

Modern Slavery Statement – September 2023

From the Chief Executive Officer of CouriersPlease

Since CouriersPlease was established in 1983, it has considered the wellbeing and rights of its people as a top priority.

We achieve this by providing healthy pay rates and entitlements and a duty of care across our network of Franchise Partners, outside hire drivers, freight handlers, depot staff and head office staff.

At CouriersPlease we are also proud of our commitment to eliminating the risks of modern slavery in every aspect of our operations.

Our Modern Slavery Statement underscores our core values, responsibility, and commitment to human rights across our entire network, supply chain and operations. These shared values are what has driven the evolution of our business model and operations to minimise the exploitation of people for personal or commercial gain, in accordance with Australia's Modern Slavery Act (2018). As the environment in which we work transforms, we continue to strengthen our commitment to empowering future generations. Some practical steps that we are undertaking are audits of Franchise Partners and working with our approved panel of registered recruitment agencies to source contingent labour to ensure we have ongoing visibility. We will also continue to work with all our key external and internal partners to conduct reviews and update our contracts to ensure compliance with our Ethical Sourcing Policy and our obligations against the Modern Slavery Act.

At CouriersPlease, we take our obligation to eradicate modern slavery and human rights violations seriously. We will continue to improve our resources, practices, policies, and action plans towards achieving our goals and commitments over the coming year, under the advice of specialist consultants.

Richard Thame
CEO, CouriersPlease

CouriersPlease – Modern Slavery Statement

Our Commitment

CouriersPlease is committed to the continuous improvement actions that need to take place to ensure there is no modern slavery in our supply chain. We continue building on the foundation of this statement each year to ensure we are taking all the necessary steps to prevent the exploitation of vulnerable workers in our supply chain.

About Us

Founded in 1983 as a specialised metropolitan parcel delivery business, CouriersPlease is uniquely placed to service Australians through its independently owned fleet of Franchise Partners.

Today, CouriersPlease has grown into a leading parcel delivery expert with nationwide coverage across Australia. This is made possible by our team of dedicated staff and couriers, as well as the ongoing support of our valued customers.

CouriersPlease is a wholly owned subsidiary of Singapore Post (SingPost), a leader in eCommerce logistics. SingPost's values of Trust, Total Customer, One Team, Top Execution, and Transformation anchor its goal to become Australia's #1 eCommerce courier service.

Our Network

Domestic Network – Australia wide delivery network

400+

Employees

800+

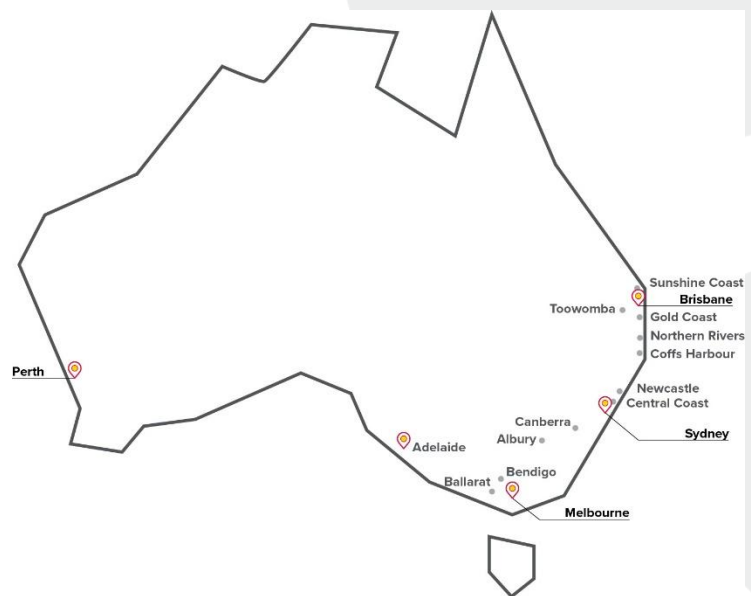
Partners

18

Facilities
nationally

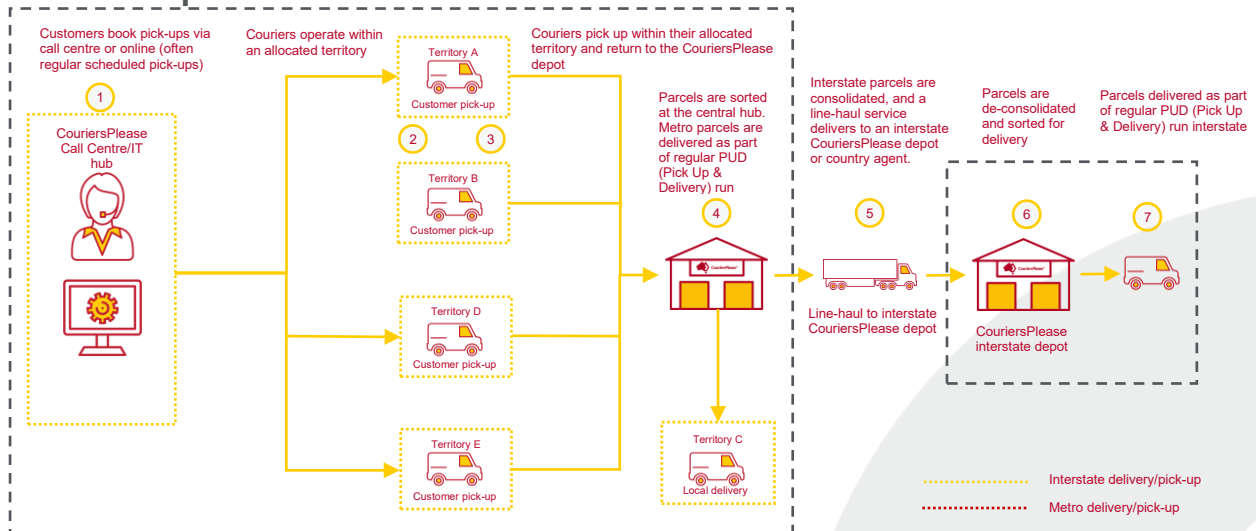
30M+

Parcels delivered
annually



CouriersPlease has over 800 Franchise Partners and delivery partners that service Australia nationally. We have 18 depots across all States apart from Tasmania and the Northern Territory. During instances where there is a shortage of drivers, we onboard external drivers, also known as 'contractors'. These drivers are contracted directly and through principal contractors, also known as 'outside hire companies'.

How We Operate



Our network is primarily based in metropolitan areas, however we also engage external agents for deliveries in regional areas.

Our Modern Slavery Risk Areas:

CouriersPlease does not underestimate the negative impact modern slavery risks could have on our supply chain and our organisation as a whole. We are a service-based organisation, with a reliance on drivers and freight handlers to ensure the successful and safe delivery of parcels to our customers.

Our focus areas:

- 1) Contractors/external driver support vendors.
- 2) Contingent labour is sourced only through our approved agency panel.
- 3) Franchise partner awareness to modern slavery responsibilities.
- 4) Supplier procurement.
- 5) Roll out Modern Slavery training to employees.

Our Response to our Identified Risks

Franchise Partner Platform and Onboarding

- Having migrated to a new online platform to manage Franchise Partner documentation, we have rolled out a new onboarding process for incoming franchise partners. A franchisee introduction pack is forwarded to all new Franchise Partner which includes the latest Fair Work information statement and the Ethical Sourcing policy. An acknowledgement of their receipt of this pack is recorded.

Contractors and Outside Hire/External Drivers

- These are external drivers who can range from a man-with-a-van-type business to larger organisations with multiple drivers. We have contracts in place with these providers that incorporate modern slavery clauses to ensure they understand their obligations. We are also working through their acknowledgement of our Ethical Sourcing policy and fill out our Modern Slavery Supplier questionnaire.

Contingent Labour

- Contingent labour is sourced from a set panel of labour providers/agencies. These providers are required to demonstrate that they meet the requirements of the Modern Slavery Act (2018).

Franchise Partners onboarding

- All new Franchise Partners receive a welcome pack which includes the Fair Work Information Statement as well as our Ethical Sourcing Policy that they need to sign off acknowledging they received and reviewed the policy.

Procurement of Suppliers

- We continue to work with our vendors in gaining signed acknowledgement of our Ethical Sourcing Policy.
- All our supplier tenders incorporate modern slavery questioning as part of a review process. The importance of corporate social responsibility is front of mind at CouriersPlease and, as such, plays a key role in what we expect from prospective vendors during tender processes. Vendors who fail to comply with our requirements will be deemed unsuitable to transact with.

Employee Training

- An online training module on Modern Slavery has been created and incorporated as part of an annual course that needs to be completed to ensure our employees are engaged and aware of their responsibilities.

Policies

Whistleblower Policy Our Whistleblower Policy has been put in place to ensure employees and other workers can raise concerns regarding any serious wrongdoing (including unethical, illegal, corrupt, or other inappropriate conduct) without being subject to victimisation, harassment, or discriminatory treatment.

Ethical Sourcing Policy CouriersPlease is dedicated in adhering to all applicable laws, regulations, and international standards relating to ethical sourcing practices, labour rights, human rights, and environmental protection.

Supplier Code of Conduct - CouriersPlease sets out the standards of conduct which is expected from all its suppliers who provide goods and services. Suppliers are expected to align to the principles of the United Nations Global Compact, especially in the application of Human Rights, Labour, Environment and Anti-Corruption.

Our Ongoing Priorities

Our Modern Slavery Risk Areas

Drivers

Franchisees, Outside Hire,
Contractors, Linehaul & Agents

Overseas Manufacturing

Equipment Vendors

Contingent Labour

Recruitment agencies who
provide freight sorting labour

Our goals for FY23 are to continue to build on the strides we have made:

Franchise Partner

Education of our Franchise Partners who are the backbone of our business.

Outside Hire Drivers/Contractors

We will continue to move our major outside hire vendors onto our new contract template, which outlines their obligations to providing services to CouriersPlease, specifying our requirements in compliance with the Modern Slavery Act.

Contingent Labour

Labour shortages are continuing to plague our industry. However, we have an established labour panel that we will continue to work with to ensure we limit leakage to non-panel providers, to help us maintain visibility over the labour that is supplied to us.

In Summary

We will continue our journey of continuous improvement in ensuring we limit all forms of modern slavery from infiltrating our supply chain. Our approach as always will be both an internal (employees) and external (suppliers) review, in conjunction with the evolution of our centralised management platform.

This statement is made pursuant to the Modern Slavery Act 2018 (Cth) for the financial year ending 31 March 2023 and is made on behalf of the following entities:

- *Couriers Please Pty Ltd ACN 006 144 734*
- *SingPost Logistics Australia Holdings Pty Limited ACN 609 291 330*
- *Couriers Please Holdings Pty Limited ACN 092 427 542*
- *Couriers Please Australia Pty Limited ACN 129 631 974*

This statement was approved by the Boards of Couriers Please Pty Ltd, SingPost Logistics Australia Holdings Limited, Couriers Please Holdings Pty Limited and Couriers Please Australia Pty Limited on 29 September 2023.



Richard Thame
CEO
CouriersPlease Pty Ltd
ACN: 006 144 734

Date: 29 September 2023