



Spotlight Sustain

LITE ESG REPORT - February 2024

Prepared 4 March 2024

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Our ESG Strategy

1. General overview

We have strategically embraced an Environmental, Social, and Governance (ESG) framework to guide our business practices, emphasizing sustainability and responsibility. On the environmental front, we're actively reducing our carbon footprint, and investing in renewable energy sources.

We prioritize diversity and inclusion, foster a safe workplace culture, and engage with communities through philanthropy. In terms of governance, we maintain transparency, ethical decision-making, and a robust structure to ensure accountability and long-term value creation for stakeholders.

2. Our ESG goals

- **Renewable energy:** Our primary goal is to achieve 100% renewable energy by 2029, by investing in renewable energy sources, optimizing resource usage, and continually assessing and improving our environmental impact.
- **Inclusive workforce and diversity:** We are committed to fostering an inclusive workplace culture. This goal involves ongoing initiatives to promote diversity, equity, and inclusion within our workforce, ensuring equal opportunities and representation across all levels of the organization.
- **Community engagement and social impact:** We aim to enhance our positive social impact by actively engaging with the communities in which we operate.

Recommendations for action

1. Energy usage

- Invest in renewable energy sources and explore partnerships for sustainable energy procurement.
- Introduce employee awareness programs to encourage energy-saving practices.
- Regularly monitor and report progress, adjusting strategies as needed to meet targets.

2. Diversity

- Establish diversity and inclusion training programs for employees and leadership.
- Create mentorship and career development programs to support underrepresented groups.
- Regularly review and adjust hiring and promotion processes to ensure equal opportunities.

3. Community

- Form partnerships with non-profit organizations to maximize the impact of community projects.
- Engage employees through volunteer opportunities, fostering a sense of community involvement and shared responsibility.

Energy audit

Assignee: Alex Appleby

Due: Dec 24

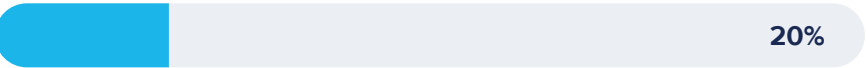


Complete a full audit of energy usage within the company and identify key areas for emission reduction.

Internal engagement

Assignee: Leadership

Due: Sep 24



- Implement regular town hall meetings, virtual or in-person, to foster transparent communication between leadership and employees.
- Conduct pulse surveys at regular intervals to gauge employee sentiment and quickly address emerging issues.

Community sports

Assignee: Marketing

Due: Jun 24



- Work with the local community leaders to establish training programmes for talented young people.
- Organise community clean-up and renovation events, involving employees and community members to create a sense of ownership and pride in the shared sports facilities.

Customer NPS

Assignee: Leadership

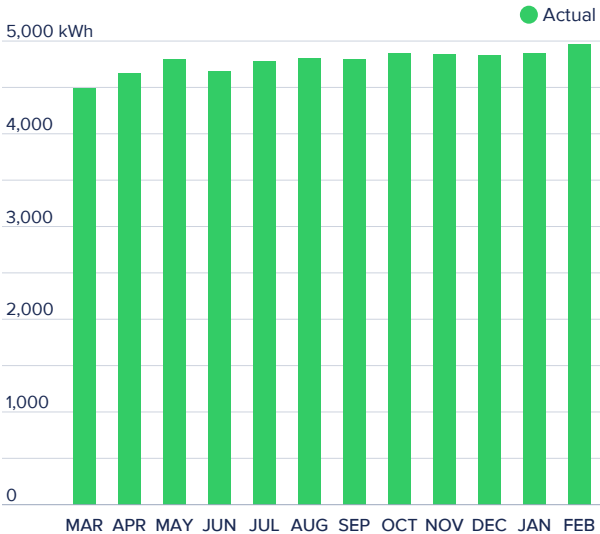
Due: Dec 24



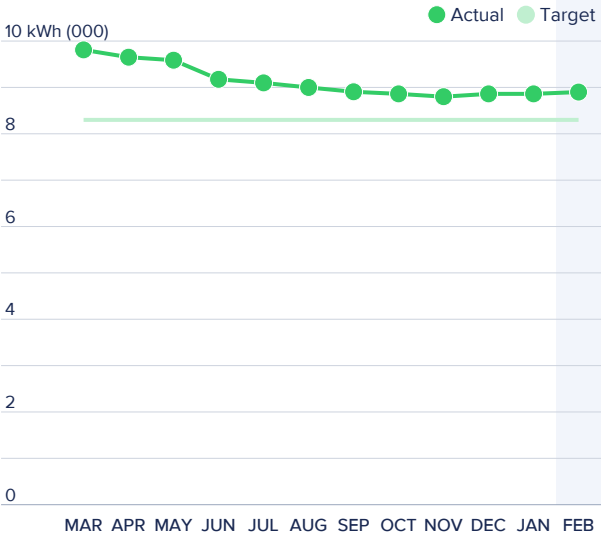
- Establish proactive communication channels to keep customers informed about product updates, service improvements, and relevant information.
- Implement post-purchase follow-ups and satisfaction surveys to gather insights and address concerns promptly.



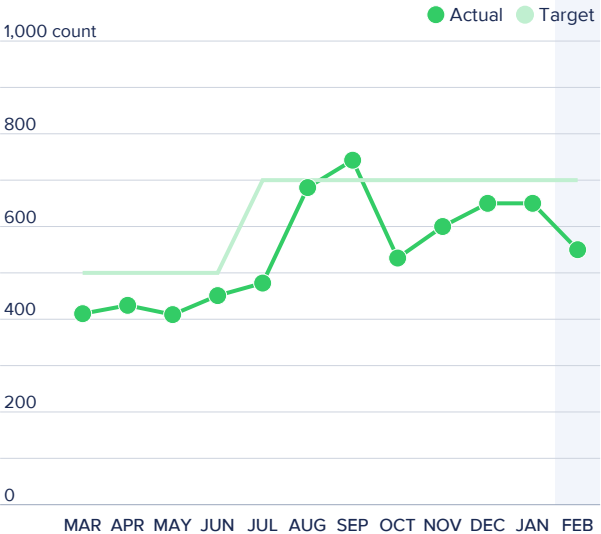
RENEWABLE ENERGY - Total volume used



ENERGY USAGE - Total volume used



TREES PLANTED - Total count of trees planted



Total energy usage:

Total energy consumption for the month of Feb 2024 was 8,900 kWh, compared to a target of 8,300. This represents a variance of 600. This shows a significant increase from this time last year due to the opening of the new UK office. With the ventilation retrofits completed in the Sydney and Brisbane offices, we have seen a 45kWh decline in total energy usage since last month. We expect to see a further decline in the total energy usage over the coming months.

Renewable vs. non-renewable energy:

We have switched to a 100% renewable energy contract with Meridian Energy for all our offices.

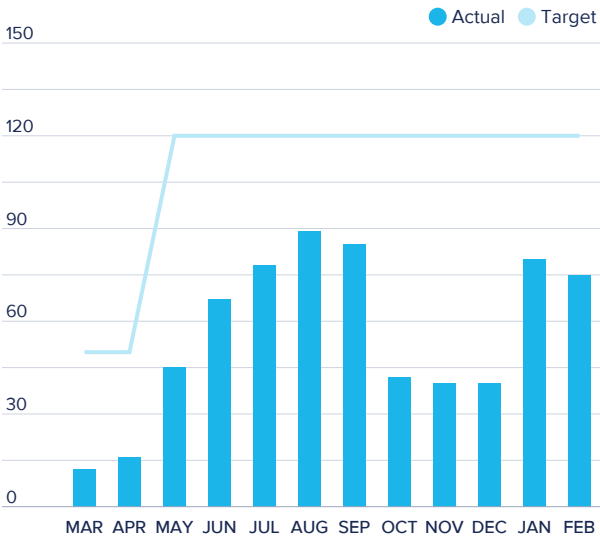
We are also planning to purchase carbon offsets from a reputable provider for all our work related travels.

Trees planted:

Trees planted for the month of Feb 2024 totalled 550, compared to a target of 700. This represents a variance of 150.

We continue to work with local communities and volunteers to invest and plant more native trees around the country to meet our yearly target.

EMPLOYEE TRAINING - Training, certifications & upskilling



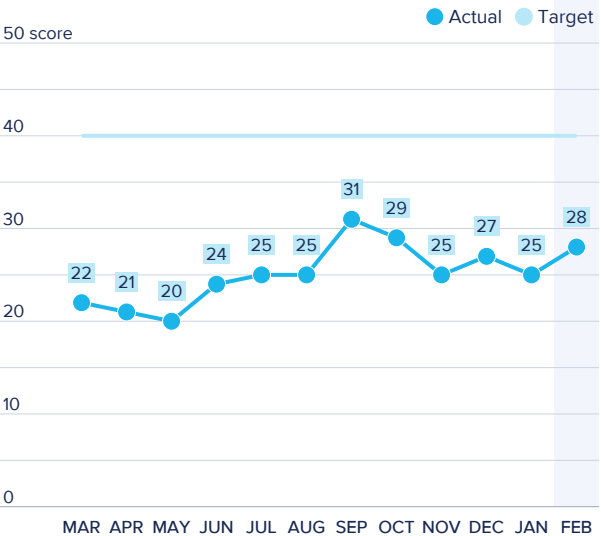
Employee training:

This month there has been a significant decrease in employee training undertaken due to a new product being scheduled for release.

Employee training hours for the month of Feb 2024 totalled 75 hours, compared to a target of 120 hours. We expect to meet our training target next month through best practice training on ways to save energy and be a more sustainable organisation as a whole.

We are also planning general training sessions on health, safety and employee wellbeing, as well as Q&A sessions across organisation to understand what matters most to our employees

EMPLOYEE NPS - Employee net promoter score



Company culture:

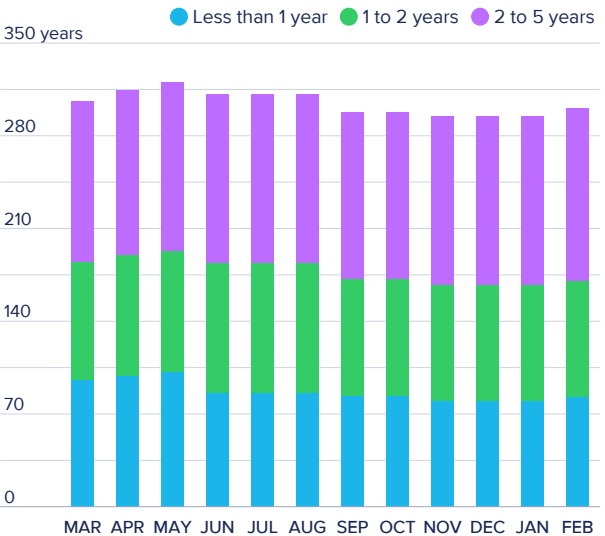
Employee Net Promoter Score (eNPS) for the month of Feb 2024 was 28, compared to a target of 40. This represents a variance of 30%.

- Employee tenure has increased since this time last year, which corresponds with the decrease seen in staff turnover.

Key highlights from our quarterly Employee Survey included:

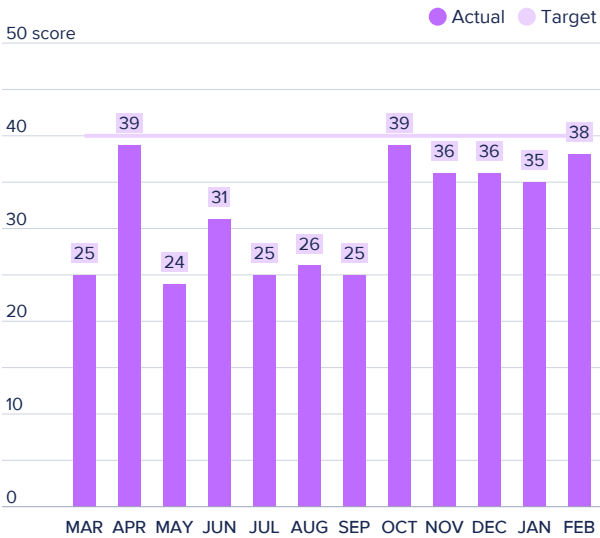
- Strong relationships with peers (92%)
- Pay and conditions considered positively (88%)
- High levels of transparency (86%); and
- Positive assessment of collaboration (85%)

EMPLOYEE TENURE - Number of years with the company

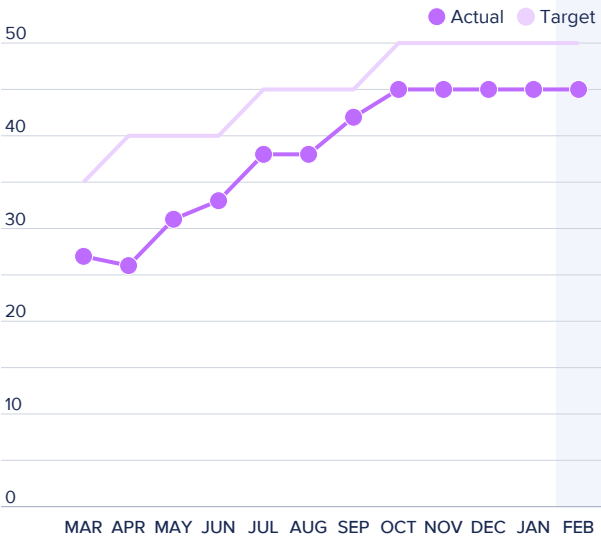




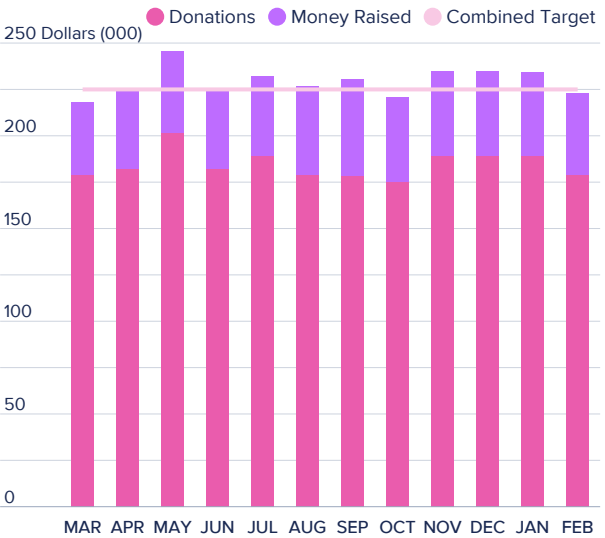
NPS - NPS score



MARKET RATINGS



DONATIONS - Investments, fundraising and donations



Customer satisfaction:

Net Promoter Score (NPS) for the month of Feb 2024 was 38, compared to a target of 40. This represents a variance of 5%.

We've been connecting with our customers through a series of webinars and also online training sessions, which have contributed to our higher NPS score.

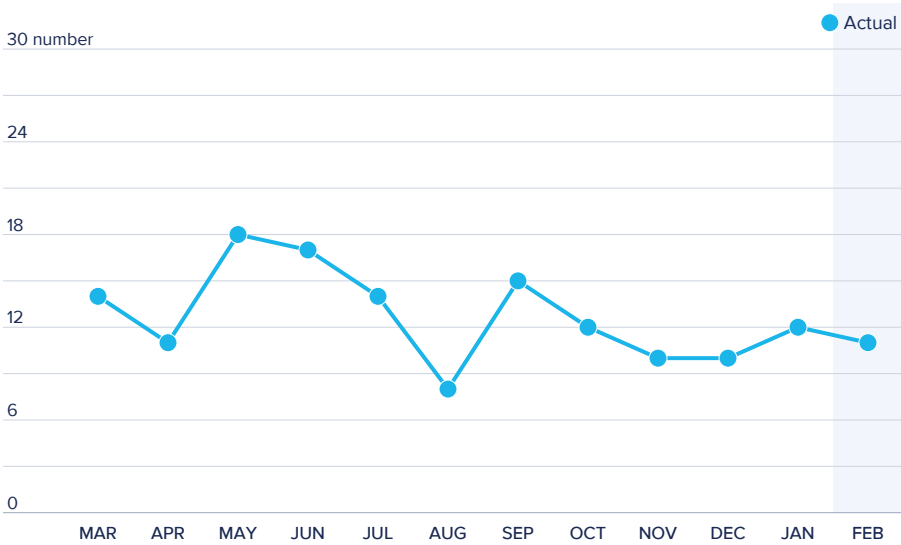
Donations and charitable:

Innovation funding for the month of Feb 2024 was 179,342, compared to a target of 175,000. This represents a variance of 2.48%. The significant increase seen in donations this month was due to a one off additional donation for a fundraising event hosted by a local organisation that we sponsor, Wellington Rugby League.

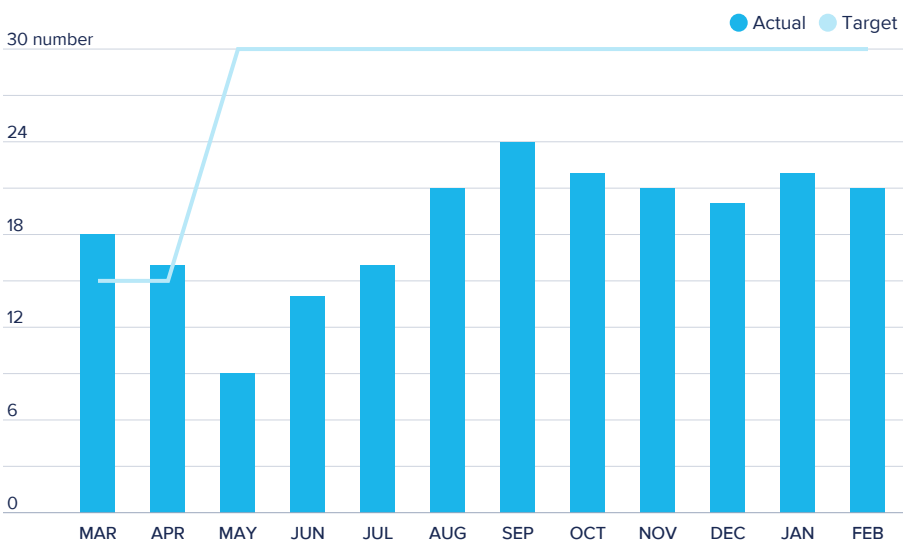
This month's total donations have seen us meet our yearly target of 1,750,000.

We continue to make monthly donations to local community organisations Wellington Rugby League and Ellington Youth Football club. A number of staff volunteered at the Wellington Rugby League fundraising event this month. Community volunteering hours for the month were 1,102, well exceeding our target of 1,000.

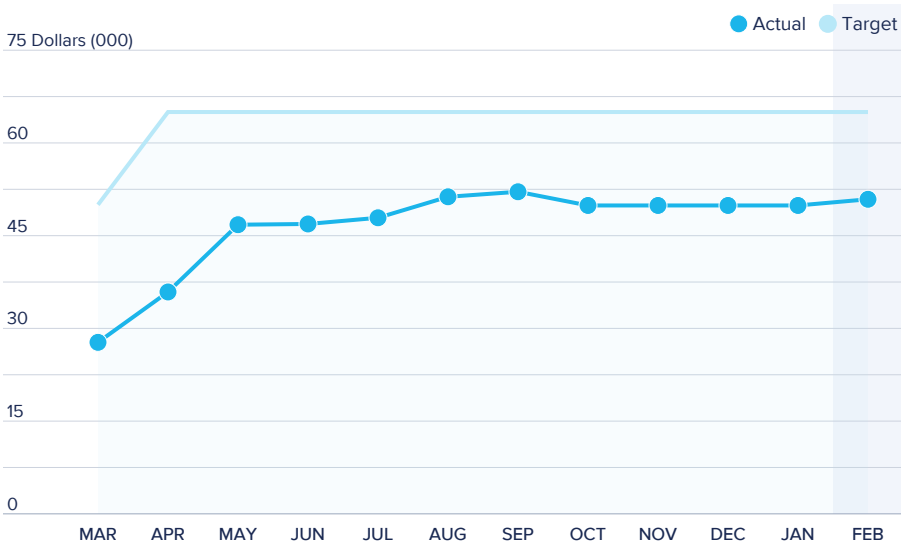
HEALTH & SAFETY INCIDENTS - Number of incidents



HEALTH, SAFETY & WELLNESS TRAININGS



HEALTH, SAFETY & WELLNESS INVESTMENT



Health, safety and wellbeing:

With this year's investment in a new safety programme and the increase in Health and Safety training we have seen a steady decline of Health and Safety incidents.

Health, safety and wellness training for the month of Feb 2024 was 21, compared to a target of 30.

There have been a total of 23 Health & Safety incidents this year, compared to a target of 50.

There have been no major Health and Safety incidents this year.