

Corporate Citizenship and Community Engagement

Enterprise Services ensures that its corporate and social responsibility to both employees and the community is met through:

Community

- Commitment to charity organisations of our choice
- Engagement in community activities supported by both the company and in partnership with our client community commitments

Employee

- Keeping abreast of current regulatory requirements and acting on those changes to support our responsibility to our employees
- Providing support and mentoring services to our staff. Enterprise Services briefs managers and supervisors on their responsibilities, ensuring employees are engaged and work in an environment that is fair and equitable.

Whistleblower Policy

A person who believes, on reasonable grounds, that the company or a staff member of Enterprise Services has engaged in, is engaging in or proposes to engage in corrupt or detrimental behaviour can make a disclosure.

Disclosures must be about improper conduct by Enterprise Services or staff of the company. Improper conduct means:

- Corrupt conduct (dishonesty, fraud, theft, breach of public trust, misuse of information or material acquired in the course of their performance, conspiracy or attempt to engage in any of the aforementioned); or
- A substantial mismanagement of resources; or
- Conduct involving substantial risk to public health or safety; or
- Conduct involving substantial risk to the environment

That would if proved constitute:

- A criminal offence; or
- Reasonable grounds for dismissal

A disclosure can be made orally or in writing to the Director. A disclosure can be made anonymously or if by a recognised person, will be kept strictly confidential.

Sustainable Supply Chain

Enterprise Services manage service delivery and supplier sustainability through long term relationship management with suppliers and subcontractors.

Service agreements are in place for service providers and standard product delivery agreements for supplies. The preferred suppliers are linked to the company purchasing system ensuring that only preferred suppliers are used on our sites.

For all our contracted and purchased goods, the company has a minimum of three providers of the same service or alternative product to ensure that supply chain remains sustainable at all time.

Labour Standards and Human Rights

Enterprise Services believes that every person has inherent dignity and value. Human rights help us to recognise and respect that fundamental worth in ourselves and in each other.

In ensuring our staff are employed under fair working conditions, Enterprise Services complies with the relevant employment legislation and working conditions as deemed by the federal government and in association with standards outlined by the industry body.

Enterprise Services complies with the intent of the following legislation pertinent to human rights:

- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

Enterprise Services have in place procedures communicated to staff to support this policy.

Monitoring and Reporting Mechanisms

Enterprise Services have systems in place to monitor client services against contractual key performance indicators. Monitoring is undertaken monthly through inspection processes and reported to senior management on a monthly basis.

Risk control processes are in place to act upon monitoring outcomes and to seek continuous improvement.

Performance reporting is undertaken through client meetings and is aligned to client needs as determined in contract arrangements. Reports are also copied into the electronic filing cabinet on the company intranet and made available to the client via username and password.

Political Donations

Enterprise Services does not align itself nor donate to any political parties or their affiliations.

Resource Management

Enterprise Services reviews its resources capability at time of annual contract review and on commencement of a new contract. Resources are assigned to each client according to project needs and at the time of resource allocation, second tier providers are identified in the case of emergencies or when additional resource provision is required. These are approved by the contract manager and reviewed annually.