

CODE OF CONDUCT

Team Global Express Code of Conduct (Code) outlines the expected standards of behaviour at Team Global Express and you are required to apply the principles of our Code in conducting business for or on behalf of Team Global Express.





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MANIFESTO

We never stop.

Our lives are spent on the road, in the air and on the sea.

Our lives are spent in service.

We exist to get things where they need to be...when they need to be there.

Not just the life-changing, life-saving, life-affirming things.

But the little things – packages that help one human being bring joy to another.

We're not daunted by nature's dramas, or the dramas created by politics and division.

We'll always find a way to get people what they need.

Doing it on time and doing it more efficiently, always seeking to use less – yet deliver more.

For decade after decade, we've never stopped delivering.

Knowing if we don't stop, life won't either.

We work as a Team, 'cos that's what works

We are Team Global Express.



“ EMBRACING INTEGRITY: THE DRIVING FORCE BEHIND TEAM GLOBAL EXPRESS ”

Our continued success in the ever-evolving landscape of our industry is a testament to the hard work, dedication, and passion each of you brings to the table. As we face new challenges and seize opportunities, it is important to recognise the fundamental role integrity plays in our accomplishments.

Our Core Values – Passion, United, and Respect – are at the heart of everything we do, and the integrity with which we conduct our business speaks to the character of our team and the reliability of our products and services. It is our commitment to doing the right thing that sets us apart.

The Code of Conduct serves as a guiding principle for our actions, ensuring that we uphold ethical standards and make responsible decisions. By adhering to this Code, we create a transparent and supportive environment, fostering trust amongst our team and strengthening our relationships with our customers, partners and our communities.

At Team Global Express, we are more than just colleagues; we are part of a collective effort to drive our company forward and better serve our customers. Our unwavering commitment to integrity not only unifies and strengthens our team but also contributes to our ongoing growth and success.

I want to express my appreciation for your dedication to our Core Values and your adherence to our Code of Conduct. I am so proud to be part of this exceptional team.

Thank you for your continued efforts in making Team Global Express a leader in our industry.

Christine Holgate
Group Chief Executive Officer





OUR VISION

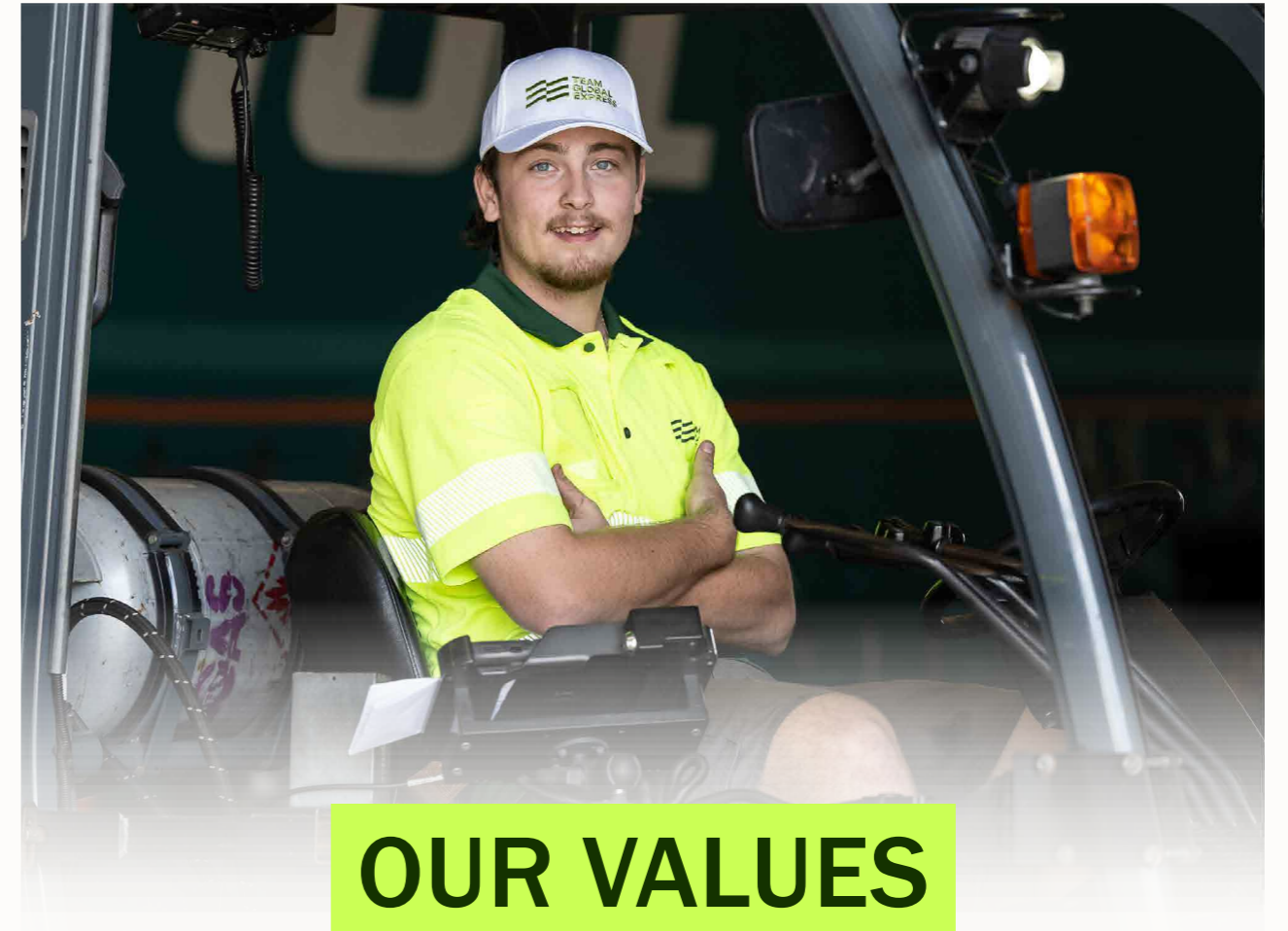
To be the leader in sustainable logistics

OUR MISSION

To be the logistics partner of choice, delivered through superior sustainable products and service

OUR PURPOSE

To make sure life never stops



OUR VALUES

Passion

Share a passion for Success

Ensuring growth and success for our customers and ourselves is the passion at the heart of our business.

United

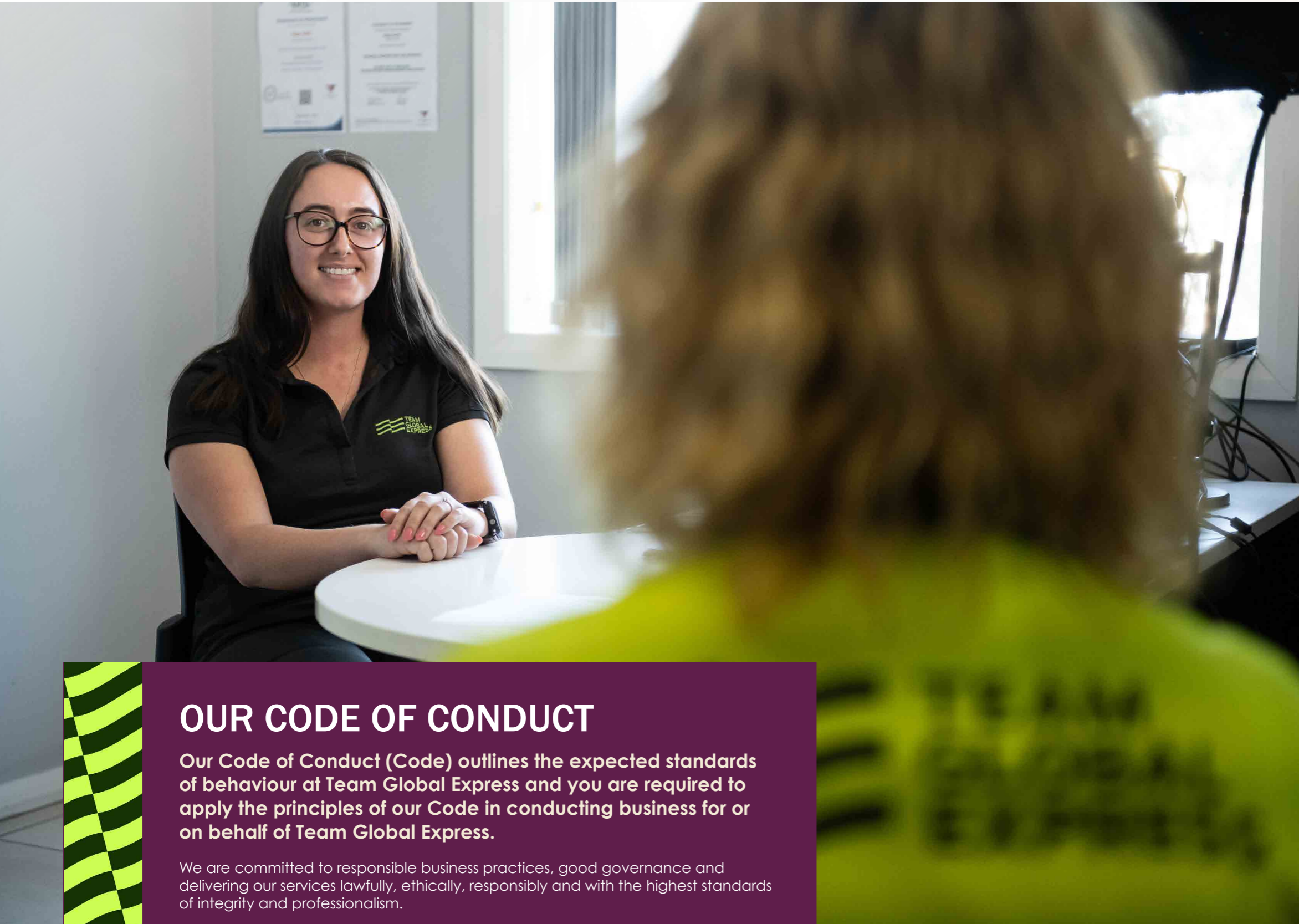
Serve together as a United Team

By listening and valuing everyone's contribution, we work effectively together to reach our goals.

Respect

Respect Everyone

Through transparency and action we trust we'll always do the right thing by our people and environment, creating a place of safety and care.



Who does the Code apply to?

Our Code applies to everyone who works for or on behalf of Team Global Express, including directors, officers, employees, contractors, subcontractors, agents and consultants.

What is expected of you?

You are expected to read, understand and comply with our Code and the policies referenced in our Code, and complete all mandatory training made available to you by Team Global Express within the required timeframe. You are also required to comply with all relevant laws and regulations.

Where differences exist between our Code, our Policies or other documents (eg. Standards) and local laws and regulations, you must apply the higher or the most stringent standard of behaviour.

To help you decide if your conduct aligns with our expected standards of behaviour, ask yourself the following questions:

- 1 Is the behaviour safe?
- 2 Is the behaviour legal, ethical and in compliance with our policies and other documents?
- 3 Is the behaviour in line with our values?
- 4 Is the behaviour the right thing to do for our customers?
- 5 Would I feel comfortable telling my family about this behaviour or seeing it in the media?

OUR CODE OF CONDUCT

Our Code of Conduct (Code) outlines the expected standards of behaviour at Team Global Express and you are required to apply the principles of our Code in conducting business for or on behalf of Team Global Express.

We are committed to responsible business practices, good governance and delivering our services lawfully, ethically, responsibly and with the highest standards of integrity and professionalism.

Our expected standards of behaviour, together with our values, seek to meet the expectations of our customers, our people and the communities in which we operate and should guide your professional decisions.

If you answer **“no”** to any of these questions, the behaviour may be in breach of our Code and you should speak to your manager before you act.



Breaches of our Code

We take the commitments outlined in our Code seriously. The expectations outlined in our Code help us conduct our business in an ethical, lawful, safe and respectful way.

Our people, our customers and the communities in which we operate deserve no less.

Accordingly, any breach of the expectations set out in our Code may result in disciplinary action up to and including termination of employment or engagement.

Contacts and Resources

At Team Global Express, you are encouraged to report any behaviours that are in conflict with our Code, values and Policies.

How to report misconduct:

You can report any behaviours that are in conflict with our Code, values and policies to:

- 1 Your manager
- 2 Your People team representative
- 3 An eligible recipient under our Whistleblower Policy, including our Whistleblower hotline

Whistleblower hotline

Our Commitment: To identify and address misconduct and encourage individuals to report such conduct safely, securely and without fear of detriment.

Our Whistleblower Policy ensures that you can confidentially and anonymously report actual or suspected misconduct safely, securely and without fear of detriment.

We have an independent and confidential whistleblower hotline that is available 24 hours, seven days a week for the reporting of misconduct.

You can contact the whistleblower hotline via the following methods:

Phone

Toll Free Number Australia: 1800 945 044

Toll Free Number New Zealand: 0800 348 455

Online

<https://pkftalkintegrity.com/?TGE>

Email

tgewhistblower@pkf.com.au

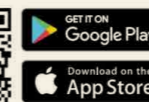


Employee Assistance Programs

Our Commitment: To nurture mentally healthy work environments and ensure our people feel safe, supported, and encouraged. We believe that your mental wellness is critical to your ability to perform your work and live happily.

For our Australian people, we have partnered with Sonder, a holistic and wellbeing services provider designed to provide personal 1:1 help. Through a team of registered nurses, wellbeing experts, psychologists, and emergency responders, Sonder can help with self-care, preventative wellbeing and acute care. Sonder is available 24 hours, seven days a week at the push of a button. Sonder is also available to your immediate family members.

Phone: 1800 234 560
Scan the QR code



For our New Zealand people, we have partnered with Vitae, a national provider of a range of workplace wellness services. With over 40 years' experience, Vitae focuses on enabling speedy access to confidential counselling services that help resolve issues and maintain a safe, healthy and productive work environment. Vitae is available 24 hours, seven days a week and can be contacted via the following methods:

Phone: 0508 664 981
Website: www.vitae.co.nz

OUR COMMITMENTS AND EXPECTED STANDARDS OF BEHAVIOUR

Our commitments, and the expected standards of behaviour at Team Global Express to support these commitments, are set out below. Detailed guidance is contained in the relevant Policies referred to in this Code.

Appropriate Workplace Behaviours

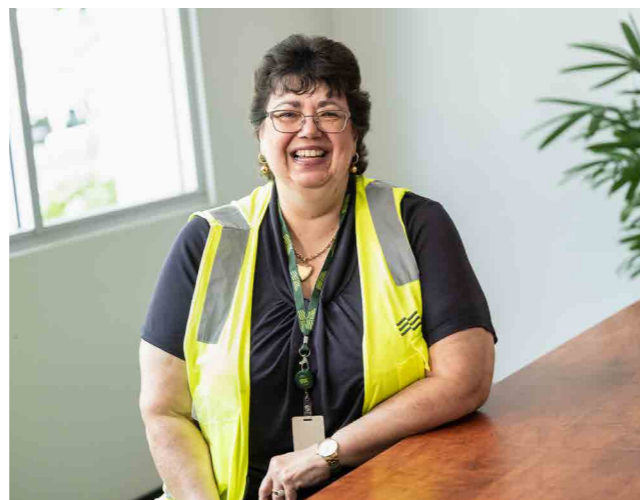
Our Commitment: To provide a safe, healthy and harmonious work environment that is respectful, professional and courteous.

We do not tolerate any form of discrimination, harassment, bullying, victimisation, vilification or violence. Such behaviours that occur outside the workplace may still constitute a breach of this Code.

Standards of Behaviour – you must:

- conduct all business affairs legally, ethically, honestly, responsibly and with the highest standards of integrity and professionalism; and
- behave in a professional manner, in line with our values, including:
 - treating people with respect and recognising that others have the right to hold views that may differ from your own;
 - ensuring your conduct is inclusive and free from all forms of discrimination, harassment, bullying, victimisation, vilification and violence;
 - acting in the best interests of Team Global Express; and
 - not using your position at Team Global Express or the opportunities arising from your position to gain an advantage for yourself or someone else.

Policy: For more information, refer to the Workplace Behaviours Policy which can be located on the intranet.



Bribery and Corruption

Our Commitment: To adhere to the highest standards of ethical behaviour in the conduct of our business dealings. We have a zero tolerance of bribery and corruption.

Standards of Behaviour – you must:

- always act in accordance with the highest standards of ethical behaviour and not engage in, and actively prevent, all forms of bribery and corruption; and
- not make donations or sponsorships to influence a business decision or secure an unfair advantage for yourself or Team Global Express.

Policy: For more information, refer to the Anti-bribery and Corruption Policy which can be located on the intranet.



Business Records and Company Resources

Our Commitment: To protect the confidential information and records we hold, ensuring that we retain appropriate business records and that company resources are used only for legitimate business purposes.

Standards of Behaviour – you must:

- use Team Global Express' assets, information and resources honestly, responsibly, for intended purposes only and not for personal gain;
- ensure expenses incurred on behalf of Team Global Express are for legitimate business purposes and appropriately substantiated;
- maintain accurate and complete information and records;
- not delete or destroy any information or documents relating to existing or threatened legal proceedings;
- not misappropriate, falsify or improperly alter business records;
- maintain confidentiality of information you obtain in the course of your duties which must be treated confidentially;
- not use information to cause detriment to Team Global Express, our customers or other stakeholders; and

- not disclose or use any confidential information during or after your employment / engagement with Team Global Express, except in the proper course of your duties.

Policy: For more information, refer to the Acceptable Use Policy and the Travel and Expense Management Policy which can be located on the intranet.

Chain of Responsibility

Our Commitment: To operate vehicles in a safe and lawful manner and comply with all chain of responsibility and heavy vehicle national laws and regulations.

Standards of Behaviour – you must:

- comply with all chain of responsibility and heavy vehicle national laws and regulations, as applicable, when operating vehicles for and on behalf of Team Global Express within Australia, including with respect to fatigue management and load restraints;
- not operate a vehicle if you believe your safety or the safety of others is at risk; and
- immediately report any safety incidents or behaviours that you believe are unsafe.

Policy: For more information, refer to the Chain of Responsibility Policy which can be located on the intranet.





Conflicts of Interest

Our Commitment: To appropriately manage conflicts of interest.

A conflict of interest may arise where interests are divided, or could be perceived to be divided, between two or more parties.

Standards of Behaviour – you must:

- declare or immediately inform your manager of any actual or perceived conflict of interest;
- avoid making, influencing or participating in business decisions that provide a personal benefit to you, your friends, family or associates; and
- avoid being involved in any business activity or decision that is fraudulent or corrupt or may be inconsistent with Team Global Express' operations.

Policy: For more information, refer to the Conflicts of Interest Policy which can be located on the intranet.

Data Protection, Information Security and Privacy

Our Commitment: To protect our assets, systems and information from all threats, whether deliberate or accidental, and personal information in accordance with our legal obligations.

Standards of Behaviour – you must:

- complete security awareness training and apply security principles;
- take steps to reduce the risk of unauthorised access to our data, information, sites and other assets;
- not share user accounts or account passwords;
- access and handle Team Global Express data and information, including in relation to customers and third parties, in an appropriate and secure manner and in accordance with our Privacy Policy; and
- comply with privacy law obligations.

Policy: For more information, refer to the Information Security Policy, the Acceptable Use Policy and the Privacy Policy which can be located on the intranet.

Dealing with Customers

Our Commitment: To dealing with customers fairly and honestly and valuing our customers.

Standards of Behaviour – you must:

- treat our customers fairly and with respect;
- protect the information of our customers;
- not make or accept any form of inducement or bribe to gain an unfair advantage for yourself or Team Global Express;
- comply with competition laws, including not discussing, agreeing or reaching understandings with our competitors about our services or pricing; and
- ensure you act within your delegated authority when transacting with a customer.

Policy: For more information, refer to the Delegation of Authority Policy which can be located on the intranet.



Dealing with Suppliers

Our Commitment: To dealing with suppliers fairly and honestly and with those who share our commitment to ethical and responsible business practices.

Standards of Behaviour – you must:

- treat our suppliers fairly and with respect;
- undertake appropriate due diligence of our suppliers;
- not make or accept any form of inducement or bribe to gain an unfair advantage for yourself or Team Global Express; and
- ensure you act within your delegated authority when transacting with a supplier.

Policy: For more information, refer to the Procurement Policy and the Delegation of Authority Policy which can be located on the intranet.

Diversity, Inclusion and Equal Opportunity

Our Commitment: To create and promote a fair and inclusive workplace promoting diversity, inclusion and equal workforce participation at all levels of the organisation.

Respecting others is one of our core beliefs and we value the unique contributions of our teams who come from diverse backgrounds, experiences and perspectives to provide exceptional service to our equally diverse customers. We strive to build a workforce that is representative of the communities in which we operate and live.

Standards of Behaviour – you must:

- foster a culture of diversity, inclusion and equal participation and demonstrate behaviours consistent with our commitments; and
- ensure everyone is treated with respect and dignity, regardless of gender, race, ethnic origin, religion, marital status, age, physical or mental ability, sexual orientation or other status.

Policy: For more information, refer to the Diversity, Inclusion and Equal Opportunity Policy which can be located on the intranet.



Drug and Alcohol Use

Our Commitment: To promote the health, safety and wellbeing of our people, customers, and the communities in which we operate.

We have a zero-tolerance position on drugs and alcohol in connection with our operations and in the workplace.

Standards of Behaviour – you must:

- not possess or consume alcohol in Team Global Express vehicles, operational areas, offices or sites; and
- be in a state that is fit for work and not affected by illicit drugs or alcohol or prescribed or non-prescribed drugs.

Policy: For more information, refer to the Drug and Alcohol Policy which can be located on the intranet.



Gifts, Hospitality and Entertainment

Our Commitment: To ensure that our business dealings are conducted legally, ethically and responsibly.

Standards of Behaviour – you must:

- declare gifts, hospitality and entertainment in accordance with the Gifts, Hospitality and Entertainment Policy;
- not give or receive any gift, hospitality or entertainment which could influence a business decision; and
- not offer, promise, or give a payment, gift, hospitality or entertainment to or for the benefit of a third party as consideration for performing, or avoiding completing, a transaction.

Policy: For more information, refer to the Gifts, Hospitality and Entertainment Policy which can be located on the intranet.

Declaration: Register your gifts, hospitality and entertainment here <https://teamglobalexpress.stoplilereport.com/>

Conflicts of Interest

Standards of Behaviour – you must:

- positively declare any actual, potential or perceived conflict of interest at the earliest opportunity
- avoid making, influencing or participating in TGE business decisions that provide a personal benefit to you or someone you have a close personal relationship with

Declaration: Register any conflicts of interest here <https://teamglobalexpress.stoplilereport.com/>

Environment and Sustainability

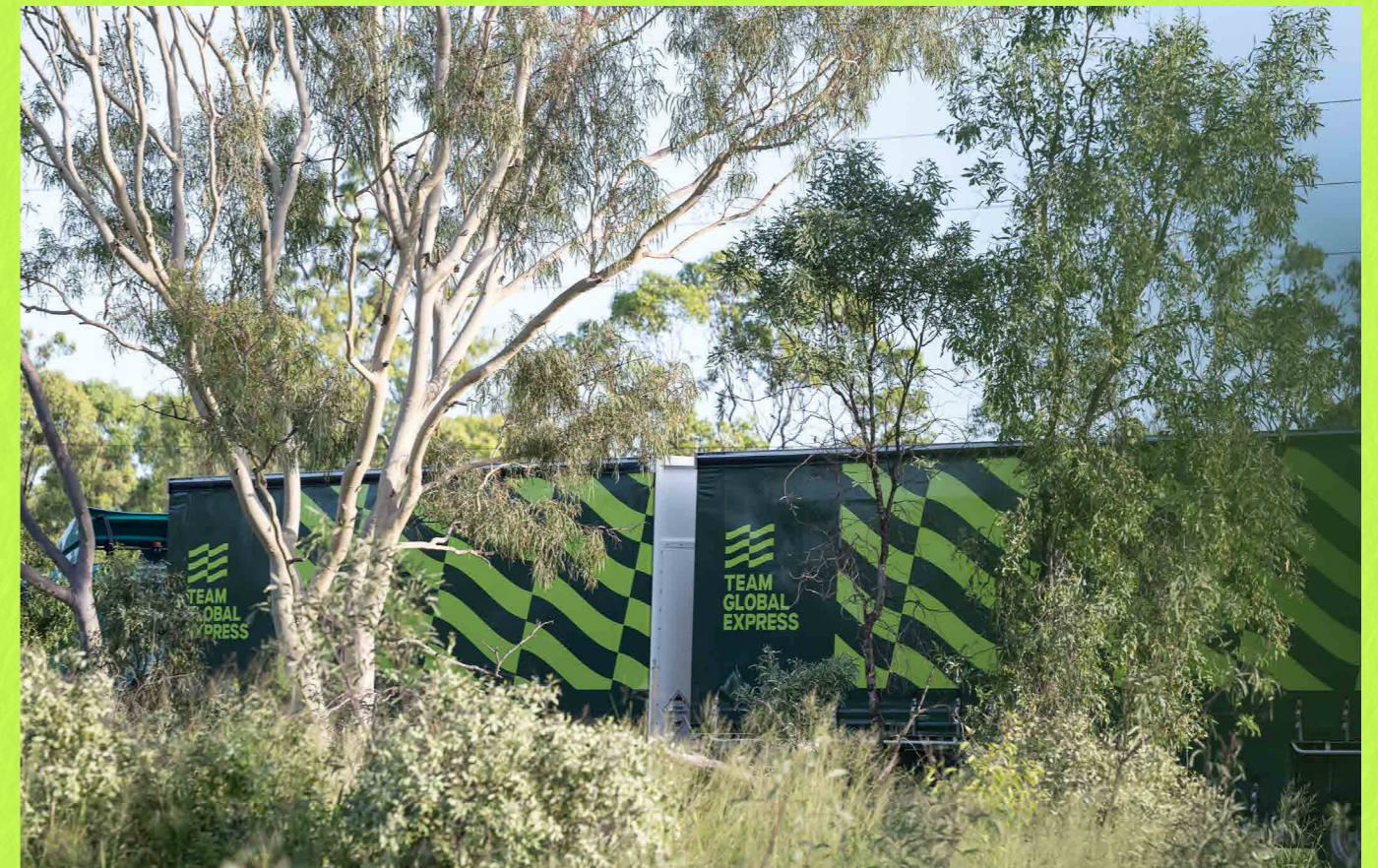
Our Commitment: To protect our environment and minimise our environmental impact.

Our goal is to go beyond our environmental regulatory obligations to further reduce our environmental impact while delivering sustainable logistics solutions for our customers.

Standards of Behaviour – you must:

- comply with our environmental policies and procedures and all applicable environmental regulations, including licences and permits; and
- support the implementation of environmental initiatives relevant to your role.

Policy: For more information, refer to the Environment Policy which can be located on the intranet.





Media and External Communications

Our Commitment: To enhance and protect Team Global Express' brand and reputation.

Standards of Behaviour – you must:

- not make statements or provide information to the media regarding Team Global Express;
- not make negative statements about Team Global Express online or in a public forum;
- ensure that any information posted about Team Global Express online is in accordance with our Social Media Policy;
- ensure that the Team Global Express brand is not associated with any personal comments or posts;
- ensure that any engagement with social media platform does not, or is not likely to, directly or indirectly involve or damage our brand or reputation; and
- ensure that time spent on social media during your working hours is reasonable and does not interfere with your work requirements and responsibilities.

Policy: For more information, refer to the Social Media Policy which can be located on the intranet.



Health, Safety and Wellbeing

Our Commitment: To prevent all incidents and protect and promote the health, safety and wellbeing of our people, customers, and the communities in which we operate. We believe that all injuries and ill health are preventable, and that everything we do at work can be done without causing harm to our people or others.

Standards of Behaviour – you must:

- familiarise yourself with, understand and comply with Team Global Express' safety policies, management systems and procedures, including applicable laws and standards, relevant to your area of work;
- immediately stop what you are doing if you believe your safety or the safety of others is at risk and address any safety hazards when you become aware of them;
- report any safety hazards, safety incidents, injuries or unsafe behaviour immediately; and
- speak to your manager for assistance if you are unsure about a safety matter.

Policy: For more information, refer to the Health, Safety and Wellbeing Policy which can be located on the intranet.

Human Rights

Our Commitment: To respect the human rights of all stakeholders and ensure that our operations do not contribute to modern slavery practices.

Standards of Behaviour – you must:

- create and maintain a work environment that respects human rights and is free from unlawful discrimination and harassment; and
- report any actual or suspected human rights violations.

Policy: For more information, refer to the Anti-human Trafficking and Modern Slavery Policy which can be located on the intranet.

