

OUR RESPONSIBILITIES

AS TRS TEAM MEMBERS

At work and/or any situation in which you are representing TRS:

- Embrace and act in accordance with our Values and Behaviours
- Make truthful statements, promises and commitments that you are able to meet
- Fulfill your contract of employment
- Learn about and comply with TRS policies and procedures and relevant legislation
- Role model and share your knowledge about this Code of Conduct with other Team Members
- Raise situations you think could be in breach of the Code of Conduct with your Line Manager and encourage others to do the same
- Keep the Code of Conduct accessible for ongoing reference.

AS TRS LEADERS

In Addition to responsibilities as TRS Team Members:

- Build Team Members' knowledge of and compliance with this Code of Conduct, Company policies and relevant legislation
- Lead by example and comply with this Code of Conduct, Company policies and relevant legislation that are applicable within your area of responsibility
- Provide an environment where Team Members can raise their concerns and discuss them openly without fear of reprisal
- Manage behaviours that are not consistent with this Code of Conduct
- Lead and manage Team Members in accordance with the Values and Behaviours stipulated in the Code of Conduct

BREACHING THE CODE OF CONDUCT

TRS treats breaches of the Code of Conduct seriously. You are expected at all times to carry out your duties in good faith, always following relevant policies and procedures. Failure to demonstrate behaviours in accordance with TRS' Values and Behaviours and Code of Conduct may result in disciplinary action, including dismissal.

REPORTING A BREACH

During the course of your employment, you may observe a breach of the Code of Conduct or a colleague operating outside of the requirements of this Code. You have a responsibility to address this conduct directly or draw it to the attention of your Line Manager, another Manager or HR representative who can address it. We take this type of feedback very seriously and there are processes in place for HR and Managers to investigate matters promptly and professionally.

THE REJECT SHOP

TRS CODE OF CONDUCT

We will continue to invest in our people and recognise contributions that achieve superior outcomes in a fun and rewarding environment.



TRS VALUES & BEHAVIOURS

Excited to be working as part of a Team

- I treat others as I would like to be treated
- I communicate openly and provide feedback
- I value and recognise good performance and good behaviours
- I address poor performance

Inspired to work with the highest of Integrity

- I am open, honest and trustworthy in all my dealings
- I do what I say I will do
- I am consistent in my behaviours and actions
- I act lawfully and work by the TRS code of conduct

Passion for Excellence

- I am passionate about achieving the Company goals
- I strive to excel in everything I do
- I embrace change
- I strive for continuous improvement

We are committed to interacting with all our Stakeholders, including Customers, Suppliers, the Community and fellow Team Members in accordance with our values.

The TRS Code of Conduct has been developed to help all of us enhance the company's reputation and drive our success by explaining how our legal, moral and ethical standards can be achieved within our business every day. This Code of Conduct explains the standards of conduct required by all Team Members when dealing with each other, customers and all others who we interact with in our business, every day. The expected behaviours extend to all Team Members, directors, contractors and all other parties engaged in business at TRS.

By conducting yourself in accordance with the TRS Code of Conduct, you will be putting these Values and Behaviours into action every day you come to work, and in doing so, you will be contributing to the long-term growth of TRS and the achievement of our Company Vision.

OUR CONDUCT

DIVERSITY AND EQUAL OPPORTUNITY

Valuing diversity at The Reject Shop (TRS) is about respecting the unique differences that individuals bring to our business. TRS will foster an environment that respects differences in age, gender, ethnicity, religion, sexual orientation and other variables in our individual makeups. TRS will not accept harassment, sexual harassment, discrimination, bullying or any other inappropriate workplace behaviour.

My personal commitment:

- I will treat everyone within the course of my employment with dignity, courtesy and respect
- I will allow Team Members to work and Customers to shop by contributing positively to an environment without the distress caused by harassment, sexual harassment, discrimination or bullying
- I will not unlawfully discriminate against people in the provision of our goods and services and in all aspects of employment including recruitment, learning and development, promotion, remuneration and benefits and termination of employment on prohibited grounds (such as age, gender, race, disability, religion, etc.)
- I will not make disparaging or untruthful remarks about other Team Members, Customers, Competitors, Contractors or Suppliers.

FAIR TRADING

TRS is committed to acting fairly and honestly in all dealings with Customers and other stakeholders. We will provide Customers with the confidence that we will always be open, honest and trustworthy in all our dealings with them. TRS will work with suppliers of goods and services and its competitors in a reasonable and fair manner and it will interact with.

My personal commitment:

- I will deal openly and honestly with Customers
- I will follow safety and product information standards and action product withdrawals and recalls
- I will honor Customers' rights to a refund or exchange
- I will deal fairly and honestly with Suppliers and not use undue pressure, coercion or unfair tactics
- I will deal fairly with competitors and not influence or restrict their dealings
- I will trade independently of our competitors by not entering into any discussions or agreements regarding prices, discounts or sales
- I will not misuse our position to restrict competition in the marketplace

SAFETY AND WELLBEING

TRS will provide a safe working and shopping environment. TRS will not accept behaviour that puts at risk the safety of Team Members, Customers or anyone we interact within our work at TRS, including physical and psychological violence or harm or threats of violence or harm.

My personal commitment:

- I will behave in a way that ensures my safety and the safety of others
- I will look out for my safety and the safety of others
- I will follow all safety requirements
- I will attend fit for work, not under the influence of alcohol or other drug/substances
- I will not possess or traffic illegal drugs or weapons at work
- I will not smoke on Company premises except in designated areas
- I will maintain personal presentation standards
- I will report any hazard I become aware of to my Manager
- I will report any incident and injuries as soon as possible

CONFLICT OF INTEREST

All Team Members of TRS are expected to declare any interest they may have that could adversely affect the Company. In some cases our individual interests may put us in direct conflict with those of the Company and this could cause unnecessary embarrassment for Individuals or for the Company's reputation in the marketplace.

My personal commitment:

- I will declare any actual or potential conflict of interest to my Line Manager
- I will ensure other employment does not impair my ability to perform my role at TRS
- I will adhere to the Company Gift Policy in relation to accepting gifts from Customers, Agents, Contractors or Suppliers
- I will only accept entertainment where it is an essential part of doing business or where an existing business relationship exists and I have approval from my Line Manager
- I will only purchase merchandise direct from Suppliers when it is an approved business requirement
- I will not offer or accept a bribe or engage in fraudulent activities

PRIVACY AND CONFIDENTIALITY

TRS aims to ensure you have the necessary information to perform your job. Information is considered confidential when it is not readily available to the public. TRS will not accept the sharing of Company information without authorisation. Under privacy laws, TRS has a number of obligations to ensure the privacy of individuals and safeguarding the personal information collected by TRS.

My personal commitment:

- I will keep TRS information confidential except where disclosure is authorised or required by law
- I will not use confidential information inappropriately to gain an advantage for myself or someone else, or to cause a disadvantage to TRS
- I will respect the privacy of individuals
- I will respect information I have or know about Team Members, Customers, Suppliers, Contractors or anyone else I interact with in my work with TRS

COMPANY PROPERTY

TRS aims to ensure you have the necessary tools to do your job. Protecting and caring for these assets is your responsibility and TRS will not accept deliberate or reckless damage, theft or misuse of its property or resources.

My personal commitment:

- I will use Company property and resources for the purpose intended
- I will never assume that damaged or expired stock is not wanted or valuable to the Company
- I will process transactions correctly, and not process my own transactions.
- I will use my Team Member discount privileges in accordance with their terms of use
- I will process markdowns correctly and not take or give unauthorised markdowns
- I will adhere to copyright and trademark laws, including Company logos
- I will return all Company property upon leaving the Company, including documents held in hard and soft copies