



Human Rights

Policies & Procedures

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HUMAN RIGHTS

Scope

This Policy applies to all staff and Participants.

Our Commitment

123 Support Services is committed to respecting human rights. 123 Support Services expect high standards of human rights performance across our operations and supply chain. values acting with integrity and courage and fostering an ethical culture where everyone embraces a sense of responsibility for doing the right thing in the right way. Respecting human rights across all our business activities helps to uphold 123 Support Services' core values and achieve our vision of creating long term, sustainable value for society.

123 Support Services recognises its influence and impact as a professional services firm on the human rights of a range of stakeholders, including as a provider of professional services, employer, contractor, procurer, investor, and supporter of communities. 123 Support Services are committed to doing what matters by working closely with our stakeholders to identify and understand our impacts, to mitigate negative impacts and enhance positive ones.

Our approach is inclusive of the internationally recognised human rights set out in the *United Nations Universal Declaration of Human Rights*, the *International Covenant on Civil and Political Rights*, the *International Covenant on Economic, Social and Cultural Rights* and the eight ILO fundamental conventions encompassed by the *Declaration on Fundamental Principles and Rights at Work*.¹ It includes a commitment to work to ensure that there is no modern slavery in our operations and supply chain, and demonstrating continuous improvement in this regard through our annual reporting under the *Modern Slavery Act 2018* (Cth).

123 Support Services also recognise that in specific circumstances other international human rights law, voluntary principles and guidelines for business may support our decisions on how 123 Support Services best respect the rights of vulnerable populations or other rights-holders.

As part of our commitment, 123 Support Services is a signatory of the United Nations Global Compact and supports the *United Nations Guiding Principles on Business and Human Rights* 'Protect, Respect, Remedy' framework.

123 Support Services commit to respecting the higher standard where national law and international human rights standards differ. If there is conflict between the two, 123 Support Services commit to respecting international human rights to the greatest extent possible.

Labour rights

- No child labour or forced labour is used, and that employment is freely chosen.
- Workers have fair wages and employment agreements.
- Work hours do not exceed the maximum limit set by relevant legislation.

- All workers are free to exercise their right to form and/or join trade unions and to bargain collectively.
- Workers experience fair and equal treatment and access to opportunity and enjoy a work environment that is free of discrimination, harassment, intimidation or coercion relating directly or indirectly to the protected attributes set out under discrimination below.
- All workers' health and safety is protected in the workplace.
- Workers have access to fair procedures and remedies.

Discrimination

123 Support Services is committed to inclusion and diversity, 123 Support Services on shared values, experiences, and aspirations. Our leaders are accountable for promoting diversity and inclusiveness. 123 Support Services do not condone discrimination on the basis of protected attributes including, race, religion, national or ethnic origin, citizenship status, political opinion, age, marital or relationship status, carer responsibilities, sex, sexual orientation, gender identity, intersex status, pregnancy, parental status, breastfeeding, disability, veteran status, trade union activity or other legally protected status. 123 Support Services expect the same from all our business partners, clients, and suppliers.

123 Support Services is committed to creating a culture, workplace, and relationships with our stakeholders where people feel like they belong. This includes continuing to improve the representation of people from diverse backgrounds across our business and working to ensure our people feel supported.

Indigenous Rights

123 Support Services is committed to respecting the rights of Indigenous Peoples in line with the *United Nations Declaration on the Rights of Indigenous Peoples*. As part of its Reconciliation Action Plan, 123 Support Services has committed to going beyond 'business as usual' to embed reconciliation in the delivery of core business practices and decision making at the highest level.

Privacy

123 Support Services is committed to treating the right to privacy as a fundamental human right in line with the International Covenant on Civil and Political Rights. As part of this commitment, 123 Support Services collect, store, and handle personal information in accordance with the Australian Privacy Principles in the *Privacy Act 1988* (Cth).

Human Rights Due Diligence

The *United Nations Guiding Principles on Business and Human Rights* set out the key elements of human rights due diligence, including assessing actual and potential human rights impacts, integrating and acting upon the findings, tracking responses, and communicating how impacts are addressed.

123 Support Services understands that human rights due diligence is an ongoing process – one which is most effective when it is embedded in the risk and procurement processes of our business. As such, 123 Support Services are putting into place appropriate systems and controls to identify and assess our human rights risks

and integrate those findings to manage them effectively. 123 Support Services are committed to enhancing our capability to track the effectiveness of our responses and to communicating our human rights progress for external stakeholders, including our annual modern slavery statement, made in accordance with the *Modern Slavery Act 2018* (Cth).

Grievance Mechanisms

The *United Nations Guiding Principles on Business and Human Rights* fundamentally acknowledge that grievance mechanisms must be known, trusted and accessible to those who need it.

123 Support Services is committed to addressing human rights grievances and providing appropriate avenues for affected individuals or communities to come forward. Internal grievance systems and an external hotline are in place globally, along with a whistleblower hotline.

123 Support Services is committed to continuously improving our mechanisms and remediation processes through stakeholder engagement and dialogue, to better align with the expectations for effective mechanisms set out in the *United Nations Guiding Principles on Business and Human Rights*.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Director:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.