# <Your Business Name> sustainability plan

## Vision

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| Our vision | *Example: We want to create a business that actively contributes to, models and reflects a more inclusive, cleaner, and environmentally friendly future for all Australians, building greater prosperity for our shareholders and employees, while making a positive impact on the communities we operate in.* |

## Plan scope

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|  | **Material issue** | **Definition** | **Guiding principles** |
| Environment | *Example: Climate change and greenhouse gas emissions* | *Building resilience to the physical risks associated with climate change.* | [*UN Sustainable Development Goals*](https://sustainabledevelopment.un.org/?menu=1300)  *7 Affordable and Clean Energy*  *13 Climate Action* |
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| Community and customers | *Example: Trusted community relationships* | *Positive community relationships, foster team pride in our company as a place to work. Suppliers, customers and investors to feel they are making a positive contribution by working with us.* | *UN Sustainable Development Goals*  *11 Sustainable Cities and Communities*  *17 Partnerships to Achieve the Goal* |
| *Example: Fairness and ethical conduct* | *A reputation for ethical values and transparency in our dealings with customers, suppliers and team members.* | *UN Sustainable Development Goals*  *10 Reduced Inequalities* |
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| Team | *Example: Team and contractor safety* | *Our industrial context means that we need to actively manage our health and safety risks and maintain a strong safely culture.* | *UN Sustainable Development Goals*  *3 Good Health and Well-being initiatives* |
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## Goals and actions

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| Environment | **Goal 1 *Example:* *Carbon neutral operations by 2050*** | | | |
| **Activity for goal 1** | **Who** | **Measurement/ principles** | **Timeframe** |
| *Example: Continued investment in solar energy projects, continued investment in LED lighting upgrades and investigation of carbon offsetting of day-to-day activities.* | *Chief operating officer* | *Measure greenhouse gas emissions using GHG protocol.* | *Solar panel installation at our Western Site by 6/20*  *LED upgrade by 9/21*  *Measure emissions each December* |
| **Goal 2** |  |  |  |
| **Goal 3** |  |  |  |
| Community and customers | **Goal 4** *Example:* *Our local community feels supported by our company and we have trusted relationships* | | | |
| **Activity for goal 4** | **Who** | **Measurement/ principles** | **Timeframe** |
| *Example: 75% of team members spend one paid day per year participating in community volunteering.* | *CEO and direct reports* | *Measure percentage team member participation over the year in HR system* | *Report team participation over previous financial year by 9/20* |
| **Goal 5** *Example:* *We meet our customer’s expectations for ethical dealing and transparency* | | | |
| **Activity for goal 5** | **Who** | **Measurement/ principles** | **Timeframe** |
| *Example: Extend formal customer feedback process to all new customer interactions to identify potential issues. Establish a baseline Net Promoter Score. Review and refresh customer dispute resolution process.* | *Chief Customer Officer* | *Customer Relationship Management system reports feedback attempt and responses.* | *By 9/20* |
| **Goal 6** |  |  |  |
| **Goal 7** |  |  |  |
| Team | **Goal 8** *Example: Zero workforce fatalities* | | | |
| **Activity for goal 8** | **Who** | **Measurement/ principles** | **Timeframe** |
| *Example: Strengthen and update team member safety training program. Add procedures for managing contractors.* | *HR manager* | *Relevant roles identified in HR system and attendance tracked. Manager agreement tracked in HR system. Non-participation followed-up.* | *Report showing all relevant team members trained by 9/20. All managers agree to contractor procedures by 10/20* |
| **Goal 9** |  |  |  |
| **Goal 10** |  |  |  |

## Sustainability metrics

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|  | **FY19 baseline** | **FY20** | **FY21**  *Example:**Percentage stretch goal vs previous year* | **FY22**  *Example: Percentage stretch goal vs previous year* |
| *Projected Energy consumption:* |  | *Example: 5% lower use vs baseline* |  |  |
| *- Gas GJ* |  |  |  |  |
| *- Electricity MWh* |  |  |  |  |
| *- Fuels GJ* |  |  |  |  |
| *Total energy costs $* |  | *Example: 8% lower costs vs baseline* |  |  |
| *Energy savings $* |  |  |  |  |
| *Projected greenhouse gas emissions using GHG protocol scope 1 in tonnes* |  |  |  |  |
| *Water use ML* |  | *Example: 5% lower use vs baseline* |  |  |
| *Water costs $* |  |  |  |  |
| *Water savings $* |  |  |  |  |
| *Waste in tonnes* |  | *Example: 5% improvement vs baseline* |  |  |
| *Customer Net Promoter Score* |  |  |  |  |
| *Number of customer complaints* |  |  |  |  |
| *Team turn over as a % per annum,* |  |  |  |  |
| *Number and rate of employee and contractor fatalities* |  |  |  |  |
| *Number and rate of Lost Time Injury Frequency* |  |  |  |  |
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## Procurement strategy

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| **Investment in vehicles, equipment and other assets** | *Example: We actively investigate opportunities to upgrade our equipment in order to meet and exceed our sustainability goals. For example, through:*   * *lower-energy equipment and vehicles that support our energy saving goal and our goal to be carbon neutral by 2050* * *newer technology with advanced safety features, that supports our goals of zero workforce fatalities and lost time due to injuries. Our reputation as a safe place to work enhances our trusted relationship with our community.* |
| **Sustainable supply chain** | *Example: We value our reputation as a sustainable business. We require that our suppliers have sound corporate governance and ethics, environmental management practices, look after the safety, human rights and well-being of their teams and provide safe workplaces. We review suppliers annually and work with suppliers that fall short to address specific concerns. We plan to report in line with the* [*Commonwealth Modern Slavery Act 2018*](https://www.homeaffairs.gov.au/criminal-justice/files/modern-slavery-reporting-entities.pdf) *guidelines.* |
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## Reporting

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| **Reporting frequency** | *Example: Annually after March each year on the company website company.com.au* |
| **Contact point for questions and comments about this plan** | *Example: questions@company.com.au* |
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