



CODE OF CONDUCT

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Policy Owner: Chief People and Communications Officer

Policy Approver: CEO

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A message from our CEO

At Tyro, how we behave is really important to who we are as a company.

The relationships we have with each other, our customers, shareholders, and the broader community are what make us successful and ensure we're not only achieving our goals, but doing so in a way that reflects our brand and what we stand for.

Our Code of Conduct sets out professional standards of behaviour for all Tyros. It is fundamental to our culture and provides an important bridge between our values, our policies, and our legal requirements.

So, please read the Code of Conduct carefully. It's a living document that guides us all in our everyday work. You should also ensure you're familiar with all relevant policies which can be found on our intranet.

I am passionate about our business and its future success and believe that our people are core to us achieving this. Let's work together to ensure that our culture and behaviors underpin our growth and success, and that we all enjoy coming to work every day.

Thanks

Jon Davey

Overview

Our people and our high-performance culture are key in achieving our mission. While the way we work might differ across our teams, it's important we share a common understanding of what's important to us all, our expectations and what guides us. We express this common understanding and expectations for our people and culture in the Tyro Values and Code of Conduct.

The Code of Conduct outlines Tyro's expectations for behavior on a day-to-day basis, it is a guide for how we interact and work with each other, our customers, our shareholders, the business, and our community. It is expected that everyone reads and acts in line with the Code of Conduct. We are all personally accountable for behaving in a way that is professional, lawful and in line with our values and policies.

The Code of Conduct is a broad set of guidelines and is not intended to cover every situation which may arise. It complements other policies, procedures, and guidelines we have that govern how we work at Tyro. This policy, alongside other Tyro people and culture policies is available on the Tyro Intranet.

Who does our Code of Conduct apply to?

This policy applies to all Tyro directors, employees, contractors, consultants, and visitors working for Tyro.

As someone engaged to perform work at Tyro, you have an obligation to not only adhere to the Code of Conduct but also to report any potential breaches to your People Leader, a member of XLT or the CEO.

When does the Code of Conduct apply?

This policy applies to everyone who works at Tyro whether:

- In your workplace/s, including when working outside normal working hours or when working from home.
- During work activities, including when working remotely, interstate or overseas.
- At work-related events, including conferences and social functions.
- Whenever there is a connection to your work, including times when you are outside your usual workplace or hours.

Our Values and Code of Conduct

Our Values underpin our way of working at Tyro and integrate into every aspect of our people's experience to ensure we focus on them every day. They drive many aspects of our people practices and experiences, including how we recruit, how we evaluate performance, and recognise, reward, and promote our team members.

Everyone at Tyro is expected to live our Values and adhere to our Code of Conduct.



BE Good

We're open and transparent, and we do the right thing – even when nobody's watching or it's really hard.

We know that sometimes the right thing to do may be hard and this may require taking the longer route.

We are accountable for our actions and are open about our intentions.

Our **Code of Conduct** requires:

Acting honestly and with high standards of personal integrity.

Complying with all laws, regulations and statutes that apply to Tyro and its operations.

Always observing Tyro's policy on the use of the internet, e-mail, computer systems, social media and AI.



Commit to GREATNESS

We think big, move fast, and dare to be different – always asking "what's next?"

We aren't limited to our beliefs and what we know.

We have the curiosity and commitment to learn and grow beyond our comfort zone.

Our **Code of Conduct** requires:

Never engaging in dishonourable, unethical, or unprofessional conduct likely to deceive, defraud or harm Tyro or its customers.

Never carrying out any action, verbal or written, which is likely to discriminate, abuse, torment, harass or bully any person at any time as an employee or contractor of Tyro.

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Stay HUNGRY

We ooze passion and determination, and we play as a team to win.

We are self-driven, and our passion shows in everything that we do.

No matter if the odds are stacked against us or how many times we may fall down, we will keep trying until we succeed.

Our **Code of Conduct** requires:

Acting ethically and responsibly.

Disclosing and dealing appropriately with any conflicts between your personal interests and your duties to Tyro.

Never taking advantage of Tyro's property, information, or customers for personal gain or to cause detriment to Tyro and its customers.



WOW the Customer

We love our customers, and we want them to love us too.

We have our customers front of mind in everything that we do.

This includes having strong relationships with our internal 'customers' and stakeholders and we have earned their trust.

Our **Code of Conduct** requires:

Dealing with customers and suppliers fairly.

Maintaining the highest standard of business principles, conduct and service at all times.

Never acting in a way which may damage the reputation of, or bring into disrepute, Tyro, or our clients.

Promoting Tyro in a professional and ethical manner.



WIN Together

We are a united team. With growth mindsets and without ego, we embrace diversity, to collaborate, innovate, and accelerate.

We are one team, with one dream.

Our success is not only measured by our achievements, but what we can achieve together within the Tyro team.

Our **Code of Conduct** requires:

Encouraging cooperation, learning and growth in all who work with us.

Embracing diversity, equity and inclusion in our teams and interactions with one another.

Never acting in a way that compromises a colleague or team at Tyro.

You can find further information about our Code of Conduct on the Tyro Intranet and as part of our mandatory compliance training.

How can I be sure I am abiding by the Code of Conduct?

This policy cannot cover every possible circumstance you may encounter. You will always have to rely on your own judgment in ensuring you are adhering to the requirements of this Code. The Code provides general guidance and sets out minimum expectations, however additional expectations will be required, depending on your role at Tyro.

If in doubt about whether your conduct is consistent with the Code of Conduct it may be of benefit to consider:

- What would the reaction be if this was published externally to Tyro?
- Does it feel right?
- How would my work colleagues react to my behaviour?
- How would an owner of the business want me to behave?
- Would my behaviour impact our relationship with our regulators?

For further questions or assistance, please reach out to your XLT member, People Leader, or People Partner.

If you're unsure, please speak up!

The consequences of breaching this Code of Conduct may include disciplinary action, up to and including termination of employment and in some instances, criminal prosecution, so it's essential that you speak up and seek clarification with an appropriate person if you ever have a question or need assistance.

People you can talk to in confidence include your People Leader, a member of the XLT, People Partner, Legal, or a member of our Risk team.

Tyro also has a Whistleblower Program that provides a method for the safe and anonymous reporting of concerns or grievances. You can find further information about our Whistleblower Policy on the Tyro Intranet.

Related Policies and Documents

- HR Policy
- Performance Management Policy
- Equality of Employment Policy
- Leave Policy

Version Control

Version No.	Date Approved	Reason for change
1.0	26 August 2022	Original version
2.0	24 August 2024	Updated CEO message, added code expectations for 'win together' value, updated coverage of policy, adjusted language and included links to other updated policies, version control and review.