



Corporate Social Responsibility Policy

Reviewed January 2024
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Date of Issue: January 2023

Corporate Social Responsibility Policy

Grace is an innovative and forward-thinking leader in the removals and storage industry.

We are a value driven organisation and as such our actions, attitudes and superior service are driven by best business practice to meet the needs of our clientele which ranges from publicly and privately held multinational corporations, government department and agencies to the private individual.

Grace commits to recognising and managing its impact on society and to see that its own business activities and, where practicable, those of supplier organisations are being undertaken in a socially and environmentally responsible manner.

Grace will employ a systematic approach to CSR and sustainability management to strive for continuous improvement in performance and thereby deliver wider benefits to the organisation, the community, other stakeholders and the environment.

Grace recognises a healthy work-life balance and actively promotes measures to ensure that family life is a priority. We also promote having a positive impact in society and in that regard, are heavily involved in volunteer activities within our communities.

In pursuing the commitment expressed in the policy, Grace will continue to develop ways to adopt and promote CSR so that Grace achieves its goals of being visible and active in the community, setting high standards of social, environmental and regulatory responsibility.

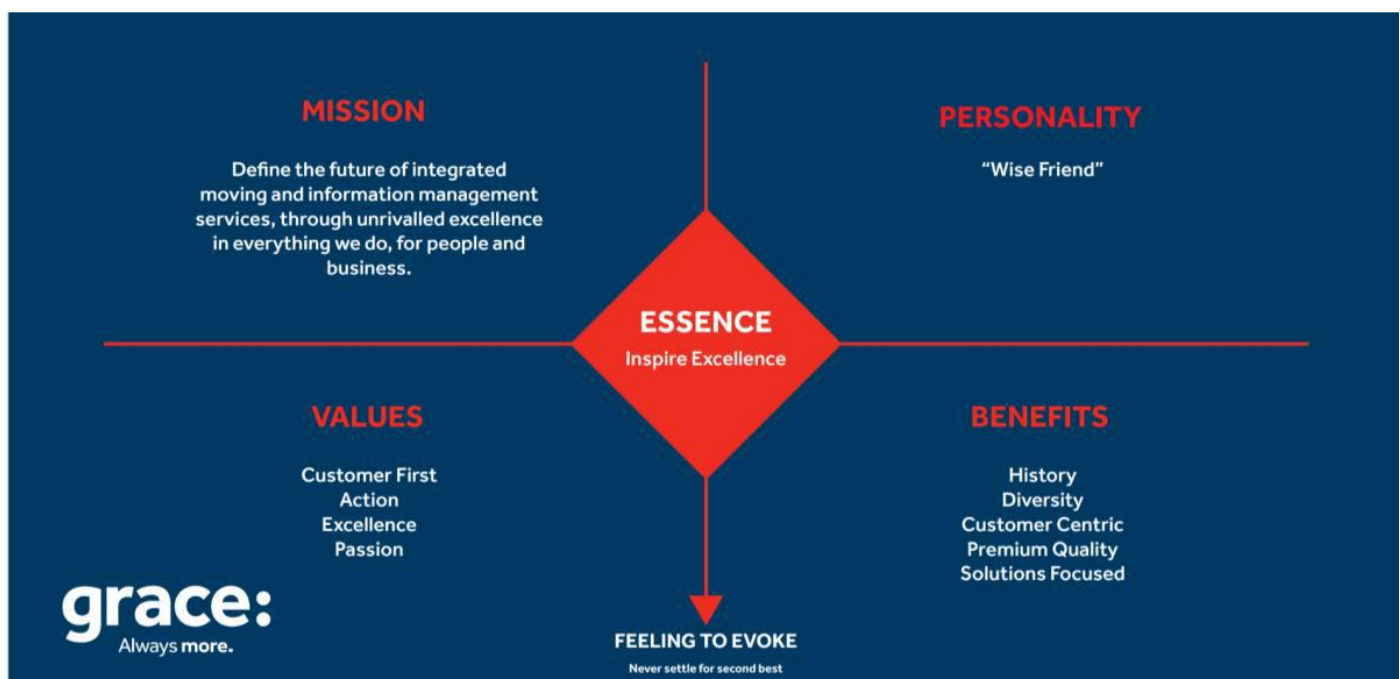
In line with promoting CSR, an employee of Grace must:

- behave honestly, ethically and with integrity in connection with Grace employment
- not participate in any activities which could be considered anti-competitive
- act with care and diligence in connection with Grace employment
- when acting in connection with Grace employment, treat everyone with respect and courtesy, and without harassment
- when acting in connection with Grace employment, comply with all applicable Australian laws
- comply with any lawful and reasonable direction given by another Grace employee who has authority to give the direction
- maintain appropriate confidentiality about dealings that the employee has with any customers, suppliers or other members of staff
- take reasonable steps to avoid any conflict of interest (real or apparent) and disclose details of any material personal interest of the employee in connection with the employee's Grace employment
- use Grace resources in a proper manner and for a proper purpose
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's Grace employment

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- not improperly use inside information or the employee's duties, status, power or authority:
 - to gain, or seek to gain, a reward, a benefit or an advantage for the employee or any other person
 - to cause, or to seek to cause, detriment to Grace, our customers or any other person
 - at all times behave in a way that upholds the Grace values and the integrity and good reputation of Grace
 - comply with any other conduct requirement that is prescribed by the Grace company policies

Our Mission and Values



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Management Commitment

At Grace, we understand that our commitment to compliance is critical to our success as a business and our responsibility to the community and environment in which we operate. We are committed to ensuring that compliance is integrated into all aspects of our operations, from our day-to-day activities to our long-term planning and decision-making.

Our commitment to compliance is demonstrated by our investment in resources and systems that enable us to monitor and manage compliance risks effectively. We also recognise the importance of involving our employees in compliance efforts and providing them with the necessary training and support to meet our compliance objectives.

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senior management team takes a leadership role in promoting a culture of compliance throughout the organisation. We have established clear lines of responsibility and accountability for compliance within our management structure, and we regularly review our compliance performance to identify areas for improvement.

As part of our commitment to continuous improvement, we regularly update and enhance our compliance policies and procedures to reflect changes in legislation, industry standards, and best practices. We also encourage feedback from our employees, customers, and stakeholders to ensure that our compliance efforts are aligned with their needs and expectations.

In summary, we are committed to maintaining the highest standards of compliance in all aspects of our business operations. We believe that compliance is not only a legal and ethical obligation but also an essential component of our corporate responsibility to our employees, customers, stakeholders, and the wider community.

Grace Governance Program are set practices, policies and procedures to ensure that these pillars are appropriately implement, communicated, trained and assign accountability for the Corporate Sustainability Programme. This forms part of our Grace Managements Systems, which is part of audited annually by internal and external audit and certification process.

Social – Our People & Community

Our Social Compliance Program covers the following elements focused on Our People and the Community.

- **Health & Safety & Wellbeing**
- **Giving Back – Community Initiatives**
- Diversity, equity and inclusions
- Employee Engagement
- **Empowerment - Learning & Development**

Health, Safety & Wellbeing

Grace has a Health and Safety Program which builds accountability and responsibility in employee health, safety and wellbeing, ensuring healthy and safe working and learning environments in all department workplaces. It achieves this by:

- recognising a legal and moral commitment to building a positive workplace culture, ensuring healthy and safe working and learning environments
- consulting, collaborating and communicating with the our workforce and external parties, to achieve positive health, safety and wellbeing outcomes
- driving continuous health, safety and wellbeing improvement

The Health and Safety Program is part of the Integrated Management System which is audited annually via internal and external audits.

Monitoring and Measuring Performance of the workplace health and safety is managed via our Integrated Management System.

Refer to WHS Policy and Integrated Management System Manual.

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Workplace Diversity & Inclusion

Grace is committed to providing a workplace which promotes innovation and creativity through our diverse and inclusive talent pool. Grace aims to ensure that all those participating in our workplace are treated with respect, dignity and fairness with an aim of creating an environment which promotes positive working Relationships. This policy and procedure is designed to ensure that all officers and employees understand Grace' commitment to recognising the value of diversity in our workplace as supported through equal employment opportunities and ensuring work practices promote equality and are non-discriminatory.

Diversity and Inclusion

Grace recognises that all people bring different qualities, abilities, skills, knowledge, experiences, perspectives and attitudes to work and that valuing and making the most of these differences can improve the workplace for individuals and enhance Grace' overall performance. Diversity includes, but is not limited to, differences in gender, age, language, remuneration, cultural background, sexual orientation and gender identity, health / medical condition, religious beliefs, physical ability, appearance, working style, educational level, professional skills, work and life experiences, socio-economic background, job function, marital status and family responsibilities

Refer to Workplace Diversity & Inclusion Policy

Employee Engagement

As a member of Team Grace, you will receive exclusive access to a range of perks and benefits that are available to only Grace employees. These benefits range from an extensive range of retail discount vouchers available through Perkbox, to the opportunity to participate in our novated lease program or even gain access to our exclusive employee assistance program for mental health support and much more!

Leon Hulme

Managing Director