

Group Corporate Responsibility Policy

1.1 Rationale and Scope

Australia Post is committed to operating ethically and responsibly, creating long term value for the communities we serve. We play an essential role in the community as a service provider, employer and corporate citizen. Our approach to Corporate Responsibility enables us to deliver on this commitment and fulfil our core purpose of connecting people with each other and the world.

This policy aims to set out the principles that underpin our commitment to Corporate Responsibility, allowing us to:

- be a purpose and values led organisation that is open and accountable to the Australian community and our Shareholder;
- meet our regulatory, reporting, customer and community obligations around our social, ethical and environmental performance;
- develop opportunities to drive tangible business benefits for the Group and build social, environmental and economic value for Australia.

Our approach aligns with Australian law, and is in accordance with the principles of the United Nations (UN) Global Compact, to which Australia Post has been a signatory since 2010, and informed by the UN Sustainable Development Goals (SDGs).

This Policy applies to the Australia Post Group (Group), which is defined as the Australian Postal Corporation and its subsidiaries. This includes, but is not limited to, directors, employees, contractors, licensees and franchisees of the Group.

1.2 Policy Principles

The requirements of this Policy are to:

- Behave at all times with high ethical standards and in compliance with applicable legal and regulatory requirements;
- Preserve the health, safety and welfare of our people, customers and communities, including Aboriginal and Torres Strait Islander Australians and those most vulnerable
- Support and respect the protection of internationally proclaimed human rights and treat everyone fairly and with dignity and respect, regardless of race, gender, disability, sexual orientation or cultural background;
- Integrate environmental, social, ethical and economic considerations in our planning, investments, corporate strategies and the products and services we offer;
- Actively prevent and reduce harmful and negative social, economic and environmental impacts from our business;
- Identify, manage and respond to social, environmental, governance or economic risks to our business;
- Create positive value for our business, customers, small businesses and communities through our practices, products and services, and community engagement;
- Measure and monitor our environmental and social performance to ensure evidence-based decision making and continuous improvement;
- Adhere to Our Customer Commitment, a statement describing the level of service customers can expect from us;
- Work with our partners and suppliers to consider social, environmental and ethical performance as part of responsible sourcing decisions, and have no tolerance for modern slavery in our operations or supply chain; and
- Foster trusted relationships and opportunities to listen to and collaborate with our people, customers, suppliers, the community and other stakeholders towards our corporate responsibility aims
- Uphold our responsibility to use and manage public resources properly

1.3 Policy Support and Administration

This Policy aligns to and complements other policies including our Environment Policy, Code of Conduct and our human resources and workplace safety policies, as well as additional information that is available on the Australia Post intranet sites. It is supported by the Modern Slavery Standard, Sustainable Procurement Principles, Supplier Code of Conduct and related plans and compliance programs.

Policy Sponsor: Executive General Manager, Community & Consumer

Policy Owner: Chief Sustainability Officer

Version Number: V 2.0

Approved By: Australia Post Board

Approved On: 14 December 2020

Effective Date: 14 December 2020

Next Review Date: 14 December 2023

1.4 Glossary

Term	Definition
Policy Sponsor	Group Executives (EGMs or GMs) of the Group accountable for the effective implementation, regular review, and update or retirement of individual Policies.
Policy Owner	Employees of the Group responsible as policy owners, supporting the Policy Sponsor, for the creation, implementation and administration of individual Policies. Policy Owners may be Group Executives or members of business unit's leadership team responsible for enterprise critical functions.
UN Global Compact	A United Nations initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. APG has been a member of the UNGC since 2010 and, in doing so, prescribes to its 10 principles relating to Human Rights, Labour, the Environment and Anti-corruption.
UN Sustainable Development Goals	A set of 17 goals agreed to by UN member states in 2015, which cover a broad range of sustainable development issues. These goals form the backbone of our 2020-2022 Group Corporate Responsibility Plan, approved by the Australia Post Board on 13 June 2019.
Modern slavery	Modern slavery describes situations where offenders use coercion, threats or deception to exploit victims and undermine their freedom. Practices that constitute modern slavery include: human trafficking, slavery, servitude, forced labour, debt bondage, forced marriage, deceptive recruiting for labour or services and worst forms of child labour.
Child labour	Work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development, and includes work that interferes with or deprives them of schooling.