information included in this Communication on Progress is based on Australia Post's Annual Report 2013. We also use the GRI G3.1 reporting guidelines and produce an integrated Annual and Sustainability Report to a B+ application level.

Human Rights

Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2:

Businesses should make sure they are not complicit in human rights abuses.

Our commitment

Australia Post is committed to both supporting and respecting the protection of internationally proclaimed human rights and making sure we are not complicit in human rights abuses. We do this through ensuring we operate in accordance with all the human rights international treaties to which the Australian Government is a signatory.

We demonstrate our commitment to protection of human rights in the workforce through a number of policies, processes and initiatives such as our Equal Employment Policies and initiatives. Under the *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*, Australia Post annually reports on our workforce profile, diversity strategy and performance against four diversity indicators: gender, Indigenous Australians, people with disability and people from culturally and linguistically diverse backgrounds. We are proud of the contribution our diverse workforce of 136 nationalities speaking more than 65 languages makes to our business.

We also focus on ensuring a safe working environment for our people. Having our people operate in a safe environment is critical to our success and is a key business priority. We continue to remain committed to our goal of zero injuries and zero tolerance of unsafe acts in the workplace.

As a business that is primarily based in Australia, Australia Post does not directly operate in areas considered at high risk of human rights abuses, however we use the services of international

organisations, (such as other postal agencies and logistics companies), in our overall supply chain. Our *Supplier Code of Conduct* requires all suppliers to adhere to key areas of corporate governance and ethical business management practices, which respect and protect the rights of employees and local communities.

Policies and processes to support our commitment

The rights of our employees are protected through a number of policies and processes. Australia Post's 'Our Ethics' booklet describe the behaviour expected of everyone while employed by, or engaged with, Australia Post, both in Australia and overseas. All new employees receive a copy of the booklet and must comply with the expected standards of compliance and behaviour.

A number of other key policies and procedures that protect our employees' human rights include:

- Our Equal Employment Opportunity Policy
- Our Diversity and Inclusion Policy
- Our Work Health and Safety Policy
- Our Work Health and Management System: Framework and Standards
- Our Incident Notification Policy and Procedures
- Occupational Health and Safety Risk Assessments and the Control Strategy Policy

We continue to support the inclusion of people with a disability and Indigenous Australians with specific goals and targets in our Accessibility Action Plan and Reconciliation Action Plan.

Our procurement program also supports and respects the protection of internationally proclaimed human rights. Potential and current suppliers are informed of our commitment to human rights, and the *Supplier Code of Conduct* outlines Australia Post's expectation that a supplier understands and complies with our human rights standards within their business practices.

Key achievements

- The launch of our first **Accessibility Action Plan** coincided with the International Day of People with Disability on 3 December 2012. The Accessibility Action Plan commits Australia Post to taking a lead role in improving accessibility for all Australians with disability. The Plan has 12 key objectives with supporting actions aimed at improving disability access for our three core stakeholder groups – our people, our customers and the community. People with disability represent 7.1 per cent of Australia Post's workforce.
- The launch of our second **Reconciliation Action Plan**. The plan aims to improve the social and economic wellbeing of Indigenous Australians through the provision of employment and development opportunities, strong community relationships and enhanced understanding of Indigenous values and culture. With over 500 Indigenous employees and trainees, Indigenous employees make up 1.6 per cent of the workforce.
- We partnered with the **Scanlon Foundation** to support the building of a more socially inclusive Australia. In addition, Australia Post supports the skills development of our culturally and

linguistically diverse workforce through the delivery of English language and numeracy programs.

- Improved **gender diversity** in our leadership. This year we invested in delivering best practice initiatives aimed at supporting the development and advancement of our female employees. We continued to make further progress in the representation of women in our management and executive roles. Women now make up 35.9 per cent of management positions and 33.3 per cent of executive positions.
- Partnered with **UN Women Australia** as the national retailer for International Women's Day merchandise. Australia Post raised \$31,000 to provide critical services for women who are experiencing domestic violence.
- This year we saw a **decline in the number of workplace injuries** – the result of three years of activity focussed on improving our safety culture. We achieved a reduction in our incident frequency rate recording 1.9 incidents per 100 full-time employees (down from 2.5 on the previous year's result). Another significant achievement was reducing our Lost Time Injury Frequency Rate to 8.2 (down from 11.5 from the previous year). Although there were marked improvements in our safety performance this year, tragically we lost two employees in vehicle accidents in September and October 2012. The loss of these valued team members was a reminder for all our employees of the constant vigilance required to improve our workplace safety culture.
- **Safety Coalitions** began operating across our Post Operations Network this year. These Coalitions comprise Health and Safety Representatives, Safety Champions and leaders at all levels of the organisation who gather and share ideas about safety, gain feedback on safety programs and develop local action plans.

- We refreshed our **Safety Observation Feedback** program which encourages our people to recognise and discuss opportunities to behave in a safer way and reduce exposure to hazards. The program involves managers and supervisors spending two hours with each postie – on and off the road – providing them with feedback on specific work behaviours to help them ride more safely.
- We developed a **Safety Leadership program** to give leaders the skills to create safe workplaces and put safety first in all decision making.
- We introduced improved **wet weather gear** for our posties to provide greater protection against the elements and keep them safe on roads and footpaths. The “fit for purpose” clothing provides body armour in the shoulders, elbows and knees for our motorcycle riders.
- In our retail business, we introduced **prestart safety checks** and monthly **Team Safety Time** discussions to keep safety top of mind. These two initiatives have helped maintain a safe working environment and reduce the number of slips, trips and falls in our outlets.
- An **unconscious bias program** for our Senior Leaders to promote a more inclusive culture.
- Development of a new **Cultural and Linguistically Diverse Strategy** to improve engagement and ongoing employment prospects of our people.
- Continued focus on managing the **safety** risks around motorcycle delivery and manual handling.
- Making our leaders more accountable for safety throughout our operational network.
- Increasing the level and quality of conversations between our people about safety.
- Improving our incident management processes.

Further information

- More information can be found in our Annual Report [here](#)
- More information about ‘Our Ethics’ booklet can be found [here](#)
- Our Accessibility Action Plan can be found [here](#)
- Our Reconciliation Action plan can be found [here](#)
- Our Equal Employment Opportunity Report can be found [here](#).

Key actions for the year ahead

- Continued implementation of the **Diversity and Inclusion Strategy** to support the building of a diverse and inclusive workplace free of discrimination.
- Implementation of the **Accessibility Action Plan**.
- Development and implementation of third **Reconciliation Action Plan**.
- Implementation of development initiatives for our female employees to further improve our **gender diversity** in our leadership.
- Implementation of **flexible work practices**.

Labour

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4:

Businesses should uphold the elimination of all forms of forced and compulsory labour.

Principle 5:

Businesses should uphold the effective abolition of child labour.

Principle 6:

Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Our commitment

Australia Post plays an important role in the lives of our 32,000 employees and the lives of more than 10,000 people who make up our indirect workforce. At Australia Post, our people come from 136 different nations and speak more than 65 languages. We are committed to developing the skills, careers and leadership opportunities of our diverse workforce to help Australia Post meet the challenges of the future. We also seek to provide our people with an environment free from any prejudice, discrimination, harassment or bullying, regardless of individual beliefs, associations or political views. We have a number of policies, objectives and targets in place that enable us to create a fair and open workplace that supports and respects freedom of association and the right to collective bargaining.

Australia Post actively works towards ensuring our people are treated with courtesy and respect and are able to work in an environment that encourages them to speak up and share opinions, while also listening to and respecting colleagues. Our goal is also to eliminate all forms of discrimination. These messages are made clear in 'Our Ethics' booklet, where we promote a culture in which employees celebrate differences of belief, opinion, perspective and culture.

Policies and processes to support our commitment

We make expected behaviours regarding the treatment of others clear and easy to understand in the booklet, 'Our Ethics' which requires as a baseline that everyone treats others, whether a co-worker, customer, contractor or supplier, with courtesy and respect at all times. We support these principles through Australia Post's Culture Pillars.

We continue to encourage and celebrate our diverse and inclusive workforce where differences are valued and respected, and which reflects the customers we support and the communities we live in. We do this through our *Diversity and Inclusion Policy* and our *Equal Employment Opportunity Policy* which promote and celebrate our differences and protect employees from prejudice. We also have a *Harassment, Discrimination and Bullying (HDB) Policy* which applies to our workforce together with anybody acting as an official representative of Australia Post. The *HDB Policy* expressly protects an employee from harassment or discrimination because of their personal association, political belief and/or their union or employer association activity, among others. In addition, our *Supplier Code of Conduct* expects all suppliers to demonstrate a commitment to

human rights and fair employment practices in accordance with existing international standards, such as the United Nations Universal Declaration of Human Rights, the International Labour Organisation Declaration on Fundamental Rights at Work and the United Nations Convention on the Rights of the Child. Our *Supplier Code of Conduct* requires suppliers to disclose any documented policies relating to child labour and seeks to understand the screening and auditing of products or services supplied to Australia Post.

Key achievements

- This year Australia Post worked collaboratively with employees and their representative unions to negotiate the **Australia Post Enterprise Agreement 2013**, upholding the United Nations Global Compact principle of ‘freedom of association and the right to collective bargaining’. The Agreement has provided certainty of terms and conditions for our 32,000 award covered employees and was the result of listening closely to our people and their unions to understand their concerns. The Agreement provides employees with stability to 31 December 2016.
- Throughout the negotiation process, Australia Post engaged with a number of unions representing our employees including The Communications Union (CEPU)/Communication Workers Union (CWU), Community and Public Sector Union (CPSU), and Transport Workers Union (TWU); adopting clear bargaining protocols intended to promote respectful and efficient negotiations and to ensure the promotion of collective bargaining, freedom of association and respect for all views expressed. A series of Union Summits were held to engage with the unions and provide them with an understanding of our business and key objectives, so that we could work together to reach an appropriate agreement for the benefit of our employees. Further, Australia Post actively communicated with our employees early and often, advising them of their right to participate in discussions individually or collectively and to be represented by their union, and were encouraged to ‘have their say’ by Australia Post Managing Director & CEO, Ahmed Fahour.
- The success of Australia Post’s promotion of our employees’ freedom to express their views was evident in the record level of employee engagement during this time (73.4 per cent) and the high level of involvement in the Agreement process, with 131 queries responded to by the dedicated information and hotline service provided to staff, 3600 flyers, brochures and materials distributed to employees on the collective bargaining process and finally, 75 per cent of those employees voting for the Agreement, voting for its approval.
- The new Enterprise Agreement continues Australia Post’s commitment to the recognition of freedom of association, expressly providing that Australia Post recognises the role unions play in the workplace and the right of union delegates to represent union members. Further, the Agreement provides authorised union delegates with paid leave to undertake dispute resolution training that may enhance their ability to represent the interests of their members and their understanding of the Enterprise Agreement. In addition, Australia Post has developed and adopted ‘Guidelines on role, rights, responsibilities and support for union delegates’ which recognises the valuable role they play for many employees.
- Australia Post meets our commitments to the United Nations Global Compact Principle 5, ‘uphold the effective abolition of child labour’ through a number of policies and processes. Our comprehensive ‘Our Ethics’ booklet clearly defines the standards of behaviour expected from our people and our business partners and ensures we operate ethically in purchasing goods and services, and in conducting business with suppliers. Our *Supplier Code of Conduct* expects

all suppliers to demonstrate a commitment to human rights, fair employment practices and environmental responsibility in accordance with existing international standards, such as the United Nations Universal Declaration of Human Rights and the United Nations Convention on the Rights of the Child.

- At Australia Post we value the broad range of ideas, experiences, skills and leadership styles our culturally diverse workforce provides us. We uphold the United Nations Global Compact Principle 6 which is 'the elimination of discrimination in respect of employment and occupation' through a number of policies, practices and initiatives. Under the *Equal Opportunity (Commonwealth Authorities) Act 1987*, Australia Post is required to report on an annual basis on our workforce profile, diversity strategy and performance against four diversity indicators: gender, Indigenous Australians, people with a disability and people from culturally and linguistically diverse backgrounds.
- Improving our diversity continued to be a priority in 2012–13 and we introduced a number of key initiatives including:
 - The launch of our first **Accessibility Action Plan** which coincided with the International Day of People with Disability on 3 December 2012. The Action Plan commits Australia Post to taking a lead role in improving accessibility for all Australians with disability. The Plan has 12 key objectives with supporting actions aimed at improving disability access for our three core stakeholder groups – our people, our customers and the community. People with disability represent 7.1 per cent of Australia Post's workforce.
 - The launch of our second **Reconciliation Action Plan**. The plan aims to improve the social and economic wellbeing of Indigenous Australians through the provision of employment and development opportunities, strong community relationships and enhanced understanding of Indigenous values and culture. With over 500 Indigenous employees and trainees, Indigenous employees make up 1.6 per cent of the workforce.
- We partnered with the **Scanlon Foundation** to support the building of a more socially inclusive Australia. In addition, Australia Post supports the skills development of our culturally and linguistically diverse workforce through the delivery of English language and numeracy programs.
- We also improved **gender diversity in our leadership**. This year we invested in delivering best practice initiatives aimed at supporting the development and advancement of our female employees. Our female leaders now make up 35.9 per cent of management positions and 33.3 per cent of executive positions. We also recorded an increase in the engagement levels of our female employees to 81 per cent. Some of the key initiatives that contributed to promoting more women into leadership roles this year included:
 - the **tenprogram** – A new mentoring program for our high potential female talent at the executive level that supports their development and fosters a mentoring culture.
 - **Xplore** – A leadership and career development program for our female managers. Results from the program show that almost 90 per cent of participants have been promoted or are undertaking stretch projects or higher duties.
 - **my mentor program** – This year we accepted our third intake of around 200 award-level female employees into this highly successful mentoring program. Since it began in 2011 around 800 women have participated in the program. Since participating, 57 per cent of program graduates have been promoted or are undertaking higher duties.

- Australia Post is committed to preventing harassment, discrimination and bullying in the workplace and this continued to be a priority for the business over the last year. The **Harassment, Discrimination and Bullying (HDB) Policy** has been renewed and updated.
- Australia Post also provided our people with access to an independently operated **Whistleblower Hotline** through which employees can report any concerns of discrimination anonymously to an external provider 24 hours a day.

Key Actions planned

- To ensure ongoing communication and expression of views, the **Australia Post Enterprise Agreement** provides a consultation framework that promotes discussion between Australia Post and those Unions bound by the Agreement, including an established series of consultative forums at the national, state and local levels. Through these forums, as well as through ongoing dialogue with our unions and employees Australia Post continues to recognise and promote freedom of association.
- Continued implementation of **the Diversity and Inclusion Strategy** and targets to support the building of a diverse and inclusive workplace free of discrimination.
- Implementation of the **Accessibility Action Plan**.
- Development and implementation of third **Reconciliation Action Plan**.
- Expansion of a **Sustainable Procurement Plan**.

Further Information

More information can be found in our Annual Report [here](#)

More information about 'Our Ethics' booklet can be found [here](#)

Our Accessibility Action Plan can be found [here](#)

Our Reconciliation Action plan can be found [here](#)

More information about our 2013 Enterprise Agreement can be found [here](#)

Our Equal Employment Opportunity Report can be found [here](#).

Environment

Principle 7:

Businesses should support a precautionary approach to environmental challenges.

Principle 8:

Businesses should undertake initiatives to promote greater environmental responsibility challenges.

Principle 9:

Businesses should encourage the development of diffusion of environmentally friendly technologies.

Our Commitment

In connecting people and communities across the length and breadth of Australia, we recognise that our operations have an impact on the environment and we are committed to understanding these impacts and taking measures to reduce them.

Australia Post has long taken environmental sustainability seriously. In 1997 we established our environmental management system to measure our carbon emissions. In 2010 we introduced our long-term carbon reduction strategy. Our carbon reduction strategy commitment is to achieve a 25 per cent reduction of carbon emissions by 2020. The target is based on our carbon levels in 2000, and we have already reduced our carbon emissions by 9 per cent overall.

We voluntarily participate in programs, such as the Australian Packaging Covenant, and our approach is underpinned by a robust environmental management system, which is aligned with the ISO14001 environmental standard that actively monitors and manages our environmental impacts.

In addition to our own environmental activities, we enable the Australian community to actively participate in national recycling programs by providing collection points for Cartridges for Planet Ark (printer cartridges) and Mobile Muster (mobile telephones) at our retail outlets across the country.

Policies and processes to support our commitment

Our approach to environmental sustainability, which is outlined in our Environmental Sustainability Strategy, is broad and comprehensive. Our aim is to be recognised as a leader in environmental sustainability. We are focused on six key areas that aim to:

- Develop best practice electricity and fuel management
- Develop environmental products and services of commercial value
- Integrate environmental considerations into “business as usual” activities
- Comply with all applicable regulatory requirements
- Implement renewable or low carbon energy sources and processes
- Engage our major stakeholder groups: government, community, customers and employees.

Our *Environmental Policy* reinforces our commitment and precautionary approach to environmental sustainability. It also demonstrates our understanding that our actions are important to our customers and our people, as well as our business outcomes.

We are committed to:

- Driving a culture of continuous environmental improvement with a focus on fuel and energy efficiency
- Actively pursuing renewable or lower carbon fuels and energy sources
- Understanding and managing our environmental risks with the goal of minimising or eliminating those risks
- Ensuring the environment is considered in our investment and corporate strategies, procurement and the products and services we offer
- Actively working to minimise pollution, manage waste streams and address relevant biodiversity issues
- Engaging with our customers, employees and shareholder on environmental issues and transparently reporting on our environmental performance
- Complying with all applicable legal and regulatory requirements.

To continually measure our commitments and our legal obligations, our environmental performance is monitored by the Australia Post Board Audit and Risk Committee.

Environmental considerations are embedded throughout our regular business activities. This is evident with environmental sustainability considerations integrated into our business cases as well as being key evaluation criterion in our procurement process. In addition, through the

Supplier Code of Conduct, Australia Post also expects its suppliers to meet environmental obligations. Specifically, the code requires that suppliers:

- Comply with all relevant local and national laws and regulations relating to the environment,
- Conduct their business operations in a way that protects the environment,
- Have an environmental management plan which takes responsibility for goods and services throughout their lifecycle and minimises the impact of activities on the environment.

Key achievements

In 2012–13 we saw a further 3 per cent reduction in our carbon emissions. We have now achieved a total 9 per cent improvement on our year 2000 emissions baseline, which puts us on track to achieve our 25 per cent reduction target by 2020. In the past year, we have continued to deliver improvements in energy and fuel efficiency and further reductions in packaging and waste volumes. We have:

- Completed **33 energy audits** of our facilities, bringing the total number of audited facilities in the past three years to 110.
- Continued our **National Energy Management Plan**:
 - Since 2010, over AU\$11m has been invested in energy efficiency initiatives
 - Undertaken air-conditioning and lighting upgrades, introduced light sensors and skylights, as well as heating and cooling system changes
 - This plan has now delivered annual energy savings of 18,000 mWh and annual electricity savings of AU\$3m.

- We also trialled alternative fuels, including compressed natural gas and biofuel.
- We started introducing more fuel efficient motorcycles and established plans to replace the fleet.
- In 2012–13 we had no significant environmental incidents, fines or prosecutions.
- We also continued our partnership with **Planet Ark** to collect and recycle used printer cartridges. This year we collected over 500,000 cartridges and related items for recycling which diverted almost 141 tonnes of waste from landfill.
- We also continued our partnership with **MobileMuster**, which resulted in the collection of 43,000 used mobile phones, batteries and chargers that were returned for recycling.

Key actions planned for 2014

As we continue implementing our Environmental Sustainability Strategy, we remain focused on reducing our carbon emissions. We recognise that exploring technology to find innovative solutions will be a key component of our future activities, as is building the involvement of our employees. We aim to:

- Investigate alternative and renewable energy for our facilities
- Focus on environmentally sustainable building designs
- Explore low carbon alternative fuels for our transport fleet
- Continue expanding our focus on packaging and environmental products for our customers

- Broaden engagement programs with key stakeholders
- Increase involvement of employees in environmental activities
- Further integrate environmental considerations into key business processes.

In addition, Australia Post will continue to participate in an international benchmarking program run by the International Postal Corporation through which our environmental performance is measured against the most advanced postal administrations of the world.

Further Information

- More information can be found in our Annual Report [here](#)
- More information about our environmental policies and programs can be found [here](#)
- More information about 'Our Ethics' booklet can be found [here](#).

Anti Corruption

Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery.

Our commitment

We are committed to working against corruption in all its forms and Australia Post expects everyone while employed by, or engaged with Australia Post to adhere to all international agreements and Australian legislation.

Australia Post maintains a comprehensive system of corporate governance practices designed to provide appropriate levels of disclosure and accountability.

These practices derive principally from the provisions of the *Australian Postal Corporation Act 1989*, the *Commonwealth Authorities and Companies (CAC) Act 1997* and the *Commonwealth Government Business Enterprise Governance and Oversight Guidelines (2011)*.

At Australia Post, everything we do has a social, environmental and economic impact. The Australian community trust us with the delivery of their essential products and services every day, and our retail footprint places us at the heart of communities across the country. As such it's important that our people represent Australia Post in an ethical way by conducting business with integrity, honesty, fairness and in compliance with all relevant laws, regulations, codes and corporate policies and procedures.

Policies and processes to support our commitment

We make unacceptable behaviours around bribery and corruption clear to employees in 'Our Ethics' booklet.

Australia Post's renewed *Fraud and Corruption Policy* outlines Australia Post's commitment that Australia Post does not tolerate fraudulent and corrupt conduct. The policy stipulates that the prevention of fraud and corruption is the responsibility of all our people and that any detected incident will be dealt with to the full extent of the *HR Policy* and where applicable the criminal law.

With regard to procurement, the expectations and requirements of potential and current suppliers around bribery and corruption are laid out in our *Supplier Code of Conduct*. The *Supplier Code of Conduct* requires that all suppliers adhere to key areas of corporate governance and ethical business management practices. The Code outlines Australia Post's expectation that all suppliers are expected to '*Comply with all local and national laws and regulations on bribery, corruption and prohibited business practices*'.

The *Probity Guidelines* also apply to all procurement activities undertaken by our people or agents and contractors acting on behalf of Australia Post, irrespective of whether formal contractual arrangements have or have not been initiated and/or established.

Australia Post also has a *Gifts, Benefits and Hospitality Policy* section of the HR Manual. The purpose of the documents is to promote an ethical approach to dealing with all stakeholders and to protect the reputation of Australia Post and its people from real or perceived influence from suppliers.

Australia Post also has a *Whistleblower Policy* and a process which provides a 24 hour service that is independently managed by an external provider.

Australia Post has a robust assurance program covering the prevention, detection and response to incidents of fraud and corruption. This is supported by ongoing assessment, design and implementation of effective controls.

Key achievements

- Renewed *Fraud & Corruption Policy*. This Policy remains central to how Australia Post manages risk and clearly outlines our commitment to driving out fraud and corruption.

Key actions planned

- Roll out of a communication strategy to embed the renewed *Fraud & Corruption Policy* across the enterprise.
- Develop and implement business unit specific awareness program on fraud and corruption.
- Re alignment of the assurance program covering the prevention, detection and response to incidents of fraud and corruption in line with the new *Fraud & Corruption Policy*.

Further Information

- More information about our commitment to Governance can be found in our [Annual Report](#)
- Further information about our commitment to Governance can also be found [here](#)
- More information about 'Our Ethics' booklet can be found [here](#).