



Quad
Services



MODERN SLAVERY STATEMENT 2023

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ABOUT OUR MODERN SLAVERY STATEMENT

Quad Services Pty Ltd (Quad) provides cleaning, security and building maintenance services across Australia and New Zealand. This Modern Slavery statement has been prepared per the Australian Modern Slavery Act 2018 (MSA) for the financial year ending 30 June 2023. This statement describes our actions to identify and address supply chain modern slavery risks during the period under review.

Modern Slavery – The perspective

Modern slavery encompasses the most severe forms of exploitation, including but not limited to human trafficking, slavery, servitude, forced marriage, forced labour, debt bondage, deceptive recruitment for labour or services, and the most egregious forms of child labour. Our approach involves identifying and assessing these risks, and we are committed to taking action to minimise these risks within our operations and supply chains.

Our Position

Quad is committed to upholding all internationally recognised human rights and ethical sourcing practices, and we actively avoid any involvement in human rights abuses, such as modern slavery.

We believe it is our responsibility to pinpoint, evaluate, and address the impacts of modern slavery within our areas of influence and operations.

To prevent any association with modern slavery or human trafficking, we have established and maintained systems and procedures. We firmly oppose any infringement or violation of human rights, and we acknowledge that our corporate and social responsibilities extend to our operations and our supply chain.

We invest time and resources to mitigate the risk of modern slavery in our operations and supply chain and actively develop suitable controls. We are prepared to take prompt action if modern slavery is identified within our operations or supply chain.

In the financial year 2022-23, we focused on key strategies to address modern slavery risks, including ongoing awareness training for management and staff, implementing software to identify risks, conducting comprehensive risk assessments, reviewing Quad's policies, and actively engaging with suppliers.

Our Approach

Quad has a Modern Slavery Committee that helps us manage modern slavery risks. Measures include a code of conduct, a supplier code of conduct, policies, and procedures such as human rights, grievance and modern slavery policies, remediation processes, education and training programs, such as the Supply Chain School (where applicable), for all team members, supporting the committee.

ABOUT QUAD

Formed in 1972 by four university students, Quad has grown from a local cleaning services provider in the North Shore regions of Sydney to one of the leading providers of cleaning and associated building services in Australia and New Zealand, with over \$100 million in turnover.

Quad has a workforce of more than 2500 skilled, trained, and vetted professionals in cleaning, security, and maintenance. It also has over 50 experienced management staff who oversee 500+ contracts (1100+ sites) and maintain offices across all Australian states, territories, and New Zealand.

Quad is certified to the following standards:

- ISO9001 Quality Management System,
- ISO14001 Environmental Management System, and
- ISO45001 Occupational Health and Safety Management System.

Our primary objective is to assist clients in improving their facilities' safety and environmental quality by providing world-class cleaning, security and related services.



THE QUAD COMPANY STRUCTURE

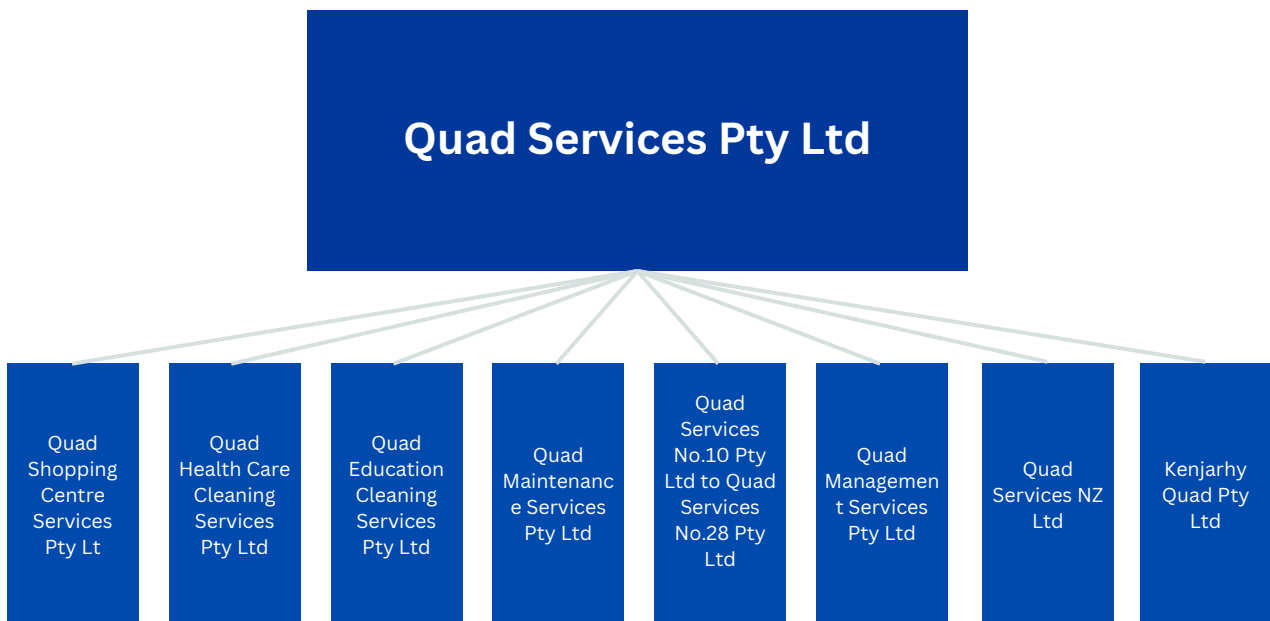
Quad Services Pty Ltd, ABN 58 000 308 592, is a privately owned Australian Company registered in New South Wales. Our Head Office is located at 12 Carlotta Street, ARTARMON NSW 2064.

Quad owns and controls several other entities for employment, administrative, and financial purposes. Quad operates services in New Zealand and is part of a joint venture indigenous entity, Kenjarhy Quad Pty Ltd.

Across the group, a standard set of policies, procedures, and systems is in place and tailored to local requirements (where required).

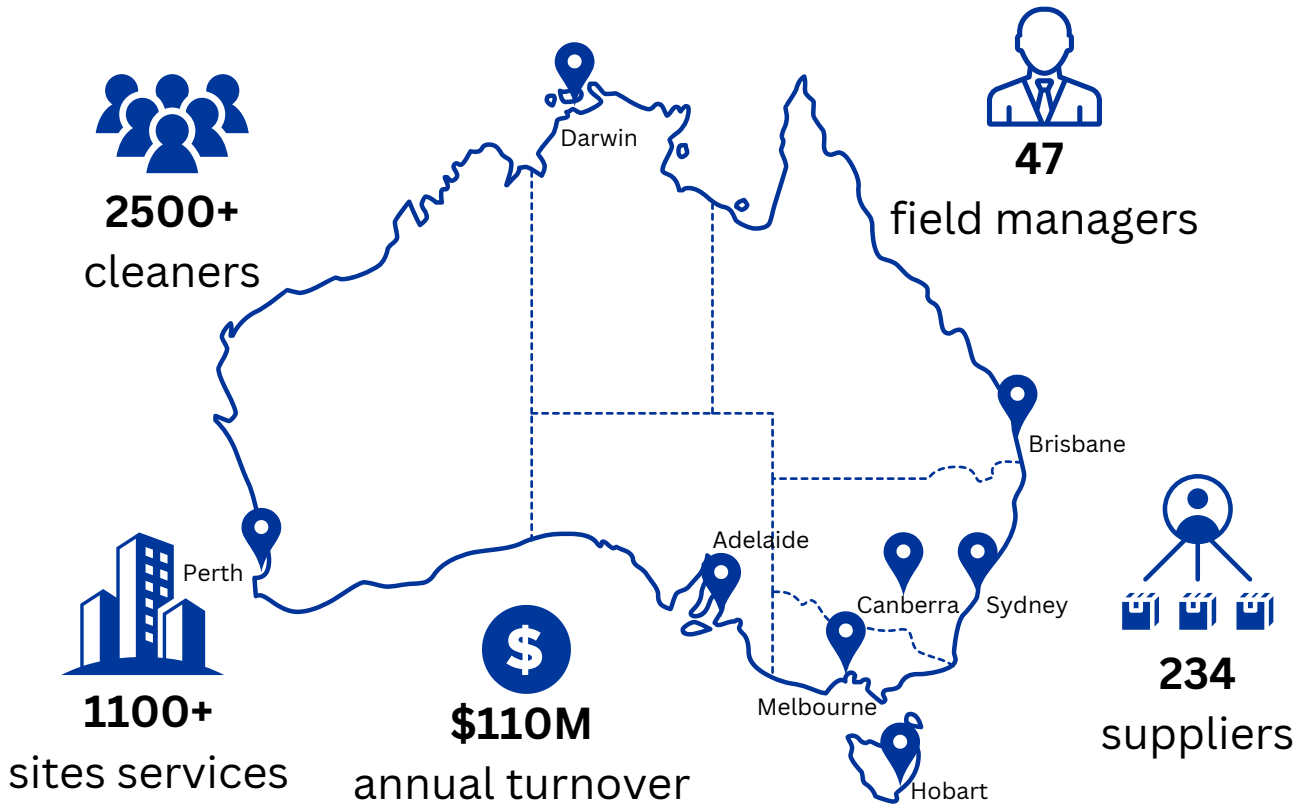
Quad is a member of the following organisations:

- Australian Property Council
- Building Service Contractors Association of Australia
- Australian Security Industry Association Limited
- Facilities Management Association
- Green Building Council of Australia
- Clubs NSW
- Supply Nation



OUR OPERATIONS AND SUPPLY CHAIN

CRITERION 1 & 2



The operational framework at Quad is designed to be efficient and effective. We have organised our teams geographically so they can closely monitor on-the-ground activities and implement our policies within the operational context of each region. These teams play a critical role in recognising and addressing potential instances of modern slavery practices in our service delivery.

While our suppliers are predominantly located in Australia, some of the products we receive are manufactured abroad. Through our mapping process,

we have identified that some of these products come from regions, such as China, which are classified as high-risk according to the Global Slavery Index.

To ensure that our suppliers meet our expectations and comply with regulations, we require them to undergo a thorough registration process by our compliance team.

We also mandate that service suppliers provide periodic updates during our ongoing monitoring efforts.

MODERN SLAVERY RISKS IN OUR OPERATIONS

CRITERION 3

Quad works to continually improve its risk assessment processes for operations and supply chain, and we build on the foundation laid in previous years. We acknowledge and appreciate that our business activities, including operations and the supply chain, may link to modern slavery, or we may cause or contribute to it.

Risks in Our Operations

Quad has assessed that the risk of modern slavery is higher in its supply chain than in its direct operations. Although the company's formal employment procedures help mitigate the risk of modern slavery practices in its employee engagement processes, it cannot eliminate it. Quad's structured recruitment and onboarding processes reduce the risk of modern slavery in our direct employment. Still, undesirable practices may go unnoticed unless brought to our attention. These may be brought to our attention through whistleblowing, confidential reporting, or independent third-party auditing. To confirm, Quad has an established whistleblowing policy and a confidential reporting facility to enable our team members, suppliers, and clients to raise any concerns.

There are several potential risks in Quad's operations, including:

- Clients with varying levels of awareness and commitment to addressing the risk of modern slavery.
- Varied maturity levels among service suppliers with differing levels of awareness regarding relevant industrial laws.
- English as a second language for some of our workforce and suppliers, highlighting a risk of non-conformance due to a lack of awareness of applicable employment laws.
- Awareness gaps regarding the distinction between independent contractors and employees.
- Service suppliers potentially not ensuring a safe workplace and imposing expectations that could jeopardise the safety of workers while delivering services.

MODERN SLAVERY RISKS IN OUR SUPPLY CHAIN

CRITERION 3

Risks in Our Supply Chain

Quad continues to partner with Informed365 to enhance our supply chain assessment and reporting.

All our tier 1 suppliers are based in Australia. However, numerous other suppliers contribute to our supply chain by providing goods and services to our direct suppliers. This intricate supply chain spans multiple countries, and we acknowledge the potential risk of labour exploitation globally, with heightened risks in specific geographic and local contexts.

We are actively engaged with our suppliers to comprehend their approach and, whenever feasible, influence their methodologies to address the risks of modern slavery through our robust processes.

The risks in our supply chain include variability in the maturity levels and understanding of the risks of modern slavery among our suppliers. For example, only 13% of our tier 1 suppliers reach the current \$100 million threshold for mandatory reporting, and only 17% have assessed their modern slavery risks. As such, gaps exist, and we apply these risk factors to our ongoing operations and all our suppliers with whom we maintain a direct relationship.



KEY AREAS OF ACTION IN FY2022-23

CRITERION 4

Awareness and Training Initiatives:

- Raised awareness of the Modern Slavery Act requirements among our personnel and suppliers through regular communications, training sessions for operational teams and leaders, and direct engagement with suppliers to clarify their responsibilities.
- Developed and disseminated specific information posters to raise awareness about modern slavery and outline our grievance processes.
- Collaborated with subject matter experts, participated in webinars, and engaged in other educational activities focused on modern slavery.

Policy and Governance Enhancements:

- Reviewed and revised our Human Rights policy to ensure alignment with the United Nations Universal Declaration of Human Rights and the Declaration on the Rights of Indigenous Peoples.
- Revised and incorporated references to modern slavery and human rights into our processes and policies where applicable.
- Conducted regular meetings of the Quad Modern Slavery committee to review and assess our strategies and actions in mitigating the risk of modern slavery.

Sustainability and Accountability Commitments:

- Maintained membership in the Supply Chain Sustainability School to underscore our dedication to sustainable practices.
- Investigated the benefits of joining the UN Global Compact to further our commitment to combating modern slavery.
- Continued our efforts to become pre-qualified with the Cleaning Accountability Framework (CAF), demonstrating our commitment to ethical and accountable business practices.

Supply Chain and Partner Engagement:

- Enhanced our supply chain mapping and supplier onboarding due-diligence processes to include considerations related to modern slavery.
- Responded to and actively participated in client-initiated modern slavery reviews and assessment projects.
- Utilised the Informed365 platform to manage our supply chain effectively and ensure compliance with the Modern Slavery Act.

ASSESSING EFFECTIVENESS OF OUR ACTIONS

Quad has taken several measures to minimise the risk of modern slavery in our operations and supply chain. We strive to maintain active communication with our primary and local suppliers and provide them with education on modern slavery, even if they are not required to report under the current Modern Slavery Act.

In this reporting period for FY2022-23, we have listed our actions and assessed their effectiveness below:

ACTION	HOW WE ASSESS THEIR EFFECTIVENESS
CONSULTATION	We acknowledge that the cleaning industry is a higher-risk sector prone to modern slavery practices. Therefore, we consult with our major suppliers and clients to align our approach with their rigorous requirements. We continue to partner with Informed365 to improve our ability to capture information effectively.
POLICIES	We regularly review and refine our supplier code of conduct to ensure compliance with relevant legislation. We also train our employees on these policies and procedures and focus on writing them in clear and accessible language.
CONTRACTING	We have included appropriate clauses in our supplier agreements and updated our contractor onboarding documentation to align with our stance on modern slavery and the corresponding compliance requirements for contractors. We provide our updated onboarding details to all new suppliers and are working on bringing existing contracts up to this enhanced standard.
TRAINING	We ensure that all our employees undergo training on modern slavery awareness, reporting procedures, and remediation steps during their induction program. Our leadership team undergoes specialised training to understand their responsibilities and learn how to mitigate the risk of modern slavery effectively. Our compliance team consistently engages with and trains our suppliers on modern slavery awareness as a part of their training. Our internal training program for leaders is conducted in collaboration with our eLearning partner, Sentrient.



CONSULTATION

Quad has established a Modern Slavery Committee to lead and facilitate our efforts in responding to Modern Slavery. The Committee convenes regularly throughout the year. To prepare this joint statement, we engaged with each reporting entity covered by this statement and consulted the entities we own or control.



NEXT STEPS

To consistently improve our approach, we plan to take the following actions in the fiscal year 2023-24:

- Become a member of the UN Global Compact
- Continue to embed, measure and report on our modern slavery performance
- Expand our modern slavery assessment and due diligence
- Examine relationships with not-for-profit organisations that may enhance our remediation policies and procedures

APPROVAL

This statement was approved by the principal governing body of Quad Services Pty Ltd on 12 December 2023.

A handwritten signature in black ink, appearing to be 'Sharee Adlam'. The signature is stylized and fluid, with a long horizontal line extending to the right.

Sharee Adlam
Executive Director



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