

# Code of Conduct



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# Commitment to Sustainability

TS Global is committed to minimising our environmental impact and promoting sustainable practices in all facets of our business.

TS Global is committed to sustainable practices, from reducing waste and energy consumption to sourcing eco-friendly materials. We believe in a greener future and strive to make a positive difference in our industry.

TS Global is actively investing in the training and development for our managers and employees around sustainable business practices. We have committed to research alternate methods for reuse or recycling of our spent product, creating a full product lifecycle.

Our day-to-day actions impact on the health of our planet including conscious reduction of waste, recycling, conserving energy and supporting sustainability initiatives introduced to the business.

We aim to build a culture of environmental stewardship, where every individual is empowered to make positive changes that support our sustainability goals.

TS Global respectfully acknowledges the cultures and communities of Australia's First People - past, present and future.



# Message from our GM



**Graham Holford**  
General Manager

“TS Global’s Code of Conduct (our Code) is our guide to doing the right thing. It clearly identifies what we expect from all who work for, or on behalf of, TS Global Pty Ltd. This Code provides us all with a shared understanding of how we will conduct ourselves as we work together to deliver on our strategic plan, vision, mission and values.

TS Global operates across many industries and locations; our people are united under a common set of values and beliefs about the way we work. These objectives recognise our commitment to our people, our clients, our environment and our suppliers. Our key values are as follows:

- » We ensure unwavering commitment to the safety of all stakeholders
- » We provide high standard products and services
- » We conduct our business honestly, transparently and ethically at all times
- » We are tenacious in delivering innovative and premium quality products and client focused solutions
- » We strive to meet the objectives of all stakeholders
- » We respect, encourage and value all team members

Our Code sets out the practical steps we can take to ensure that these values are reflected in our day-to-day operations.

The Code is supported by our company systems, policies, procedures and other documentation that provide more detailed guidance. We all have a responsibility to work within the law, good judgement and embrace TS Global’s Code of Conduct, policies and procedures.

I encourage you to speak up if you see behaviours or actions that do not reflect our Code. Speaking up helps us to act on unethical or unsafe situations and to put in lasting improvements. We are committed to ensuring that everyone can raise concerns freely, without fear of reprisal or intimidation, and that any concerns are dealt with fairly, thoroughly, confidentially and in a timely manner.

Staying true to our Code will support a culture where we show one another respect and do what is right by all.”

# Values, Vision & Mission

## Values

People - Our people's health, safety and wellbeing are our primary focus in a diverse and inclusive environment.

Integrity - We will conduct our business with integrity, ensuring accountability and respect for all involved.

Passion - Provide an enthusiastic approach to every interaction.

Innovation - Create high quality and cost-effective products and solutions for our clients.

Team work - As a team, we celebrate our successes and learn by experience to drive continuous improvement.

## Mission

The trusted supplier of conveyor and polyurethane products, delivering unparalleled service and quality.

## Vision

We strive to create a workplace where our people are inspired to courageously innovate, making a meaningful impact as we expand our operations and reputation globally.



### Life-Saving Rules

1. I will ALWAYS check the isolation and test for dead
2. I will NEVER enter an area under a suspended load
3. I will NEVER enter 'NO-GO' zones
4. I will NEVER operate equipment unless trained and authorised
5. I will NEVER attend work under the influence alcohol or illicit drugs
6. I will NEVER position myself in the line of fire



# Psychosocial Health

We recognise that psychosocial wellbeing is a vital component of a healthy and productive workplace. We are committed to fostering an environment that supports the mental, emotional and social aspects of our employees' lives.

Psychosocial wellbeing encompasses our ability to cope with stress, build meaningful relationships and maintain a sense of purpose and belonging. We understand that when employees feel supported, valued and connected, they thrive both personally and professionally.

To promote psychosocial wellbeing, we are dedicated to:

- » Cultivating a supportive culture of open communication and trust.
- » Providing mental health resources, workshops and programs aimed to enhance your wellbeing.

- » Encouraging teamwork and collaboration in a supportive team environment.
- » Helping you create a healthy balance between work obligations and personal time, ensuring each is given time and focus.
- » Regularly checking-in and assessing wellbeing through surveys and feedback opportunities so we can continuously improve our support systems.

How can I report a hazard?

Psychosocial hazards can be identified in the workplace in the same manner as other hazards (eg. safety, chemical) and reported through DoneSafe.

Who can I talk to?

TS Global leaders are trained in the management of psychosocial concerns, you can confidently raise concerns about your psychosocial health or the psychosocial health of those around you with any TS Global leader or HR.

## EAP

We offer free and confidential support through Uprise - available 24 hours per day.

You and any member of your family in your household can utilise free and confidential counselling and coaching through Uprise. You also have access to the Uprise app and free personal development webinars.



### Other Useful Resources

- » Work, Health & Safety Policy
- » Grievance Policy
- » Privacy Policy
- » Fitness for Work Policy

# Our Quality Commitment

TS Global is deeply committed to producing high-quality products and delivering exceptional service to our customers. This commitment is central to our operations and is upheld through a consistent focus on meeting and exceeding industry standards.

By adhering to the principles of ISO 9001, the internationally recognised quality management standard, we ensure that our products and services meet the needs and expectations of our customers while continuously improving our processes. This dedication to quality is not just a goal, but a core value that shapes everything we do.

ISO 9001 provides a structured framework for maintaining high-quality standards through effective management practices, rigorous testing, and continuous improvement.



By following these principles, we establish clear objectives, define roles, responsibilities and implement regular audits to monitor our processes.

This helps us identify areas for improvement and ensures we maintain consistent quality across all aspects of our production and service delivery. Whether it's the materials we source, the craftsmanship in our manufacturing, or the customer service we provide, our team works diligently to uphold these standards at every step.

Our commitment to ISO 9001 also emphasises the importance of customer satisfaction. We believe that quality is not just about the product itself but also about how we interact with our customers. We are dedicated to providing timely, responsive, and personalised service, ensuring that our customers' needs are met with professionalism and care.

Our customer service teams are trained to not only meet expectations but to exceed them, building lasting relationships based on trust, reliability, and exceptional service.

Feedback from customers is actively sought and analysed, ensuring that their voices are heard and their needs are continually integrated into our product development and service processes.



# Fitness for Work

You, as an employee of TS Global, are responsible for ensuring you present to work in a condition that ensures you are 'fit for work'. This means on time, dressed appropriately and with fit-for-purpose tools.

This allows you to perform your work duties without risk to yourself or others. This also applies to labour hire workers, contractors and visitors.

## Pre-Employment Medical

Before you are offered a role with TS Global you will undergo a comprehensive pre-employment medical assessment that is tailored to your specific role. Pre-employment medicals are designed to assess if you are fit to undertake the inherent requirements of your role within likely workplace conditions for the duration of your employment.

Pre-employment medicals also help identify areas where you may require reasonable adjustment to be able to do your job. Failure to disclose medical information during a pre-employment medical may impact your role or ongoing employment after disclosure.

## Other Medical Assessments

If you suffer a work-related or non-work-related injury or illness you may be requested to provide medical clearance from a treating doctor to return to work. In some circumstances you may not be cleared to return to work until adequate clearance has been received. If you have suffered a non-work-related injury this may mean you need to take accrued leave until you are fit for work.

Ongoing health surveillance or periodic medical assessments may also be conducted when there is a potential risk from environmental hazards.

Some States in Australia require TS Global to monitor your health, an example of this is exposure to airborne contaminants or certain chemicals. TS Global will cover any associated costs if the assessment is a legislative requirement or required by TS Global.

The frequency of health monitoring is dictated by the relevant State's medical authority (e.g. Coal Services NSW or Coal Mine Workers' Health Scheme QLD). You are unlikely to receive results unless further doctor assessment is required or you request a copy. TS Global may request that you undertake an Exit Medical before finalising your employment with TS Global.



# Fitness for Work

## Before Attending Work

Before attending work you should ensure you are fit for work by considering fatigue, stress, medication, alcohol or other substances or anything else that may impact on your capacity to complete your work safely.

If you suffer a non-work-related injury or illness and it could impact on your ability to undertake your full duties safely, you must report it to your manager.

You have a duty of care for your own health and safety as well as the health and safety of those working with you. Disclosing a non-work-related injury or illness means TS Global can ensure that your duties match your capability.

If you have concerns, you should contact your Supervisor and discuss your fitness for work before getting in a vehicle or attending your work site.

## Fatigue

You are required to monitor yourself and those around you for signs of fatigue. Humans can be so fatigued that they cannot accurately judge their own level of fatigue, if you or someone identifies a person as fatigued you should notify a Supervisor and ensure they do not continue their task until they have been assessed.

### Other Useful Resources

- » Drug & Alcohol Procedure
- » Fatigue Management Procedure
- » Privacy Policy
- » Fitness for Work Policy
- » Injury Management Procedure



# Drugs & Alcohol

The use of legal and illegal substances such as alcohol and other drugs can risk a safe working environment and be a contributing factor in workplace injury and incidents.

Prescribed Medications:

If your doctor has prescribed you any medication or other substance which may affect your fitness for work, you have an obligation to notify TS Global. You can speak to your Supervisor or a HSE representative who will refer you to complete a Medication Advice Form or update a previously submitted form.

Any information disclosed will be dealt with the strictest confidence. Disclosure of a prescribed medication may result in an assessment to ensure you can safely undertake the inherent requirements of your role.

Failing to disclose prescribed medication can jeopardise your safety and the safety of those working with you.

Illicit Drugs or Alcohol

At any time and for any reason TS Global can request you undertake alcohol and/or drug testing. TS Global has certified in-house testers who can perform the testing or you may be requested to attend another testing facility. All employees and contractors shall submit to breath, saliva and/or urine testing which will include pre-employment testing and may also include:

- » Pre-mobilisation or as per client requirements
- » Blanket or random testing
- » Selective or 'under suspicion'
- » Post incident
- » Voluntary

#### Other Useful Resources

- » Drug & Alcohol Procedure
- » Privacy Policy
- » Fitness for Work Policy

In the interests of our employees' and stakeholders' health, safety and wellbeing, TS Global has zero tolerance for alcohol or illicit drug use in the workplace. You will not be permitted to enter or remain in the workplace if you have:

- » A Breath Alcohol Concentration (BrAC) reading greater than 0.00%, meaning 0.000 grams of alcohol in 100 millilitres of blood.
- » Urine levels of a drug and/or drug metabolite greater than the confirmatory test cut-off levels as set out in *AS/NZS 4308 – Procedure for Specimen Collection and the Detection and Quantification of Drugs of Abuse in Urine*.
- » Urine levels of drugs which include a detected presence of synthetic agent compounds through laboratory testing that are deemed by a toxicologist or scientist to result in a person being unsafe in a working environment.

# Following the Law

Disclosure of the use of illicit drugs or alcohol prior to testing does not exclude you from disciplinary action or the possible termination of your ongoing employment.



**Help is available!**  
National Alcohol and  
Drug Hotline:  
**1800 250 015**



TS Global, like all citizens of Australia, are required to follow the laws governing Australia and the State or Territory you are in.

Breaking a law is likely to result in the termination of your ongoing employment.

## Driving a Vehicle

Your role may require you to maintain a valid driver's licence. The suspension or loss of your licence could mean that you are unable to fulfil the inherent requirements of your role. You must follow all road rules, the most common laws breached by employees include:

- » Illegal use of a mobile phone whilst driving
- » Driving over the speed limit
- » Driving in the right-hand lane (unless overtaking)
- » Parking illegally

If you incur an infringement – including parking infringement - whilst driving a TS Global vehicle or hire car, you will be nominated as the driver and required to pay the infringement and incur any demerit points, if applicable. If the loss of demerit points jeopardises your licence, you must report this to your Supervisor immediately.

## Licences, Certifications & Qualifications

You are responsible for ensuring you hold a valid licence, certification or qualification ('ticket') to undertake the inherent requirements of your role. TS Global may provide reminders of impending expiry dates but it is your responsibility to ensure the ticket is valid. This may include:

- » Forklift Licence
- » Working at Heights
- » Confined Spaces
- » Supervisory Tickets
- » First Aid/CPR Certificate
- » Rigging and Dogging

# Grievance, Complaints & Support

TS Global acknowledges that there may be a time when you experience an issue related to work.

TS Global is committed to providing a workplace in which employees feel comfortable in raising work-related concerns and are confident in the processes of being able to resolve them in a prompt, impartial and confident manner.

A grievance can be reported to your supervisor or manager. If you are not comfortable speaking to your supervisor or manager, you can speak to any TS Global leader.

If you feel your concern has not been handled or resolved, you can speak to any member of the TS Global Senior Leadership Team or Shared Services team member. Alternatively, your grievance can be made in writing to: [hr@tsglobal.net.au](mailto:hr@tsglobal.net.au)

Raising a work-related concern can be difficult and upsetting. It may also be difficult for anyone who needs to respond to a work-related concern or who witnesses unlawful or unfair workplace practices.

Representatives of TS Global will listen without judgment or preconceived ideas and will handle sensitive information with respect.



# Grievance, Complaints & Support

TS Global's policy and procedure addressing grievances are designed to provide timely and fair resolution of work-related concerns by:

- » Providing you with the opportunity to have work-related concerns addressed in a fair and timely manner.
- » Maintaining confidentiality of all parties without compromising the ability to investigate a work-related concern.
- » Being transparent about the process, its progress and the decisions, as appropriate.
- » Providing equal access for all employees and making any reasonable adjustments to facilitate access.

All employees have responsibilities, regardless of whether they instigate a work-related issue or are required to participate in an investigation.

Making a false claim or providing information during an investigation that is misleading is likely to result in disciplinary action. Put simply, you must tell the truth.

TS Global leaders have a duty of care and may be required to escalate your grievance even if you say you don't want to take the matter any further. This does not mean that every grievance requires a full grievance procedure but the leader must use their discretion to ensure they fulfil their duty of care.



Whistleblower

In Australia there is Commonwealth legislation that protects your rights as a whistleblower. TS Global aims to provide a safe, fair and supportive workplace where no wrongdoing happens so no employee is ever in a position to make a report.

Should an employee have a reason to utilise their rights under the legislation, TS Global is committed to protecting and respecting your rights ensuring you are treated fairly and do not suffer any disadvantage.



**Safe Work Australia**

**P:** (02) 6240 0303

**E:** info@swa.gov.au



**Fair Work Ombudsman**

**P:** 13 13 94

**W:** www.fairwork.gov.au

# Bullying & Harassment

TS Global is dedicated to fostering a safe and inclusive environment, for everyone. You are entitled to work and participate in an environment that is free from bullying, harassment and discrimination.

TS Global has zero tolerance for bullying, harassment or discrimination. We do not tolerate any behaviour that diminishes the dignity of a person, inappropriately or unreasonably interferes with work performance, or creates an intimidating, hostile, or otherwise offensive work environment.

At TS Global:

- » Listen to and respect different points of view.
- » Work to maintain a workplace free of bullying, sexual harassment, or discrimination.

- » Avoid telling inappropriate jokes, making statements, or writing or sending communications of an inappropriate nature.
- » Speak up for others if you witness any form of inappropriate behaviour towards them.

All employees are expected to communicate in a professional, courteous, and respectful manner at all times. This includes face-to-face interactions, emails, meetings, and any other form of communication, both in person and through digital channels. Disrespectful behavior such as rudeness, hostility, personal attacks, or discrimination will not be tolerated.

Employees are encouraged to express differing opinions constructively, focusing on issues rather than individuals, and to foster a collaborative and inclusive environment where everyone feels heard and valued.

As with any grievance at TS Global, you should expect any concerns regarding bullying, harassment or discrimination be handled in accordance with relevant policy and procedure. Any report of bullying, harassment or discrimination – formal or informal – must be investigated based on the severity of the claim.

In some cases, TS Global may refer a complaint or investigation to an external investigator. You may be required to participate in this process as a complainant, respondent or witness. TS Global will continue to provide support for you during this process.

If you feel it is not appropriate to raise your concern or speak with your supervisor or manager, or other TS Global leader, you can contact [hr@tsglobal.net.au](mailto:hr@tsglobal.net.au) or any Shared Services representative.

# Preventing Sexual Harassment



There's always  
someone to talk to!

Manager/Supervisor



Middle Management



Human Resources



Senior Leadership Team  
(SLT)



External Resources

Sexual harassment in the workplace is a critical concern that can profoundly affect an individual's mental health, wellbeing and effectiveness in their role.

It encompasses unwelcome and inappropriate sexual conduct that fosters a hostile or threatening atmosphere at work.

In December 2022, a new positive duty on employers and persons conducting a business or undertaking (PCBUs) to eliminate workplace sex discrimination and harassment commenced.

Alongside this obligation, TS Global is committed to taking proactive action to prevent the risk of harm to employees from workplace sexual harassment, rather than waiting for incidents or reports before taking action.



# Preventing Sexual Harassment

Under the *Sex Discrimination Act 1984* (Cth), organisations and businesses now have a positive duty to eliminate, as far as possible, the following unlawful behaviour from occurring:

- » Discrimination on the grounds of sex in a work context
- » Sexual harassment in connection with work
- » Sex-based harassment in connection with work
- » Conduct creating a workplace environment that is hostile on the grounds of sex
- » Related acts of victimisation

You can access free learning resources and further information at: [respectatwork.gov.au](https://respectatwork.gov.au)



Sexual harassment can take many forms:

- » Sexual advances, requests for sexual favours or unwelcome invites for dates
- » Sexually oriented jokes, pictures, texts or email messages
- » Explicit or degrading comments about appearance
- » Display of sexually suggestive pictures or pornography
- » Harassment on the basis of gender and/or sexual orientation

Sexual harassment can occur knowingly or unknowingly within the workplace, neither is an excuse for sexual harassment. TS Global maintains zero tolerance for sexual harassment and will instigate disciplinary action if sexual harassment is found to have occurred.

Tackling workplace bullying and harassment including sexual harassment is essential for sustaining a healthy work environment.



# Hazardous Substances

Exposure to hazardous substances in the workplace can cause immediate and long-term health problems. These effects can vary based on the type of substance, level and duration of exposure, individual susceptibility, and other environmental factors.

Health monitoring is carried out for workers where a risk assessment or health assessment has determined that there is a significant risk to their health as a result of exposure to a substance or contaminant.

At TS Global, we undertake workplace monitoring where there is potential for exposure to a substance or contaminant that could have an adverse effect on the health or well-being of any person.

This may include, but is not limited to, exposure to chemicals, welding fumes or other air-borne contaminants.

We provide our workers with training as appropriate to their role in the chemical management procedures including the provision and use of Personal Protective Equipment (PPE).

Safety Data Sheets (SDS) are available for all chemicals used by TS Global employees.

You should not handle a chemical without appropriate training or familiarisation with the SDS. SDS must be utilised when assessing risks, handling, using, storing, transporting or disposing of hazardous substances.



# Hazardous Substances

Your manager will report spills in DoneSafe so TS Global can monitor frequency, scale and trends in chemical spills or incidents and apply appropriate controls. Any chemical incidents into a waterway or drain must be reported to the relevant HSE representative without delay. Introduction of a new chemical requires a TS Global approval process utilising an integrated risk management approach and requires a risk assessment to be completed for the introduction of any new hazardous substance to site.

Smoking and vaping are strictly prohibited in all areas other than those designated for smoking. You must follow Australian laws and client site rules relating to smoking and vaping as well as any direction given to you by a TS Global leader. Smoking or vaping in workshops, enclosed buildings/amenities or any other prohibited area is viewed by TS Global as unlawful and will likely result in disciplinary action or summary dismissal.

## Airborne Contaminants

Work processes can release dusts, gases, fumes, vapours, or mists into the air. These are known as airborne contaminants and may be invisible. People that breathe in airborne contaminants at work may be at risk of adverse health effects, including developing an occupational lung disease.

TS Global has an obligation to eliminate or minimise risks in the workplace, so far as is reasonably practicable. This includes risks from airborne contaminants in the workplace and ensuring that workers and others at the workplace are not exposed to levels of airborne contaminants above their workplace exposure standard (WES).

Employees who regularly work in environments with airborne contaminants undertake formal training to ensure they are safe in the workplace. This training may include fit testing for respirators or air-fed helmets, depending on the role.

If you are unsure about the exposure use or handling of hazardous substances you can talk to your supervisor or manager.

Alternatively you can contact any representative of the HSE team or email: [HSE@tsglobal.net.au](mailto:HSE@tsglobal.net.au)



## Report a Hazard



### Other Useful Resources

- » Hazard & Incident Management Procedure
- » Risk Management Procedure
- » Hazardous Substances Procedure
- » Work Health & Safety Policy
- » Risk Management Policy

# Assessing Risk

TS Global is committed to creating an environment that ensures the highest safety and health standards for us and the communities where we do business. Each of us share the responsibility to keep ourselves and our coworkers safe. We must always follow our procedures and comply with the applicable rules, regulations and laws.

Each worksite poses its own unique risks. This combined with different employees, supervisors, work crews, weather, tools, locations etc creates unique opportunities for hazard and risk.

These rules are general and apply to most work situations:

- » We start work only if there are no apparent hazards, all equipment is operating properly, and safety controls are in place and working.

- » We ensure our vehicles are safe to drive, regularly maintained and that we respect the rules of the road.
- » We stop work if an unmanaged hazard arises.
- » We wear personal protective clothing and equipment when required.
- » We only work when we are medically fit and alert to do our job safely.
- » We conduct our jobs free from the misuse of alcohol and drugs, including the use of prescription drugs that make it unsafe to work.
- » We should never knowingly walk past an unsafe act or situation.
- » We always comply with our client's rules and procedures whilst working on their sites.

Assessment of risk should be a proactive and constant process, reassessing risk at all times. TS Global provides a suite of risk assessment tools to suit different work environment and work tasks.

The Corporate Risk Register assesses risk for the entire TS Global business, while Take 5 and other risk assessment tools help identify risks in our day-to-day work.

A 'Take 5' is one of the most basic risk assessment tools for safety and helps our team members to assess the hazards, risks and potential harm that can arise when completing a task. You can complete a Take 5 on a Take 5 pad or through DoneSafe.

## Take 5



### Other Useful Resources

- » Hazard & Incident Management Procedure
- » Risk Management Procedure
- » Work Health & Safety Policy
- » Risk Management Policy

# Incident Management

Every employee at TS Global has a responsibility to report incidents in the workplace whether this is to your supervisor or directly into Donesafe. A culture that supports the reporting of quality, safety and environmental incidents, near misses and hazards builds a robust system that supports continual improvement.

Typically, workshop and site-based employees will report the incident to a supervisor who will complete an incident report in the DoneSafe and liaise with our client. Escalation structures within DoneSafe ensures that, after an incident has been reported, the relevant people are notified including HSE.

Depending on the severity of the incident, the relevant Senior Leader or team member may also be notified.

A formal incident report must be entered into DoneSafe within 24 hours of the incident occurring and can be completed by using the DoneSafe app, QR code or online through the DoneSafe portal. In extenuating circumstances, eg. no internet connection or problems accessing the portal, you can report an incident by contacting HSE directly to help lodge the report with you.

## Safety & Environmental Incidents

All employees have a responsibility to promptly report any safety-related incidents, hazards, or near-misses they encounter, regardless of their severity. Timely reporting ensures that issues can be addressed quickly to prevent further risks to health and safety.

Reporting also helps build good quality data that means TS Global can identify trends and high-risk activities and locations.

In order to overcome the repetition of incidents or near misses, corrective actions are implemented and monitored to minimise or prevent reoccurrence. Our approach is engrained in open communication, integrity, and a commitment to achieving fair outcomes.

If an incident has occurred on a client site, your supervisor will interact with the client representative. If you are not in a supervisory role you should refer any questions from a client representative to your supervisor or, if they are not available, directly to HSE.

The TS Global HSE team will be help provide information and specific HSE guidance for you and/or your supervisor. TS Global recognises the importance of conducting thorough and transparent investigations in collaboration with our clients.

# Quality Incidents

Incident management for quality-related issues focuses on how TS Global handles problems that affect the quality of our products or services.

When something goes wrong—whether it's a defect in production, a service failure, or a customer complaint—the goal is to identify, assess, and fix the issue in a timely manner to prevent it from impacting customers or operations, now and in the future.

The process relies on clear communication, a well-organised approach to solving the problem, and collaboration across teams to address the root cause. By tackling quality incidents promptly and continually learning from them, TS Global can improve our processes and ensure consistently high standards.

Reporting quality incidents and improvements into DoneSafe supports our ISO9001 obligations.

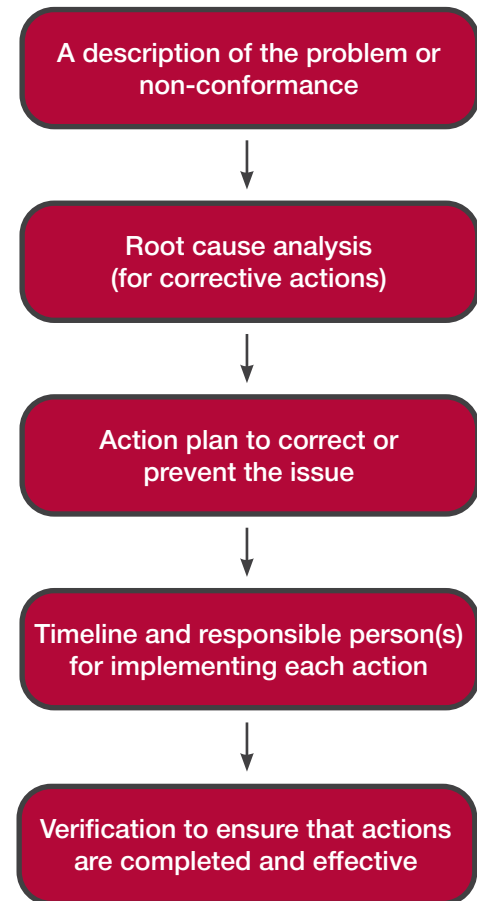
At TS Global you can raise a Corrective and Preventative Action Request (CPAR) or Improvement Request in DoneSafe.

Reporting improvements and incidents launches the relevant investigation, inspection or quality activity.



The purpose of the activity is to ensure the root cause and appropriate corrective actions are identified and actioned.

A CPAR generally includes:



# Investigations

All employees are required to cooperate with internal investigations, which may involve providing statements, answering questions, and sharing relevant documentation.

The severity, or potential severity, of the incident will dictate the type of investigation that will be undertaken.

When an incident is reported in DoneSafe, you can allocate a severity level. The system will then ask questions that align with the type of investigation that will follow.

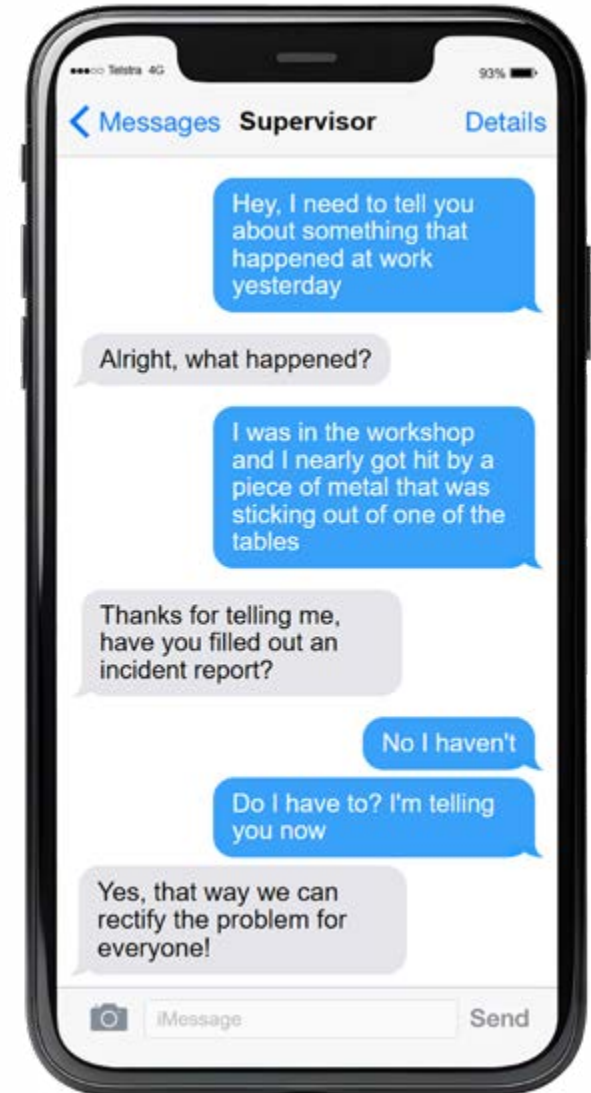
This helps gather information early which will be used to determine the root cause and corrective actions.



Cooperation makes the process easier!

#### Other Useful Resources

- » Hazard & Incident Management Procedure
- » Risk Management Procedure
- » Risk Management Policy
- » Work Health & Safety Policy



# Stop Work Authority & Speak Up

TS Global's commitment to providing a safe work environment includes empowering our people to feel they can Stop Work and Speak Up.

Stop Work Authority is a safety management practice that empowers any employee to halt work or stop an operation if they observe unsafe conditions, practices, or situations that could result in harm to people, property, or the environment. This authority is a critical component of our safety and risk management systems and common practice in industries TS Global operates in.

It is the duty and right of every employee and contractor employed by TS Global to exercise the Stop Work Authority whenever they feel at risk completing a job or task. TS Global supports the decision of our employees to diligently execute the Stop Work Authority.

TS Global encourages you to Speak Up to actively voice your concerns, report hazards, or suggest improvements related to workplace safety without fear of retaliation or negative consequences. The objective of Speak Up is to foster a culture where safety is prioritised, and you feel responsible for identifying and addressing potential risks, and safety issues are addressed before they lead to accidents, injuries, or fatalities.

A successful Speak Up program is part of a broader safety culture that promotes open communication and collaboration between workers, supervisors, and management to ensure a safe working environment.

You are encouraged to speak to your manager or supervisor, if you don't feel comfortable doing this you can contact HSE directly via: [hse@tsglobal.net.au](mailto:hse@tsglobal.net.au)



# Stop Work Authority & Speak Up

Some examples of times you may want to speak up include:

- » You witness unsafe behaviour or attitude towards safety in our workplace
- » Observing or hearing about theft of company or client property
- » Spreading rumours or someone making derogatory comments about others including of a sexual nature
- » Seeing that decisions are being made that aren't in the best interests of the company
- » A piece of equipment or plant is faulty or cause for concern

TS Global aims to provide a working environment where you feel you can Stop Work or Speak Up and, ultimately, actively contribute to identifying and resolving safety concerns.

By empowering you to raise your concerns and report hazards, we can all prevent accidents, foster trust, improve safety standards, and ultimately ensure the well-being of everyone in the workplace.

## Other Useful Resources

- » Hazard & Incident Management Procedure
- » Risk Management Procedure
- » Work Health & Safety Policy
- » Risk Management Policy



# Confidentiality & Privacy

## Protecting Your Information

The *Privacy Act 1988* is a key piece of Australian legislation that regulates how your personal information is collected, used, and managed by businesses, government agencies, and organisations including TS Global.

It aims to protect your privacy rights by establishing standards for handling personal information. As an employee, you have specific rights and protections under the Privacy Act, and it's important to understand how your personal information is handled by TS Global.

The Act identifies 13 Australian Privacy Principles (APPs) that govern how your personal information must be collected, stored, used and disclosed. TS Global uses the APPs to ensure your information is handled with the sensitivity it deserves.

The easiest way to understand confidential information is to remember that your personal information belongs to you. You have the right to access your information and have a say over how your information is shared with third parties.

If you feel your privacy has been compromised you can lodge a complaint with TS Global directly via: [HR@tsglobal.net.au](mailto:HR@tsglobal.net.au) - or, once you have attempted to sort the concern internally, externally with the Office of the Australia Information Commissioner (OAIC).

## Protecting TS Global's Information:

In the course of your day at work, you may be entrusted with documents and information that are the property of TS Global, as well as those belonging to our clients, colleagues, and business associates.

Often this information is commercially or personally sensitive, some common examples include pricing structures, intellectual property, quoting, personal phone numbers, next of kin details or medical information.

Sometimes understanding what is or is not 'confidential information' can be difficult and knowing how and when to share it is crucial for maintaining trust and protecting sensitive data in the workplace. Only share confidential information with people who need to know it to do their job. If someone asks for information that is confidential and you are unsure whether or not you should share it, you should check with your manager or supervisor.

As a general rule, you must not share any confidential information. This applies while you are employed or engaged by TS Global and continues after your employment or engagement concludes.

### Other Useful Resources

- » [Privacy & Confidentiality Procedure](#)
- » [Information Technology \(IT\) Policy](#)

# Diversity & Inclusion

TS Global's commitment to diversity and inclusion is focused on fostering a workplace where all employees feel valued, respected and empowered to contribute their best work, regardless of their differences. Diversity and inclusion is not only about meeting legal obligations, but also about encouraging a culture that embraces differences to drive better business outcomes, creativity and innovation.

Diversity is all the unique visible and invisible characteristics that make us who we are. Building a workforce that brings together people from different cultural backgrounds, gender, age, sexual orientation, belief systems and ability means that we can integrate a wealth of different experiences and perspectives.

Inclusion is about creating an environment where all individuals feel respected, valued, and empowered to participate fully in all aspects of work, without fear of discrimination or bias. It means going beyond simply having a diverse workforce to ensuring that everyone has the opportunity to thrive, regardless of their background. Examples include:

- » Ensuring equal opportunities for career advancement
- » Creating an environment where you feel safe to be yourself
- » Actively addressing unconscious bias in hiring, promotions and everyday interactions
- » Ensuring accessible workplaces, making adjustments where needed
- » Creating opportunities for everyone to have a voice

Each employee at TS Global has responsibility to advance diversity and inclusion in our workplace. You can:

- » Be open-minded to new and different perspectives
- » Participate in the workplace, ask questions and respect opinions
- » Make a contribution and appreciate the contributions of others
- » Think about how your words and actions may affect others
- » Watch out for clues to your own unconscious biases

As an employee, you don't need to be in a management or leadership position to make a significant impact on diversity and inclusion in the workplace.

## Other Useful Resources

- » Privacy Policy
- » Diversity & Inclusion Policy
- » Modern Slavery Act
- » Privacy Act 1988 (Cth)



# Modern Slavery & Human Rights

As an employee in Australia, your workplace has an important role to play in respecting and promoting human rights. Modern slavery and human rights issues may seem distant, but they can impact employees directly, especially if a company is involved in supply chains that are not transparent or ethical.

Under the *Modern Slavery Act 2018*, TS Global has a legal and ethical responsibility to explore our supply chains and question any potential modern slavery practices. As TS Global grows, our corporate social responsibility (CSR) and supply chain transparency both become increasingly important.

We are committed to upholding principles related to human rights, labour, environment and anti-corruption. We are dedicated to maintaining the human rights that are recognised as essential rights in the workplace.



# Working on a Client Site

A large number of our TS Global workforce undertake their day-to-day work on one of our client sites. When you are working on a client site you not only need to ensure adherence to Australia law and TS Global policy, procedure and rules, you also need to ensure adherence to the rules of the client site. These rules are usually communicated to you through an induction to each specific site, toolbox talks and signage on the site.

How you behave on a client site is crucial because it directly reflects on TS Global's reputation and your own reputation.

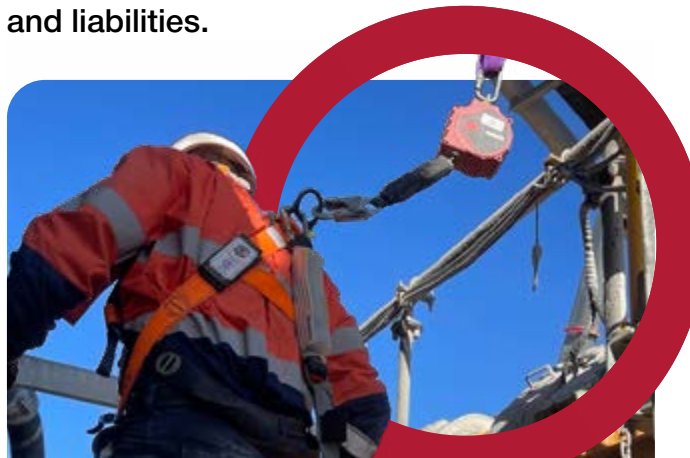
Workers and visitors to a site must, as a minimum:

- » Participate in induction and sign-in procedures
- » Follow signage or prompts onsite
- » Wear appropriate clothing, boots and PPE
- » Not tamper with client property

Professionalism, punctuality, clear communication, and a positive attitude help foster confidence and demonstrate that you and TS Global are capable and reliable. Clients judge the quality of service based on how they interact with you, so your behaviour plays a major role in shaping their overall experience.

A respectful and professional approach can lead to stronger relationships, repeat business, and positive referrals.

Additionally, adherence to safety and legal regulations is essential to protect you, TS Global and the client from potential risks and liabilities.



Following all safety protocols, wearing the required PPE, and adhering to site-specific guidelines help ensure both your wellbeing and the safety of those around you.

Additionally, being proactive in identifying and addressing potential risks—whether environmental, operational, or health-related—can prevent costly disruptions and demonstrate your commitment to a safe, productive working environment.

Finally, how you act and undertake your job on a client site influences TS Global's growth and future opportunities. Satisfied clients are more likely to return and expand their engagement with us. They may also recommend our services to others, contributing to creating new business.

By consistently acting with professionalism and integrity, you not only contribute to the success of the project but also help TS Global build a strong reputation and competitive edge in the market.

# Dress Code & Uniforms



Air-purifying respirators (APR)

Hi-Vis Workwear

Thermal / Cut-Resistant Gloves

Spill-Resistant Apron

Appropriate footwear

TS Global provides uniforms for the majority of our staff members. Workshop and site-based employees have specific uniform requirements to ensure the attire minimises safety hazards and is comfortable and professional. Office-based employees are expected to wear a company-branded work shirt and have the option to wear a full company-supplied uniform or professional hybrid (eg. work-appropriate jeans or pants)

Employee dress and personal presentation are critical components of workplace expectations. You are responsible for the timely laundering and care of your uniform to ensure you are wearing appropriate and clean attire at work. Wearing your company uniform and maintaining its appearance helps project a professional image. A clean, well-maintained uniform also reflects positively on the company's brand and reputation, especially when you interact with clients or the public.

Wearing your uniform in a public place after work is not recommended. For example, wearing a company-branded shirt to the pub after work and acting in an unprofessional manner could lead to a complaint being made to TS Global and the company taking appropriate actions (including disciplinary) to rectify.

You are encouraged to change out of your uniform once the workday is complete and not use your uniform for household jobs eg. working on a car or painting your house. Employees may be liable to reimburse the company if uniforms are ruined due to personal use.

Replacement uniform pieces can be requested through your manager or supervisor.

# Personal Protective Equipment

First and foremost, PPE is designed to protect you from potential hazards at work. Whether it's a hard hat to shield your head, steel-toed boots to prevent injury, or gloves to protect your hands, these items are critical to minimising risk and ensuring you stay safe on the job.

Each workplace at TS Global has their own PPE requirements, before working in a specific workplace you should be informed of the PPE requirements, how to wear the PPE to ensure its effectiveness and issued with fit-for-purpose PPE.

If you have not been issued with appropriate PPE or need a replacement for damaged or worn PPE, you should speak to your supervisor.

A contribution towards the purchase of prescription safety glasses is available through TS Global.

Before purchasing prescription safety glasses you should discuss your requirements with a HSE representative who can be contacted in person or via: [HSE@tsglobal.net.au](mailto:HSE@tsglobal.net.au)

Ultimately you are responsible for keeping PPE allocated to you in clean working condition.

Excessive or misuse of PPE will be investigated and you could face disciplinary action if you are found to have breached company policy or procedure.

When you wear your PPE correctly and maintain it in good condition, you're not only safeguarding your own well-being but also complying with workplace safety standards, which can prevent accidents and injuries.

Wearing and properly looking after your company-supplied PPE is essential for several reasons, all of which contribute to your safety, professionalism, and the company's overall success.



# Client Service

Whether you are aware of it or not, what you do in your role at TS Global impacts on the level of service a client receives.

Processing an invoice, manufacturing a product, dispatching an order, providing a service on a client site, ensuring people work safely, or paying the people who do all of these things; every action has an element of client service.

Any employee at TS Global can provide great client service by:

- » Ensuring the quality and accuracy of their work
- » Supporting client-facing employees with any requests
- » Maintaining a basic working knowledge of the TS Global product range
- » Treating customers and client representatives with respect and attention

- » Understanding client needs and being flexible to meet customer demands
- » Encouraging client feedback, listening and responding to client concerns promptly

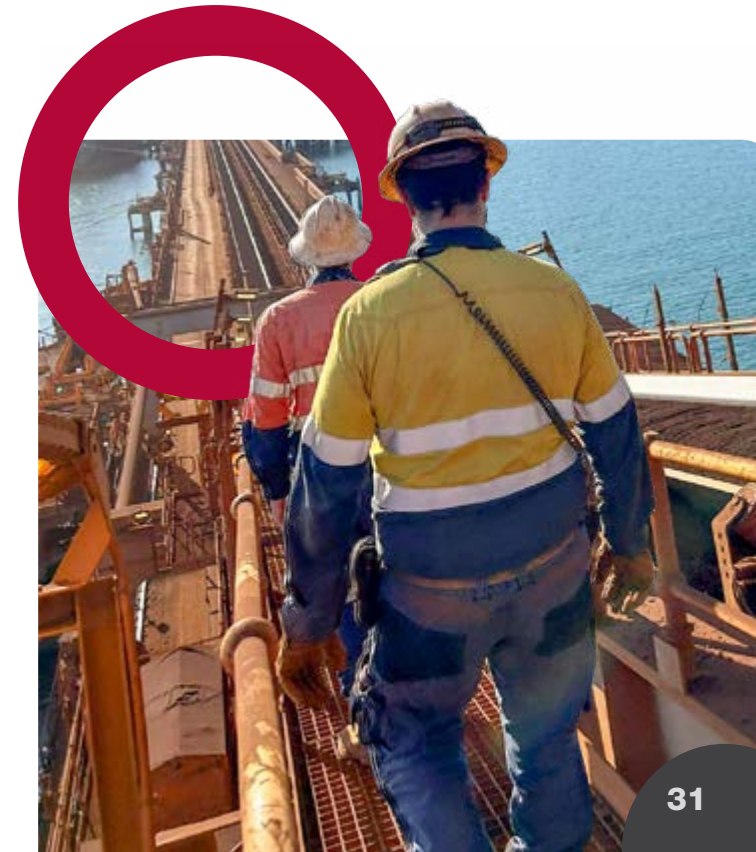
Focusing on the client allows the business to gather valuable feedback, leading to continuous improvements in products and services.

This feedback-driven innovation can enhance efficiency and help TS Global get ahead of market trends.

By prioritising client satisfaction, TS Global can build a stronger brand reputation, ultimately driving long-term growth and profitability.



Providing the best level of service for our clients involves everyone at TS Global!



# Company Property

Throughout your employment with TS Global you will use and be responsible for a myriad of company property, most commonly these include a uniform, PPE, tools, mobile phone, laptop, company vehicle and/or fuel card.

Looking after company property is important because it reflects your commitment to the success and wellbeing of the business, as well as your own professionalism. When you take care of company equipment, tools, or resources, you're helping ensure that everything remains in good working condition, which in turn allows you and your coworkers to perform your tasks efficiently and safely.

Treating company property with respect reduces the risk of damage, breakdowns, or accidents, ultimately minimising downtime and ensuring that resources are available when needed.

Every piece of equipment or resource is an investment, and maintaining these assets properly ensures that the company can get the most value out of them. It also helps the company keep costs under control, which can positively impact its financial health and stability.

Neglecting to care for company assets can lead to damage, loss, or malfunction of equipment, tools, or materials, which disrupts workflow and may lead to costly repairs or replacements. This can result in unplanned downtime, delays, or even safety hazards, all of which impact the efficiency and productivity of the entire team.

In some cases, if an employee's actions are deemed negligent or intentional, it could lead to disciplinary action, up to and including termination. The simplest way to look after company property is to treat it like you would if you owned it.

## Company Vehicles & Fuel Cards

At times TS Global employees use company vehicles, this could be a vehicle provided to you as part of your salary package or a tool-of-trade vehicle (ute, pool vehicle, hire car or truck, for example) that you are required to drive for work purposes.

No matter why you are driving a company vehicle, you are responsible for your own safe driving practices, choice of where you park or leave the vehicle and the use of the fuel card (if applicable). Fuel cards are issued for business purposes only. If you are using a work-provided fuel card you must abide by the rules for use including, but not limited to, providing accurate odometer readings when you purchase fuel, ensuring the card is only used for the allocated vehicle and you report the loss or misuse of a card.

# Company Property

If you are responsible for a vehicle as part of your salary package, you are also responsible for ensuring the vehicle receives routine maintenance as well as the care and security of the vehicle.

If a fine or infringement is incurred during your use of the vehicle, you will be nominated on the infringement notice and responsible for the payment of the fine and any demerit points.

In some cases you may be liable for excess charges in the event of an accident or incident, depending on the circumstances. The same applies for the use of a rental vehicle for work purposes.

## Devices

All company-owned devices, including but not limited to computers, laptops, tablets, smartphones, and other electronic equipment, are provided to facilitate work-related tasks and enhance productivity. It is likely that you will also have access to personal devices during your working day, this could include mobile phones, smart watches or smart glasses or any other type of device you bring into the workplace.

During the workday devices should be used primarily for professional activities, including communication, research, project work, timesheets or work-related tasks. If you are permitted to use a personal device in a workshop or client site, personal use of devices during work hours should be avoided or kept to a minimum. Excessive or unreasonable use of personal devices, or inappropriate use of work-provided devices, is likely to result in disciplinary action.

Devices should not be used in ways that disrupt the focus or productivity of others. During workshops, meetings, or collaborative work sessions, participants are expected to minimise distractions caused by devices.

## For Non-Work-Related Phones

Ring tones, notifications, alerts or music should be silenced or muted, and personal conversations or non-work-related activities, if permitted, should be taken outside of the primary workspace. You are responsible for the proper care and maintenance of any devices allocated to you. Any damage, malfunction, or issues should be promptly reported to IT at TS Global.

Poor treatment, loss or theft of work-provided devices may result in the company requesting replacement or pay-back at your cost and may result in disciplinary action.



# Conflict of Interest

A conflict may arise when an employee's personal interests intersect with their professional responsibilities, potentially providing an advantage to the employee or to individuals connected to them. This situation can manifest as an actual, potential, or perceived conflict of interest.

TS Global is committed to ensuring that all actual, potential or perceived conflicts of interest are identified, disclosed and managed effectively. We aim to promote a culture in which honesty, integrity and business ethics are a part of everyday behaviour and to prevent conflicts of interest from influencing actions or decisions when engaging suppliers.

This ensures our working relationships with all our suppliers and business partners are ethical, transparent and conducted with integrity.

An example of a conflict of interest could be:

- » Favoring a friend during a recruitment process over other candidates
- » Purchasing goods from a supplier who provides you with a gift or kickback
- » Operating a side business in competition with TS Global
- » Moonlighting with a competitor

To address these concerns, we have implemented policies that aim to prevent conflicts of interest. If you think you may have a conflict of interest or may be aware of a conflict of interest, you should speak to your manager or discuss the matter with a Senior Leader at TS Global.

You can also disclose a conflict of interest in writing to: [HR@tsglobal.net.au](mailto:HR@tsglobal.net.au)

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#### Other Useful Resources

- » [Conflict of Interest Policy](#)
- » [Recruitment Policy](#)



# Internet & Right to Disconnect

Many TS Global employees interact with the internet throughout their workday. Responsible use of the internet during the workday is essential for maintaining productivity, protecting company resources, and ensuring a professional work environment.

As an employee, it's important to use the internet primarily for tasks that contribute to your job and support the company's objectives. This means focusing on work-related research, communication (via email, team platforms, etc.), and any online tools or systems that are essential for your role.

Using the internet to enhance your productivity—whether it's accessing AI tools, industry news, relevant blogs, or cloud-based software—is perfectly acceptable as long as it doesn't interfere with your primary responsibilities.

However, personal internet use should be limited and not interfere with your work. Browsing social media, streaming videos, online shopping, or engaging in personal activities during work hours can waste valuable time and resources.

These activities not only decrease your efficiency but can also expose the company to security risks if you visit unsafe websites or click on suspicious links. Excessive use of the internet or company resources for personal use is likely to result in disciplinary action or, in some cases, termination of your employment.

## Right to Disconnect

The Right to Disconnect aims to protect employees from the pressures of being constantly available for work outside of regular hours. This right recognises that employees need time to rest and recharge, and that the boundaries between work and personal life should be respected.

In practical terms, this means employees should not be expected to respond to work-related emails, phone calls, or messages outside of their agreed working hours unless there is a legitimate and urgent business need, eg. checking work rosters. Some roles at TS Global require reasonable out-of-hours contact or on-call provisions.



# Media & Social Media

TS Global works to ensure that the online presence of the company is professional and reflects our brand messaging. Employees can impact both positively and negatively on a company's online presence through your individual actions on social media or other public forums.

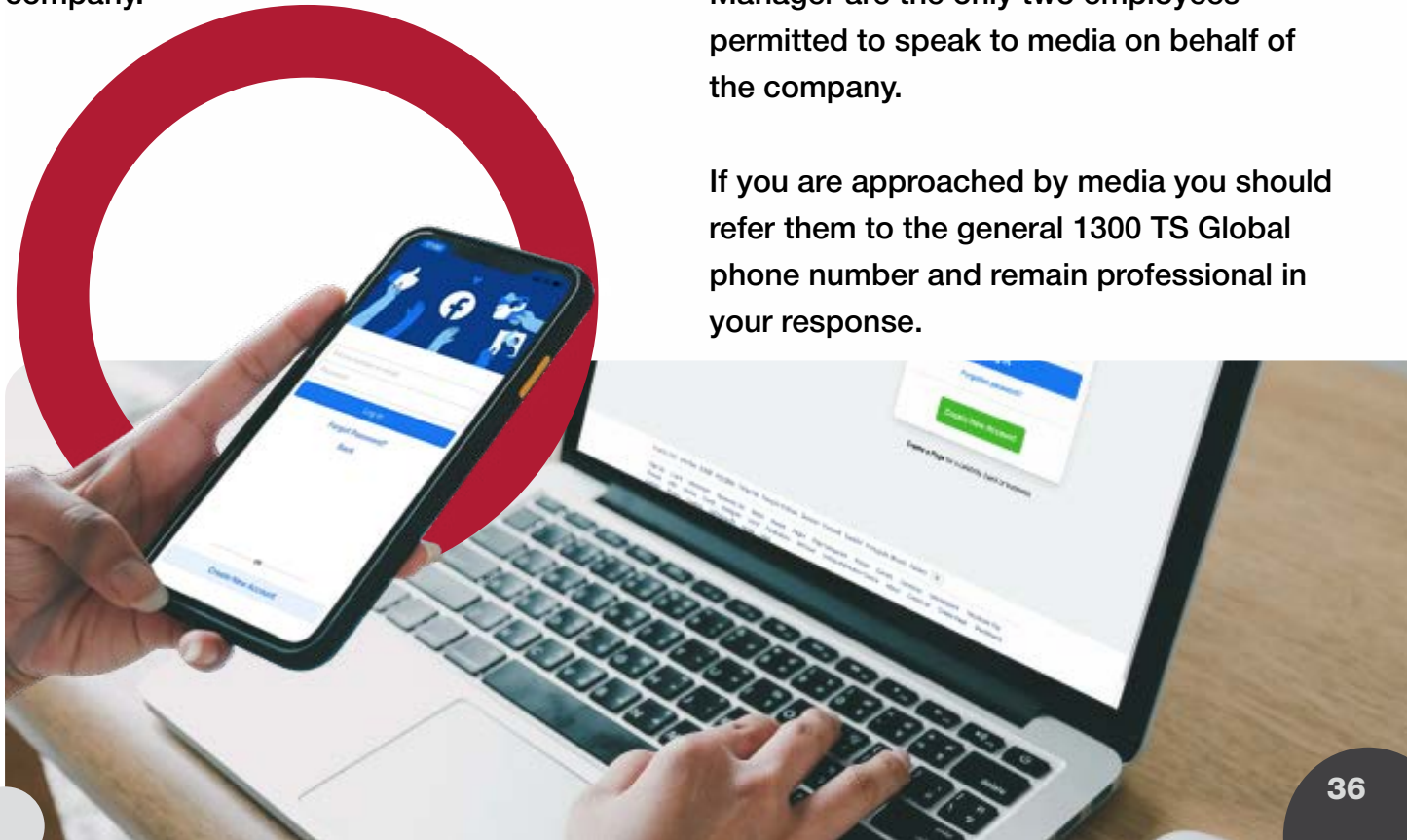
Sharing company achievements, industry insights, or engaging with company-related content in a positive manner can reinforce the brand's image and reputation, fostering a sense of community and commitment to our culture and values.

On the other hand, negative or inappropriate behaviour online - such as sharing confidential information, making critical or controversial comments, or posting content that does not align with company values and brand - can damage the company's reputation and cause lasting harm to our public image.

Employees should be aware that such actions may lead to disciplinary measures, including warnings or even termination, depending on the severity of the violation. It's important that employees understand the power of their online presence and how it can influence perceptions of the company.

At times, the media may reach out to TS Global employees – for example, if an accident occurs on a client site or we are affected by a warehouse fire - employees are not permitted to interact with media about TS Global. In such an event, the General Manager and Shared Services Manager are the only two employees permitted to speak to media on behalf of the company.

If you are approached by media you should refer them to the general 1300 TS Global phone number and remain professional in your response.



# Leave

Employees at TS Global are entitled to leave in accordance with the National Employment Standards (NES), relevant Award or individual employment agreement. No leave provisions in an individual agreement can be less than those provided by the NES.

Annual leave accrual is noted on your payslip as well as Long Service Leave once you have reached 10 years and every five years following. Personal Leave balances are not required to be included on payslips but any employee can request their Personal Leave balance from payroll@tsglobal.net.au or via MYOB app.

TS Global can request evidence for any period of personal leave you request or take during the course of your employment. The company may request further information if they have concerns about the validity of the evidence provided.

Abuse of personal leave, such as taking leave for non-medical reasons or failing to provide appropriate documentation, may result in disciplinary action.

Unpaid leave may be granted at the discretion of TS Global. TS Global may refuse an unpaid leave request.



**Best practice is to have your leave request approved prior to booking a holiday or paying a deposit!**

The company will review each request on a case-by-case basis, considering operational needs and the individual circumstances of the employee. In exceptional circumstances, refusal of unpaid leave may result in the conclusion of your ongoing employment.

Employees should make reasonable efforts to plan and request their leave in advance, particularly for scheduled absences like holidays, to ensure minimal disruption to the workflow and operations. Leave requests can be reasonably refused and failure to attend work could constitute abandonment of your employment.



# Communication & Consultation

TS Global aims to foster an environment of clear, transparent and open communication across all employees. Internal communication should be purposeful, concise, and aligned with the our values and strategic goals.

Employees are encouraged to share relevant information, provide timely updates and actively engage in discussions that contribute to the success of the organisation.

Consultation is integral to our approach to decision-making, and we value the input and perspectives of our employees.

We aim to ensure that employees are provided with meaningful opportunities to contribute to discussions on significant changes, workplace policies and practices.

This includes consultation regarding workplace health and safety, changes in work processes, restructuring, or any other matters that may impact your role or working conditions.

In accordance with Australian workplace laws, including the *Fair Work Act 2009* and the *Work Health and Safety Act 2011 (WHS)*, the organisation is committed to complying with all statutory requirements regarding consultation.

We will ensure that employees are given sufficient notice of any changes that may significantly affect their work environment and provide them with the opportunity to discuss these changes with management.

Employees will be consulted in a timely manner, and their views will be considered before decisions are made, particularly in areas such as workplace safety, job design and significant operational changes.

#### Other Useful Resources

- » [Communication and Consultation Policy](#)



# Performance Feedback

TS Global is dedicated to supporting the growth and development of all employees through regular and constructive performance reviews. Performance reviews are an essential part of our commitment to providing and receiving clear feedback, recognising achievements, and identifying areas for improvement.

Employees will receive timely, fair, and transparent evaluations of their performance, based on goals and expectations. Reviews will be conducted in a respectful and supportive manner, encouraging open communication between managers and employees to foster growth and ensure alignment with the organisation's goals and values.

## Development Plans

In addition to performance reviews, employees will work with their managers to create personalised development plans that outline specific learning and career growth opportunities.

These plans may include training programs, mentorship, skill-building workshops, or cross-departmental projects designed to support individual growth. The organisation is committed to providing employees with the resources and support they need to succeed, whether through formal learning opportunities or on-the-job experiences.

Employees will be encouraged to take an active role in setting their own development goals, with a focus on enhancing their skills. Development plans will be regularly reviewed and updated to ensure that employees continue to progress and that their evolving career goals are supported in alignment with business needs.

## Regular Feedback

Employee development is a continuous process, and the organisation values ongoing feedback and support to help employees achieve their full potential.

In addition to formal performance reviews, employees are encouraged to seek regular feedback from their managers and peers to gain insights into their strengths and areas for improvement.

Managers are responsible for providing continuous guidance, coaching, recognition and fostering an environment where employees feel empowered to ask questions, request support, and take initiative in their own development.

By creating a culture of feedback and professional growth, the organisation ensures that you are equipped to excel and progress within your career.





If you have any concerns about potential breaches of our Code, or if you believe that an action or decision is not consistent with our values, policies or procedures, you should raise this promptly with a management representative.

General concerns and complaints can be submitted to:  
[HR@tsglobal.net.au](mailto:HR@tsglobal.net.au)

Safety concerns can be submitted to:  
[HSE@tsglobal.net.au](mailto:HSE@tsglobal.net.au)

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