



TYRO CODE OF CONDUCT

22 February 2026 | Version 7.9

Policy Owner: CEO

Policy Approver: Board of Directors

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At Tyro, how we behave is so 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 have a read of the Code of Conduct carefully. It's a living document that guides us all in our everyday work, our professional norms and our decision-making. You should also ensure you're familiar with all relevant policies which can be found on our intranet.

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 behaviour 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. But it doesn't just stop when we leave our desks. The way we interact and behave at work events and after-hour work events is equally important and this policy equally applies to such events. 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

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- during work activities, including when working remotely, interstate or overseas
- at work-related events, including conferences and social functions, during or after work hours
- 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.

	<p>BE Good</p> <p>We're open and transparent, and we do the right thing – even when nobody's watching or it's really hard.</p> <p>We know that sometimes the right thing to do may be hard and this may require taking the longer route.</p> <p>We are accountable for our actions and are open about our intentions.</p>
<p>This means:</p> <p>Acting honestly and with high standards of personal integrity.</p> <p>Representing Tyro's brand at all times, including at conferences, events and social gatherings that may sometimes be outside of work hours and outside of the office.</p> <p>Complying with all laws, regulations and statutes that apply to you, Tyro and its operations. This also includes and extends to alcohol and drugs within the workplace and at events connected to work.</p> <p>Always observing Tyro's policy on the use of the internet, e-mail, computer systems and social media.</p>	
	<p>Commit to GREATNESS</p> <p>We think big, move fast, and dare to be different – always asking "what's next?"</p> <p>We aren't limited by the status quo and what we know.</p> <p>We have the curiosity and commitment to learn and grow beyond our comfort zone.</p>
<p>This means:</p> <p>Never engaging in dishonourable, unethical, or unprofessional conduct likely to deceive, defraud or harm Tyro, its customers or fellow team members.</p> <p>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.</p>	

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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 continue trying until we succeed.

This means:

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, customers or employees 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.

This means:

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 individual achievements, but what we can achieve together as a team.

This means:

Fostering a culture of collaboration, learning and growth.

Embracing diversity, equity and inclusion in our teams and bringing this to life in how we work.

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

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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?
- Is my behaviour legal?
- Would my behaviour impact Tyro's relationship with its regulators?

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

Additional Call Outs

There are several People Policies, in addition to our central HR Policy, that you are required to be aware of and follow as an employee of Tyro. These can be found on our Intranet.

One additional requirement in the HR Policy that is linked to the Code of Conduct as well as our Performance Management Policy relates to the use of drugs and alcohol in the workplace and at work-related events. You are required to be aware of and adhere to those requirements.

Team Members are expected to be always fit for duty and to conduct themselves in a manner that upholds safety, professionalism, and the integrity of the organisation. Breaches of this requirement may result in disciplinary action.

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, 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 Aug 2022	Original version
2.0	June 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.
3.0	February 2026	Clarification of drugs and alcohol policy.