



Code of Ethics

At SCI, we believe that ethical business practices are essential to building trust with our clients, business partners, employees, regulators, and the communities in which we operate.

Our Code of Ethics sets out the principles that guide how we conduct business and make decisions. These principles apply to our directors, employees, contractors, consultants, and representatives.

Integrity and honesty

We conduct our business honestly, fairly, and transparently.

We do not tolerate fraud, deception, corruption, bribery, or any other form of unethical conduct. We are committed to providing accurate information, keeping proper records, and acting in good faith in all business relationships.

Accountability

We take responsibility for our decisions, actions, and performance.

We encourage prompt reporting of mistakes, concerns, and potential risks so that they can be addressed appropriately. We believe accountability supports stronger relationships, better decisions, and continuous improvement.

Respect and fair treatment

We treat people with dignity, fairness, and professionalism.

SCI is committed to maintaining a safe, inclusive and respectful workplace that is free from bullying, harassment, discrimination, and intimidation.

We value diversity, collaboration, and the contribution of every member of our team.

Compliance with laws and regulations

SCI is committed to complying with all applicable laws, regulations, contractual obligations, and industry requirements.

This includes requirements relating to:

- freight forwarding and international trade
- customs and border protection



- workplace relations
- health and safety
- privacy and data protection
- anti-bribery and corruption
- financial and corporate governance
- Australian Trusted Trader obligations

Compliance is a minimum requirement. We also expect our people to exercise sound ethical judgement in every decision.

Commitment to clients and business partners

We build relationships based on trust, professionalism, and reliable service.

We are committed to:

- communicating honestly
- protecting confidential information
- providing accurate and timely information
- honouring our commitments
- avoiding misleading conduct
- treating clients, suppliers and business partners fairly
- resolving concerns professionally

Confidentiality and privacy

We respect and protect confidential and personal information entrusted to us.

Information is collected, accessed, used, stored and shared only for legitimate business purposes and in accordance with applicable laws, contractual obligations, and SCI policies.

Confidentiality obligations continue after a business, or employment relationship ends.

Cybersecurity and information protection

SCI recognises that protecting information and digital systems is an ethical and business responsibility.



We are committed to protecting the confidentiality, integrity, and availability of information belonging to SCI, our clients, employees, and business partners.

Our people are expected to:

- protect passwords and access credentials
- use authorised systems and technology
- safeguard confidential and commercially sensitive information
- report phishing, cyber incidents and suspected data breaches promptly
- comply with SCI information security requirements
- prevent unauthorised access, use, disclosure or loss of information

Cybersecurity is a shared responsibility across our organisation.

Third-party and representative security obligations

Where a correspondent, representative, or contractor is given access to SCI's systems, data, or networks, they must additionally:

- report any suspected or actual security incident, data breach, or unauthorised access involving SCI information or systems within 24 hours of becoming aware of it
- ensure access credentials are not shared and are used only by the authorised individual
- ensure that any subcontractor or third party they engage who may access SCI information is bound by security obligations no less stringent than those in this Code
- securely return or destroy any SCI information and revoke any system access upon termination of the relationship
- make reasonable information available to SCI, upon request, to demonstrate compliance with these obligations

Responsible use of technology and artificial intelligence

SCI supports innovation and the responsible use of technology.

Artificial intelligence and digital tools must be used lawfully, securely, and ethically. Confidential, personal or commercially sensitive information must not be entered into unauthorised platforms.



AI-generated content must be reviewed before it is relied upon for business, operational, financial, legal or customer-related decisions.

Technology supports decision-making, but it does not replace human accountability.

Conflicts of interest

Business decisions must be made objectively and in the best interests of SCI and its stakeholders.

Directors, employees and representatives must disclose any actual, potential or perceived conflict of interest that could influence; or appear to influence; their judgement.

Anti-bribery, corruption and fraud

SCI has zero tolerance for bribery, corruption, facilitation payments, fraud, theft, falsification of records or improper business benefits.

Gifts, hospitality and business courtesies must be reasonable, transparent, lawful, and must never be intended to improperly influence a decision.

Fair competition

SCI competes fairly, honestly, and lawfully.

We do not engage in anti-competitive conduct, misuse confidential information, or make false or misleading statements about competitors, clients, suppliers, or business partners.

Quality and continuous improvement

SCI is committed to maintaining high standards of quality, reliability, and operational performance.

We support continuous improvement by:

- identifying and managing risks
- learning from incidents and mistakes
- improving processes and systems
- sharing knowledge
- investing in training and competency
- maintaining documented procedures and controls

Environmental and social responsibility



SCI recognises its responsibility to conduct business in a socially and environmentally responsible manner.

We aim to minimise waste, use resources responsibly, comply with environmental obligations, and support ethical and sustainable business practices throughout our operations and supply chain.

Speaking up

SCI encourages employees, contractors, clients and business partners to raise genuine concerns regarding unethical conduct, fraud, corruption, privacy, cybersecurity, safety, or regulatory compliance.

Concerns raised honestly and in good faith will be treated seriously, respectfully and, where appropriate, confidentially.

SCI does not tolerate retaliation against anyone who raises genuine concern.

Leadership commitment

SCI's Board and senior management are responsible for promoting an ethical culture and leading by example.

Our leaders are expected to demonstrate integrity, accountability, transparency, and respect in their decisions and actions.

Our commitment

Ethics is fundamental to how SCI operates.

We are committed to doing what is right; not only what is legally required; and to maintain the trust placed in us by our clients, employees, business partners, regulators and communities.

This Code of Ethics is reviewed periodically to ensure it continues to reflect SCI's business activities, regulatory obligations, and commitment to ethical conduct.