

## From the Chief Executive Officer of CouriersPlease

Since we were established in 1983, CouriersPlease has ensured the wellbeing and rights of our people are a top priority. As one of Australia's largest franchise businesses, we have a responsibility to provide healthy pay rates and entitlements, and a duty of care to our Franchise Partners, outside hire drivers, freight handlers, depot staff and head office team members.

Beyond our Australian operations, we have also been cognisant of our support of, and contribution to, human rights throughout our supply chain. That is why we are proud to demonstrate 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 eradicating human rights violations across our entire network, supply chain and operations. The Act identifies our risk areas, and outlines the systems, processes and protections we have integrated into 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). We review and update the Act annually to ensure we continually improve upon and strengthen our commitments.

In the last year, CouriersPlease leveraged technology to bolster its efforts to eliminate modern slavery risks. This included implementing a modern slavery software program through procurement management platform Robobai to identify our risk categories. The program was also used to establish supplier profiles and identify high-risk suppliers. We replaced our paper-based processes to manage Franchise Partners with an innovative platform to strengthen our record keeping, conduct internal audits of Franchise Partners and provide greater visibility over policy compliance. In addition, we have continued our rigorous approach to responsible procurement by ensuring every vendor we engage with has its own modern slavery statements, updated annually, to ensure they are aligned with our commitments.

Throughout the 2023 financial year, we will continue to build on the efforts we have made over the last year. Technology will remain a key component in our fight to remove modern slavery risks across all areas of our business and our supply chains. This will include expanding our software platform to become a central repository for supplier data collection. Undertaking audits of Franchise Partners and working with our approved panel of registered recruitment agencies to source contingent labour to ensure we have ongoing visibility will be crucial. We will also continue to work with Franchise Partners, outside hire drivers, external driver support vendors, contingent labour, and overseas manufacturers, conducting reviews and updating our contracts to ensure compliance with our Ethical Sourcing Policy and our obligations against the Modern Slavery Act.

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

**Richard Thame**  
CEO, CouriersPlease

*This statement was approved by the Board of Couriers Please Pty Ltd on 30 September 2022*

# 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. This is our second statement regarding modern slavery to fulfill our obligations in respect to the Modern Slavery Act (2018). 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 fully owned subsidiary of Singapore Post, a leader in eCommerce logistics in Asia Pacific and the USA. Singapore Post’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+**

Franchise Partners

**18**

Facilities nationally

**28M+**

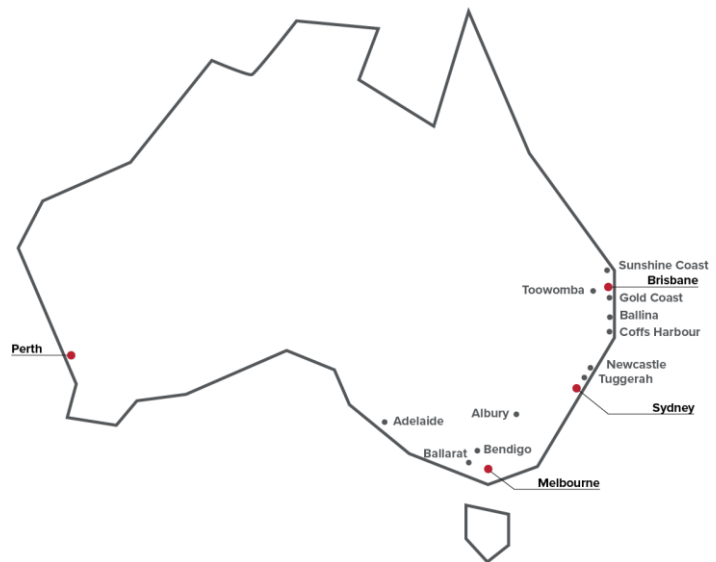
Parcels delivered annually

**96%**

CouriersPlease coverage

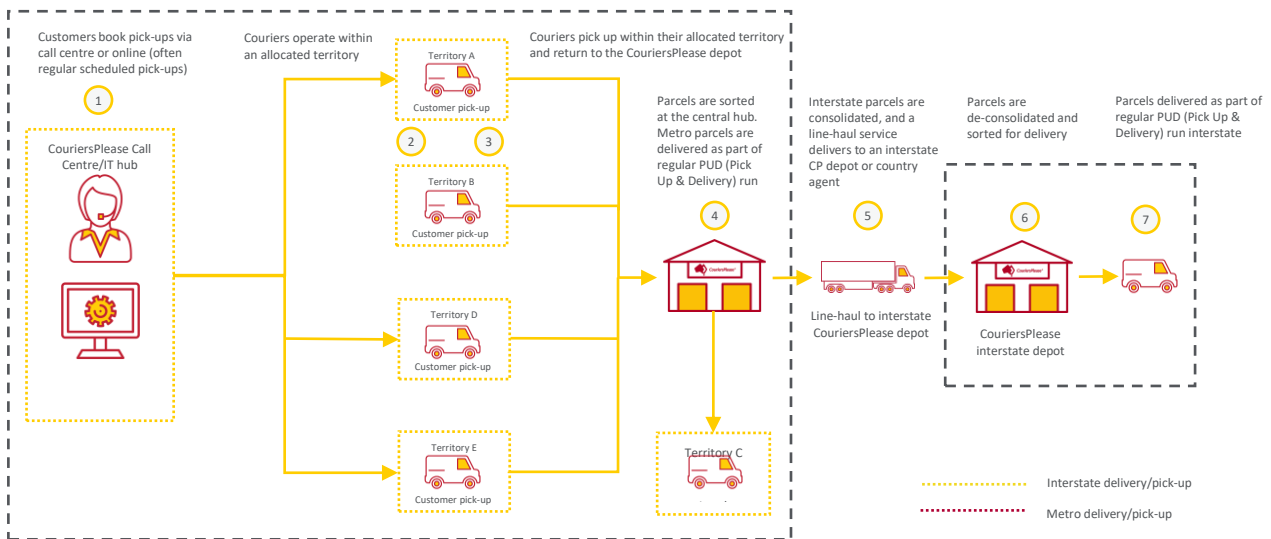
**4%**

Agent coverage



CouriersPlease has over 800 franchisees and delivery partners that service Australia nationally. We have over 20 depots in 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 ‘outside hire’ drivers. These drivers are subcontractors of the outside hire companies.

## How We Operate



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

## Our Modern Slavery Risk Areas Identified in our 2021 Statement

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, where our drivers and freight handlers are our backbone.

Focus areas in our previous 2021 Statement:

- 1) Establishment of a software platform to identify our risk categories and high-risk suppliers.
- 2) Franchisee management platform to help our own record keeping and internal audits of our Franchise Partners.
- 3) Outside hire/external driver support vendors: ensuring we have agreements in place with them that cover off their modern slavery obligations.
- 4) Ensuring contingent labour is sourced only through our approved agency panel.

## Our Response to our Identified Risks Last Year

### Modern Slavery Software Platform

- We have rolled out a new software platform via Robobai that is assisting in our identification of our high-risk suppliers and categories. The platform covers our >1000 supplier base.

### Franchisee Management Platform

- Our previously paper-based processes of managing our Franchise Partners have migrated to an online portal that provides us with greater visibility on the compliance of our Franchise Partners with our policies.

### **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 undertaken a commercial review and are in the process of implementing updated contracts with these vendors that have modern slavery obligations noted. These vendors have also been required to fill out our Supplier Questionnaire, which further reinforces CouriersPlease's efforts in understanding who we do business with.

### **Linehaul**

- We have updated the agreement with our key provider for interstate road transport. The updated linehaul agreement template incorporates modern slavery clauses, setting out our expectations. Further to this, the vendor has also signed our Ethical Sourcing Policy.

### **Contingent Labour**

- We have an approved labour panel of registered recruitment agencies in place ensuring that all contingent labour requirements are sourced directly through these providers. This ensures alignment to the Road Transport and Distribution Award (Grade 3) pay scale. As part of our next phase, whilst we have agreements with these vendors, we are pushing our own agreement template to vendors to ensure modern slavery specific clauses are spelled out.

### **Overseas Manufacturing**

- We are a service orientated business as opposed to a manufacturer. However, we do source certain equipment and products from vendors that supply them from overseas. We have received signed acknowledgement of our Ethical Sourcing Policy from some of these vendors and continue to contact and work with the rest. The main sources of product and equipment sourced from overseas:
  - o Cages.
  - o Material handling equipment (forklifts, pallet runners, etc.).
  - o Electronic equipment (driver and network scanners, printers, laptops, etc.).
  - o Warehouse consumables and office stationery.

### **Procurement**

- We continue to incorporate modern slavery questioning through all tenders we run. 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 do business with.

## Our Modern Slavery Risk Areas

### Drivers

Franchisees, Outside Hire,  
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:

#### Software Platform

We intend to continue the digitalisation of our modern slavery actions by further advancing the software platform we utilise to not only identify our risk areas and high-risk suppliers, but to also act as a central repository for supplier data collection.

#### Franchisee Drivers

Securing a partner to undertake employee audits of our Franchise Partners. This will help ensure that we have ongoing visibility and help ensure we drive compliance to our Modern Slavery Act obligations.

#### Outside Hire Drivers

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.



#### **Richard Thame**

CEO

Couriers Please Pty Ltd

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