

Modern Slavery Statement.

Australian Red Cross Society – 2019/20





Red Cross acknowledges the Traditional Owners of this land, their ancestors and Elders, past and present.

Acknowledgement of Country

Red Cross pays our respects to the Aboriginal and Torres Strait Islander Custodians across this country. We pay our respects to Elders, past, present and emerging. We draw upon their wisdom, knowledge and leadership to guide us in changing hearts and minds.

Note: This document may contain the names and/or images of Aboriginal and Torres Strait Islander peoples who are now deceased.

Australian Red Cross Society

The Australian Red Cross Society (ABN 50 169 561 394) is incorporated by Royal Charter and is registered with the independent national regulator of charities, the Australian Charities and Not-for-profits Commission, under ABN 50169561394. The Society is comprised of two operating divisions, the Australian Red Cross Lifeblood and Australian Red Cross Humanitarian Services. Australian Red Cross Lifeblood was previously called Australian Red Cross Blood Service until 15 November 2019. This Modern Slavery Statement covers both operating divisions. For the purposes of this statement "Red Cross" refers to both operating divisions.



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1. Forward

1.1 A message from Ross Pinney – President, Australian Red Cross Society

Our purpose is to reduce suffering across Australia and internationally through mobilising the power of humanity. As part of the broader International Red Cross and Red Crescent Movement (Movement) we are bound by our Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary service, Unity and Universality. Our vision is human dignity, peace, safety and wellbeing for all.

In line with this vision, we want to see an end to all forms of modern slavery both in Australia and overseas. We are committed to recognising and responding to modern slavery not only if, and when, we encounter it in our supply chains or operations, but also as a key part of our service delivery.

Both in Australia and around the world, migrants are at higher risk of modern slavery and one of our key organisational priorities is to assist people made vulnerable through the process of migration. For more than a decade we have been working directly with people at risk of, or who have experienced, human trafficking and slavery through our Support for Trafficked People Program (Support Program), funded by the Department of Social Services. During this time, we have provided individualised casework support to 459 people referred to us by the Australian Federal Police (AFP) having experienced sexual exploitation, labour exploitation, forced marriage, exit trafficking and other types of exploitation.¹

With our insight into the issue of modern slavery, Australian Red Cross was an advocate for the establishment of a Commonwealth Modern Slavery Act and in May 2017 we made a submission to the Joint Standing Committee on Foreign Affairs, Defence and Trade inquiry into establishing a Modern Slavery Act in Australia. We are active members of multiple Government, industry and civil society roundtables and working groups, and regularly undertake research and education activities on the issue of modern slavery with the aim of strengthening the overall response to this humanitarian issue in Australia and overseas.

Our first Modern Slavery Statement outlines our efforts across both our Humanitarian Services and Lifeblood operating divisions to identify, manage and mitigate the specific risks of modern slavery in our operations and supply chains over the 2019–20 financial year. It has been prepared to meet the six mandatory reporting criteria set out under the Modern Slavery Act 2018 (Cth):

1. Identify the reporting entity
2. Describe the reporting entity's structure, operations and supply chains
3. Describe the risks of modern slavery practices in the operations and supply chains of the reporting entity and any entities it owns or control
4. Describe the actions taken by the reporting entity and any entity it owns or controls to assess and address those risks, including due diligence and remediation processes
5. Describe how the reporting entity assesses the effectiveness of actions being taken to assess and address modern slavery risks
6. Describe the process of consultation with any entities that the reporting entity owns or controls

However, we also see this Statement as an opportunity to raise awareness of modern slavery within Australia and the work Red Cross does to support those affected.

This Statement was approved by the Australian Red Cross Society Board at its meeting in March 2021.

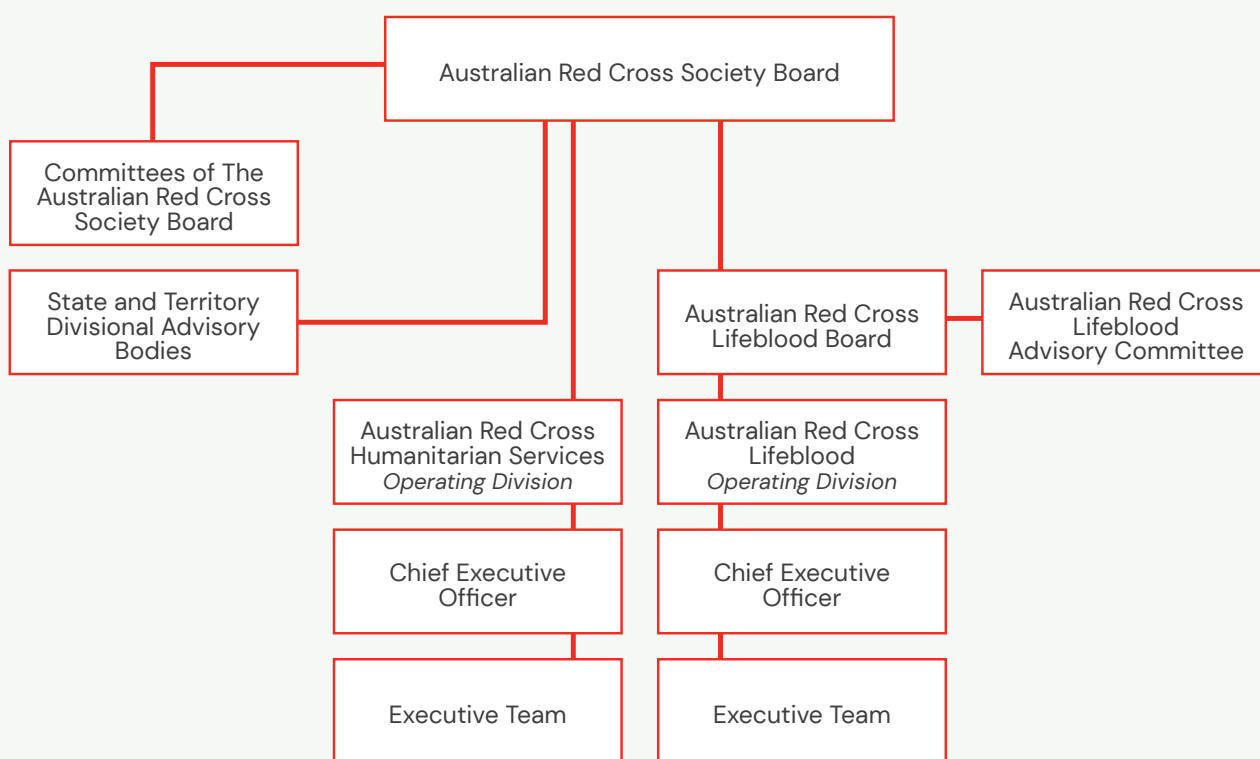


Mr Ross Pinney
President, Australian Red Cross Society

2. Our structure, operations and supply chains

Australian Red Cross Society

Registered Charity – ABN 50169561394



2.1 Structure

The Australian Red Cross Society (Society) is a registered charity incorporated by Royal Charter (Charter), established, maintained and operated in Australia. The Society is comprised of two operating divisions, Australian Red Cross Humanitarian Services (Humanitarian Services) and Australian Red Cross Lifeblood (Lifeblood).

In combination, the Charter and the Rules of the Society (Rules) set out the framework for the governance and management of the operations

of the Society. The Society is governed by a Council and the Rules vest governance of the activities of the Society (Humanitarian Services and Lifeblood) in the Australian Red Cross Society Board (Society Board).

The Society Board works to ensure that the Society acts in accordance with the Geneva Conventions, International Committee of the Red Cross regulations, the International Movement’s protocols, and the Fundamental Principles of the international Red Cross and Red Crescent Movement. The Society Board also ensures good governance and members are also key policy-makers who develop and maintain ethical standards.

The Society Board has ultimate oversight of Humanitarian Services and Lifeblood. The Society Board formally delegates responsibility for the day-to-day operation of Humanitarian Services to the Chief Executive Officer who in turn works with the Executive Management team. The Society Board delegates day-to-day operation of Lifeblood to a separate board (Lifeblood Board), Chief Executive Officer and Executive Management team. The Lifeblood Board reports to the Society Board.

The Society is located at 23–47 Villiers Street, North Melbourne, Victoria 3051.

In the reporting period, the Society had 5,576 employees. An estimated 19,100 volunteers were engaged.

Further information: ARC Humanitarian Services Annual Report, ARC Lifeblood Annual Report

2.2 Operations

2.2.1 Humanitarian Services Division

The Humanitarian Services Division supports and empowers people and communities experiencing vulnerability. In the reporting period, we had 2,000 employees, 11,000 members and 18,000 volunteers. Our operations include a significant breadth of program and service delivery.

The delivery of humanitarian services is funded through government grants, public donations, charitable trusts/foundations, our own income generation and corporate and private donors.⁴

PROGRAM/SERVICE DELIVERY	DESCRIPTION
Natural disasters and other emergencies	Helps Australians be better prepared for and equipped to recover from an emergency or disaster. ⁵
Humanitarian Settlement Program	Helps refugees to establish themselves in their first 12 months in the country. ⁶
Support for Trafficked People Program	Helps people experiencing modern slavery – caseworker, financial support, access to health and accommodation services, counselling and more. ⁷
Restoring Family Links Program	Helps with tracing family members and finding missing loved ones separated from family by war, disaster or migration. ⁸
Independent humanitarian monitoring of immigration detention facilities	Protecting the health, wellbeing and dignity of people in immigration detention through regular independent monitoring of immigration facilities across Australia and supporting offshore monitoring. ⁹
Emergency relief and casework support for asylum seekers and temporary visa holders	Financial and material assistance to asylum seekers, refugees and migrants in Australia who are suffering financial hardship and are not eligible for other support. ¹⁰

PROGRAM/SERVICE DELIVERY	DESCRIPTION
Walking alongside Aboriginal and Torres Strait Islander people	Designing programs with Aboriginal and Torres Strait Islander peoples: always aiming to empower people to pursue their goals, and to be culturally appropriate and accessible. ¹¹
Services for people in the justice system	Helping: <ul style="list-style-type: none"> • Young people considered most at risk of imprisonment or detention gain the support necessary to stay out of detention. • People in prison to manage their safety, health and well-being and remain connected to their families and communities. • Families to cope with the stress and stigma of having a family member incarcerated. • Ex-offenders to gain improved opportunities, greater resilience, and have positive social connections.¹²
Community services for older Australians	Social support and aged care services, including regular welfare calls, driving to appointments, providing personal alarms and delivering healthy meals. ¹³
National Disability Insurance Scheme (NDIS) Services	Red Cross is a provider of NDIS services, supporting people to live in an independent and dignified way and to take part in community life. ¹⁴
Mental Health Support Services	Mental health support services and programs that promote the participation of people with a mental illness in the community and support the wellbeing of young people. ¹⁵
Homelessness Services	Helps people to find housing, supports people at risk of becoming homeless, and provides meals to people experiencing hardship. ¹⁶
International Humanitarian Law Program	Provides training and education on the laws of war to a variety of audiences, including the Australian Defence Force, civil servants, humanitarian workers, lawyers, journalists, medical professionals and universities. ¹⁷

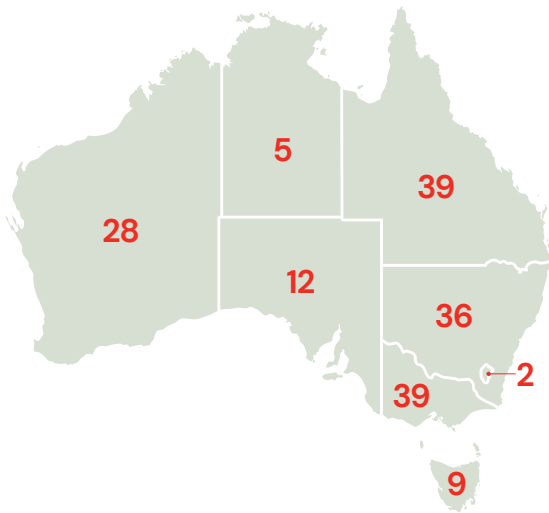
In all we do we seek the participation of Australians as humanitarians, either through formal volunteering, as members, through informal activities in communities and through a range of online or digital platforms.

We also operate a network of 170 retail stores,¹⁸ undertake first aid and mental health training,

conduct fundraising activities and engage with our thousands of volunteers and members to tell them about the important work we are doing and to thank them for their involvement.

We operate from 352 sites across Australia, including retail stores and both metropolitan and regional offices.

Retail Stores



2.2.2 Lifeblood Division

Lifeblood provides critical health products and services to Australia. We deliver one of the world's safest supplies of life-giving biological products, as well as world-class research and expertise on diagnostic, clinical, transplantation and immunogenetics services. We are committed to clinical excellence, transfusion education, the highest standards of safety and quality, and investing in research and development to help people throughout Australia every day.

We have major processing facilities in Brisbane, Melbourne, Sydney and Perth, three customer distribution hubs in Adelaide, Darwin and Hobart, and a National Contact Centre in Adelaide. We operate 96 fixed and mobile blood donor centres in metropolitan and regional areas across Australia.

In the reporting period, we had 3,576 employees and engaged with 1,100 volunteers.

Around half a million generous non-remunerated volunteer donors give blood, plasma and platelets, donated bone marrow, gave breast milk, or made the decision to become an

organ and tissue donor and transform people's lives. We receive around 1.5 million biological donations annually. In 2019–2020, 1,527,147 individual blood donations were made by Australians.

Lifeblood is funded by the Commonwealth, State and Territory governments under a Deed of Agreement which is administered by the National Blood Authority.

2.3 Supply Chains

2.3.1 Humanitarian Services Division

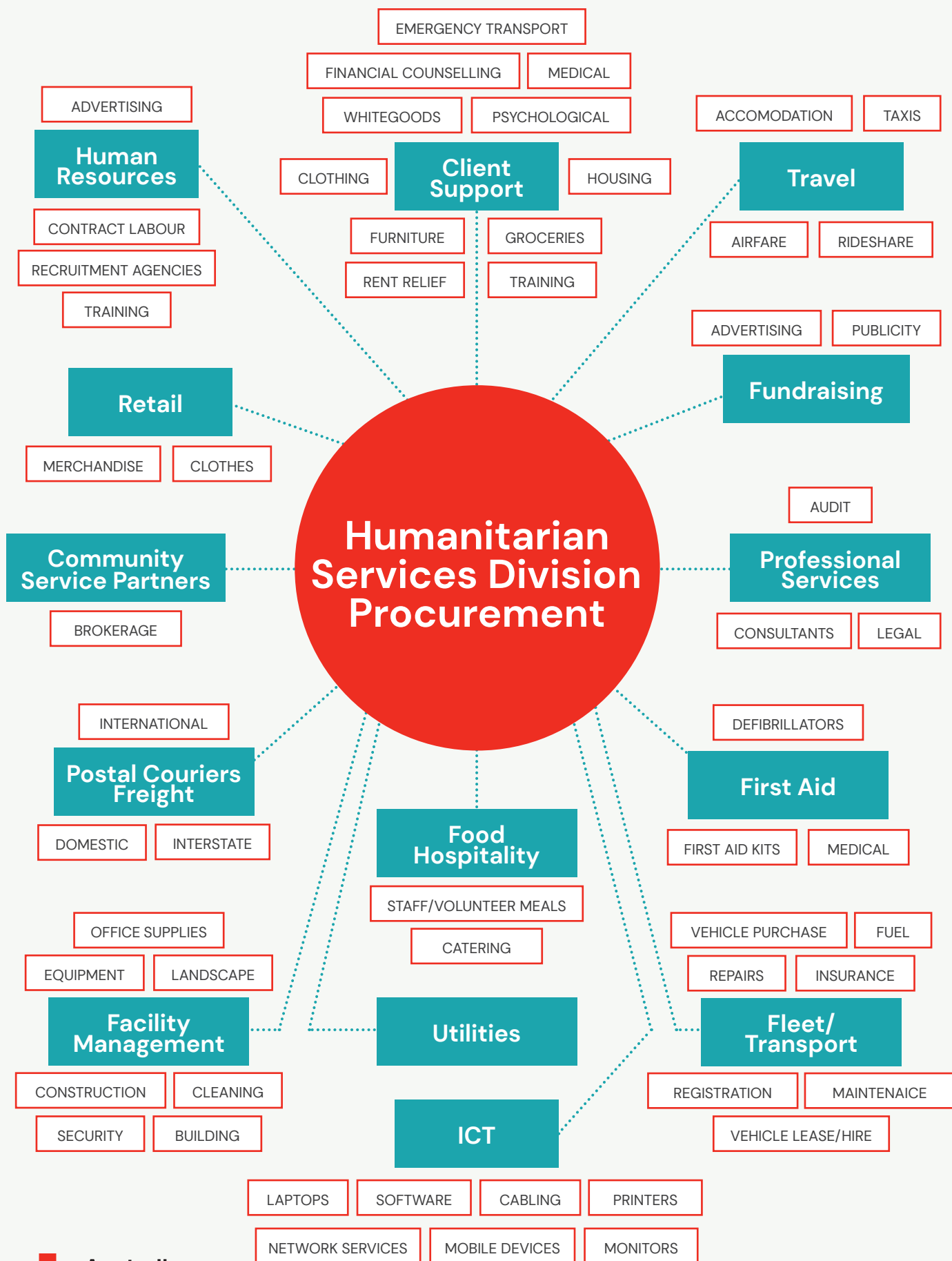
In the reporting period, we engaged 2,126 suppliers from whom we purchased goods or services used for direct program/service delivery or within our operations.

We procure goods and services across 14 procurement categories. Approximately 80% of the total procurement spend was with 208 suppliers. Most suppliers have sub-supply chains and so rely on their own suppliers.

Most supplier relationships are short term and driven by a community activity. Approximately 20% are long term contracts that are largely aligned to back office operations such as fleet, print, stationary, travel, marketing and media.

Due to the diversity of our operations and large geographic footprint, we rely on a significant number of small businesses throughout rural and regional Australia who provide goods and services to our clients, where the associated risk of modern slavery is low. Often, these transactions are one-off purchases for client support and brokerage, including:

- Counselling and psychological support;
- Access to medical services;
- Training and skill development;
- Temporary accommodation;
- Household goods.



PROCUREMENT SPEND ¹⁹	CATEGORY	PRODUCT/SERVICE
59%	Operational support to humanitarian programs/services	<ul style="list-style-type: none"> • ICT • Fundraising • Marketing • Recruitment • Training • Consulting • Professional services
20%	Delivery of programs/ services	<ul style="list-style-type: none"> • Client support • Community partner payments • Retail • First aid
19%	Occupancy and Fleet	<ul style="list-style-type: none"> • Offices, stores and community hub support costs

2.3.2 Lifeblood Division

In the reporting period, we engaged 1,520 suppliers. Approximately 80% of total spend was with 69 suppliers. Most suppliers have sub-supply chains and so rely on their own suppliers.

Supplier spend categories in FY2019/20:

- Our largest category of spend supports our operations to collect donations and support the processing, equipment maintenance and distribution of those products. The purchases associated with these activities represent 26% of Lifeblood's expenditure with our supplier network.
- Our scientific services area accounts for 20%. The items purchased enable the testing and analysis required to ensure the safe supply of biological products to all Australians.
- Occupancy and Residency is Lifeblood's

next largest spend category at 19%. These costs support the network of collection centres, manufacturing plants and offices where we undertake our life-saving work. After leasing costs, many of these expenses are labour based.

- Information and communications technology accounted for 17%. These items are used by Lifeblood employees. It includes services that relate to the licencing, development and programming of software, ensuring security and providing technology support to our donors and our people.
- The remaining 18% of our total spend is on support activities including freight for the movement of our supplies and finished products, marketing, professional services and other indirect services.

3. Risks of modern slavery practices

3.1 Humanitarian Services Division

We have identified a risk that we may be directly linked to modern slavery practices in our supply chains. In this reporting period, we focussed on our first tier suppliers. Progress will be made exploring risks further down our supply chains in future years.

3.1.1 Operations – Engagement of our workers

We directly employ the vast majority of our paid workers. Like many employers, Red Cross has made unintentional mistakes with respect to industrial arrangements for our employees. When Red Cross realised mistakes had been made in the way we paid some of our staff, we put aside a generous provision to ensure funds were available to pay staff what they were owed. Our employees are now paid in accordance with the National Employment Standards and either a relevant industrial award or an enterprise agreement. Workers can choose whether or not they wish to join an independent trade union.

Red Cross is an inclusive employer and is committed to having a staff, member and volunteer profile that reflects the general diversity of the Australian population.

Red Cross offers an Employee Assistance Program, an external free, professional, confidential counselling assistance program to assist our employees, volunteers and members with particular problems affecting their personal and/or workplace wellbeing.

We also have a Whistleblower Policy that aims to create an environment and culture where all employees, volunteers and members feel free and safe to speak up when there are reasonable grounds to suspect that Red Cross

or a Red Cross person is not acting ethically or in accordance with laws and obligations. This includes a hotline (STOPline) that can be contacted on an anonymous basis.

We are comfortable that the way we engage our direct workforce does not give rise to modern slavery concerns.

3.1.2 Operations – General

In order to understand whether any aspects of our operations gave rise to modern slavery risks we developed a survey tool, which we sent out to all sections of the Humanitarian Services Division.

The survey tool asks several questions, including respect for human and labour rights, that enables us to review our:

- Use of volunteers;
- Use of labour hire agencies;
- Use of fundraising agencies;
- Investments;
- Engagements with business and people in high-risk sectors and locations;
- Donations of money, goods and services;
- Due diligence and other risk related reviews or screening of organisations we engage with.

Sending out the survey also helped to raise general organisational awareness of modern slavery, through prompting each section of the organisation to consider the way in which they engage with other organisations and whether those organisations may have a higher risk of modern slavery within their supply chains or operations.

In the reporting period, 94% of the business units within Humanitarian Services Division completed this survey. We intend to use this survey tool each year as a way of identifying possible risks within our operations.

AREA	MODERN SLAVERY RISK PROFILE
Volunteers	Low
Members	Low
Labour hire agencies	Low
Fundraising agencies	Low
Investments	Low
Engagements with business and people in high-risk sectors and locations	Moderate
Donations of money, goods and services	Moderate

Engagement of volunteers and members

Volunteers and members are at the heart of our programs and operations and are often among the first on the scene after a disaster, providing humanitarian assistance, strengthening community resilience, developing social cohesion and advocating on behalf of people experiencing vulnerability.

When we engage volunteers, we create a position description for each role which sets out the clear parameters of the role to ensure that it is a genuine voluntary service arrangement. Red Cross membership is for anyone with a desire to experience the power of humanity both individually or in a local community group. Our membership categories range from 1 year to 3 years. Red Cross members are guided by and must commit to the Australian Red Cross Ethical Framework. Volunteers and members

have access to the same counselling and whistleblower hotlines as our employees.

Use of labour hire agencies

We also use the services of an external labour hire agency to secure temporary staff to assist us to meet operational needs. Over the reporting period we used approximately 25 organisations to provide labour hire. Where this occurs, the agency staff are directly supervised by Red Cross personnel in a Red Cross-managed environment. When we engage labour hire agencies in the future, we will require that our contracts with those agencies include clauses in regard to modern slavery.

Fundraising agencies

We engage fundraising agencies to carry out some of our fundraising activities such as our face-to-face fundraising and telemarketing for regular giving or single giving. We require our fundraising suppliers to ensure that all workers who are involved in providing fundraising services to Red Cross are engaged on an employment basis. This seeks to prevent fundraising agencies from engaging workers as independent contractors and paying them only on commission. We believe it ensures that workers who fundraise for Red Cross receive at least the minimum wage and have access to all other employment and workforce entitlements. Red Cross also has a right to audit its fundraising suppliers to verify compliance with employment conditions.

Investments

We have ethical investment screening guidelines to ensure that no investment will knowingly be made in companies that have a negative screening for compliance with International Labour Organization standards, international human rights and governance.²⁰

Engagements with other organisations through business partnerships, collaborations or donations

Through our survey tool, we know that close to 80% of our teams across the organisation routinely engage in both formal and informal relationships that are transactional and/ or collaborative in nature. The survey also established that 14% of our business teams engage in some way with companies that produce goods or services identified as being at higher risk of modern slavery.

We screen some of these organisations to ensure their activities do not run counter to:

- Our Fundamental Principles;
- Principles of International Humanitarian Law;
- Internationally recognised standards of human rights, labour rights and protection of health;
- Involved the manufacture or sale of arms and ammunition.

However, the survey identified that there is little or no screening of some organisations such as those that:

- Provide us with lower-value financial or in-kind donations if those organisations are not permitted to use the Red Cross name or logo;
- Community organisations that we collaborate with – for example by jointly providing services with that organisation.

Contact with people experiencing vulnerability within or linked to our operations

From this information we can take steps to ensure that our frontline people have the right training to ensure they can confidently respond to any signs of trafficking that they may come across as part of their role.

3.1.3 Supply chain

During the reporting period, we conducted an initial desktop review of all of our suppliers to identify possible risks of modern slavery practices within their supply chain and operations. Suppliers were assigned a rating of possible high risk, possible moderate risk, and possible low risk for each of the following three criteria:

1. Sectors with a high risk of modern slavery because of their characteristics, products and processes.
2. Countries with a high risk of forced labour due to poor governance, weak rule of law, conflict, migration flows and socio-economic factors like poverty.
3. Goods and services produced with a high risk of forced labour because of the way they are produced, provided or used.

Whilst undertaking this desktop review we not only considered the modern slavery risks of our direct suppliers, we also took into consideration the possible risk of modern slavery risks within our direct suppliers' tier 2 supply chains. However, we did not directly assess any tier 2 suppliers.

Overall, 55% of our suppliers were assessed as having low risk of modern slavery with the remaining 45% assessed as having moderate or high risks. Moderate or high risk suppliers were predominately from the following industries:

- Hospitality;
- Security;
- Cleaning;
- Information technology (hardware and software);
- Textiles/clothing.

Whilst the majority of suppliers are Australian based, their broader supply chains may be overseas and subject to modern slavery risk.



We plan to look into our tier 2 and subsequent tiers in future years.

We currently do not undertake sector collaborative due diligence or utilise external supplier assessment platforms.

3.2 Lifeblood Division

There are risks that modern slavery practices exist in the operations and supply chains of our suppliers and other parties that we deal with. We understand that there is a greater risk of such practices where manufacturing and raw material costs are minimised.

3.2.1 Operations

We have mapped our operations to identify the types of business, affiliates and individuals that we deal with. This encompasses suppliers and other stakeholders, including the Australian Government.

3.2.2 Supply chain

Using the Global Slavery Index 2018 report we completed an initial review of our top product

suppliers to identify risks of modern slavery practices by those suppliers. We used criteria such as product type and geographic location. This analysis raised our awareness of products that have a history of poor labour practices such as garment manufacture, rubber and latex products, and electronics. Lifeblood's supply chain for these products is dominated by large and well-known brands and suppliers, many of whom have their own modern slavery and ethical dealing policies.

In the reporting period we became aware of concerns about labour hire practices in the manufacture of examination gloves by a specific organisation. On investigation we found the gloves purchased by Lifeblood were not manufactured by the company involved. Our glove supplier has ethical conduct policies, publishes an annual statement concerning modern slavery practices, and has a specific audit program for its sub-supply chains.

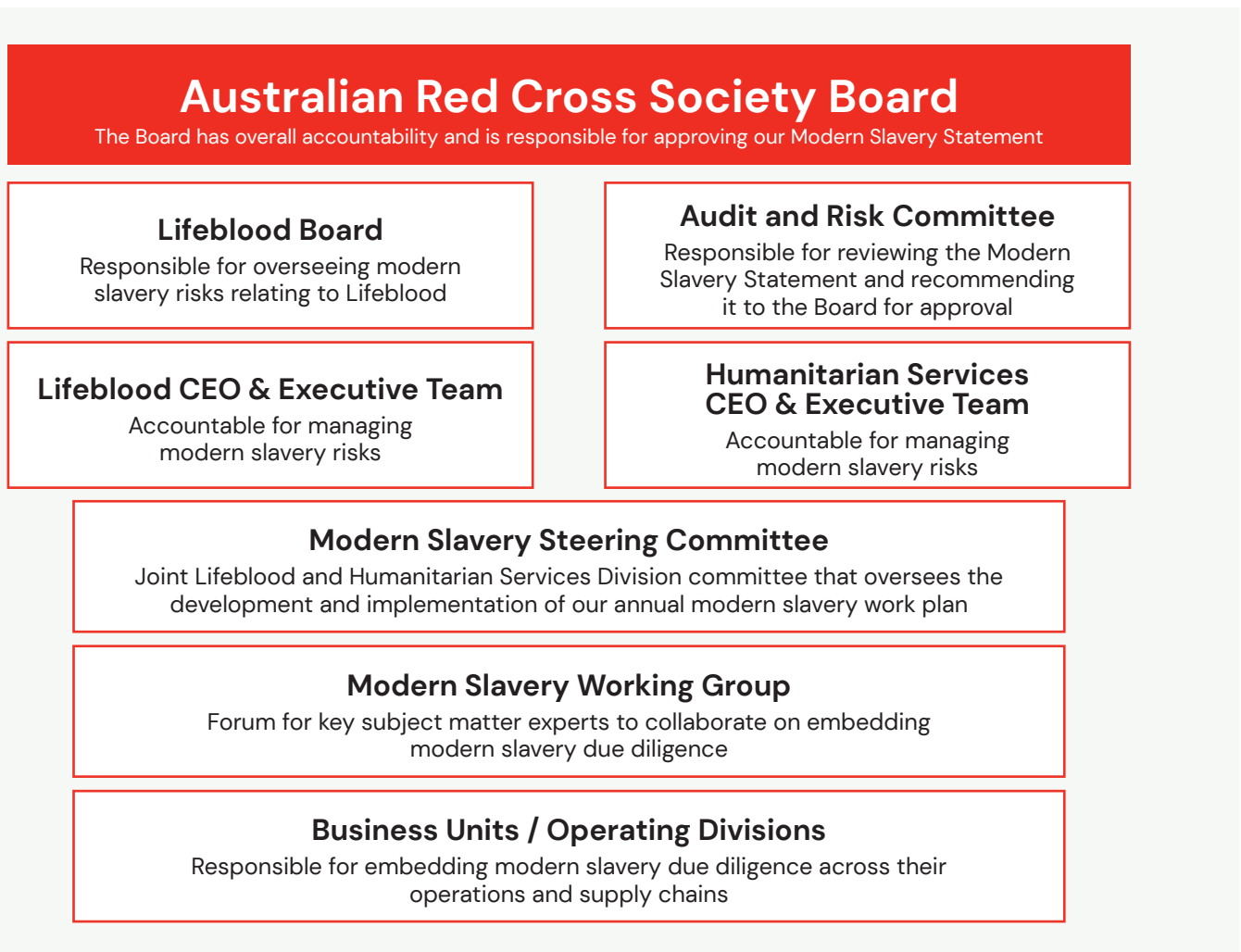
We will continue our supply chain mapping, including starting to map our sub-supply chains and countries of origin. In all but a small number of cases (e.g. software, labels, other ancillary supplies) our transactions are with Australian-based entities, some of whom are subsidiaries of overseas based organisations. As a result, most of our direct spend is within Australia.

4. Actions to assess and address modern slavery risks

Our efforts to reduce the risks of modern slavery in our supply chain and operations have focused on strong governance, enhanced policies, supplier engagement and internal and external modern slavery education and training.

4.1 Governance

The Australian Red Cross Society Board has overall accountability and responsibility for our modern slavery due diligence across both operating divisions.



IN FOCUS – STEERING COMMITTEE AND WORKING GROUP

Modern Slavery Steering Committee

- Established February 2019.
 - Representatives from Humanitarian Services and Lifeblood Divisions' Executive Teams.
 - Responsible for framing modern slavery risk mitigation approach.
 - Held four meetings (two in 2019 and two in 2020) in the reporting period.
 - Key outcomes:
 - Endorsement of modern slavery work plan for FY19–20;
 - Agreement that Humanitarian Services Division and Lifeblood Division work collaboratively;
 - Highlighting work to wider Executive Team and Board.
-

Modern Slavery Working Group

- Established February 2019.
 - Representatives from Humanitarian Services and Lifeblood Divisions' subject matter experts – procurement, legal, migration support programs, international humanitarian law, international programs, retail division.
 - Held nine meetings (six in 2019 and three in 2020) in the reporting period.
 - Key outcomes:
 - Input into policy development;
 - Member knowledge development and sharing;
 - Developing risk reduction strategies.
-

4.2 Policies

There are core society-wide policies that govern both Humanitarian Service and Lifeblood operating divisions.

Each operating division also maintains a comprehensive set of operational policies and procedures that articulate our values, ways of working and expectations. Collectively, the society-wide and operating divisional policies are a key control in managing modern slavery risk across our operations and supply chain.

4.2.1 Policies applicable to both operating divisions

NAME	DETAILS	REVIEW
Ethical Screening of Investment Guidelines and Procedure	<p>These guidelines ensure that the investment of Red Cross funds is consistent with the Fundamental Principles of Red Cross and other ethical principles.</p> <p>Our screening includes:</p> <ul style="list-style-type: none">• Morgan Stanley Capital International's (MSCI) negative screening of a company according to the business activity. Investment is prohibited in a few companies and restricted in others. Investments are further screened for compliance with International Labour Organization standards, international human rights and governance;• Positive screening of a company where a company is evaluated for their involvement in socially responsible activities with ratings derived from those published by MSCI. A rating of BBB or higher for the rated investments is applied. <p>All investments held by Australian Red Cross are monitored to ensure continued alignment with these evaluation criteria.</p> <p>Oversight rests with the Head of Finance/CFO.</p>	June 2022
Partnership Protocol and Screening	<p>The Partnership Protocol requires Red Cross people to complete a partnership screening tool before entering into a partnership with another organisation. Prospective partners automatically disqualify from public association with Red Cross if they are knowingly or deliberately engaged in activities running counter to:</p> <ul style="list-style-type: none">• The Movement's objectives and Fundamental Principles;• Principles of International Humanitarian Law;• Internationally recognised standards of human rights, labour rights and protection of health; and/or• Are involved in the manufacture or sale of arms or ammunition. <p>Oversight of this protocol rests with the Engagement and Support business unit.</p>	Review in progress

4.2.2 Humanitarian Services Division policies

The Humanitarian Services Division has a number of organisational policies that serve to reduce the risk and impact of modern slavery.

NAME	DETAILS	REVIEW
Modern Slavery Policy	<p>Our Modern Slavery Policy was approved by the Executive on 29 June 2020. It was developed in consultation with key personnel, including our legal and procurement business units. This policy was communicated to all employees on 30 June 2020.</p> <p>This policy supports the intent of international conventions, treaties and protocols relevant to combatting modern slavery and the Modern Slavery Act (Cth) 2018.</p> <p>This policy outlines our approach to reducing the risk of modern slavery practices within our supply chains and operations.</p> <p>Supply chains</p> <ul style="list-style-type: none"> • Existing and new suppliers expected to comply with our Supplier Code of Conduct. • Suppliers expected to respect local laws where they operate. • Encouraging suppliers to complete a Corporate Social Responsibility questionnaire which includes questions relevant to modern slavery. • Contractual terms reflecting modern slavery compliance obligations. <p>Operations</p> <ul style="list-style-type: none"> • Incorporating modern slavery into other policies. • Making ethical investments. • Screening prospective partners. • Training Red Cross People. • Providing reporting pathways and support for those at risk or affected by modern slavery practices. <p>This policy applies to Red Cross People:</p> <ul style="list-style-type: none"> • Volunteers; • Employees; • Members; • Contractors. <p>Oversight of this policy rests with the CFO and Director Corporate Services.</p>	June 2022

NAME	DETAILS	REVIEW
Procurement Policy	<p>Our Procurement Policy (2017), approved by the Executive, applies to all Red Cross employees who have authority delegated to them by the Board or under the CEO sub-delegations to enter into contracts with suppliers of goods or services, on behalf of Red Cross.</p> <p>Employees must comply with the Ethical Framework and ensure:</p> <ul style="list-style-type: none"> • Economically responsible procurement; • Ethical & socially responsible procurement; • Effective, soundly based and reasonably justified processes; • Avoidance of any conflict of interest. <p>In procuring with social responsibility, employees must engage suppliers who satisfy the Corporate Social Responsibility requirements (which includes modern slavery) of Red Cross.</p> <p>Procurement contrary to this policy may result in disciplinary action, including dismissal.</p> <p>Oversight of this policy rests with Procurement.</p>	Under review
Whistleblower Policy	<p>Our Whistleblower Policy was approved by our Board on 11 May 2019.</p> <p>This policy aims to create an environment and culture where all Red Cross People and Other People (including suppliers and partners) feel free and safe to speak up when there are reasonable grounds to suspect unethical or unlawful practices, including in relation to our Modern Slavery Policy.</p> <p>Concerns are to be reported (can report anonymously) to STOPline, our whistleblower hotline run by an external and independent third party. It is possible to make a report to STOPline via the following ways:</p> <ul style="list-style-type: none"> • Phone: 1300304550 (Australia) or +61398113275 (overseas) • Email: redcross@stopline.com.au • Website: redcross.stoplinereport.com • Post: C/O The STOPline, Locked Bag 8, Hawthorn, VIC 3122 • Fax: Attention: Case Manager C/O The STOPline +61398824480 • App: search for STOPline in the iTunes App Store or Google Play to download the free app and submit a disclosure. <p>Red Cross takes steps to ensure the general welfare and protection needs of those who raise concerns, including responding to retaliatory activity.</p> <p>Oversight of this policy rests with the Head of Legal.</p>	Every two years

NAME	DETAILS	REVIEW
Ethical Framework	<p>Underpinning all the work we do at the Humanitarian Services Division is our Ethical Framework (2017, revised 2019). It is a practical, positive tool to support employees, members and volunteers by providing a clear, shared understanding of the values and principles to which we commit to upholding and hold ourselves and others accountable.</p> <p>This includes our vision – human dignity, peace, safety and wellbeing for all and commitment to the International Red Cross and Red Crescent Movement Fundamental Principles of humanity, impartiality, neutrality, independence, voluntary service, unity and universality.</p> <p>Oversight of the Ethical Framework rests with the Head of People and Culture.</p>	2021
Prevention of Sexual Exploitation, Abuse and Harassment Policy	<p>Approved by the Board in January 2020, the Prevention of Sexual Exploitation, Abuse and Harassment Policy sets out the principles, objectives and expected behaviour required to prevent and respond to sexual exploitation, abuse and harassment.</p> <p>This policy applies to all Red Cross People, contractors (including sub-contractors and sole traders) and partner organisations.</p> <p>Key principles include: zero tolerance for sexual exploitation, abuse and harassment; survivor-oriented response approach; person-centred prevention approach; and respect for choices, wishes, rights and dignity of the survivor.</p> <p>Oversight of this policy rests with the Head of People and Culture.</p>	2022

4.2.3 Lifeblood Division policies

Lifeblood Code of Conduct

Our Code of Conduct provides detailed guidance on the behaviour that we expect of everyone who works or volunteers at Lifeblood. The Code includes acting in the best interests of Lifeblood and respecting other people through our actions.

Our suppliers are an extension of Lifeblood. Who we do business with can affect us both positively and negatively. We expect our suppliers to be ethical in their business activities, including relationships, practices and sourcing operations. We take great care in our procurement processes to ensure that we're only partnering with organisations who meet these expectations, including all relevant legal obligations and treat their people and others fairly and with respect.

Corporate Social Responsibility Policy

Our Corporate Social Responsibility (CSR) Policy focuses on environmental, social and governance considerations and expresses our vision, mission, values and duty of care. This encompasses how we approach ethical and legal obligations, compliance and financial responsibility as we achieve our purpose. It includes taking steps to avoid contributing to the practice of modern slavery as well as having controls and reporting mechanisms in place.

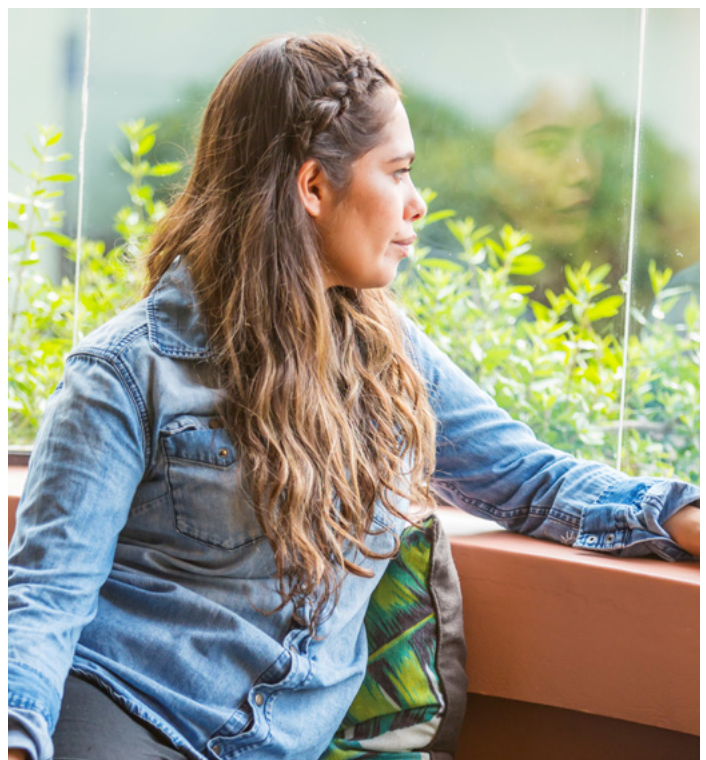
Our CSR policy complies with the Australian Standard for Corporate Social Responsibility as required under our Deed of Agreement with the National Blood Authority.

Purchasing Policy

Our people making purchasing decisions must act in a manner consistent with our Purchasing Policy and Guide to Ethical Decision Making Policy. This ensures that Lifeblood obtains the best value for money when purchasing products and services, while doing so in a manner that's consistent with our obligations to governments and with our values as an operating division of the Red Cross.

Treasury and Investment Policy

In the pursuit of aligning the Red Cross fundamental principles with the management of our investment portfolio, we apply environment, social and governance (ESG) factors to our investment portfolio process. We use ethical investment screening guidelines during the portfolio construction process which exclude those organisations that operate counter to human and labour rights.



4.3 Supplier engagement

4.3.1 Humanitarian Services Division

ACTION	DESCRIPTION
Supplier Portal	<ul style="list-style-type: none"> Established a 'Share our Vision' supplier platform to systematically interconnect to all trade suppliers that provide products or services to Humanitarian Services Division.
Supplier Code of Conduct	<ul style="list-style-type: none"> Developed a Supplier Code of Conduct with modern slavery expectations. Released to suppliers through Supplier Portal.
Supplier Corporate Social Responsibility Questionnaire	<ul style="list-style-type: none"> Developed a CSR Questionnaire which includes assessment of modern slavery governance and policy settings, contract control settings, auditing, verification and traceability mechanisms, training and response mechanisms.
Whistleblowing tools	<ul style="list-style-type: none"> The whistleblower policy and STOPline enable suppliers to speak up when there are reasonable grounds to suspect unethical or unlawful practices, including in relation to our Modern Slavery Policy.
Strengthened contractual provisions for suppliers and business partners	<ul style="list-style-type: none"> New supplier or business partner contracts include a modern slavery clause: <ul style="list-style-type: none"> Compliance with all Australian Modern Slavery Law and Foreign Modern Slavery Laws applying to the supplier in any location in which the supplier operates; Signing our Supplier Code of Conduct or providing a copy of the supplier's equivalent Code; Using best endeavours to ensure that there is no modern slavery in the supplier's supply chain or operations; Notification to Red Cross in the event that any material risk of modern slavery is identified; Provision of modern slavery training to all personnel who provide goods or services in connection with our agreement; Maintenance of records in relation to their supply chains and operations – which must be provided to Red Cross on request.

ACTION	DESCRIPTION
Strengthened Purchase Order Standard Terms for low transaction value suppliers	<ul style="list-style-type: none"> • Require low value suppliers to warrant that: <ul style="list-style-type: none"> - They comply with all Australian Modern Slavery Law and Foreign Modern Slavery Laws applying to the supplier in any location in which the supplier operates; - They use best endeavours to ensure that there is no modern slavery in their supply chain or operations; - In the event that the supplier identifies any material risk of modern slavery in its supply chain or operations, the supplier must notify Red Cross within five business days of having identified that material risk.

Due to the diversity of our operations and large geographic footprint we rely on a significant number of small businesses throughout rural and regional Australia to provide low-value goods and services to our clients. The majority of these low value transactions typically relate to one-off purchases relating to client support and brokerage, including counselling and psychological support, access to medical services, training and skills development, and the provision of basic needs such as temporary accommodation and household goods.

In 2019-20, we spent less than \$10K per annum with 25% of our total suppliers, which accounted for less than 6.2% of our total supplier spend. Having such a large number of low transaction value small businesses in our supply chain presents a challenge for our teams to robustly monitor the risks of modern slavery.

For those suppliers we don't negotiate a separate individualised contract, we rely on Purchase Order Standard Terms.

In focus – Supplier Code of Conduct

Development, approval and release

- Developed in consultation with a range of internal stakeholders, including: legal; retail; migration support programs; corporate.
 - Approved in May 2020.
 - Released to all suppliers in May 2020.
-

Supplier modern slavery expectations²¹

- All suppliers operate in full compliance with the laws and regulations in the jurisdiction where the goods are sourced, procured or services are performed.
 - Suppliers must not be complicit in any human rights abuses.
 - Suppliers must use best endeavours to ensure that there is no modern slavery in their operations or supply chain. In the event Suppliers identify any occurrence of, or material risk of modern slavery in their operations or supply chain they are to take practical and effective steps to address that material risk. Suppliers must notify Australian Red Cross as soon as practicable of any occurrence of, or material risk of modern slavery they have identified and notify relevant authorities where appropriate.
 - Suppliers must not engage in coercive behaviour including holding a Worker's identity documents, preventing a Worker from leaving the workplace after their shift or forcing a Worker to work to pay off a debt (debt bondage).
 - Suppliers must develop and maintain a process to identify, manage and control relevant risks associated with its operations. These include risks relating to supply chains, labour and human rights.
 - Suppliers must maintain sound administration processes, risk, monitoring and corrective action systems.
-

Compliance

- Suppliers must perform periodic evaluations of their facilities and operations, and the facilities and operations of their subcontractors.
 - Suppliers must allow audits, visits and training programmes from Red Cross as requested.
-

Oversight

- Oversight of this code rests with our National Procurement Manager.
-

4.3.2 Lifeblood Services Division

ACTION	DESCRIPTION
Screening and due diligence	<p>Modern slavery forms part of our human rights due diligence process which expands our enquiries into prospective suppliers' labour supply chains, commitment to diversity, and work health and safety. A health and safety risk assessment forms part of our sourcing process and sourcing decisions must not compromise health and safety.</p> <p>We are developing a risk-assessment tool which will assist with identifying risks of modern slavery practices and screening suppliers in areas of CSR. This tool will assist us with identifying risks and any matters that require further investigation within our supply chains and operations.</p>
Supplier Code of Conduct	<p>We introduced a Supplier Code of Conduct in 2020 and all suppliers, new and existing, are required to comply. Supplier expectations include:</p> <ul style="list-style-type: none"> • A requirement to take steps to ensure that modern slavery doesn't exist in their supply chain or organisation; • Obligations regarding fair treatment and equal opportunity; • Expectations of business integrity; • Requirements and instructions for reporting concerns. <p>We expect our suppliers to comply with internationally recognised standards for human rights, labour, and the environment in a manner consistent with our Supplier Code of Conduct, the Lifeblood Code of Conduct and the values of the Red Cross.</p>
Updated contract templates	<p>Our contract templates, purchase order terms and conditions and tender terms have been updated to include enhanced requirements around modern slavery and human rights.</p> <p>These include requirements that the supplier has investigated its labour practices and those of its suppliers and subcontractors to ensure there is no illegal or exploitative labour practices in the supply chain and has taken reasonable steps to ensure that processes, procedures, investigations, audit and compliance systems are in place. Suppliers must notify us immediately of any change that may reasonably cause a breach and we can require suppliers to assess or audit compliance with its obligations.</p>
Whistleblowing tools	<p>Lifeblood has online resources through a third party to enable disclosures by our people or the public, including in relation to modern slavery. Disclosures can be made anonymously. No disclosures were made regarding modern slavery in the reporting period.</p>

4.4 Education and training

4.4.1 Humanitarian Services Division

During the reporting period, we undertook a number of education and training activities in order to continue to build the capability of our staff and volunteers to prevent and respond to modern slavery.

We also engaged with suppliers, businesses and organisations in capacity building activities, including delivering training or presentations to 482 people.

Internal Training

Modern Slavery Policy

- 305 employees received training.
- Available in person and online.

Modern Slavery lunch box sessions

- Held in May 2020.
- 123 Lifeblood Division participants.
- One hour session.

Modern Slavery All Staff Briefings

- Held in February and June 2020.
- 245 employees overall (170 in February, 75 in June).
- Each briefing was one hour.
- Available in person and online.
- Topics:
 - Understanding modern slavery;
 - Red Cross response to modern slavery;
 - Modern Slavery Act 2018 (Cth);
 - Updates from Modern Slavery Working Group.

Modern Slavery and Labour Exploitation Seminars

- Held in May and June 2020.
- 97 internal and external participants overall (75 in May, 22 in June).
- Each seminar was 1 hour.
- Topics:
 - Understanding modern slavery in Australia;
 - Understanding the continuum of work conditions;
 - Recognising the signs of labour exploitation;
 - How Covid-19 is increasing risks of labour exploitation;
 - Responding appropriately;
 - Providing safe referrals;
 - Using education and community materials in your roles; and in your work sites.

Supplier Capacity Building

Modern Slavery Policy

- Webinar for suppliers in June 2020.

Addressing Modern Slavery – A Guide for Australian Businesses

- Published in February 2020.
- Supports our suppliers in understanding the humanitarian issue of modern slavery and working to prevent and respond to it.
- Supports businesses who are reporting entities under the Modern Slavery Act 2018 (Cth) to meet their reporting obligations under the Act and how they can effectively contribute to combating modern slavery.
- Available on our website and was also distributed to all our suppliers.

From the responses we received to the survey of our operations described above, we have more information about which Red Cross teams have direct contact with people experiencing vulnerability. We will prioritise training these teams to ensure they are able to respond appropriately to any signs of modern slavery that they may come across as part of their role.

In collaboration with the British Red Cross and the International Federation of Red Cross and Red Crescent Societies, we also began work developing the first ever Red Cross e-module on understanding and responding to trafficking in persons. The development process has involved review of content by a global working group, members of the Global Protection Cluster Anti-Trafficking Task Team and those with lived experience of human trafficking and slavery (engaged through the Survivor Alliance).

The e-module contains animations which depict two central characters experiences of trafficking, which will be available to be utilised in future training and capacity building efforts. The e-module is expected to be complete in 2021.

Building the capacity of external organisations

Red Cross also continuously seeks to engage with businesses and organisations on the topic of modern slavery, specifically to influence the practices of that organisation and to positively impact 'at risk' or already affected workers.

During the reporting period, we delivered the following modern slavery training or presentations:

- Bali Process Symposium Supply Chain Transparency, July 2019 – approx. 50 participants;
- Human Trafficking and Modern Slavery in South Australia Conference, September 2019 – approx. 50 participants;
- Home Affairs and Thailand delegation study tour, Sep 2019 – 10 participants;
- Jean Monnet Sustainable Development

Goals Network Seminar Series, SDG 8: Decent work, RMIT University – 25 participants;

- Legal Aid Family Violence Specialist Network Meeting, September 2019 – 30 participants;
- Western Australia Forced Marriage Network Meeting, October 2019 – 80 participants;
- Commonwealth Department of Public Prosecution WAS Service, November 2019 – 20 participants;
- RMIT Course, November 2019 – 20 participants;
- New Zealand Red Cross, November 2019 – 20 participants;
- New Zealand Government Immigration Department, November 2019 – 10 participants;
- Corrs Chambers Westgarth, January 2019 – approx. 50 participants;
- Victorian Red Cross Youth Advisory Committee Ethical Consumption Event, November 2019 – 20 participants;
- Labour exploitation and Modern Slavery, June and November – 60 internal and 37 external participants;

Two events were also facilitated by Australian Red Cross in relation to modern slavery:

- Human Trafficking and Modern Slavery in South Australia Conference (September 2019). This forum was attended by approximately 80 participants from a variety of government agencies and civil society. The three main sessions looked at Forced Marriage, Supply Chains and the Modern Slavery Act 2018 (Cth.) and Labour Trafficking and Slavery-like conditions.
- Red Cross, the International Organisation for Migration and Queensland University of Technology, hosted its first Human Trafficking Network meeting in Brisbane (December 2019). The network, whose new members include Anti-Slavery Australia, Multicultural Australia, Freedom Hub, academics and researchers, plans to meet on an ongoing three-month basis.



4.4.2 Lifeblood Division

We have increased awareness of modern slavery, both internally within Lifeblood and externally through engagement with suppliers, other parties and the wider community.

We've created a modern slavery intranet page to provide our people with resources and updates on current activities we're undertaking to help prevent modern slavery. We delivered an all staff presentation that gave our people training and information on the actions Lifeblood is taking to address modern slavery risks.

We also published a news article on our intranet: *Modern Slavery: a global issue*.

5. Effectiveness of actions taken to assess and address modern slavery risks

5.1 Humanitarian Services Division

We are working to understand the effectiveness and impact of the initiatives detailed in this Statement by developing appropriate measurement baselines. We believe that tracking the performance and effectiveness of modern slavery-related actions will be best achieved by developing context-specific measures (quantitative and qualitative) and we look forward to meaningfully reporting on our progress over the coming years. Possible measurements could be:

- Number of suppliers signing our Supplier Code of Conduct or providing a copy of their own Code of Conduct;
- Number of suppliers completing our Corporate Social Responsibility questionnaire and whether it is helping in risk mitigation;
- Level of screening conducted on organisations we partner with, receive monetary or in-kind donations from, or otherwise collaborate with;
- Number of our people who have completed modern slavery training and whether an increase in awareness has occurred. Within this metric we could also capture the different training our people have undertaken. For example, training in supply chain modern slavery risks would be more important for our personnel who make procurement decisions, whereas training on modern slavery indicators and support pathways would be more relevant to our personnel who have contact with people experiencing vulnerability.

Not only will the insights drawn from these measurements enable us to report our progress clearly, they will also inform our immediate and longer-term risk reduction strategy.

5.2 Lifeblood Division

We've established a cross-divisional team that meets regularly to evaluate the effectiveness of our actions to identify and mitigate risks of modern slavery in our operations and supply chains. The team also plans and monitors educational activities at Lifeblood regarding the issues of modern slavery practices.

Lifeblood identifies risks of modern slavery as part of our screening and due diligence processes or through our ongoing communications with our current suppliers, the risk is brought before the team for reporting and further action. We do regular evaluations of any risks of modern slavery identified within our operations and supply chains.

Detailed mapping of our supply chains in FY2019/20 in combination with global shocks have presented the opportunity to better understand supply chains. Our supplier relationship management framework has been invigorated and focused on a small number of our most important suppliers. This improves the opportunity to include corporate social responsibility key performance indicators, including requirements regarding risks of contributing to modern slavery. Understanding country of origin for critical consumables is an initiative we've begun both to enhance operational efficiency and identify products that may originate in areas with a poor history of labour practices. Lifeblood is also developing guidelines to preference locally made goods and support local industry.

As we continue our mapping of suppliers and other parties, we are identifying metrics to assess our impact.

6. Impact of COVID-19

6.1 Humanitarian Services Division

6.1.1 Impact on our operations and supply chain

The humanitarian crises created by the cumulative effects of drought, bushfires, floods and the pandemic have been devastating. We have not experienced such demand for our humanitarian services since wartime.

We needed to pause much of our modern slavery work so that we could prioritise the work we were doing to support people during the COVID-19 pandemic, to focus on our financial sustainability in response to the crisis and to ensure that our team could respond to the heightened humanitarian risks presented by the pandemic.

AREA	IMPACT
Operations	<ul style="list-style-type: none"> • Retail stores <ul style="list-style-type: none"> - All 170 stores closed from 28 March 2020 to 30 June 2020. - In Victoria, 28 Melbourne stores further closed from 1 July 2020 to 30 September 2020 (Victorian lockdown) - All stores now reopened • Branch operated shops and tea rooms <ul style="list-style-type: none"> - All 4 branch operated shops in South Australia closed from 27 March 2020 to 30 June 2020. All shops now reopened. - All 16 branch operated shops and tea rooms in NSW closed from 27 March 2020 to 30 June 2020. From 1 July 2020, could re-open if they met guideline and checklist requirements. - All 15 branch operated shops in Queensland closed from 1 January 2020 to 1 July 2020. All shops now reopened. • Red Cross developed national guidelines and checklists to support safe resumption of member run activities (including branch operated shops & tea rooms) that meet Safe Work Australia's advice, and relevant State or Territory legislation and safety requirements.
Supply chain	<ul style="list-style-type: none"> • New sourcing channels for personal protective equipment.
Identifying modern slavery risks	<ul style="list-style-type: none"> • Supplier micro scoping unable to be conducted.

AREA	IMPACT
Actions to assess and address modern slavery risks	<ul style="list-style-type: none"> • Supplier assessment was significantly impacted – difficult to gain traction with suppliers during COVID-19. • Unable to progress development of e-module for employees and volunteers. • Unable to conduct specific training to procurement staff and suppliers.
Actions resumed	<ul style="list-style-type: none"> • Finalisation of Corporate Social Responsibility Questionnaire and reinforcement of modern slavery terms and conditions with suppliers. • E-module development.
Actions taken during COVID-19 to mitigate modern slavery risk	<ul style="list-style-type: none"> • Mandatory Therapeutic Goods Administration and Australian Standards were required for personal protective equipment suppliers. • Delivered two webinars on the increased risks to labour exploitation and modern slavery, to both international staff and external stakeholders, reaching a total of 97 people (60 staff and 37 external people). • Undertook review on emerging risks due to COVID-19.
Measuring effectiveness	<ul style="list-style-type: none"> • Development of appropriate indicators and data collection work unable to be progressed.

6.1.2 Support during COVID-19

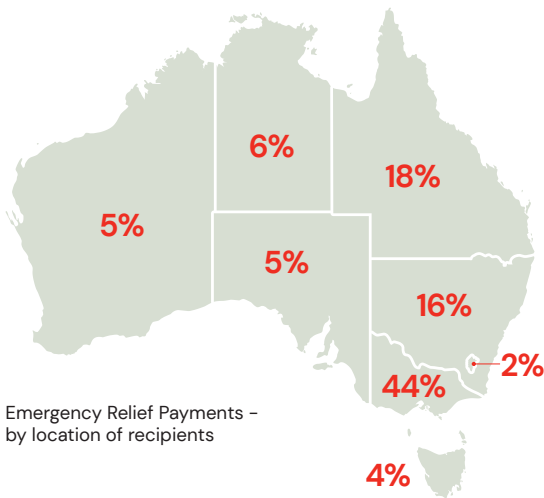
The COVID-19 pandemic has increased the vulnerability of workers in Australia and around the world, including in our local and global operations and supply chains. Red Cross has been playing a leading role in assisting Australians to deal with the impacts of the COVID-19 pandemic.

Until the end of June 2020, Red Cross had connected with more than 200,000 people impacted by COVID-19. We have worked with federal and state governments to support

people in quarantine and mandatory isolation with meals, wellbeing calls and relief packages.

Our public health messaging, and tips to stay well and look after others, was shared with thousands online and via social media. This includes:

- Over 1.2k listens of four podcasts COVID Collective on how to stay physically and emotionally connected;
- 800 volunteers building an online support community;
- Translated information on emergency relief supports and services into 18 languages.



Emergency Relief Payments - by location of recipients

6.1.3 Support to migrants during COVID-19

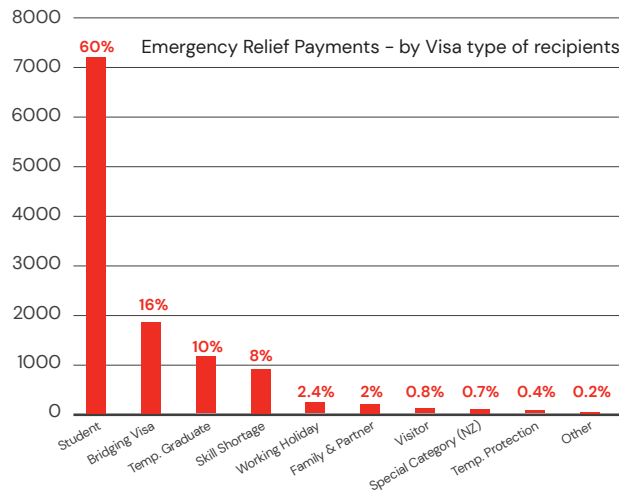
In addition to the support described above, Red Cross has also had a specific focus on supporting people experiencing vulnerability as a result of migration. In particular, temporary visa holders were identified as a key group requiring support, many of whom lost their job due to COVID-19 movement restrictions. Thousands of this group had few options for income, leading to increased risk of destitution, exploitation, unsafe work and an inability to meet basic needs and stay healthy.

In response to the nationwide COVID-19 situation in Australia, Red Cross, in partnership with a range of agencies and community organisations, has played a critical role in supporting migrants. Since the pandemic began until the end of June, Australian Red Cross has been able to support:

- Over 13,000 people with financial assistance and/or casework;
- Over 11,200 people with food assistance;
- Over 115,000 with critical referral information.

The ways in which Red Cross has supported migrants in Australia during the COVID-19 pandemic include:

Emergency relief payments – Australian Red Cross, in collaboration with a range of partners including government and local community partners, provides emergency relief payments to migrants on temporary visas, regardless of status – including international students, migrant workers, and people seeking asylum – who are in financial hardship and do not have access



to mainstream supports during COVID-19. The payments are supporting people to meet their basic needs and are typically useful to bridge short-term gaps in household finances; they support costs for food, rent, utilities, transport, access to healthcare, including medicines.

Complex Casework support – Australian Red Cross also provides complex casework support to people who are assessed as having significant vulnerabilities (for example, family violence, children at risk, deterioration of mental health, complex physical health issues).

Food Packages – In addition to emergency relief payments, food packages are also available to those struggling to meet their daily food needs, and are provided in partnership with food charities and local community organisations around Australia. Red Cross has worked with 19 organisations including Filipino, Sri Lankan & Nepali Associations, Anglicare, Foodbank, Second Bite, OzHarvest, and local councils to undertake this work.

Referrals – Referral information is available at scale via our website and this information details indicators of labour exploitation and how to access further information and support if instances of modern slavery are suspected. We also make direct referrals to assist people to access services based on their needs.

We are confident the support Red Cross has provided to migrants during the COVID-19 pandemic has indirectly helped to mitigate risks to modern slavery for migrants on temporary visas. This support has continued during the 2020-2021 financial year.

7. Future plans

7.1 Humanitarian Services Division

We are working to finalise a road map for our 2020/21 reporting period and beyond.

We will continue our awareness-raising activities and intend to conduct further training sessions for our staff, volunteers and suppliers.

Within our operations, we are seeking to improve and refine our screening processes of organisations we collaborate with. For example, we would like to screen a broader range of organisations than just those of our business partners with which we have a public association.

In regard to our supply chain, during the next reporting period we will ask those suppliers we assessed as having a “possible high” risk rating, to complete our Corporate Social Responsibility Questionnaire. This will enable us to deepen our understanding of the risks of modern slavery within their operations and supply chains.

We will also seek to progress our work on tracking the performance and effectiveness of modern slavery-related actions.

7.2 Lifeblood Division

In the coming year, we will continue our supply chain monitoring, due diligence and training. We will continue to map our supply chains and develop further assessment tools to identify risks and any matters that require further investigation within our supply chains and operations. We will further integrate with our sustainability program and increase awareness of modern slavery, both internally within Lifeblood and externally through engagement with suppliers, other parties and the wider community.



8. Other information – modern slavery and Red Cross response

Modern slavery is a significant humanitarian issue and a serious human rights violation. Despite the United Nations Universal Declaration of Human Rights stating that “no one shall be held in slavery or servitude”, an estimated 40.3 million people are currently subject to modern slavery.²² Modern slavery disproportionately impacts women who are thought to make up 71% of all identified victims and nearly two-thirds of modern slavery victims are in the Asia-Pacific region.²³ Australia itself is not immune and we have seen an increase in the number of people formally identified as being affected by modern slavery within Australia over the past ten years.²⁴

8.1 Red Cross response

As a humanitarian organisation and part of the broader International Red Cross and Red Crescent Movement, Red Cross is active in responding to the humanitarian impacts of modern slavery globally with National Societies involved in a range of work that includes: prevention and awareness raising activities; facilitating regional dialogues and networks; delivering support programs and assisting people who have experienced modern slavery; and undertaking advocacy through the approach of humanitarian diplomacy.

In Australia, Red Cross fulfils an important auxiliary role to public authorities in the humanitarian field and has pledged to collaborate with the Australian Government²⁵ to enhance the response to modern slavery. This includes working with government to increase awareness and build capacity of businesses, frontline workers, local and migrant communities to respond to modern slavery, including in regional and remote areas. It also involves collaborating on initiatives to build strong regional and international responses to modern slavery.

An example of this collaboration is that Red Cross is an active member of the National Roundtable on Human Trafficking and Slavery which was established in June 2008 as a consultative mechanism between government and civil society on trafficking and slavery related issues.

Red Cross’ work in preventing and responding to modern slavery in Australia largely sits within Migration Support Programs. Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants according to their humanitarian needs. This includes people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Meeting humanitarian needs, supporting the participation and contribution of individuals and migrant communities, and building inclusion and belonging are key to our programming, advocacy and awareness raising.

Our work with people seeking safety



Supporting **people seeking safety** by working with Red Cross Red Crescent in countries of origin, transit and destination



Helping **people seeking asylum** in Australia to access the services and support they need



Working with **people who have been subjected to trafficking, forced marriage or labour exploitation**



Helping **refugees** settle in their new communities



Monitoring the treatment of **people in immigration detention**



Reconnecting families separated by war, disaster and migration



Supporting **people falling through the gaps** with everyday essentials



Helping **people find and enjoy work** in Australia



Starting **conversations** in schools, workplaces and communities to help build understanding

1800 RED CROSS redcross.org.au

follow us



the power of humanity



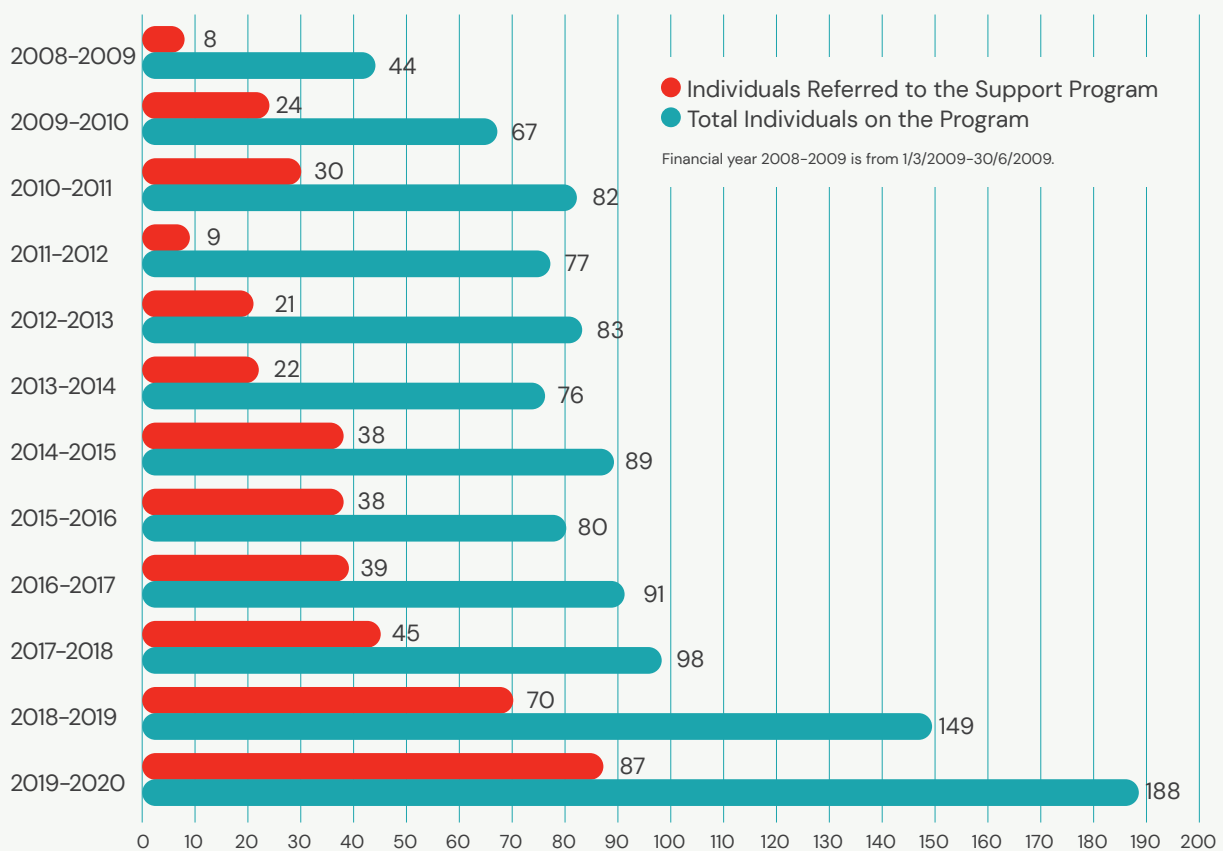
Our direct humanitarian work in preventing and responding to modern slavery is primarily centred around:

- Supporting people affected by modern slavery;
- Stakeholder engagement;
- Research and policy;
- International engagement.

8.2 Supporting people affected by modern slavery

Red Cross has worked directly with people in Australia affected by all forms of modern slavery since 2009 through our delivery of the Support for Trafficked People Program (Support Program). During this time, we have seen an overall gradual increase in the number of people referred and supported each year, and a substantial increase in the financial years of 2018–19 and 2019–20.

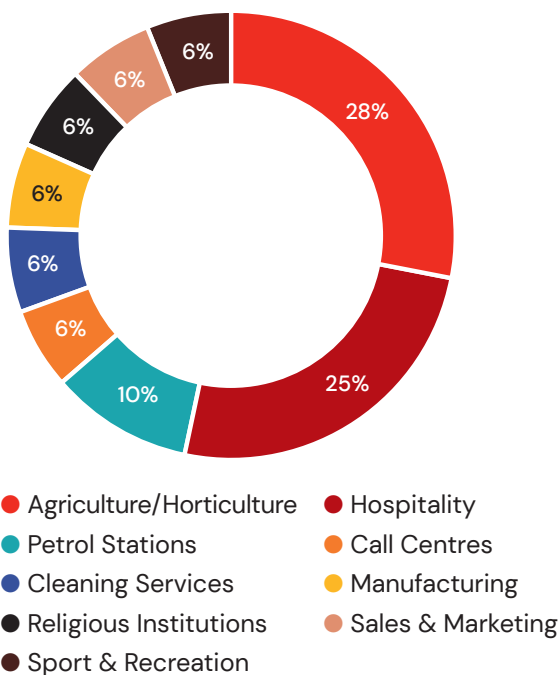
Individuals Referred and Supported



The numbers in this graph represent persons who have been identified as victims of human trafficking and slavery by the Australian Federal Police (AFP) and referred to the Support Program. Therefore, they only represent people who have been willing and able to engage with a policing agency for referral and have consented to accessing support. As such, the data does not represent all individuals affected by human trafficking and slavery in Australia.

Due to the hidden nature of exploitation, quantifying the extent of trafficking and slavery in Australia presents many challenges, however recent research estimated that for every person identified as being affected by modern slavery in Australia, there are four additional people that are not identified and go undetected.²⁶

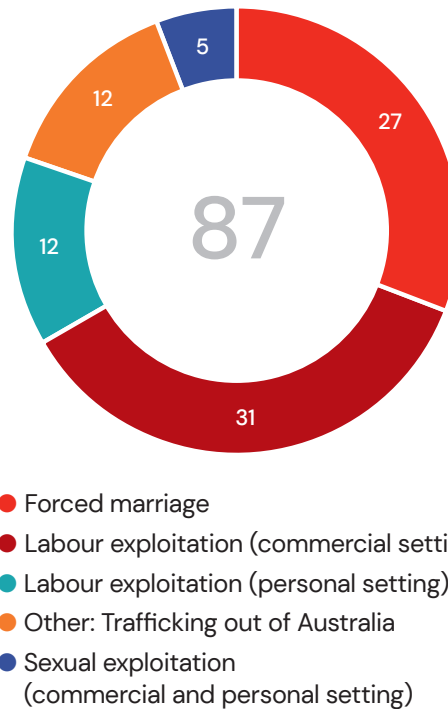
Perpetrating Industry - Referrals for Labour Exploitation in a Commercial Setting



When an individual is referred to the Support Program, Red Cross collects information from the AFP in relation to the reason for referral and the perpetrating industry where the exploitation has occurred. The graph above shows that for individuals referred to the Support Program for labour exploitation in a commercial setting, when this information was known and able to be captured, the most common perpetrating industries included agriculture/horticulture, hospitality, petrol stations, as well as call centres, cleaning services, manufacturing, religious institutions, sales and marketing and sport and recreation.

2019-2020 Financial Year

The number of individuals referred to the Support Program for each form of exploitation (as determined by AFP) during the financial year 2019-2020 is reflected in the chart below.



Between 1 July 2019 and 30 June 2020, Red Cross provided individualised casework support to a total of 188 people including 87 referred to us by the AFP in this period, and worked collaboratively with the AFP along with other partner agencies including Support Program funder the Department of Social Services, specialist support services and the community service sector to meet the needs of these individuals.

Red Cross delivers a service that is responsive and flexible to client needs, is guided by clients' voices and utilises a strength-based casework approach. Red Cross recognises that behind each number represented in the data above is a human being and acknowledges both the challenges that people have overcome and the resilience of each individual we have supported.



Health Care



Reconnect with Family



Accommodation



Emotional Support



Employment



Financial Support



Education and Training



Essential Items



Connection to Community



Access to Financial Services



Access to Social Services



Legal and Migration Advice*

In supporting people affected by human trafficking and slavery, Red Cross provides a holistic casework service. This graphic highlights some of the needs that are most frequently identified by individuals and the most common types of support provided. Access to these supports is often facilitated through referrals to specialist agencies.

8.3 Stakeholder engagement

Red Cross believes that strong cross-sector partnerships and collaboration is essential in preventing and responding to human trafficking and slavery. Accordingly, we prioritise engagement with a range of stakeholders who each play an important role in the sector.

We do this through established national, state and territory stakeholder forums as well as collaborative events and activities, including outreach in regional areas of Australia.

Examples of key stakeholder engagement around Australia during the 2019–2020 financial year include:

- **Nationally** – Red Cross is a member of the Australian Government’s National Roundtable on Human Trafficking and Slavery;
- **New South Wales** – Red Cross co-chairs the NSW Forced Marriage Network and the NSW Trafficking Response Network;
- **Victoria** – Red Cross co-chairs the Victorian Forced Marriage Network and is a member of Victoria’s Human Trafficking Network;
- **Northern Territory** – Red Cross co-chairs the Anti-Trafficking Working Group (ATWG)
- **Queensland** – Red Cross helped to establish the Queensland Human Trafficking Network and along with the International Organisation for Migration (IOM) and Queensland University of Technology, hosted the first meeting in December 2019;
- **Western Australia** – Red Cross is a member of the Western Australia Forced Marriage Network Steering Committee and of the Western Australia Interagency Network on issues of modern-day slavery and human trafficking;
- **South Australia** – Red Cross co-chairs the Forced Marriage Network and in September 2019 worked with Flinders University and Australian Catholic Religious Against Trafficking in Humans (ACRATH) to deliver a forum on Human Trafficking and Modern Slavery in South Australia;
- **Tasmania** – Red Cross is working to establish a Tasmanian Forced Marriage Network in the latter half of 2020.

8.4 Research and policy

Red Cross is committed to sharing the insights that we have gathered through:

- Our work in supporting people affected by human trafficking and slavery;
- Consulting directly with communities;
- Collaborating with stakeholders including government and community organisations.

We share our knowledge with the aim of strengthening the response to human trafficking and slavery in Australia. We regularly undertake research projects and prepare submissions to identify gaps in the current response and to inform policy developments.

Highlights from our research and policy activities during the 2019–2020 financial year include:

Forced Marriage Support Stream Trial Evaluation

– In 2019, Red Cross worked with an external consultant and evaluation reference group (made up of representatives from government and civil society organisations) to evaluate an initial 12-month trial of the Forced Marriage Support Stream. This is a new mechanism which allows Red Cross to support people in or at risk of forced marriage for a longer period of time without requiring them to participate in a criminal justice process. The final evaluation report contains a number of important recommendations for government and civil society in relation to strengthening the effectiveness of support to people in or at risk of a forced marriage. In December 2019, in line with a recommendation from this evaluation, the government made the Forced Marriage Support Stream a permanent part of the Support Program.

New South Wales Modern Slavery Act Inquiry

– In September 2019, Red Cross made a public submission to the Parliament of New South Wales’ Legislative Council’s Standing Committee on Social Issues Inquiry into the Modern Slavery Act 2018 and associated matters. In November 2019, Red Cross presented evidence at a public hearing of the Inquiry.

National Action Plan to Combat Trafficking and Modern Slavery 2020–2024 – In January 2020, Red Cross made a submission to the Australian Border Force, to support their development of the National Action Plan to Combat Trafficking and Modern Slavery 2020–2024 (NAP). Red Cross further informed three separate stakeholder consultations between March and June 2020.

International Strategy on Human Trafficking and Modern Slavery 2020 – In May 2020, Red Cross provided a public submission to the Department of Foreign Affairs and Trade (DFAT) to help inform the development of the International Strategy on Human Trafficking and Modern Slavery.

Support and service needs for people who have experienced sexual exploitation – In 2020, Red Cross began work with Project Respect and the Australian Institute of Criminology to design and undertake a research project with the aim of building a qualitative picture of the support and service needs over time for people who have experienced sexual exploitation in Victoria, particularly in commercial settings. The research also aims to contribute to an improved understanding of service and systemic gaps and be available to government and the broader sector. The findings of this research are expected to be available in 2021.

Each submission was informed by the lived experiences of those we have worked with through the Support Program, as well as learnings and insights from consulting communities and collaborating with government and sector partners.

8.5 International engagement

“Human trafficking, slavery, and slavery-like practices are complex crimes and government action is only part of the solution...NGOs play a vital role in working on the ground, identifying and supporting trafficked people in Australia.”

– Department of Home Affairs

Red Cross and Red Crescent National Societies are national humanitarian organisations who are auxiliaries to their public authorities and are often engaged, along with UN agencies and NGOs, in preventing and responding to modern slavery both in Australia and also regionally and internationally. This engagement within the International Red Cross and Red Crescent Movement, and with governments around the world, is essential in supporting the development of global responses to modern slavery.

Highlights from our international and regional engagement activities during the 2019–2020 financial year include:

International Red Cross and Red Crescent Movement

Australian Red Cross actively engages with the International Federation of Red Cross and Red Crescent (IFRC) and directly with other Red Cross and Red Crescent National Societies on issues relation to human trafficking and slavery. This includes through the following mechanisms:

- **Asia Pacific Migration Network (APMN) Labour Migration & Trafficking Working Group** – Australian Red Cross co-chaired the APMN, and was both a member of and provided technical advice to the APMN Labour Migration & Trafficking Working Group.



- **European Anti-Trafficking Network (ATN)** – Australian Red Cross learns from the collaboration and information sharing that occurs within this network between National Societies working to prevent and respond to trafficking in the European context.
- **National Society Peer to Peer Learning** – Australian Red Cross and British Red Cross anti-trafficking teams have been working together for many years to strengthen the anti-trafficking dialogue across the International Red Cross and Red Crescent Movement.

Government

Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime (Bali Process) – Red Cross works to support the Australian Government in its role as co-chair of the Bali Process, a regional, multilateral process designed to boost bilateral and regional cooperation. In mid-2019, Red Cross presented at the Bali Process Symposium on Supply Chain Transparency in Indonesia on identifying and protecting people affected by modern slavery.

As opportunities arise, Red Cross also works to directly support other governments in our region through sharing learning from our work preventing and responding to modern slavery in Australia:

- **Thailand** – In September 2019, Red Cross was invited by the Department of Home Affairs to participate in a study visit with a delegation of government and civil society officials from Thailand, particularly to share learnings from our work delivering the Support for Trafficked People Program.
- **New Zealand** – In November 2019, Red Cross was invited by the New Zealand Immigration Department to engage in discussion and share information about how the Support for Trafficked People Program operates in Australia and learnings from delivering the program.
- **Vietnam** – in February 2020, Red Cross supported the Department of Home Affairs dialogue on Victims' Support with a delegation of government and civil society officials from Vietnam by sharing learnings from our work delivering the Support for Trafficked People Program.

9. Appendix 1 – Resources

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Red Cross has developed a range of resources to support individual, businesses and government better understand the humanitarian issue of modern slavery.

Modern Slavery Resources – In August 2019, thanks to a grant from the Department of Home Affairs, Red Cross published a suite of multilingual materials with information about modern slavery for community members and frontline workers. A flyer, postcard, brochure, smaller discreet brochure and poster are available to download from our website in 12 different languages. These materials include print resources explaining human trafficking, forced labour and domestic servitude indicators and where to get help.

Support for Trafficked People Program Data Snapshot: 2009 –2019 – In December 2019, Red Cross was pleased to publish this report which details data gathered from our work supporting people affected by human trafficking and slavery in Australia since 2009 through the delivery of the Support Program. The report

highlights a significant increase in the number of referrals received per calendar year in 2018 and 2019, as well as gradual changes in the primary ‘reason for referral’ (as determined by the AFP) throughout the decade. The report aims to increase understanding of not only the prevalence but also the diversity of ways in which people have experienced exploitation in Australia.

Addressing Modern Slavery – A Guide for Australian Businesses – In January 2020, Red Cross was pleased to publish this guide developed in conjunction with students from Ducere Global Business School, which supports businesses who are reporting entities under the Modern Slavery Act to meet their reporting obligations and effectively contribute to combating modern slavery.



9.1 COVID-19 and modern slavery resources

IFRC, COVID-19 Impact on Trafficking in Persons – Factsheet: This factsheet is intended as a quick reference tool describing how the COVID-19 global pandemic may place communities at increased risk of trafficking, how it may impact trafficked persons and providing advice on practical actions that can be taken to respond and mitigate risks.



IFRC, COVID-19 Impact on Trafficking in Persons – Technical Guidance note: This document explains why there is an elevated risk of Trafficking in Persons (TIP) during the Covid-19 pandemic, who is likely to be most affected, and what operational approaches can be adopted to prevent, mitigate or respond to TIP by Movement actors.



Least protected, most affected: migrants and refugees facing extraordinary risks during the COVID-19 pandemic: The report contains a number of recommendations for governments on how COVID-19 responses can best keep everyone safe, including by ensuring the policies introduced to control the pandemic are not used to justify inhumane treatment of migrants and refugees.

COVID-19 IMPACTS US ALL Ensuring the safety and well-being of people on temporary visas during COVID-19: This report shares what Red Cross has learnt about the impact of COVID-19 on people on temporary visas and people without visas in Australia through our humanitarian response to the pandemic.

End notes.

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1. As of June 30, 2020 (final day of the 2019/20 reporting period).
2. Registered with the Australian Charities and Not-for-profits Commission on 3 December 2012.
3. Article (iv), Royal Charter, 28 June 1941. Prior to incorporation, the Australian Red Cross Society was an unincorporated Society formed in 1914 as a Branch of the British Red Cross Society.
4. For a breakdown of income sources, see ARC Financial Report
5. For more information, see, Help in Emergencies
6. For more information, see Humanitarian Settlement Program
7. For more information, see Support for Trafficked People Program
8. For more information, see Restoring Family Links Program
9. For more information, see Immigration Detention Monitoring
10. For more information, see Emergency Relief for Migrants
11. For more information, see Walking alongside Aboriginal and Torres Strait Islander people
12. For more information, see Justice System Services
13. For more information, see Community Services for Older Australians
14. For more information, see NDIS Services
15. For more information, see Mental Health Support Services
16. For more information, see Homelessness Services
17. For more information, see International Humanitarian Law Program
18. One retail store in Victoria and one retail store in New South Wales will close in 2021.
19. Expenditure not including personnel costs and direct client support.
20. For further information, see reporting criterion 4.
21. Other expectations relate to: fair treatment and equal opportunity; working conditions; respectful workplace; freedom of association and collective bargaining; our value and fundamental principles (including compliance with all fraud, anti-corruption and anti-money laundering laws); health and safety; environment management; governance, including risk management and record keeping; and reporting concerns.
22. International Labour Organisation and Walk Free Foundation, Global Estimates of Modern Slavery: forced labour and forced marriage, 2017.
23. International Labour Organisation and Walk Free Foundation, Global Estimates of Modern Slavery: forced labour and forced marriage, 2017.
24. Australian Red Cross, 2019, Support for Trafficked People Program Data Snapshot 2009–2019.
25. International Red Cross and Red Crescent, 33rd International Conference, International Statutory Meetings Pledges, Modern Slavery.
26. Australian Institute of Criminology, 2019, Estimating the dark figure of human trafficking and slavery victimisation in Australia



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