



Statement of Our Business, Social and Ethical Requirements

Marriott Support Services (MSS) is a registered disability provider which also has a range of certified social enterprises that operate within a commercial context and provide a range of employment pathways and opportunities for people with a disability to contribute and lead a meaningful life.

Our social enterprises are commercial businesses with social purpose, designed to generate income for our unfunded or underfunded disability services. As a registered Australian Disability Enterprises (ADE) MSS ensures that its employees receive all their work entitlements according to their respective awards and skills capability assessments.

MSS requires all business partners, commercial clients, providers of goods and services and organisations it conducts business with to respect and observe the principles outlined in this Statement.

The **MSS Code of Conduct** requires our employees to maintain high standards of integrity and ethical conduct. MSS will conduct all business dealings with you in a fair, honest and consistent manner.

Compliance

Legality

Our organisation will:

- Respect the law
- Honour its internal policies
- Ensure that its employees receive their legal entitlements
- Ensure that all its business operations are legitimate
- Keep every partnership and collaboration open and transparent

Business ethics

We always conduct business with integrity and respect to human rights. We promote:

- Safety and fair dealing
- Respect
- Anti-bribery and anti-corruption practices
- Anti-slavery

What you can expect from us

MSS requires its employees to:

- act with high ethical standard
- strive for excellence in our work and services
- deal fairly and honestly with our vendors, business partners and service providers
- treat our business partners with courtesy, dignity and without favour
- communicate intentions clearly and encourage collaboration and teamwork
- respond to reasonable requests for advice and information without delay
- comply with MSS policies and procedures
- encourage fair and open competition while seeking value for money
- protect commercial-in-confidence information
- ask questions when they have doubts about whether something is right
- report issues that do not seem right
- disclose any situation that involves or could be perceived to involve a conflict of interest
- decline gifts, financial benefits, or other benefits from a supplier for performing official duties
- call tenders when MSS has a firm intention to proceed to contract.

Incentives, gifts, benefits

You must not offer any incentive or attempt to improperly influence our staff in relation to any aspect of their work as a representative of MSS.

You must not give gifts to our employees, pay or offer to pay for any form of benefit for our employees, including, but not limited to:

- Cash and cash equivalents such as gift vouchers
- Tickets to sporting or social events
- Scholarships
- Sponsorship
- Holidays
- Social meals
- Travel expenses to attend local or interstate meetings or conferences
- Accommodation expenses.

We expect our staff to decline gifts, and financial and non-financial benefits offered during the course of their work.

What we can expect from you

All providers of goods and services and business partners are expected to observe the following principles when doing business with MSS:

- Not to induce or expect that MSS to quote or perform work that breach legal requirements to undercut competitors or market rates to secure business
- Business quotes and transactions are a fair price to enable MSS to cover its business costs and will not incur financial loss
- Provide accurate, concise and reliable briefing, advice and information when required
- Act ethically and honestly in all dealings with MSS
- Not engage in collusive practices, including offering MSS employees or their managers any inducements or incentives designed to improperly influence the conduct of their duties or decision making
- Disclose any actual or perceived conflicts of interest and report any unethical behaviour immediately
- Ensure that all contractors you engage to perform work for MSS are aware of and are required to comply with the MSS Statement of Business Ethics, and their obligations with the *Work Health and Safety Act 2011*
- not assume you have a claim to intellectual property unless the contract has been negotiated to address the issue.

Why you should comply

Not complying with MSS business ethical standards and requirements could lead to:

- termination of contracts
- loss of future work and reputation
- investigation for corruption
- matters being referred for criminal investigation.

Who to contact

If you have any questions regarding this Statement or, you wish to provide information about a suspected fraud, or a possible breach of the MSS's business ethics, or about any conduct that could involve maladministration, corrupt conduct, serious or substantial waste, email ceo@marriott.org.au