



CORPORATE & SOCIAL RESPONSIBILITY POLICY

PURPOSE

This policy and the associated procedure are designed to clarify the Priority Freight's position on Corporate Social Responsibility (CSR).

A summary of areas covered by this policy is detailed below. Should you have any questions in relation to this document, please speak to your line manager:

- General principles
- Our business
- Our employees
- Health and safety
- Zero-tolerance statement on corruption

GENERAL PRINCIPLES

Priority Freight is a company that strives to ensure we positively contribute to the lives of our workforce, our local and global community and the environment. We recognise our obligations to act responsibly, ethically and with integrity in its dealings with you our employees, customers, suppliers, neighbours and the environment as a whole. To this end:

- The company minimises health and safety risks to employees and visitors through the implementation and management of its Health and Safety policy
- The company is proud to be certified with ISO 9001 (Quality Management) and ISO 14001 (Environmental Management)
- The company has a separate Environmental policy statement clarifying its commitment to delivering a net positive impact on the environment
- The company regularly contributes to local and international charitable organisations and also encourages and supports the efforts of our employees for charitable and social causes
- The company donates management time to promote sustainability both within the industry and within the environmental management profession

- The company is absolutely committed to preventing slavery and human trafficking in its activities, and to ensuring that its supply chains are free from slavery and human trafficking

OUR BUSINESS

ETHICAL CONDUCT

As a provider of global time-critical logistics services, we have a responsibility to act as a good corporate citizen around the world.

At Priority Freight, we recognise the obligations we have towards our people, investors, customers, suppliers and the community as a whole. We believe our reputation, together with the trust and confidence of those with whom we deal, to be one of our most valuable assets. In order to keep this reputation and trust, we demand and maintain the highest ethical standards in carrying out our business activities.

You are required to abide by our ethical policies, which outline the company's core values and approach to doing business.

You are encouraged to promptly report any potentially illegal, improper and/or unethical conduct that you become aware of at your workplace or in connection with your work. We believe we have an environment that enables you to raise genuine and legitimate concerns internally. However, in the event that you believe that reporting to



your line manager may result in harassment, victimisation or undue distress, you may contact the HR department to report matters. The HR department provides an opportunity for concerns to be investigated and ensures appropriate action is taken to resolve the matter effectively.

CUSTOMERS

We strongly believe that integrity in dealings with customers is a prerequisite for a successful and sustained business relationship.

We operate a highly effective and efficient organisation, focused on meeting customer objectives. Our aim is to provide services which give fair value and consistent quality, reliability and security in return for fair reward. We operate policies of continual improvement, of both processes and the skills of our teams to take best advantage of advances in technology. This safeguards our operations for the future, ensuring that we continue to add value to our customers' businesses.

We have clear and strong lines of communication which allows us to respond quickly and efficiently to customers and market requirements, and our customers receive a consistent service across geographies and industries. Our sales effort and delivery capability are aligned in order to ensure that we can successfully and consistently deliver what we promise.

BUSINESS PARTNERS AND SUPPLIERS

As with our relationships with our other stakeholders, we aim to develop

relationships and improve networking with business partners and suppliers based on mutual trust. We believe one of our major strengths is our approach to alliances and partnerships with suppliers. Many of our new contracts come through these alliances and our partners' contributions help us to deliver the solutions required by our customers and the market.

The company requests that its core suppliers have policies and procedures in place that addresses anti-slavery, minimum wage, no child or forced labour, human and contraband trafficking. For more information, refer to the latest copy of our standard operating procedure for suppliers.

ENVIRONMENT

Priority Freight is certified to ISO 14001 and acknowledges that there are inevitable environmental impacts associated with daily operations. In the course of our operations, we seek to identify opportunities to reduce consumption of energy, water and other natural resources. We also strive to re-use and recycle, where possible, and dispose of non-recyclable items responsibly, thereby minimising our impact on the environment.

The company regularly reviews its Environmental policy to ensure that it reflects changes in regulations and best practice. We aim to continually manage the impact of our operations and develop initiatives to improve our environmental footprint.

"Reduce, re-use, recycle"

OUR EMPLOYEES

REALISING POTENTIAL

Priority Freight's values are based upon a number of important principles and qualities that you are encouraged to embody as an essential part of our success:

- Expertise
- Assure quality and drive innovation
- Listen to learn from each other – champion continuous improvement
- Be accountable – keep commitments
- Customer focus
- Share our vision and share our passion
- Strive for our customers' profitability and satisfaction
- Respect
- Think and act as a team
- Deliver results and celebrate success

Developing our capabilities, delivering value to our customers and securing long-term profitable growth is founded on releasing your potential. We actively support your development in a number of ways including formalised employee development discussions and structured programs for personal and professional development.



The company educates its employees regarding the types of factors which can indicate whether any worker (permanent or temporary) in our supply chain may be subject to undue influence. In doing so we actively encourage employees to report any suspicious activity to our Group HR Manager or Group Compliance Manager.

Priority Freight recognises communication is a critical ingredient for success. We place emphasis on both formal and informal communication. Your manager has a key role to play in communication. Managers are accessible, encourage collaboration and the development of ideas that contribute to business performance and continuous improvement.

A MERITOCRACY

Priority Freight embraces diversity and respects different cultures and backgrounds. Our employees are from different nations, cultures, ethnic groups, and generations.

Personal development processes are based on the following principles:

- That you have a clear understanding of how you contribute to the business and have clear personal objectives, aligned to the business strategy and objectives
- Personal development, training and succession planning to support personal growth
- Annual and mid-reviews of performance that drives decisions about pay and career progression

HEALTH AND SAFETY

We aim to ensure a safe and healthy working environment for all our employees, outside contractors and visitors on all Priority Freight's premises. We aim to comply with all relevant local legislation or regulations, and best practice guidelines recommended by national health and safety authorities. We also expect you to engage with our policies and practices so that we can continue to maintain a healthy, safe and enjoyable environment.

ZERO TOLERANCE STATEMENT ON CORRUPTION

Priority Freight has a zero-tolerance approach to all forms of corruption and the Priority Freight Anti-Bribery policy applies to all directors, employees and any other third parties connected or affiliated with Priority Freight. It is the company's policy to comply with all laws, rules and regulations governing anti-bribery and anti-corruption law, in all countries where Priority Freight operates. We are committed to conducting our business and affairs so as to ensure that we do not engage in, or facilitate, any form of corruption.

FURTHER INFORMATION

This quality policy is regularly reviewed to ensure its continuing suitability. This policy is communicated to all employees, suppliers and subcontractors, and is made available to other interested parties.

ADDITIONAL RELEVANT POLICIES

- Environmental policy
- Anti-bribery policy

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