



**RURAL METRO SUPPLIER CODE OF CONDUCT AND  
SUSTAINABILITY REQUIREMENTS**

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# 1 Supplier Code of Conduct

Rural Metro requires all Suppliers to maintain the highest standards of professional conduct and integrity in their dealings with Rural Metro.

Suppliers shall:

- a. Comply with all applicable laws and regulations
- b. Respect Rural Metro's zero tolerance policy towards bribery and corruption. Any gifts or hospitality offered should be limited to token gestures
- c. Adhere to high ethical standards relating to human rights. Particularly :
  - Elimination of child labour
  - Freedom of employment and association
  - Respect for individuals and elimination of discrimination
  - Safe and healthy working conditions
  - Payment of a living wage according to applicable legislation
  - Ensure that Rural Metro's business, financial and technical data remains confidential
  - Report any violations of this Code of Conduct

Failure of Suppliers to adhere to the obligations as set out in this Code of Conduct may lead to the termination of any contracts on the basis of material breach.

## 1.1 Forced Labour

Involuntary labour of any kind shall not be used, including prison labour, debt bondage or forced labour by an external authority. Suppliers may not lodge "deposits" or identity documents and employees must be free to leave their employment after giving the required notice (or reasonable notice where a period has not been agreed / stipulated).

Our Suppliers are expected to prohibit lockouts and their employees may not be prevented from leaving any place of work under reasonable circumstances or the conclusion of the official shift.

## 1.2 Child Labour

Rural Metro expects our Suppliers not to recruit child labour. Rural Metro Suppliers shall strive to participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable him or her to attend and remain in quality education until no longer a child; "child" and "child labour" being defined in line with the International Labour Organisation (ILO) standards.

### **1.3 Remuneration and Working Hours**

Suppliers employees should be remunerated for their contribution to the performance of the business in accordance with principles of fairness, responsibility and transparency.

Suppliers must ensure the working hours of their employees comply with national laws, collective agreements and the provisions of this Code, whichever affords greater protection for their employees. Working hours, excluding overtime, must be defined by contract, and shall not exceed 48 hours per week. Where no national laws are in place to govern working hours the standard as stipulated by the ILO should be adhered to.

### **1.4 Modern Slavery**

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.

We expect our Suppliers to have a zero-tolerance approach to modern slavery, and be committed to acting ethically and with integrity in all reciprocal business dealings.

## **2 Sustainability Requirements**

At Rural Metro, our mission is: To maximize the value we bring to our Customers by delivering an innovative, professional and sustainable Emergency Management Service.

In line with this mission, we have developed these Supplier Sustainability Requirements to ensure that all of our business partners and suppliers meet our basic expectations, including legal requirements, ethical practices, human rights, and environmental management. These are based on international standards and industry best practices. Compliance with these standards is a non-negotiable expectation of doing business with Rural Metro. These standards are additional to any conditions set out in our Supplier Agreement.

Rural Metro strives for transparency, collaboration and mutual respect with Suppliers. The actions of our Suppliers can affect our reputation and the trust of our loyal Customers.

Rural Metro is committed to the highest standards of business integrity, including the principles of honesty and fairness. We require the following:

- a. Compliance with the law. Suppliers must comply with all laws and regulations applicable in their area of operation.
- b. Bribery. There is a prohibition of any form of bribery, corruption and maleficence.

- c. Conflicts of interest. Suppliers will declare any conflict of interest, including any situation where an employee may have an interest in the Suppliers business.
- d. Freedom of Association. Suppliers must respect the rights of any of their workers to belong to any group permitted by law.
- e. Records. The Supplier must maintain accurate and transparent records reflecting compliance to applicable business laws.
- f. Intellectual Property. Suppliers will safeguard and maintain confidential and proprietary information of Rural Metro.
- g. Environmental protection. Suppliers should attempt to improve environmental efficiencies, including water, energy, air quality, chemical management, raw materials usage, business travel, and recycling. Supplier shall work in a systematic, goal-oriented and proactive manner to reduce the impact to the environment including pollution prevention and waste management. The business must be run in such a way that serious discharges and emissions to the ground, water and air are systematically eliminated.
- h. Fair Competition and Anti -Trust. Suppliers will adhere to the practice that competition is based on quality, price and customer service and compliance with anti-trust laws and regulations limiting market power of any particular company.
- i. Reporting Options and Point of Contact. Rural Metro is committed to treating all its Suppliers to a fair and open manner. In this regard, we have implemented a mechanism to ensure transparency in line with our Code of Conduct. Supplier grievance and reporting can be lodged via the web portal. A supplier wishing to file a report or grievance via our website at [www.ruralmetrosa.com](http://www.ruralmetrosa.com) or directly to the finance division on [finance@ruralmetrosa.com](mailto:finance@ruralmetrosa.com)
- j. Integration of sustainability requirements in organization and processes

We expect the values anchored in these sustainability requirements to be integrated in day-to-day business through structured and competent management of our supplier. Management must identify and assess legal and other requirements and train employees to ensure compliance with these requirements. We recommend that our suppliers create an internal policy statement in this regard. Suppliers must also ensure that their employees are trained on this policy and fully understand the contents thereof. Employees must be afforded a method of reporting non-compliance to this policy.

### **3 Verification of Compliance**

We reserve the right to verify compliance to these requirements by means of a Supplier Evaluation Questionnaire. (Annexure A)

### **4 Legal Consequences of violation of these requirements**

We consider compliance with the requirements set out in this document to be essential to our business relations. We reserve the right to take appropriate legal action if our supplier does not comply with these requirements. The ultimate decision lies with us as to whether it is willing to forego such consequences and instead to take alternative action if the business partner can credibly assure and prove that it has implemented immediate countermeasures

## 5 Energy

Rural Metro suppliers and business partners use natural resources sparingly and minimize environmental pollution in their production processes and products. They contribute to reducing energy consumption and CO<sub>2</sub> emissions.

## 6 Audits

Our Key Suppliers are subject to annual audits conducted as a Self-Assessment (see attached as Annexure A) and sub-standard evaluation performance results in an onsite audit reassessing business ethics, compliance, human rights and labour rights, occupational health and safety, environmental management and sustainability in products and services. We expect key suppliers to comply with these principles.

# ANNEXURE A



## RURAL METRO SUPPLIER EVALUATION QUESTIONNAIRE

## Part A: Applicable to all suppliers

### Supplier details

Supplier company name:	
Describe the goods or services provided by the business:	
Company website address (if available):	

### Details of supplier representative completing this SAQ\*

Please note the declaration below on this SAQ

Name:	
Job title:	
E-mail address:	

### Business address (the facility for which this SAQ is completed)

Facility legal name (if different from Supplier company name):	<small>Complete if different from supplier company name</small>
Facility Manager name:	<small>Complete if different from supplier representative</small>
Facility manager email address:	<small>Complete if different from supplier representative</small>
Facility physical address including country:	
Facility phone number (include Country code):	

Employee information for the facility	Total	Female	Male	Guidance
Number of Permanent employees:				<i>Employed directly by yourself</i>
Number of Temporary employees:				<i>Employed on a contract for a specified period.</i>
Number of 'Agency' workers / provided by a labour agency:				<i>Provided by a 3<sup>rd</sup> party</i>
Number of Seasonal and casual employees over the past 3 months:				<i>For a specific timeframe or when work available</i>
Number of Workers in Subcontracted units (if applicable):				
<b>Total Employee information (inclusive of all fields above)</b>				<i>Total of all fields above</i>

### 3<sup>rd</sup> Party Certification schemes at the facility (as applicable)

Details for any 3 <sup>rd</sup> party audit or certification schemes:  <i>Includes Health and Safety related (e.g. OHSAS 18001/ISO45001) certification; Environment (e.g. Biodiversity, ISO14001, ISO50001) certification; Quality certification; etc.</i>	3 <sup>rd</sup> Party certification type	Date of issue

### Declaration by person submitting this

<p><i>By submitting this form, you hereby declare:</i></p> <ul style="list-style-type: none"> <li>- <i>You are a duly authorised supplier representative;</i></li> <li>- <i>You are permitted to complete this SAQ on behalf of the supplier company;</i></li> <li>- <i>The information furnished herein is true, complete and correct;</i></li> <li>- <i>You have reviewed the relevant Policies on Anglo American's official web-page;</i></li> <li>- <i>You will regularly review and update information required by this SAQ.</i></li> </ul>	<div style="text-align: center; margin-bottom: 20px;">                 _____                  Sign or Type in full name of supplier representative             </div> <div style="text-align: center;">                 _____                  Date             </div>
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## Part A: Applicable to all suppliers

Ref	Question	Options		
<b>Protect Safety and Health</b>				
A1	Does your company conduct any Health and Safety related training and/or awareness campaigns for its employees?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A2	Are you aware of, and understand the Health and Safety related legislation in the country(ies) where you operate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A3	Do you meet all Safety, Health and Environmental requirements of the country.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>Protect our Environment</b>				
A4	Do you measure and monitor any environmental related performance for your business?	<input type="checkbox"/> Yes	<input type="checkbox"/> No but will within 12 months	<input type="checkbox"/> No
A5	In the past three years, did you have any accidental leaks, spills, or other discharges of hazardous substances into the air, land, or water (either harmful or potentially harmful to the environment)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A to Industry
	<i>A6b. If yes, please indicate the number of incidents:</i>	2 years ago	1 year ago	This year
<b>Respect Labour and Human Rights</b>				
A6	Do you adhere to all Labour law requirements of the country.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A7	What is the age of the youngest employee at your facility?			
A8	Have you, or any of your suppliers, used child labour in the past 3 years?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<i>A10b. If YES, please provide details:</i>			
A9	Are any <b>original</b> identity related documents (passports, birth certificates, national identity cards) retained by management?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A10	Are workers required to lodge any security deposits or pay any recruitment fees directly to your company?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	<i>A12b. If YES, please describe the fees and conditions</i>			
A11	Do supervisors and managers receive training on harassment, disciplinary, and grievance procedures?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
A12	Are workers members of any labour or collective bargaining organisation (e.g. Trade Union)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
A13	Do you have mechanisms which allow workers to voice concerns related to labour conditions or other workplace grievances (including discrimination)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A14	Typically, do all workers have at least 1 day (24 consecutive hours) off for every 7 days worked?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A15	Do employment contracts contain all elements as required by the laws in the country?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A16	Are all workers issued with signed copies of employment contracts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A17	Are loans or other advances provided to workers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A18	Do all workers receive pay slips clearly setting out how their wages are calculated and details of deductions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

A19	Do workers receive equal pay for equal work, regardless of gender, ethnic origin, race, caste, tribe or religious belief?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A20	Do you conduct any pregnancy testing for females as part of your recruitment process?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A21	Do you have mechanisms in place to evaluate and address risks of modern slavery? [This refers to the Modern Slavery Act – MSA and similar legislation]	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes, our business is low risk	<input type="checkbox"/> No
A22	Do you know where your suppliers source their goods and services from? (do you have visibility of the supply chain of your suppliers?)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
A23	Does a member of staff check and record that all workers (including agency staff) have valid documentation authorising them to work?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>Increase Social Accountability</b>				
A24	Do you undertake any internal or external campaigns aimed against gender and child-based violence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A25	Do you commit to respect the human dignity and the rights of individuals where you operate?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A26	Do you commit to conduct recruitment, procurement, and social investment activities in a fair, inclusive and diverse manner?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
<b>Conduct business fairly and with Integrity</b>				
A27	Do you have a process to ensure that all managers and / or people with responsibilities in your business understand policies prohibiting bribery, corruption and fraud?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A28	Are you aware that offers of gifts, entertainment or hospitality <b>SHOULD NOT BE MADE</b> to Rural Metro Personnel	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A29	Will you declare all current (and future) potential conflicts of interest when working with Rural Metro?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A30	In the past 3 years, has your company been investigated for corrupt, illegal, unethical or anti-competitive practices?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A31	Do you have controls in place to safeguard against the improper use, loss, theft, abuse, unauthorised access or disposal of customer information, assets and property?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A32	Are you aware of and committed to comply with, all applicable privacy laws?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
A33	Are you aware of and committed to comply with applicable laws related to: anti-money laundering, anti-terrorism financing, and trade regulations?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>END OF PART A</b>				

## Part B: If you manufacture or supply goods

Ref	Question	Options			
<b>Protect Safety and Health – additional questions</b>					
B1	Do you maintain all necessary permits and related documents for applicable Safety, Health and Environmental requirements of your Country / Industry?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure	<input type="checkbox"/> N/A
B2	Do you provide operating manuals, safety related information or other forms of instruction for the goods that you provide?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
B3	B3a. Do you currently record workplace Injury Rates?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
	B3b. If YES, have you had work-related fatalities in the past 3 years?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
	B3c. If YES, state the number of work-related fatalities over the past 3 years:	2 years ago	1 year ago	This year	
B4	Does your company utilise appropriately trained person(s) to support the identification and management of safety, health and environmental related risk?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure	<input type="checkbox"/> N/A
B5	Do you have trained first-aiders, and easy access to first-aid boxes / equipment at your facility?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
B6	Do your employees have unrestricted access, including transport to medical facilities, in the event of an emergency?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
B7	Do all employees and persons at your facility have unrestricted access to potable (drinking) water?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
B8	Do you have an appropriate fire warning system (audible alarms, emergency lighting, etc.), safety evacuation procedures, and fire-fighting equipment (including persons trained in their usage) at your facility?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
B9	B9a. Do you conduct regular fire drills, in accordance with Health and Safety requirements in your Country?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
	B9b. If YES, please state the dates of the last 3 drills:	Drill 1	Drill 2	Drill 3	
B10	Are Material Safety Data Sheets (MSDS) / Safety Data Sheets (SDS) available for every chemical at your facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure	<input type="checkbox"/> N/A
	B10b. If YES, are they posted in the local language of workers who handle these?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure	<input type="checkbox"/> N/A
B11	Are all employees who require personal protective equipment (PPE) issued with these items at no charge?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
B12	Are all employees required to undertake a safety induction when they start working for you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure	<input type="checkbox"/> N/A
B13	Are there clean, separated toilets for men and women?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
	B13b. If YES, do these all contain basic supplies including toilet paper, soap and a means to dry hands?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
B14	In the past three years, have you been subject to any fines, Government investigation, or notice of prosecution for non-compliances with safety or health regulations?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	
	B14b. If YES, please provide details:				
B15	(Where applicable) Are dormitory facilities: clean, safe, adequate to meet the basic needs of workers, and in accordance with National law requirements and fire codes?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	

### Protect our Environment – additional questions

B16	B16a. Do you have written procedures for the safe storage, use, and disposal of each hazardous material (including chemicals and pesticides)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A to Industry
	B16b. If YES, are these in the local language of workers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A to Industry
	B16c. Are they posted in areas where they are typically handled?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A to Industry
B17	Do you measure and monitor any environmental related performance for your business?	<input type="checkbox"/> Yes	<input type="checkbox"/> No but plan to*	<input type="checkbox"/> No
	If YES, which of these do you currently measure:			
	(i)	Air quality and emissions	<input type="checkbox"/> Measured	<input type="checkbox"/> Not measured
	(ii)	Carbon emissions	<input type="checkbox"/> Measured	<input type="checkbox"/> Not measured
	(iii)	Energy efficiency	<input type="checkbox"/> Measured	<input type="checkbox"/> Not measured
	(iv)	GHG (Green House Gas)	<input type="checkbox"/> Measured	<input type="checkbox"/> Not measured
	(v)	Water usage	<input type="checkbox"/> Measured	<input type="checkbox"/> Not measured
(vi)	Waste management and recycling	<input type="checkbox"/> Measured	<input type="checkbox"/> Not measured	

### Respect Labour and Human Rights – additional questions

B18	Are all workers free to leave the facility during non-working hours or at the end of their shift (this includes workers who live on facility)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	2/-2
	B18b. If NO, please describe conditions under which they are not permitted to leave:			
B19	Do you, or any of your suppliers, use prison labour at production facilities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
B20	Are physical searches conducted on workers when they enter or leave the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
B21	How many hours is the legal maximum working week (including overtime) in your country?			
B22	Do you have a mechanism for the documentation and monitoring of working and overtime hours?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
B23	Are the overtime premiums which you pay in line with National legal requirements?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
B24	In the past 12 months, what was the highest recorded number of working hours that an employee worked in a week (during your peak production season)?			
B25	Typically, how much does the lowest paid production worker earn for a standard working month.			
B26	How long is your average probationary period for new employees?			
B27	What percentage of your production is done away from your facility at workers homes?	%		
B28	Approximately what percentage of your workforce are provided through agencies / labour brokers / outsourced labour companies?	%		
B29	Approximately what percentage of your workforce have "irregular" employment i.e. fixed-term / project based or short-term contracts?	%		
B30	Do you make special arrangements for pregnant workers in the workplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	