

# CODE OF CONDUCT

Version: 31 August 2022



## Note from Chief Executive Officer

Our values guide the behaviours that we believe in. They set the framework for how we act and make decisions, and how we interact with our customers, stakeholders and each other – they are the foundation of our culture and what it means to be a Tyro.

This Code of Conduct is designed to help clarify the standards of behaviour that apply to us all in carrying out our duties. The Code is designed to assist us in circumstances where we may need to make any decisions in our roles.

Our Be Good value commits us to being open and transparent and do the right thing – even when nobody's watching or it's really hard. This commitment to working ethically and with integrity is core to being a company that businesses trust, partners advocated, we can all be proud of and our community will back.

By living our values and abiding by our Code of Conduct, we can be sure that we provide the best experiences for our customers, create one of the best places to work in Australia, and are held in the highest regard by our regulators.

Cheers

Robbie Cooke



## Overview

Everyone at Tyro is expected to live and breathe the standards set out in this Code of Conduct in carrying out their everyday work.

This Code sets the framework under which we all are expected to work. We expect everyone (employees and contractors) to abide by the principles and spirit of this Code, and disciplinary action may result if this does not occur.

The Code 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 and is intended to be consistent with them.

## Who does this Code apply to






This Code of Conduct applies to everyone engaged to perform work at Tyro including all employees, contractors and interns.

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 breaches to your People Leader, a member of Exco or the CEO.

## When does the Code apply

The Code applies whenever you are at work or if there is a connection to your work. This could include times when you are outside your usual work place and working hours.

## Our Code

	<ul style="list-style-type: none"> <li>• Acting honestly and with high standards of personal integrity.</li> <li>• Complying with all laws, regulations and statutes that apply to Tyro and its operations.</li> <li>• Observing at all times, Tyro's policy on the use of the internet, e-mail, computer systems and social media.</li> </ul>
	<ul style="list-style-type: none"> <li>• Never engaging in dishonourable, unethical, or unprofessional conduct likely to deceive, defraud or harm Tyro or its customers.</li> <li>• 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.</li> </ul>
	<ul style="list-style-type: none"> <li>• Acting ethically and responsibly.</li> <li>• Disclosing and dealing appropriately with any conflicts between your personal interests and your duties as a Director, XLT, People Leader, employee or contractor.</li> <li>• Never taking advantage of Tyro's property, information or customers for personal gain or to cause detriment to Tyro and its customers.</li> </ul>
	<ul style="list-style-type: none"> <li>• Dealing with customers and suppliers fairly.</li> <li>• Maintaining the highest standard of business principles, conduct and service at all times.</li> <li>• Never carrying out an act which may damage the reputation of, or bring into disrepute, Tyro or our clients.</li> <li>• Promoting Tyro in a professional and ethical manner.</li> </ul>
	<ul style="list-style-type: none"> <li>• We are a united team.</li> <li>• With growth mindsets and without ego, we embrace diversity to collaborate, innovate, and accelerate.</li> </ul>

## How can I be sure I am abiding by the Code?

No Code or policy can cover every possible circumstance you may encounter. You will always have to rely on your own good judgment in maintaining Tyro's and your reputation. The Code provides general guidance and sets out minimum expectations.

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

- what would the reaction be if this was published in the newspaper?
- 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, People Leader or People Engagement Partner.