*Outcome Notice*

templates package

Ethical Supplier Mandate and Ethical Supplier Threshold

**The State of Queensland (Department of Energy and Public Works) 2021**



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**Contact us**

Queensland Government Procurement within the Department of Energy and Public Works is committed to continuous improvement. If you have any suggestions about how we can improve this guide, or if you have any questions, contact us at ethicalsupply@epw.qld.gov.au.

**Disclaimer**

This document is intended as a guide only for the internal use and benefit of government agencies. It may not be relied on by any other party. It should be read in conjunction with the Queensland Procurement Policy, your agency’s procurement policies and procedures, and any other relevant documents.

The Department of Energy and Public Works disclaims all liability that may arise from the use of this document. This guide should not be used as a substitute for obtaining appropriate probity and legal advice as may be required. In preparing this document, reasonable efforts have been made to use accurate and current information. It should be noted that information may have changed since the publication of this document. Where errors or inaccuracies are brought to attention a reasonable effort will be made to correct them.

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# Purpose

A series of template *Outcome Notices* have been drafted to provide support to procuring agencies when advising an outcome under the Ethical Suppler Mandate (the Mandate) or Ethical Supplier Threshold (the Threshold) to a supplier.

All resources provided by the Queensland Government Procurement (QGP) Compliance Branch are offered as guidance only and all documentation should be adapted to suit the needs of the procuring agency. All references to a decision maker being the ‘Director-General’ of a ‘procuring agency’ and other similar terminology should be updated accordingly by government-owned corporations, statutory bodies and special purpose vehicles.

Content supplied in this package will need to be transferred onto the appropriate procuring agency letterhead, inclusive of the necessary Queensland Government branding.

Notices issued by an agency, where an outcome has been determined prior to escalation to the QGP Compliance Branch (i.e., *Outcome Notices* 1-3) can be issued and signed by the appropriate officer-level representative. All Notices reflecting a determination by a decision maker (i.e., *Outcome Notices* 4-11) will be required to be signed by the Director-General responsible for the decision.

All *Outcome Notices* should be distributed by both post and email where possible.

# *Outcome Notice* 1

No breach – Threshold declaration

This *Outcome Notice* should be issued to suppliers where a Threshold declaration stating ‘yes’ to any one of the criteria is submitted; however, a corresponding investigation concluded a breach of the policy has not occurred. This template provides a reference number to suppliers for inclusion on future declarations.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier Threshold Declaration Outcome Notice

Dear <salutation> <insert surname>,

I refer to the declaration provided by <insert supplier name> on <insert date> notifying <insert procuring agency> of a non-compliance with the Ethical Supplier Threshold (the Threshold).

Specifically, it was advised a previous non-compliance had occurred in relation to the following criteria:

*<insert appropriate criteria>*

The conduct in question is summarised as follows:

*<insert short summary of related conduct>*

In line with policy procedures investigatory activities were performed and an understanding of the conduct was obtained.

**At this time, it has been established that the non-compliance outlined in this Notice is not a breach of the Ethical Supplier Threshold.**

The decision by the <insert procuring agency> not to escalate this matter is due to the non-compliant activity not falling within scope of the Threshold.

**A reference number has been assigned to this decision. We ask <insert supplier name> to quote this number on all future Threshold declarations to reflect this outcome.**

**Reference number: <insert reference number provided by the Compliance Branch>**

Please note, this reference number applies to the conduct outlined in this Notice only. All other matters of non-compliance will be addressed separately and, where appropriate, issued a different reference.

We wish to advise that the Threshold process does allow for a review of this decision. While cases are not commonly re-opened, please be advised that it is possible you may be contacted again regarding this matter in the future.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 2

No breach – before *Show Cause Notice*

This *Outcome Notice* should be issued to suppliers where they were made aware that an alleged breach under the Mandate or Threshold was being pursued by the procuring agency (or equivalent); however, the agency activities identified the conduct is not an eligible breach of these policies. This template is appropriate for cases that have not been escalated to show cause proceedings.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

Ethical Supplier <Mandate or Threshold> Outcome Notice

Dear <salutation> <insert surname>,

I refer to correspondence sent to you on <insert date of contact> advising the <insert procuring agency>’s intentions to follow up on an allegation <insert supplier name> may be in breach of the Ethical Supplier <Mandate or Threshold> (the Mandate/Threshold).

The allegation is summarised as follows:

*<insert short summary of alleged conduct, including a reference to the related contract (if applicable)>*

In line with policy procedures investigatory activities were performed and an understanding of the alleged conduct was obtained.

**At this time, it has been established that the alleged non-compliance outlined in this Notice is not a breach of the Ethical Supplier <Mandate or Threshold>.**

The decision by the <insert procuring agency> not to escalate this matter under the <Mandate/Threshold> is due to:

* the alleged conduct not falling within scope of the Mandate/Threshold <OR, remove one option>
* the investigation identifying insufficient evidence to progress the matter.

We wish to advise that the <Mandate/Threshold> process does allow for a review of this decision. While cases are not commonly re-opened, please be advised that it is possible you may be contacted again regarding this matter in the future.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 3

No breach – after *Show Cause Notice*

This *Outcome Notice* should be issued to suppliers where at the conclusion of an investigation the procuring agency (or equivalent) issued a *Show Cause Notice*, and the assessment of the response found the non-compliance matter was not capable of being progressed. This template is appropriate for cases that have not been escalated to the QGP Compliance Branch.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

Ethical Supplier <Mandate or Threshold> Outcome Notice

Dear <salutation> <insert surname>,

I refer to the *Show Cause Notice* sent to you on <insert date> by the <insert procuring agency>, seeking your response to the allegation a breach of the Ethical Supplier <Mandate or Threshold> (the Mandate/Threshold) had occurred.

The allegation is summarised as follows:

*<insert short summary of alleged conduct, including a reference to the related contract (if applicable)>*

Thank you for providing an explanation of the details surrounding this alleged non-compliance matter. In line with policy procedures, an assessment of your response to the *Show Cause Notice* was conducted.

**At this time, it has been established that the alleged non-compliance outlined in this Notice is not a breach of the Ethical Supplier <Mandate or Threshold>.**

The decision by the <insert procuring agency> not to escalate this matter under the <Mandate/Threshold> is a result of the show cause proceedings demonstrating this matter falls out of scope of a breach under this policy. We wish to acknowledge: <Select the following as appropriate, or add further explanation>

* the remedial actions performed in correcting any damage caused by the non-compliance; and
* the enhancement of business practices, ensuring the prevention of future breaches.

Please be advised that the <Mandate/Threshold> process does allow for a review of this decision. While cases are not commonly re-opened, it is possible you may be contacted again regarding this matter in the future.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 4

No breach – no demerits issued

This *Outcome Notice* should be issued to suppliers where the appropriate decision maker (in consideration of the Panel’s recommendation) determines a breach under the Mandate or Threshold has not occurred and no demerits will be imposed.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier <Mandate or Threshold> Outcome Notice

Dear <salutation> <insert surname>,

I refer to the *Show Cause Notice* issued to you on <insert date> by the <insert procuring agency> and the *Extenuating Circumstances Notice* sent <insert date> which outlined a suspected breach of the Ethical Supplier <Mandate/Threshold> (the Mandate/Threshold).

The allegation is summarised as follows:

*<insert short summary of alleged conduct, including a reference to the related contract (if applicable)>*

**DIRECTOR-GENERAL CONSIDERATION**

On <insert date>, the Director-General of the <insert procuring agency> conducted a review of all available case materials, including any information provided during the show cause and extenuating circumstances proceedings and the recommendation of the Tripartite Procurement Advisory Panel.

After due consideration, it has been established that the alleged non-compliance outlined in this Notice is not a breach of the Ethical Supplier <Mandate or Threshold>. No demerits will be issued in relation to this matter.

The decision is summarised as follows:

*<insert summary of decision>*

While this outcome is favourable, we urge <insert supplier name> to remain vigilant in your compliance measures.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 5

Breach – demerits issued

This *Outcome Notice* should be issued to suppliers where the appropriate decision maker (in consideration of the Panel’s recommendation) determines a breach under the Mandate has occurred and demerits will be imposed. This template is appropriate for cases where a sanction has not been considered.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier Mandate Outcome Notice

Dear <salutation> <insert surname>,

I refer to the *Show Cause Notice* issued to you on <insert date> by the <insert procuring agency> and the *Extenuating Circumstances Notice* sent <insert date> which outlined a suspected breach of the Ethical Supplier Mandate (the Mandate).

The allegation is summarised as follows:

*<insert short summary of alleged conduct, including a reference to the related contract>*

**DIRECTOR-GENERAL CONSIDERATION**

On <insert date>, the Director-General of the <insert procuring agency> conducted a review of all available case materials, including any information provided during the show cause and extenuating circumstances proceedings and the recommendation of the Tripartite Procurement Advisory Panel.

After due consideration, it has been established that the non-compliant conduct outlined in this Notice is a confirmed breach of the Ethical Supplier Mandate. In this instance, <X> demerits will be issued to <insert supplier name> in relation to this matter.

The decision is summarised as follows:

*<insert summary of decision>*

**DEMERIT DETAILS**

As set out in the *Ethical Supplier Mandate 2021*, demerits will expire twelve (12) months from the date they are issued, unless applied to a sanction.

The demerits outlined in this Notice are due to expire on <insert date>, unless they are used in a sanction consideration prior to this date.

In the event that twenty (20) demerits are accumulated in a 12-month period, a sanction under the Mandate will be considered. A sanction may involve exclusion from government procurement for a defined period of up to (twelve) (12) months. We urge <insert supplier name> to remain vigilant in your compliance measures to avoid this outcome.

**APPEAL OPTIONS**

<Insert supplier name> may appeal against this decision if you believe the process of managing the breach under the *Ethical Supplier Mandate 2021* has not been followed, or the Director-General failed to take information provided during the show cause and extenuating circumstances proceedings into account. The scope of an appeal does not include the reconsideration of merit or facts of a breach under the Mandate.

Please direct all appeal submissions to ethicalsupply@epw.qld.gov.au within ten (10) business days of issue of this Notice, in accordance with the *Appeals Standard Operating Procedure* provided on the department’s website ([www.epw.qld.gov.au](http://www.epw.qld.gov.au)).

**COMPLIANCE RECORD UNDER THE POLICY**

All confirmed breaches of the Mandate (or Ethical Supplier Threshold) will be collated to form your compliance record under these policies. Procuring agencies will have access to this compliance record when completing future procurement.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 6

Breach – upgraded penalty

This *Outcome Notice* should be issued to suppliers where the appropriate decision maker (in consideration of the Panel’s recommendation) determines that a repeated breach under the Mandate has occurred, and a previously issued demerit application will be upgraded.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier Mandate Outcome Notice

Dear <salutation> <insert surname>,

I refer to the *Show Cause Notice* issued to you on <insert date> by the <insert procuring agency> and the *Extenuating Circumstances Notice* sent <insert date> which outlined a suspected breach of the Ethical Supplier Mandate (the Mandate).

The allegation is summarised as follows:

*<insert short summary of alleged conduct, including a reference to the related contract>*

**DIRECTOR-GENERAL CONSIDERATION**

On <insert date>, the Director-General of the <insert procuring agency> conducted a review of all available case materials, including any information provided during the show cause and extenuating circumstances proceedings.

After due consideration, it has been established that the non-compliant conduct outlined in this Notice is a confirmed breach of the Ethical Supplier Mandate. In this instance, a related previous application of <X> demerits will be upgraded and replaced, and <insert supplier name> will incur a new allocation of <XX> demerits in relation to this matter.

The decision is summarised as follows:

*<insert summary of decision>*

**DEMERIT DETAILS**

As set out in the *Ethical Supplier Mandate 2021*, demerits will expire 12 months from the date they are issued; unless applied to a sanction. All demerits applied to a sanction determination will be retired and will not contribute to future non-compliance decisions under the policy.

The demerits outlined in this Notice are due to expire on <insert date>, unless they are used in a sanction consideration prior to this date.

In the event that twenty (20) demerits are accumulated in a 12-month period, a sanction under the Mandate will be considered. A sanction may involve exclusion from government procurement for a defined period of up to 12 months. We urge <insert supplier name> to remain vigilant in your compliance measures to avoid this outcome.

**APPEAL OPTIONS**

<Insert supplier name> may appeal against this decision if you believe the process of managing the breach under the *Ethical Supplier Mandate 2021* has not been followed, or the Director-General failed to take information provided during the show cause and extenuating circumstances proceedings into account. The scope of an appeal does not include the reconsideration of merit or facts of a breach under the Mandate.

Please direct all appeal submissions to ethicalsupply@epw.qld.gov.au within ten (10) business days of issue of this Notice, in accordance with the *Appeals Standard Operating Procedure* provided on the department’s website ([www.epw.qld.gov.au](http://www.epw.qld.gov.au)).

**COMPLIANCE RECORD UNDER THE POLICY**

All confirmed breaches of the Mandate (or Ethical Supplier Threshold) will be collated to form your compliance record under these policies. Procuring agencies will have access to this compliance record when completing future procurement.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 7

Breach – imposition of a sanction

This *Outcome Notice* should be issued to suppliers where the decision maker determines to impose a sanction under the Mandate or Threshold after issuing a *Proposed Sanction Notice* and considering any written representations from the supplier.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier <Mandate or Threshold> Outcome Notice

Dear <salutation> <insert surname>,

I refer to the *Outcome Notice and* *Proposed Sanction Notice* issued to you on <insert date> by the <insert procuring agency> which outlined a proposed sanction under the Ethical Supplier <Mandate/Threshold> (the Mandate/Threshold).

The breach(es) in scope of this sanction consideration are:

* <insert REF#: X demerits issued - date of issue>

**DIRECTOR-GENERAL CONSIDERATION**

On <insert date>, the Director-General of the <insert procuring agency> conducted a review of all available case materials, including the recommendation of the Tripartite Procurement Advisory Panel and any information provided during each procedural fairness opportunity, being the:

* show cause process,
* extenuating circumstances process, and
* the *Proposed Sanction Notice*.

After conducting that review and due consideration, and taking all matters causing the accrual of twenty (20) demerits (or more) into account, a decision to impose a sanction on <insert suppliers name> under the <Mandate/Threshold> has been made.

The sanction is: <remove/alter as appropriate>

* suspending <insert supplier name>’s prequalification for: <set out defined period up to 12 months>,
* making <insert supplier name> ineligible for contract award for: <set out defined period up to 12 months>,
* suspending <insert supplier name> from any Queensland Government panel or contracting framework for: <set out defined period up to 12 months>,
* precluding <insert supplier name>’s existing contract from being extended, and/or
* a suspended sanctions penalty, pending successful implementation of the following recommended corrective actions:
	+ <insert details of corrective actions, including due dates>

The sanction will commence from the date of issue, <insert decision date>.

The sanction will conclude on <insert date>.

The decision to sanction <insert supplier name> is summarised as follows:

*<insert summary of decision>*

**DEMERIT DETAILS**

As set out in the *Ethical Supplier Mandate 2021* demerits will expire 12 months from the date they are issued, unless applied to a sanction. All demerits applied to a sanction determination will be retired and will not contribute to future non-compliance decisions under the policy.

Given that a sanction has been imposed on <insert supplier name>, all demerits included in the consideration of this outcome will no longer be active.

**SANCTION DETAILS**

Sanctions under the <Mandate/Threshold> relate to future engagement opportunities with the Queensland Government for the period defined in the decision. All contracts active at the time this Notice is issued will progress without interruption by outcomes noted herein *<Delete if direct action has been taken to terminate or limit work on existing contract(s) by the agency under contract terms>.*

<remove if not required>Where any corrective actions attached to a suspended sanction decision are not met, the sanction will commence after the last deadline provided in the decision details above. In this instance, the <insert procuring agency> will provide further communication outlining the implemented dates associated with the sanction.

**APPEAL OPTIONS**

<Insert supplier name> may appeal against this decision if you believe the process of managing the breach under the *Ethical Supplier Mandate 2021* has not been followed, or the Director-General failed to take information provided during procedural fairness proceedings into account. The scope of an appeal does not include the reconsideration of merit or facts of a breach under the <Mandate/Threshold>.

Please direct all appeal submissions to ethicalsupply@epw.qld.gov.au within ten (10) business days of issue of this Notice, in accordance with the *Appeals Standard Operating Procedure* provided on the department’s website ([www.epw.qld.gov.au](http://www.epw.qld.gov.au)).

**COMPLIANCE RECORD UNDER THE POLICY**

All confirmed breaches of the <Mandate/Threshold> (or Ethical Supplier Threshold/Mandate) will be collated to form your compliance record under these policies. Procuring agencies will have access to this compliance record when completing future procurement.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 8

Breach – demerits issued, no sanction

This *Outcome Notice* should be issued to suppliers where the appropriate decision maker (in consideration of the Panel’s recommendation) determines a breach under the Mandate or Threshold has occurred, and demerits (but no sanction) will be imposed.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier <Mandate or Threshold> Outcome Notice

Dear <salutation> <insert surname>,

I refer to the *Show Cause Notice* issued to you on <insert date> by the <insert procuring agency> and the *Extenuating Circumstances Notice* sent <insert date> which outlined a suspected breach of the Ethical Supplier <Mandate/Threshold> (the Mandate/Threshold).

The allegation is summarised as follows:

*<insert short summary of alleged conduct, including a reference to the related contract (if applicable)>*

**DIRECTOR-GENERAL CONSIDERATION**

On <insert date>, the Director-General of the <insert procuring agency> conducted a review of all available case materials, including any information provided during the show cause and extenuating circumstances proceedings.

After due consideration, it has been established that the non-compliant conduct outlined in this Notice is a confirmed breach of the Ethical Supplier <Mandate or Threshold>. In this instance, <X> demerits will be issued to <insert supplier name> in relation to this matter.

The imposition of these demerits also qualified the business for the consideration of a sanction. Taking all matters causing the accrual of twenty (20) demerits (or more) into account, a decision not to apply a sanction has been made.

The decision is summarised as follows:

*<insert summary of decision>*

**DEMERIT DETAILS**

As set out in the *Ethical Supplier Mandate 2021*, demerits will expire 12 months from the date they are issued; unless applied to a sanction. All demerits applied to a sanction determination will be retired and will not contribute to future non-compliance decisions under the policy.

Given <insert supplier name> is in receipt of a sanction decision, all demerits included in the consideration of this outcome will no longer be active.

**APPEAL OPTIONS**

<Insert supplier name> may appeal against this decision if you believe the process of managing the breach under the *Ethical Supplier Mandate 2021* has not been followed, or the Director-General failed to take information provided during the show cause and extenuating circumstances proceedings into account. The scope of an appeal does not include the reconsideration of merit or facts of a breach under the Mandate.

Please direct all appeal submissions to ethicalsupply@epw.qld.gov.au within ten (10) business days of issue of this Notice, in accordance with the *Appeals Standard Operating Procedure* provided on the department’s website ([www.epw.qld.gov.au](http://www.epw.qld.gov.au)).

**COMPLIANCE RECORD UNDER THE POLICY**

All confirmed breaches of the <Mandate/Threshold> (or Ethical Supplier Threshold/Mandate) will be collated to form your compliance record under these policies. Procuring agencies will have access to this compliance record when completing future procurement.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 9

Appeal – denied

This *Outcome Notice* should be issued to suppliers where the appropriate decision maker (in consideration of the Panel’s recommendation) determines an appeal submission should be denied.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier <Mandate/Threshold> Appeal Outcome Notice

Dear <salutation> <insert surname>,

I refer to the appeal submission lodged on <insert date> regarding a breach of the Ethical Supplier <Mandate/Threshold> (the Mandate/Threshold).

The details of the appeal are summarised as follows:

*<insert short summary of the basis for the appeal>*

**DIRECTOR-GENERAL CONSIDERATION**

On <insert date> the Director-General of the <insert procuring agency> conducted a review of all available case materials, including any information provided through the appeal submission, and all actions performed through the process of progressing the breach and the recommendation of the Tripartite Procurement Advisory Panel.

After due consideration, it has been established that in this instance the appeal submission will be denied.

The decision is summarised as follows:

*<insert summary of decision>*

The decision as outlined in this Notice is final.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,

# *Outcome Notice* 10

Appeal – granted

This *Outcome Notice* should be issued to suppliers where the appropriate decision maker (in consideration of the Panel’s recommendation) determines an appeal submission should be granted.

<Day Month Year>

<Supplier Name>

<Supplier Contact>

<Contact Position>

<Street Address or GPO/PO Box>

<Suburb, State, Postcode>

REF#<insert>: Ethical Supplier <Mandate/Threshold> Appeal Outcome Notice

Dear <salutation> <insert surname>,

I refer to the appeal submission lodged on <insert date> regarding a breach of the Ethical Supplier <Mandate/Threshold> (the Mandate/Threshold).

The details of the appeal are summarised as follows:

*<insert short summary of the basis for the appeal>*

**DIRECTOR-GENERAL CONSIDERATION**

On <insert date>, the Director-General of the <insert procuring agency> conducted a review of all available case materials, including any information provided through the appeal submission, and all actions performed through the process of progressing the breach and the recommendation of the Tripartite Procurement Advisory Panel.

After due consideration, it has been established that in this instance the appeal submission will be granted.

The decision is summarised as follows:

*<insert summary of decision, including the impact of the new decision on the original decision>*

The decision as outlined in this Notice is final.

Queensland Government takes all matters of compliance seriously. We appreciate your cooperation and patience while due process was followed in addressing this matter.

If you have any questions regarding this Notice, please contact me at <insert email address>.

Yours sincerely,