

Service Provider Code of Conduct

August 2024



A message from our CEO

We challenge. We strive to provide our customers with a better insurance alternative by exceeding their expectations. We achieve this through our amazing people and technology and aim to build trust in every interaction.

We stand together as Team Youi and live our amazing culture. We passionately provide awesome service and great quality products to our customers. Our shared values underpin everything we do. They guide the way we think, act and make decisions every day.

Our values reflect our commitment to our customers, partners, community and each other.

We are serious about what we do, but we have fun while at work – which is why our customers love us. We feel proud of who we are and what we stand for. As part of the Youi family, never forget the responsibility you have.

You are Youi and Youi is you.

A handwritten signature in black ink, appearing to read 'Nathaniel Simpson', is positioned above the printed name and title.

Nathaniel Simpson
Chief Executive Officer
Youi Pty Ltd

1.0 How to understand this Service Provider Code of Conduct

The following words have special meanings in this document:

'Agreement' means the Agreement between You and Youi for performance of Services, including any attachments, schedules and annexures as updated or replaced from time to time.

'Services' means any of the Services You are authorised by Youi to perform pursuant to an Agreement.

'Subcontractors' means a Subcontractor You engage to perform the Services and which You have obtained Youi's approval for in accordance with your Agreement.

'Third Parties' means Youi, Youi customers or other Youi Services providers.

'You' means a service provider engaged to provide Services to Youi pursuant to an Agreement between the service provider and Youi.

In other instances:

- words defined in an Agreement have the same meaning when used in this document.
- if there is any inconsistency between this document and your Agreement, the provisions of your Agreement prevail.

2.0 What is Youi's Service Provider Code of Conduct?

Youi's Service Provider Code of Conduct (SP Code) sets out the expectations for how You should act, solve problems and communicate when engaging with Third Parties while performing Services.

The SP Code should be read in conjunction with your Agreement. You are expected to act consistently with the SP Code. If You do not, it may affect allocation of work or allow Youi to exercise certain rights under your Agreement.

3.0 Youi values

These six key values guide the way that Youi works every day. They provide a framework for our thoughts, attitudes, actions and appropriate conduct. They underpin our decision making and reflect our commitment to customers, community and to each other.

You are expected to act consistently with these values when performing Services and engaging with Third Parties.

Awesome Service

We believe that Awesome Service is the cornerstone of what makes us successful. We own the moment, go the extra mile, and move fast. We always keep our promises and exceed expectations. We challenge ourselves daily as to how we can provide better service.

Passionate

We believe being Passionate about our purpose is what makes us better than the rest. We are proud to be part of Youi, we love our brand, and we live “We are Youi and Youi is us” daily. We take what we do seriously, but we know how to have fun.

Human

We believe that being Human guides our approach. We respect each other, embrace diversity and stand together. We are a part of something great and we look after each other and our partners. We are a strong and united team. We relentlessly pursue avenues to be better together.

Honest

We believe that being Honest is the only way to be, for success, for development, for growth. We tell it like it is and we do what is right, even if no one is watching, and we speak up if we are concerned. Open, candid culture is who we are. We see feedback as a gift. We know we can only get better if we are Honest.

Dynamic

We believe in being Dynamic and that is how we win. Always better, different, innovative and agile. We are a challenger, and act as one.

Recognition

We believe in the Recognition of great achievements. Those that exceed expectations are rewarded. We celebrate being better by acknowledging and announcing our successes.

4.0 Who does Youi's SP Code apply to?

You and your Subcontractors are expected to comply with the SP Code when performing Services, including when engaging with Third Parties in connection with the performance of Services.

It is important You consider how You will ensure compliance with the SP Code by your staff and by your Subcontractors.

5.0 When does Youi's SP Code apply?

The SP Code applies whenever and wherever Services are performed. This may include performance of Services at your normal work site or away from your normal work site, during regular work hours or outside regular work hours.

6.0 Modern slavery

Youi is opposed to any form of modern slavery and is committed to promoting these values through our supply chain and contractual arrangements. Youi seeks to ensure our suppliers are aligned with these values. We respect the human rights of our employees, customers and those of our suppliers and business partners.

You must comply with relevant local and national laws, community expectations and ethical standards related to human rights and modern slavery. We expect You to understand the risks of modern slavery that may arise in your operations or supply chain, taking reasonable steps to mitigate these.

7.0 Our claims philosophy

Youi's claims philosophy was established to ensure we have a consistent approach to claims handling. The philosophy ensures Youi's reputation and brand remain strong by having a fair basis for all decisions, and also aligns with the Youi values.

"We settle all valid claims fairly, accurately and as quickly as possible, thereby ensuring our clients receive awesome claims service and a memorable experience."

When it comes to a Youi customer making a claim, we recognise that everyone's claim is their emergency – no matter how big or small it may seem, it is important to them. It is an idea that is reflected in our every action and interaction with our customers and is what helps Youi stand apart from other insurers.

Along every step of the claims process, we believe our customers should be heard, know they matter and feel assured. To achieve this, Youi expects your commitment to reflect these same values and customer philosophies when providing Services and engaging with Third Parties.

By embracing these ideas and aligning them with your own practices, You help to deliver real value to Youi customers and assist in maintaining a high level of service with every claim.

8.0 Service provider behaviour

When performing Services, including engaging with Third Parties, we expect You to act with honesty and integrity and uphold ethical standards. You will maintain a high standard of professionalism.

To meet this commitment, we expect You to:

- act sincerely and honestly in your interactions with Third Parties.
- provide honest, accurate and complete information to Third Parties.
- not provide advice about Youi products and Services to customers.
- ensure your workforce (including Subcontractors) complete mandatory training and maintain competency required for the type of Services performed.
- monitor compliance with this SP Code and tell us promptly of any non-compliance.

Additionally, in the spirit of our values, when performing Services and engaging with Third Parties, we encourage You to:

- respect people's differences and deal with everyone without prejudice or discrimination.
- speak up if You see or suspect that something is not right by reporting issues to Youi (see the Speak Up information in section 15 below).
- continually improve your skills and knowledge.
- challenge yourself and personnel to always look to improve how You serve Youi customers, be more productive, successful and awesome.

9.0 Report writing

When writing a report, it is essential that You utilise the following guidelines:

- Provide a factual and objective report, without any personal opinions or biases.
- Only report facts that are based on direct observations or verifiable evidence.
- Do not include any speculative or hypothetical scenarios in your report.
- Avoid assuming or implying liability or responsibility for any party involved in the incident.
- Do not show bias towards a particular party involved in the incident.

10.0 Conflicts of interest

You must disclose and manage conflicts of interest in cooperation with Youi.

You are expected to be alert to the potential for actual, perceived or potential conflicts of interest to arise as You perform Services. You are expected to be diligent in recognising and engaging with Youi and notifying Youi of actual, perceived or potential conflicts of interest.

Whether or not a conflict of interest (actual, perceived or potential) exists will depend on the specific circumstances. If You are not sure, we encourage You to contact your Youi representative, supply chain manager, head of procurement or head of claims at Youi to discuss. Alternatively, You could use the Speak Up Hotline listed in section 15 below.

11.0 Social media communication

You are expected to be conscious of your conduct and the conduct of your workforce (including Subcontractors) on social media to ensure social media posts by You or your workforce (including Subcontractors) do not:

- include statements or comments regarding your Agreement with Youi or the Services.
- discredit Youi or cause nuisance or disruption to Youi or Youi customers.
- disclose any personal information (including images and opinions) of Youi customers or staff of Youi or other Youi service providers.

You may not utilise Youi branding in any way or form without Youi's prior written consent.

12.0 Private and confidential information

You will have access to confidential information while performing Services. You must manage confidential information (which includes personal information) consistently with the Agreement and the law.

You are expected to be diligent in ensuring your business practices and workforce (including Subcontractors) comply with the requirements of your Agreement regarding confidential information.

13.0 How service providers conduct their business

Youi believes in fostering strong connections with You, our customers and community. You play an important role for Youi customers and communities, particularly in the aftermath of adverse events.

We expect You to strive to:

- carry out Services in a sustainable, safe and responsible way.
- ensure consideration and care is given to how Services are carried out and the impact this has on Youi customers and Youi, as well as the environment and communities in which You operate.
- take steps to minimise environmental and/or social risks associated with Services.
- act promptly in response to work allocation and requests for communication.

We encourage You to support community events and activities.

14.0 Community expectations and fair treatment of customers

We expect the way You do business to be fair, transparent and useful for our customers and that You strive to meet the broader regulatory and community expectations.

Ways we think You might be able to achieve this is to:

- always do the right thing by our customers.
- record, report and manage customer complaints, issues and any dissatisfaction where a resolution is required to Youi in a timely manner and consistent to the requirements in the General Insurance Code of Practice.
- recognise the circumstances of individual Youi customers, including customers experiencing vulnerability.
- ensure Services are fit for purpose and proactively identify and mitigate any potential or actual unfair customer outcomes.
- ensure marketing materials You publish about the Services You are providing to a Youi customer are clear and transparent and are not misleading.
- carefully select your supply chain and contractors – undertake due diligence to satisfy yourself about your supply chain.
- keep accurate and transparent records of dealings of the Services provided for Youi customers and itemise the work completed by Subcontractors.
- not tolerate aggressive or inappropriate customer behaviour and report such behaviour to Youi.
- encourage positive engagement in the communities in which You operate.

15.0 Fraud and financial crime

We expect that You will have no tolerance for bribery and corruption when carrying out Services for Youi. You play a role in protecting our community by identifying and reporting any suspicious activity, including suspected internal or external fraud, as well as meeting wider anti-bribery and corruption obligations.

To meet this commitment, we expect You will:

- collect and verify customer information and keep records up to date.
- report suspicious activity – including fraud – to Youi in a timely manner.
- not offer or accept bribes, which could include cash, excessive gifts and entertainment or other equivalents.
- ensure Services are conducted appropriately and consistently with procedural fairness for Youi customers.

16.0 Complying with obligations

We expect You will comply with regulatory requirements, standards and contractual obligations.

We expect your decisions and actions will meet legal and compliance obligations as well as the ethical standards of this document and your Agreement.

We expect You will:

- follow the principles and requirements of this document and take reasonable steps to ensure your workforce and Subcontractors do the same.
- be familiar with, and comply with the relevant laws, regulations and industry codes applying to the Services.
- conduct Services in line with applicable rules and standards that regulate your industry.
- comply with your Agreement.
- not cut corners.
- ensure Services are performed in accordance with applicable codes and manufacturer standards.

17.0 Speak Up

At Youi, we are committed to fostering a culture that encourages employees, Third Parties and partners to speak up about concerning conduct or issues. If You have concerns about conduct or issues occurring that involve Youi, You may wish to report them via Youi's external Speak Up Hotline (details below).

We recognise that individuals who speak up may be concerned about being identified and the potential repercussions of making a report. You can make a report as an anonymous person via the Speak Up Hotline.

If You wish to make a protected report, You can ask to be a whistleblower and must report the conduct to the external Speak Up hotline:

Speak Up Hotline (phone)

- Australia: 1800 324 775

Speak Up Hotline (online)

- Email: speakup@coreintegrity.com.au

Speak Up Hotline (post)

- Youi Speak Up Hotline, PO Box 895, Darlinghurst NSW 1300

For quick access to the Youi Speak Up Hotline website, scan the QR code



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Approver: Chief Operations Officer

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