



# Corporate Social Responsibility (CSR) Plan

Version 1.0	Updated 09/09/2025	Next review 09/09/2026
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## 1. Purpose

This plan operationalises Marco Polo Portal's CSR Policy by setting measurable objectives, actions, and performance indicators across environmental, social, governance, and community impact areas. It ensures compliance with relevant laws and frameworks while embedding CSR principles into all operations.



## 2. Objectives & Actions

CSR Pillar	Objective	Action Steps	Performance Indicators / KPIs	Responsibility	Timeline
<b>Environment</b>	Reduce environmental footprint	Implement Environmental Management Plan (EMP).  Source renewable-powered cloud hosting.  Operate as paperless business.	≥90% hosting spend with renewable providers.  10% annual reduction in office energy per FTE.  95% reduction in paper usage vs FY24 baseline.	Environmental Lead + IT Lead	Quarterly review



**Social Impact  
(Disability  
Inclusion)**

Empower  
people with  
disability

Ensure platform meets  
**WCAG 2.1 AA**  
accessibility.

Involve NDIS  
participants in co-design  
and testing.

Employ people with  
disability across roles.

100% platform compliance  
with WCAG 2.1 AA by FY26.

≥20% of user testing pool are  
NDIS participants. ≥15% of  
workforce identify as people  
with disability by FY27.

Tech Lead + HR  
Lead

Annual



**Diversity & Equity**

Build inclusive workforce & leadership

Implement Diversity & Inclusion Action Plan (DIAP).

Target underrepresented groups in recruitment.

Deliver annual training on bias, cultural awareness, and disability.

≥40% leadership roles held by women by FY27.

100% of staff complete annual D&I training.

Employee survey: ≥85% report inclusion & belonging.

HR Lead + D&I Officer

Annual



**Indigenous Engagement**

Support Indigenous employment & supply

Implement Indigenous Engagement & Supply Plan (IESP).

Direct minimum 3% procurement spend to Indigenous-owned businesses.

Partner with Indigenous organisations.

≥3% Indigenous procurement spend annually.

≥5% of workforce identify as Aboriginal and/or Torres Strait Islander by FY27.

≥2 Indigenous community partnerships by FY27.

Procurement Lead + Indigenous Engagement Lead

Quarterly & Annual

**Governance & Ethics**

Ensure transparent & ethical practices

Implement Privacy & Security Management Plan (PSMP).

Conduct annual compliance audits.

Train staff on ethics, data protection, and governance.

Zero material privacy breaches.

100% of staff trained annually on ethics/privacy.

Annual independent audit completed.

Board + Privacy Officer + HR Lead

Annual



**Community Engagement**

Contribute to social impact beyond operations

- Partner with NDIS providers and advocacy groups.

Support initiatives aligned with disability housing and rights.

Encourage employee volunteering.

≥2 active community partnerships annually.

≥1 advocacy initiative supported per year.

≥20% staff participation in volunteering activities.

Community Partnerships Lead + CSR Officer

Annual

**3. Governance & Accountability**

- **Board of Directors** – ultimate accountability for CSR performance.
- **CSR Officer** – coordinates actions, collates KPI data, prepares reporting.
- **Environmental Lead, HR Lead, Procurement Lead, Privacy Officer, Indigenous Engagement Lead** – accountable for delivery in their areas.
- **All Employees** – required to support CSR objectives through daily practices and training.



## 4. Monitoring & Reporting

- **Quarterly** CSR performance dashboard presented to the Board.
- **Annual CSR Report** published internally and to external stakeholders (e.g. government buyers, corporate clients, investors).
- Corrective actions implemented within **3 months** where targets are not met.

## 5. Continuous Improvement

- Annual review of CSR Action Plan by CSR Officer and Board.
- Progressive raising of targets as Marco Polo Portal grows.
- Engagement with staff, participants, and stakeholders to inform updates.

## 6. References

- Corporations Act 2001 (Cth)



*Marco  
Polo*

- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth) & APPs
- NDIS Act 2013 (Cth), Code of Conduct, and Practice Standards
- Commonwealth Indigenous Procurement Policy (IPP)
- UN Sustainable Development Goals (SDGs 5, 8, 10, 12, 13, 17)
- Marco Polo Portal: Environmental, Diversity, DFV, Privacy, Indigenous Policies

**Approved by:**

Board of Directors, Marco Polo Portal

**Date:** 09/09/2025