



Spotlight Sustain

ADVANCED 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, optimising resource usage, 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.

Integrating ESG principles into our core strategy enhances our resilience and competitiveness. By doing so, we mitigate risks, build stakeholder trust, and contribute to a more sustainable and equitable future.

2. Our ESG goals

- **Carbon neutrality and sustainable practices:** Our primary goal is to achieve carbon neutrality by 2029, implementing sustainable practices throughout our operations. This includes 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.

3. Our ESG targets

- **Carbon neutrality target:** Reduce our carbon emissions by 25% within three years through energy-efficient practices, renewable energy investments, and regular progress reporting.
- **Diversity representation goal:** Achieve 40% diversity across all levels within three years, promoting equal opportunities and fostering an inclusive workplace reflective of our communities.
- **Community impact projects:** Initiate 10 impactful community projects within two years, focusing on education, healthcare, and environmental conservation to contribute positively to the areas where we operate.

Recommendations for action

1. Carbon neutrality

- Implement a comprehensive energy audit to identify key areas for emission reduction.
- 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.
- Implement recruitment strategies that actively seek diverse talent pools.
- Create mentorship and career development programs to support underrepresented groups.
- Regularly review and adjust hiring and promotion processes to ensure equal opportunities.

3. Community

- Collaborate with local communities to identify their specific needs and priorities.
- Form partnerships with non-profit organizations to maximize the impact of community projects.
- Regularly review metrics to measure the success and sustainability of each project.
- Engage employees through volunteer opportunities, fostering a sense of community involvement and shared responsibility.

Energy audit

Assignee: Alex Appleby

Due: Dec 24

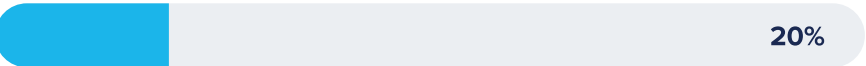


Complete a full audit of energy usage within the company and identify key areas for emission reduction.

Internal engagement

Assignee: Leadership

Due: Jul 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: Outreach team

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

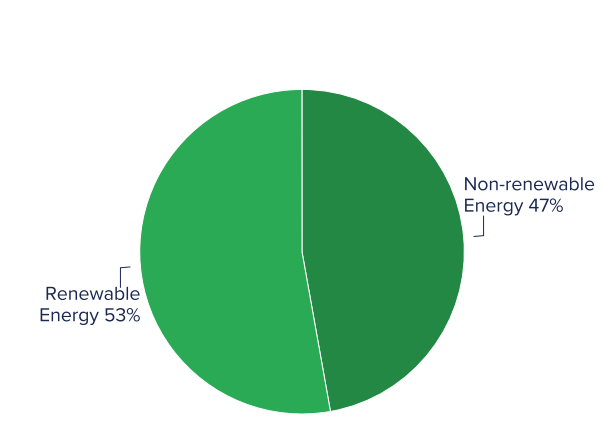
Due: Dec 24



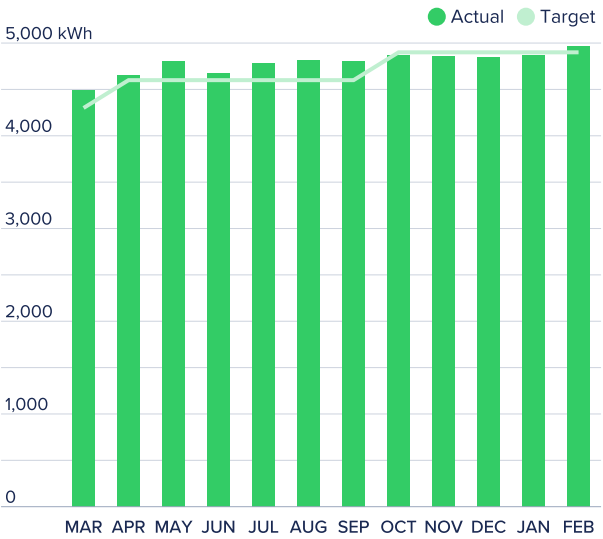
- Establish proactive communication channels to keep customers informed about product updates, service improvements, and relevant information.
- Implement post-purchase follow-ups and satisfaction surveys to gather insights and address concerns promptly.



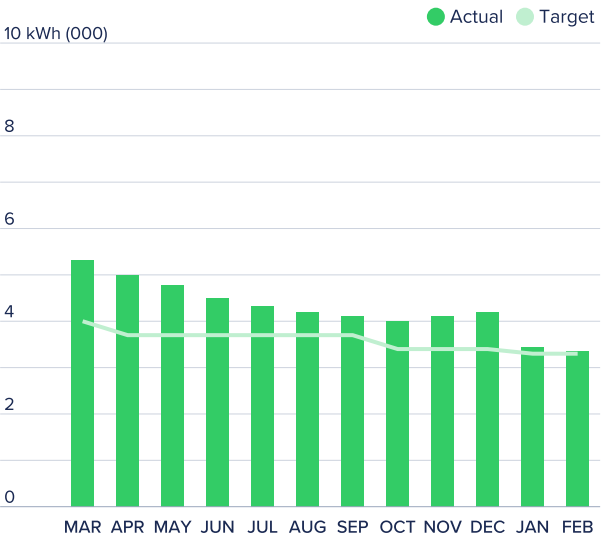
ENERGY SOURCE - Adoption of renewable energy



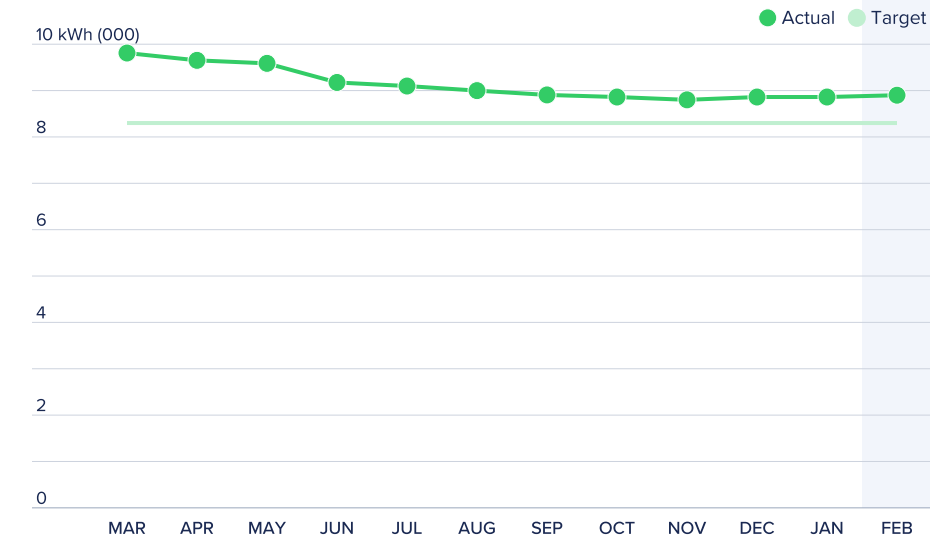
RENEWABLE ENERGY - Total volume used



NON-RENEWABLE ENERGY - Total volume used



ENERGY USAGE - Total volume used



Total energy usage:

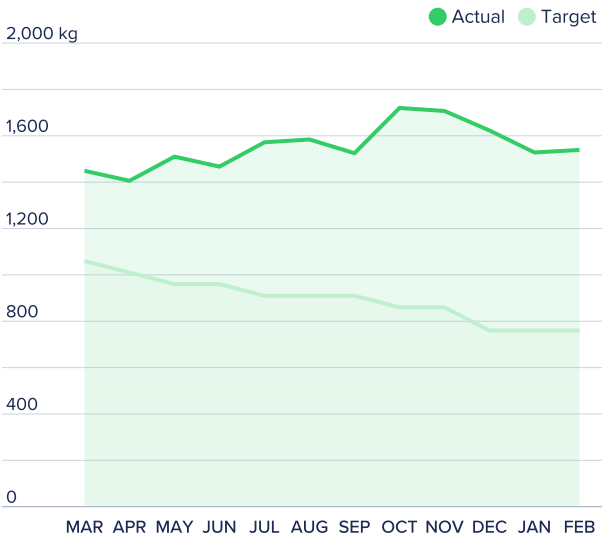
Total energy consumption for the month of Feb 2024 was 8,900 kWh, compared to a target of 8,300. This represents a variance of 600. This shows a significant increase from this time last year due to the opening of the new UK office.

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.

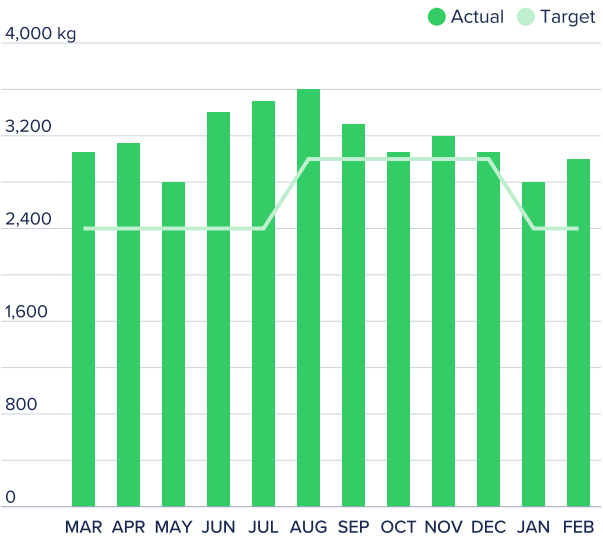
Renewable vs. non-renewable energy:

We are making solid progress towards our short-term goal of 60% renewable energy by end of FY24.

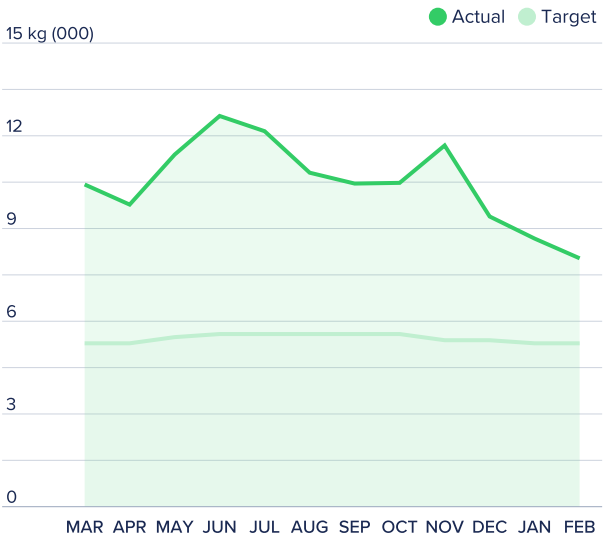
TOTAL SCOPE 1 EMISSIONS - Total Kg of scope 1 emissions



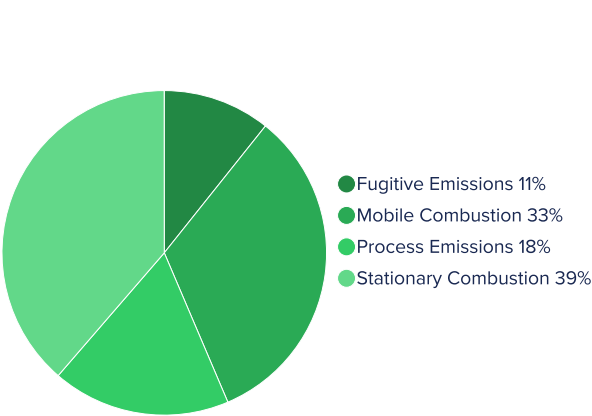
TOTAL SCOPE 2 EMISSIONS - Total Kg of scope 2 emissions



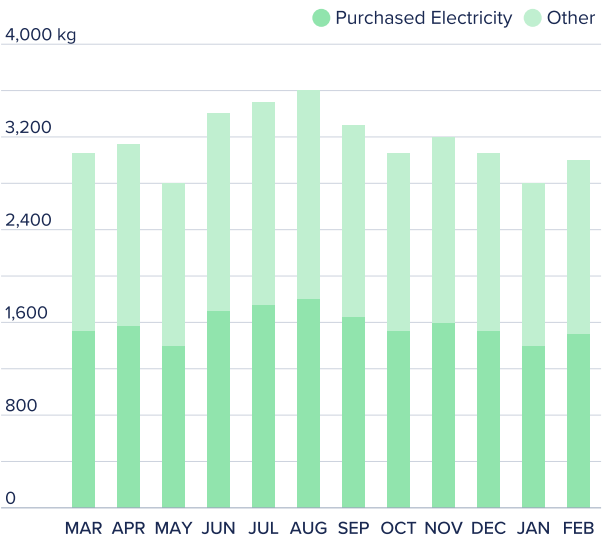
TOTAL SCOPE 3 EMISSIONS - Total Kg of scope 3 emissions



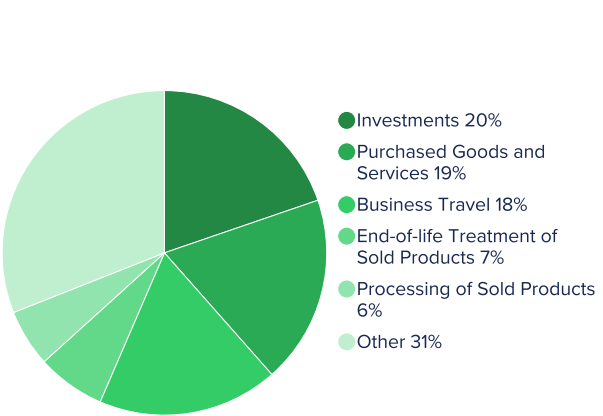
SCOPE 1 EMISSIONS CATEGORIES - Top 5



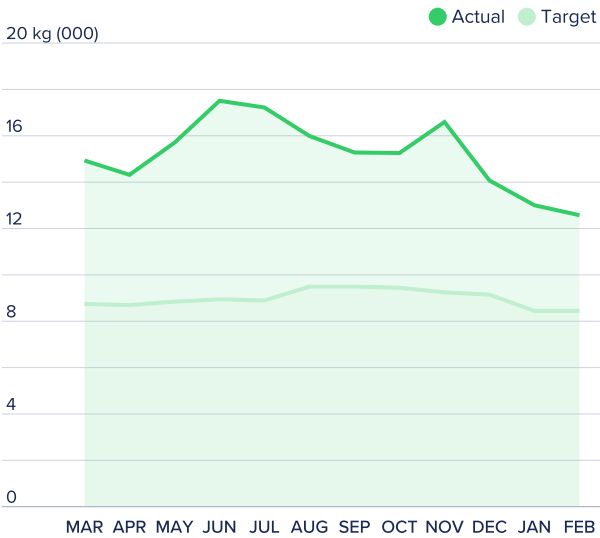
SCOPE 2 EMISSIONS CATEGORIES



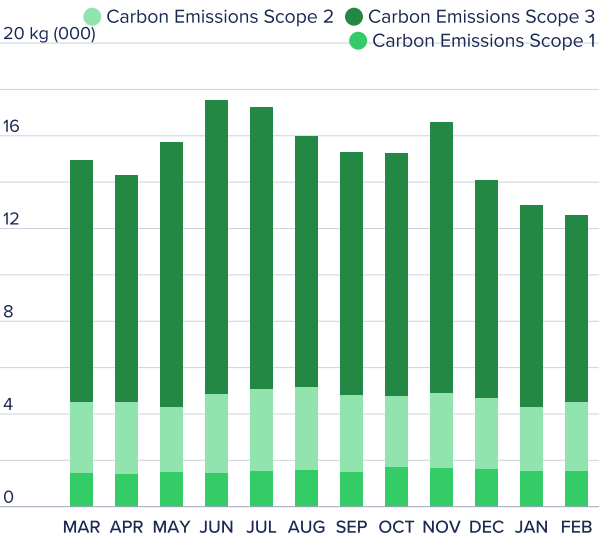
SCOPE 3 EMISSIONS CATEGORIES - Top 5



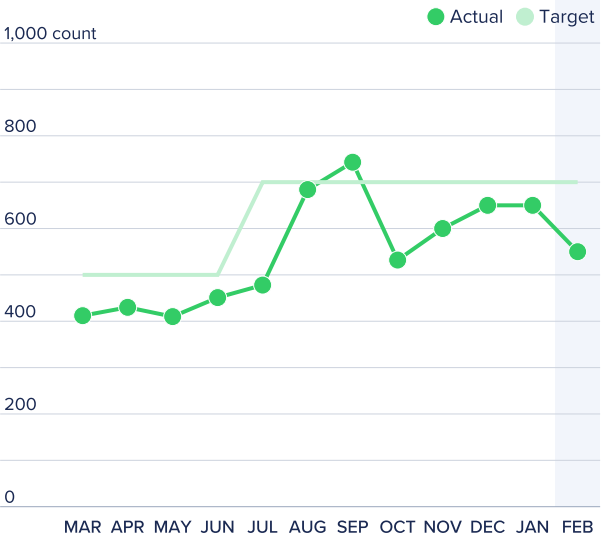
CO2 TOTAL EMISSIONS - Total Kg of CO2 emissions



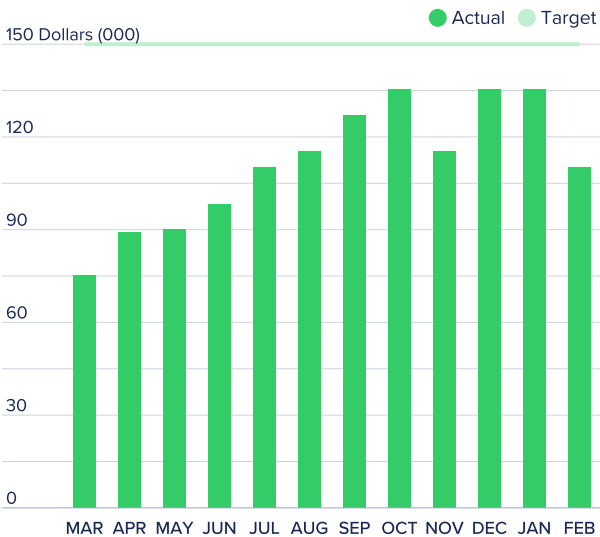
CO2 EMISSIONS TYPE - Scope 1/2/3 over time



TREES PLANTED - Total count of trees planted



CARBON OFFSET INVESTMENT



Carbon emissions commentary:

Carbon emissions for the month of Feb 2024 were 12,575, compared to a target of 8,446. This represents a variance of 4,129.

Scope 1 Carbon emissions were 1,539, compared to a target of 760, while Scope 2 Carbon emissions were 3,000, compared to a target of 2,400.

* Measurement and reporting of emissions has been completed in line with the Greenhouse Gas Protocol. Scope 1 emissions are direct emissions from our operations, scope 2 are indirect emissions related to the use of electricity and scope 3 emissions are resulting from activities in our supply chain.

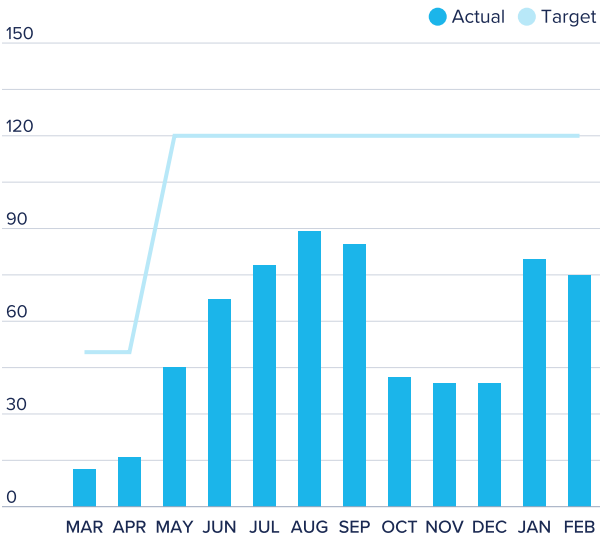
Supply chain commentary:

Scope 3 Carbon emissions for the month of Feb 2024 were 8,036, compared to a target of 5,286. This represents a variance of 2,750. This decrease is due to a change in suppliers of equipment to net-zero suppliers.

Trees planted:

Trees planted for the month of Feb 2024 totalled 550, compared to a target of 700. The target for this month was not met due to significant flooding in the region.

EMPLOYEE TRAINING - Training, certifications & upskilling



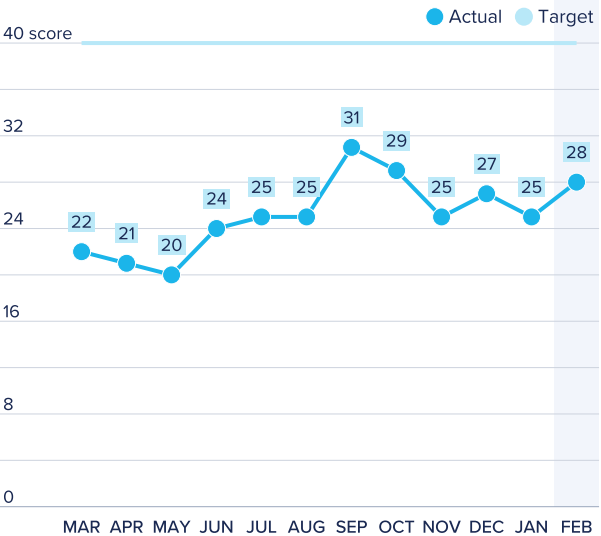
Employee training:

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 in the workplace 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:

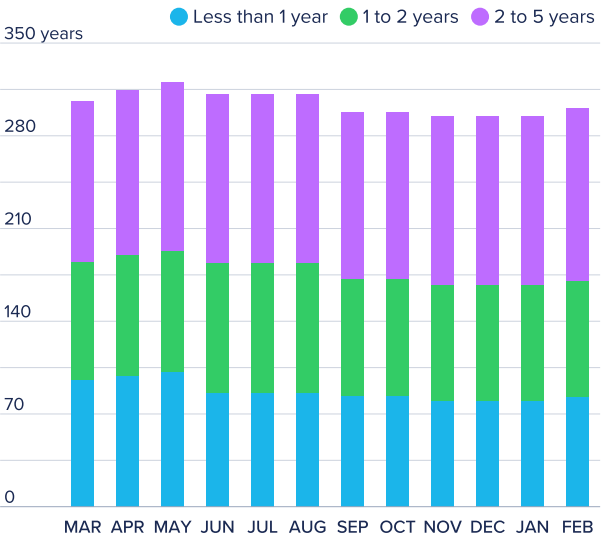
Employee Net Promoter Score (eNPS) for the month of Feb 2024 was 28, compared to a target of 40. This represents a variance of 30%.

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

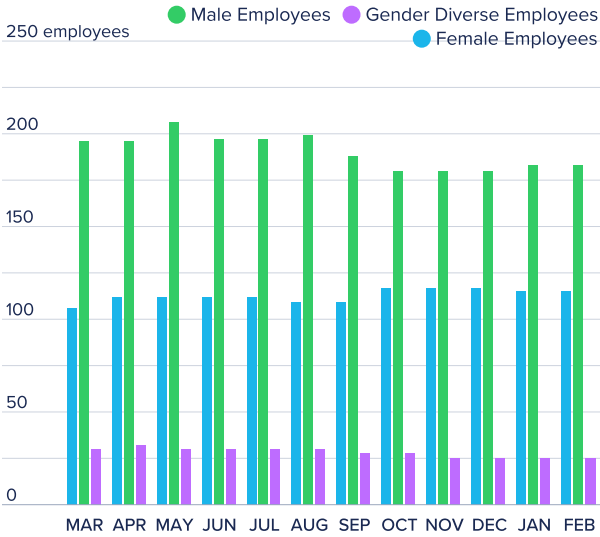
Key highlights from our quarterly Employee Survey included:

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

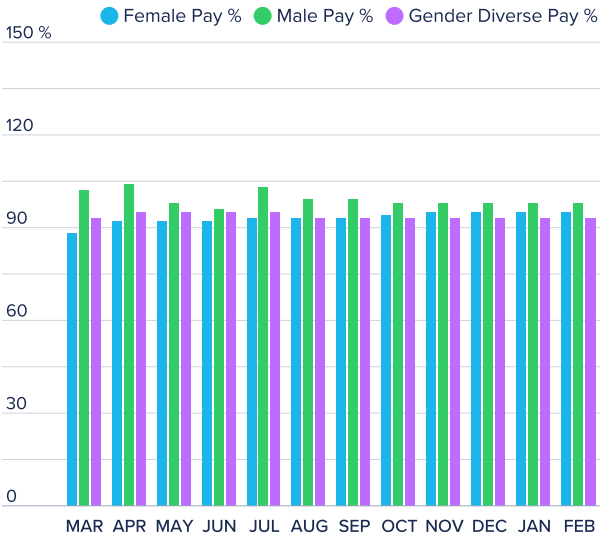
EMPLOYEE TENURE - Number of years with the company



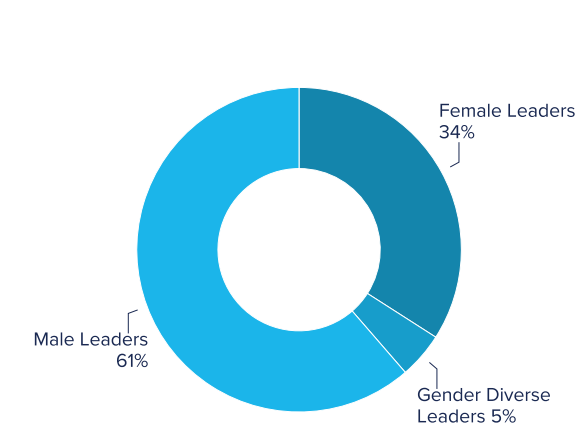
GENDER DIVERSITY - Diversity within the organisation



GENDER PAY EQUITY - Pay gap equity



LEADERSHIP GENDER - Diversity in leadership roles

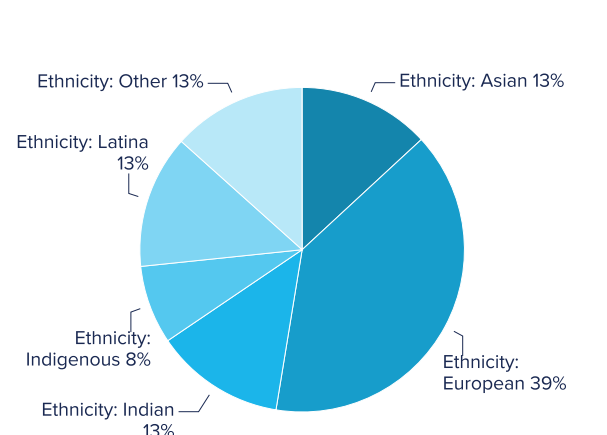


Gender and pay equity:

We continue to work on our long-term goal of achieving a minimum of 40:60 gender ratio within our company at all levels. We have achieved a gender balance in our overall workforce with 46% women. However, we need to improve in other areas such as gender diversity in leadership roles.

The pay equity graph shows the overall pay gap between men and women in terms of median pay.

ETHNICITY - Diversity within the organisation



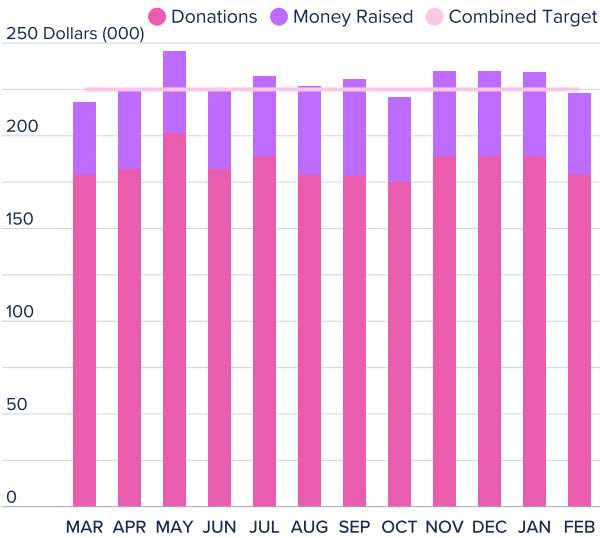
Ethnicity:

With the reduction of staff turnover, we have not seen a significant increase of ethnic diversity within the past year resulting in not meeting our short term target.

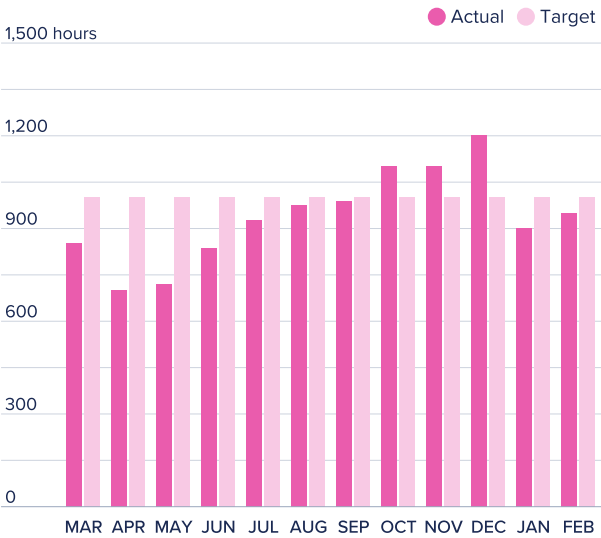
We continue to be actively engaged in recruitment, development and career progression initiatives aimed at increasing ethnic diversity within our company.



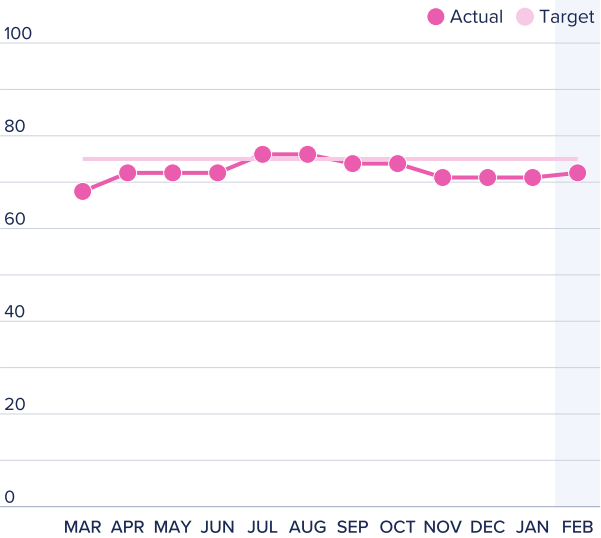
DONATIONS - Investments, fundraising and donations



VOLUNTEERING - Volunteering hours



SPONSORSHIP & PARTNERSHIPS - Total number



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 350,000.

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 950, in line with our target of 1,000.

New Partnerships:

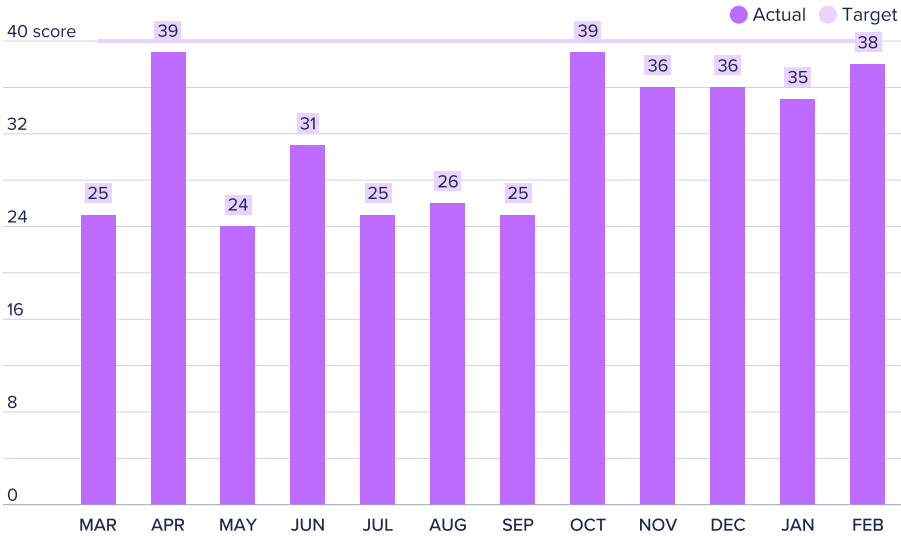
Earlier this year we formed a new partnership with the Red Cross and have planned to run a fundraising campaign next month. We have committed to match every \$20 donated by staff with \$30, bringing the total to \$50.

Although we did not meet our target of \$50,000 for money raised this month, we expect to see a significant increase in Money Raised in next month's report.

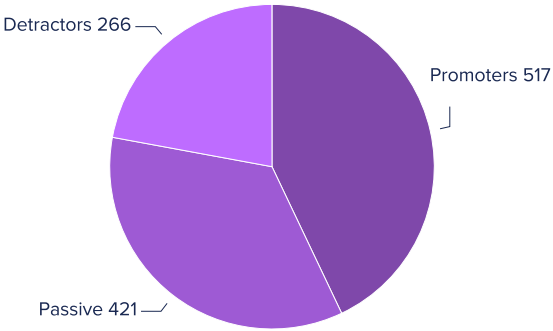
Some of our planned volunteering and fundraising initiatives for next quarter are:

- 1. Partnering with Wellington Children's Hospital
- 2. Hosting a fundraising event for Pink Ribbon Breakfast
- 3. Joining community based fundraising campaigns across Wellington

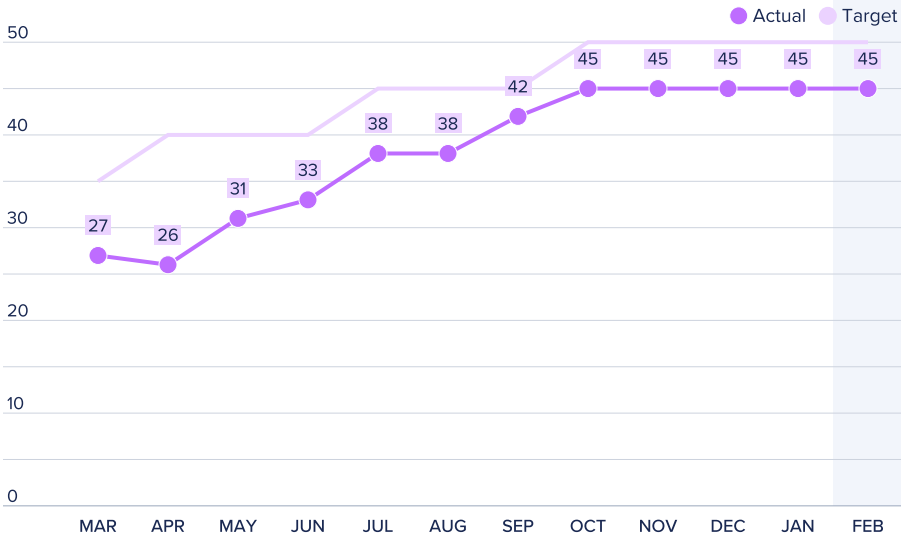
NPS - NPS score



NPS CATEGORIES - NPS categories split



MARKET RATINGS



Customer satisfaction:

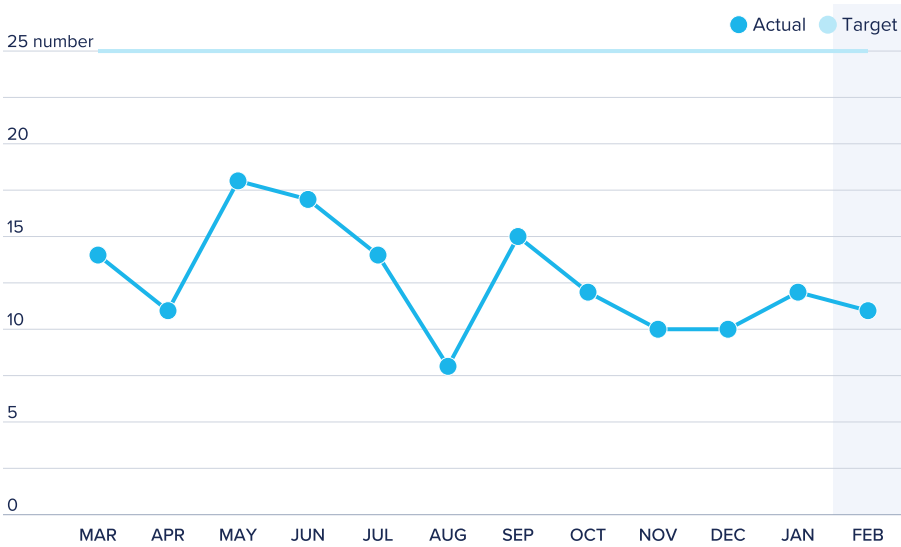
Our commitment to better products and experiences for our customers is shown through customer satisfaction and positive market reviews steadily increasing each month.

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

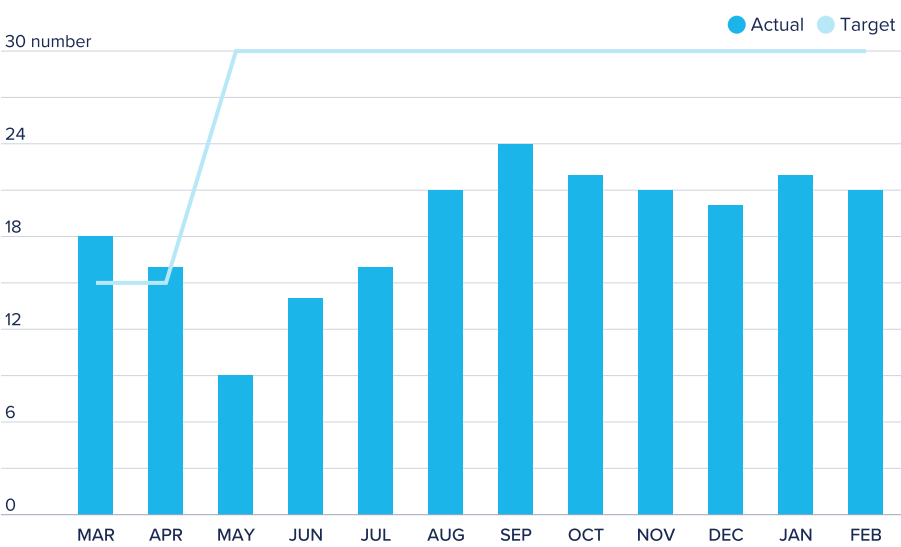
Market reviews for the month of Feb 2024 were 45, compared to a target of 50.



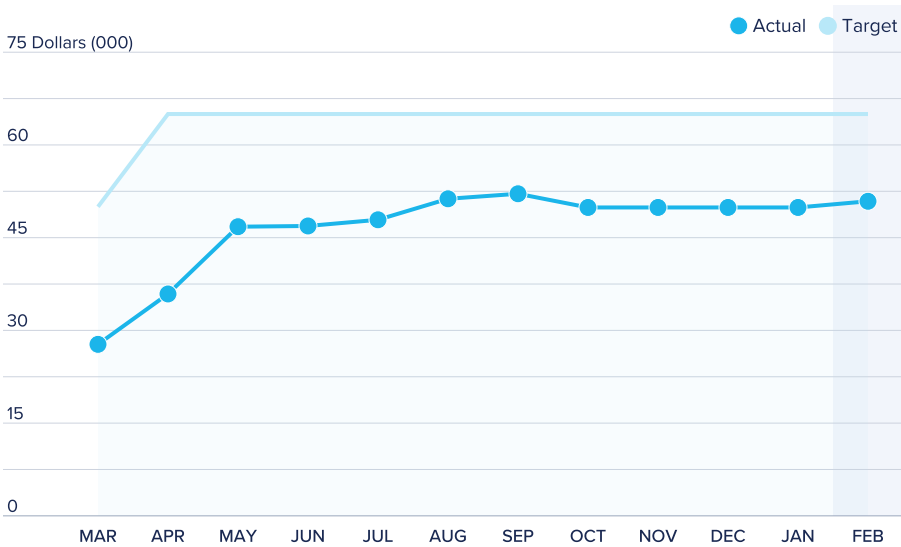
HEALTH & SAFETY INCIDENTS - Number of incidents



HEALTH, SAFETY & WELLNESS TRAININGS



HEALTH, SAFETY & WELLNESS INVESTMENT



Health, safety and wellbeing:

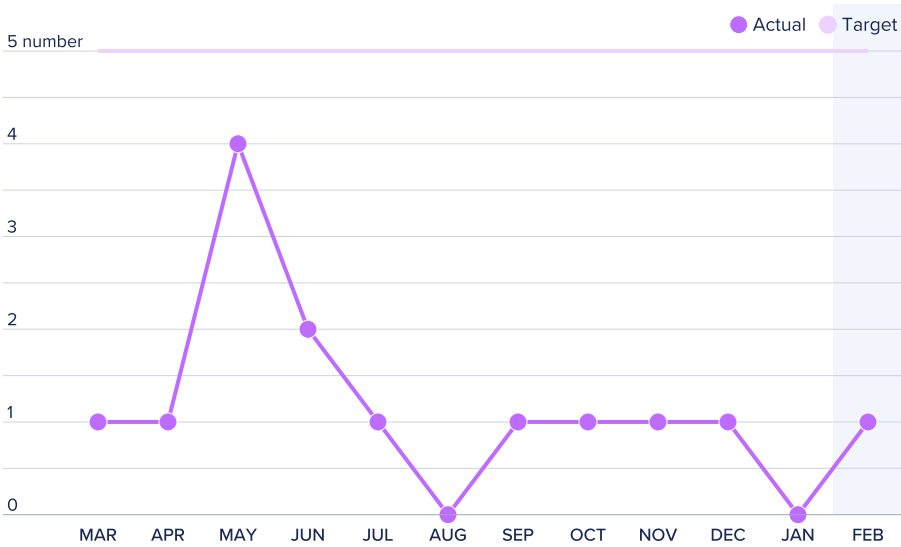
With this year's investment in a new safety programme and the increase in Health and Safety training we have seen a steady decline of Health and Safety incidents.

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.

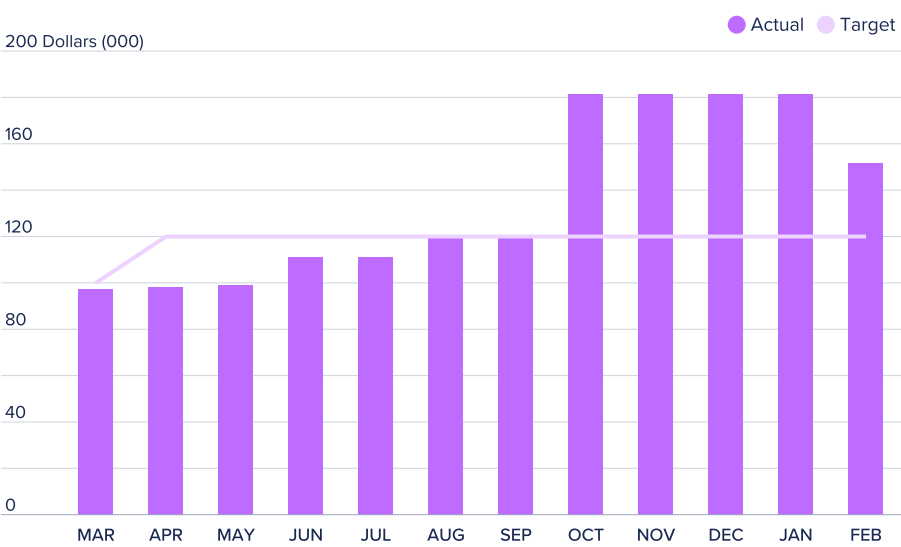
PRIVACY & SECURITY INCIDENTS - Data breaches and security incidents



Privacy & security:

This month there has been 1 security incident, well below our target of 5. This incident was minor and was resolved within 24 hours of being identified. Since we began reporting there have been no major security incidents or privacy breaches.

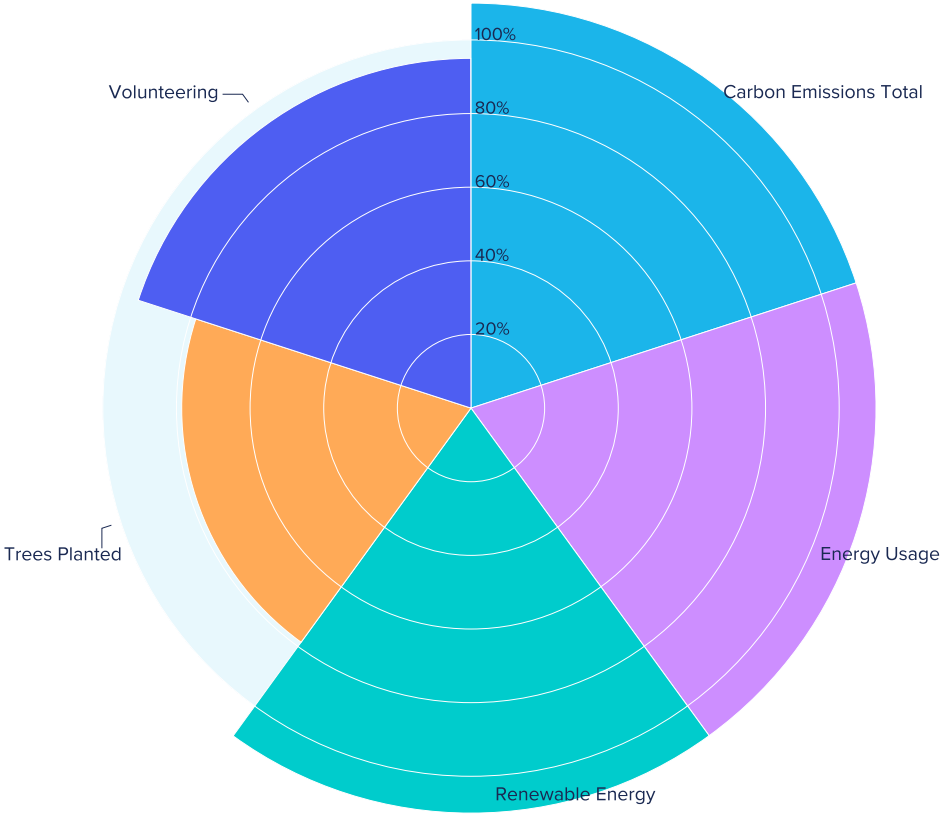
PRIVACY & SECURITY INVESTMENT



ISO certification:

We recently gained ISO 27001:2022 certification. Leading up to this the team, lead by Ben and Danielle, implemented an ISMS, and successfully completed a detailed audit. Our ISO 27001 certificate is now available on our website.

TARGET SCORECARD



Actual vs Target		
	Actual	Target
Energy Usage	8,900	8,300
Renewable Energy	4,965	4,900
Trees Planted	550	700
Volunteering	950	1,000