

Today's successful organisations recognise the need to demonstrate an ongoing commitment to corporate social responsibility and seek to align themselves with business partners displaying similar ethical and moral values.

Immij complies with all legal and ethical requirements in business. This is supported by our commitment to the "Core Subjects" as identified in the ISO26000 standard for Social Responsibility.

Our organisational governance is based upon the following "Core Subjects":

### **Human Rights and Labour Practices**

Immij promotes and supports the protection of international proclaimed human rights. The company and its people are associated with the Forest Stewardship Council (FSC). This association affirms that we will not directly, or indirectly, involve ourselves in unacceptable activities such as trade in illegal wood-based products, or violation of traditional and human rights in forestry operations. This includes violations of any of the International Labour Organisations (ILO) core conventions as defined in the ILO Declaration on Fundamental Principles and Rights of Work namely:

- a. freedom of association and the effective recognition of the right to collective bargaining.
- b. the elimination of forced or compulsory labour;
- c. the abolition of child labour;
- d. the elimination of discrimination in respect of employment and occupation; and
- e. a safe and healthy working environment.

### **The Environment**

Immij understands the need for best practice in environmental management and as such has certification to the international environmental standard ISO14001.

Having a Certified Environmental Management System means that the business continually:

- looks to improve its environmental impact and to reduce waste wherever possible.
- recycles waste to reduce the impact on natural resources;
- re-uses products and materials wherever possible.

We constantly monitor legal requirements and relevant guidelines to ensure compliance with state and federal legislation. In addition, we promote best practice use of energy, water and resources throughout our workplace, protecting the local environment for our staff, customers and neighbours alike.

### **Fair Operating Practices**

Immij operates within the guidelines of fair operating practices. We practice and promote ethical organisational dealings between our business partners and stakeholders alike. We expect our suppliers and sub-contractors to behave in a fair and ethical manner to support and sustain long term business relationships.

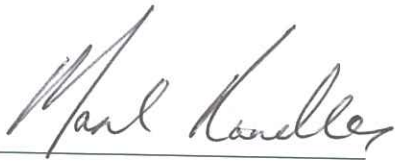
### **Consumer Issues**

Achieving consistent customer service and a quality product every time is vital to Immij management and staff. We pride ourselves on delivering the best quality product and service to our customers, to enable them to meet their client's expectations and requirements.

Immij are certified to the Quality Management System ISO9001. We employ rigid controls to ensure information security is maintained at all levels throughout the business. These controls govern document and data management, records and policy management and process control. Our Quality endorsement and associated controls provide the framework for all facets of our business, ensuring excellent outcomes for our customers. We have strict policies for dealing with complaint handling and dispute resolution should it ever be required.

## **Community Involvement and Development**

At Immij, we believe that being a good corporate citizen means seeking opportunities to support and forge relationships with both our local community and the worldwide community. We are involved in support programs with our local schools, sporting clubs and community groups. Our people participate in various fund-raising events, supporting a broad variety of local, national and international organisations such as the RSPCA, Breast Cancer Awareness Network and World Vision.



Mark Randles  
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