

## Modern Slavery Act – September 2024

### 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, contractors, 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 Act 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 Act

## 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

CouriersPlease is Australia's fastest growing franchised courier and parcel delivery service, providing shipping solutions for E-Commerce vendors and business customers across the nation.

Celebrating 40 years of success in 2023, CouriersPlease proudly services over half of Australia's leading retail brands through its independently owned fleet of Franchise Partners and a network of affiliates.

Owned by Singapore Post (SingPost), a leader in E-Commerce logistics that provides innovative mail and logistics solutions in Singapore and around the world, CouriersPlease is a multi-award-winning courier service and was awarded a 5-star rating under the FRANData administered Australian Franchise Rating Scale in 2023 & 2024.

With over 800 active franchise territories and 400 support staff across 18 depot locations, CouriersPlease is committed to upholding its company values of Safety, Trust, Total Customer, One Team, Top Execution and Transformation.

## Our Network

Domestic Network – Australia wide delivery network

**400+**

Employees

**800+**

Franchise  
Territories

**18**

Facilities  
nationally

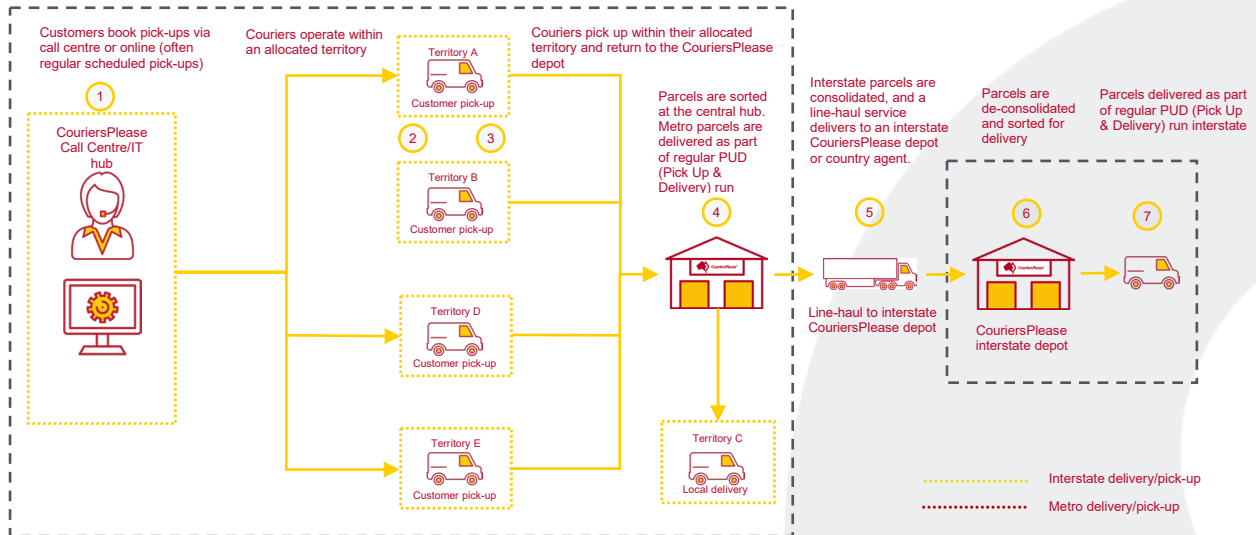
**30M+**

Parcels delivered  
annually



CouriersPlease has over 800 active franchise territories and a network of 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 its supply chain and the 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 sourced only through our approved agency panel.
- 3) Franchise Partner awareness to modern slavery responsibilities.
- 4) Supplier procurement.
- 5) Rollout of 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 'Welcome' introduction pack is provided to all new Franchise Partners and includes the latest Fair Work information statement and the Ethical Sourcing policy. A signed acknowledgement of the receipt of this pack is recorded.

### Contractors and Outside Hire/External Drivers

- These are external drivers and 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).

### 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 the 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 that is expected from all 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 FY24/25 are to continue to build on the strides we have made.

#### Training our people

Awareness and education of our people is paramount in ensuring everyone understands our collective responsibility to stamp out risks of modern slavery infiltrating our business. We'll continue to build on the training modules we implemented last year.

#### Outside Hire Drivers

We will be continuing to build on the foundations of previous years and ensure that all providers of external drivers fill out and sign off on our Modern Slavery questionnaires and policies.

#### Contingent Labour

Contingent labour represents a key component of our business operations. As such we are ensuring each provider onboarded signs off on our Ethical Sourcing Policy, fills out our supplier questionnaire and can provide evidence of payment at or higher than the Road Transport and Distribution Award.

#### Acquisition into a larger group

As Couriers Please has been acquired into a larger Australian entity, the FMH Group, our progress in our modern slavery journey should gain greater strength. We see this as a significant stepping stone towards the removal of modern slavery risks in business and our supply chain.

### Assessing the effectiveness of our actions

We continue to evaluate and refine our framework to assess the effectiveness of our actions.

We consider an effective response to modern slavery one where we proactively identify potential or actual risks of modern slavery within our operations and supply chain, enabling us to deploy the necessary mitigating and remediation actions.

Various avenues help us navigate the path forward and determine the necessary adjustments to achieve our objectives in combating modern slavery. These include:

**Policy Reviews:** Regular evaluations of our policies and procedures to ensure they remain aligned with current regulations and effectively address modern slavery risks.

**Supplier Communication:** Strengthening our communication channels with suppliers allows for clear expectations and effective collaboration in addressing modern slavery concerns.

**Best Practices Research:** Continuous research on industry best practices helps us refine our approaches and enhance our compliance mechanisms.

By leveraging these strategies, we aim to identify and implement the necessary changes to achieve our desired outcomes and uphold our commitment to eradicating modern slavery.

## Summary and consultation process

We will continue our journey of continuous improvement in ensuring we prevent 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 has been prepared in consultation with a wide range of stakeholders, including the senior management of the entities listed below.

*This statement is made pursuant to the Modern Slavery Act 2018 (Cth) for the financial year ended 31 March 2024 and is made on behalf of the following entities:*

- *Couriers Please Pty Ltd ACN 006 144 734*
- *SingPost Logistics Australia Holdings Pty Ltd ACN 609 291 330*
- *Couriers Please Holdings 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 20 September 2024. Richard Thame as director and CEO of Couriers Please Pty Ltd was authorised to sign this statement on behalf of the above named entities.*



**Richard Thame**  
CEO  
CouriersPlease Pty Ltd  
ACN: 006 144 734

**Date:** 27 September 2024