



CORPORATE SUSTAINABILITY PROCEEDURE

1. PURPOSE

This procedure outlines Overseas Packers & Shippers' commitment to sustainability across environmental, ethical, safety, and social domains. It forms part of our ongoing responsibility to operate with integrity, reduce our environmental impact, ensure safe and inclusive workplaces, and engage with the communities we serve.

2. SCOPE

This procedure applies to all employees, contractors, subcontractors, and business partners who engage with or represent Overseas Packers & Shippers in any capacity.

3. COMMITMENT TO SUSTAINABILITY

Overseas Packers & Shippers integrates sustainability into all aspects of our business operations through the following core pillars:

- ◆ Environmental responsibility – Minimising our ecological footprint
- ◆ Ethical governance – Promoting integrity, fairness, and transparency
- ◆ Inclusive workplace – Supporting equality, diversity, and respect
- ◆ Health and safety – Prioritising the wellbeing of staff and customers
- ◆ Community engagement – Sharing knowledge and fostering connections
- ◆ Staff development – Training employees to uphold these values

These commitments are supported by our current Environmental Policy, Code of Conduct, Equal Opportunity Policy, and supporting procedures outlined below.

4. ENVIRONMENTAL POLICY

At Overseas Packers & Shippers, we are dedicated to delivering international moving services with the least possible environmental impact. As a global relocation company, we proudly integrate sustainable business practices into our **operations** and take active steps to protect the environments in which we work.

Our approach includes strict compliance with environmental regulations, reducing waste through reuse and recycling, and optimising transport to lower emissions. We conserve resources, invest in staff training on sustainability, and partner with like-minded suppliers. Through ongoing monitoring and annual reviews, we continually improve our environmental performance and uphold our commitment to sustainability across the international removals industry. Refer to full policy for further information which is on display in the office and forms part of the Staff Induction process.

5. CODE OF CONDUCT

The Code of Conduct at Overseas Packers & Shippers sets clear expectations for all employees to act with honesty, integrity, and respect. Employees must perform their duties diligently, follow lawful instructions, and treat colleagues, customers, and stakeholders courteously while supporting a diverse and inclusive workplace free from bullying, harassment, or discrimination.

Compliance with all relevant laws, company policies, and safety standards is essential. Employees are required to maintain a safe and healthy work environment, report hazards or policy breaches promptly, avoid conflicts of interest, and protect confidential information. Responsible use of company resources and professional behaviour, including refraining from working under the influence or engaging in corrupt practices, are mandatory.

Employees must safeguard the company's reputation by using social media responsibly and only speaking on behalf of the company when authorised. Concerns or misconduct should be reported without fear of retaliation. Breaches of this Code may lead to disciplinary action, including termination. Employees are encouraged to seek guidance from management or HR whenever in doubt. Refer to full policy for further information which is on display in the office and forms part of the Staff Induction process.

6. EQUAL OPPORTUNITY POLICY

Overseas Packers & Shippers is proud to be an equal opportunity employer. We are committed to ensuring all employment decisions are based on merit, qualifications, and business needs—free from discrimination or bias of any kind.

Fair and Inclusive Employment

All employees are treated fairly and valued for their performance, skills, and commitment to maintaining our high standards of service. Recruitment, promotion, training, and all workplace decisions are made without regard to irrelevant personal characteristics such as race, age, sex, marital status, or any other factor not applicable to the role.

Respectful Workplace Culture

We believe every employee has the right to work in an environment free from discrimination, sexual harassment, and racial or religious vilification. These behaviours are unacceptable and will not be tolerated under any circumstances.

Legal Compliance

Overseas Packers & Shippers comply with the Queensland Anti-Discrimination Act 1991 when employing staff.

Additionally, under Federal legislation, including the Sex Discrimination Act 1984, discrimination is also prohibited on the basis of criminal record or social origin.

Sexual harassment and vilification based on race, religion, sexuality, or gender identity are specifically prohibited by both State and Federal law.

Please refer to the full Equal Opportunity Policy which is on display in the office and provided with Staff Induction Packs.

7. HEALTH AND SAFETY COMMITMENT

At Overseas Packers & Shippers, we are committed to protecting the health, safety, and wellbeing of our employees, clients, visitors, and the public.

Our commitments include:

- ◆ Maintaining safe workplaces, vehicles, and equipment in accordance with applicable health and safety legislation
- ◆ Conducting risk assessments and implementing control measures to prevent injury or illness
- ◆ Providing personal protective equipment (PPE) and safety training as required
- ◆ Promoting a culture where safety is everyone's responsibility
- ◆ Ensuring all staff are fit for work and understand their role in managing risks
- ◆ Minimising risks to customers during all removal and delivery operations

8. STAFF TRAINING AND AWARENESS

All staff receive regular training on key company policies and procedures, including:

- ◆ The Environmental Policy
- ◆ The Code of Conduct
- ◆ The Equal Opportunity Policy
- ◆ Workplace health and safety standards
- ◆ Biosecurity and compliance (where applicable)

Training is delivered via onboarding sessions, toolbox talks, internal manuals, and ongoing supervision. The company promotes a culture of continuous learning and encourages staff to raise questions or report concerns without fear of retaliation.

We believe that informed, confident, and well-supported employees are essential to upholding our sustainability commitments.

9. COMMUNITY ENGAGEMENT

Overseas Packers & Shippers actively engages with our community by sharing educational content, promoting industry awareness, and encouraging dialogue through the following platforms:

- ◆ Facebook – Connecting with customers, sharing moving tips, and promoting sustainable practices
- ◆ Reddit – Participating in discussions about international relocation, sustainability, and consumer advice
- ◆ Website Blogs – Publishing regular articles covering sustainability, international logistics, moving advice, and company news

These initiatives allow us to:

- ◆ Share updates and insights with our audience
- ◆ Promote transparency and accountability
- ◆ Support informed and eco-conscious decisions among customers
- ◆ Demonstrate leadership within the international removals industry