



Social Impact and Environmental Sustainability Report





Our attitude towards business has always been one of responsibility, so much so that it is one of our core company values.

Respect | Responsibility | Relationships | Reliability

- ▲ **We are responsible** for serving customers’ information technology and telecommunications needs with honesty, integrity, and transparency, strengthening our reputation and long term business relationships.
- ▲ **We are responsible** for providing a professional, positive, respectful, ethical, healthy, safe and inclusive workplace that supports and challenges staff, and contributes to the local community.
- ▲ **We are responsible** in our commitment to sustainability through thoughtful leadership, innovation, training, and a financially stable operation providing reliability, and security to staff, customers, and stakeholders. We are conscious of global impact and embrace **the United Nations 17 Sustainable Development Goals**.

SUSTAINABLE DEVELOPMENT GOALS



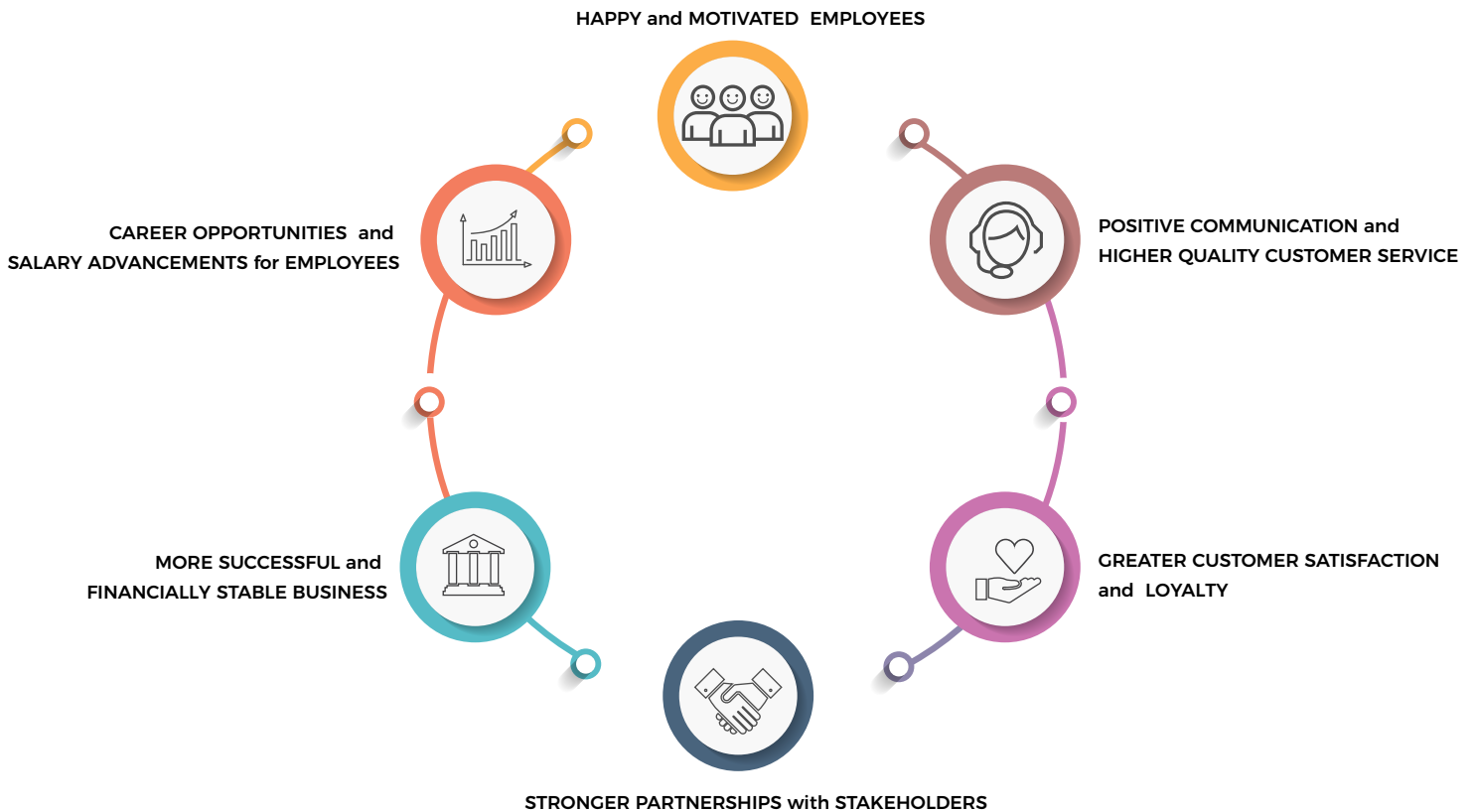
The **2022 Social Impact and Sustainability Report** is our seventh report published and details R-Group's sustainable practices and programs, results, and targets for the future. R-Group concentrates its corporate social responsibility and sustainability efforts within three key indicator areas:

- 01 **Social**
- 02 **Environmental**
- 03 **Governance**

SOCIAL IMPACT

R-Group invests thoroughly in its team.

A happy and healthy team is paramount as when our people feel positive and valued at work, they are more likely to remain with the company to develop their careers. Happier staff will also deliver higher quality service to customers and communicate more effectively. Better service means greater customer loyalty, strength of partnerships with stakeholders, a more successful and financially sustainable business, and a more peaceful and productive world. Happier team members are more likely to enjoy life, friendships, and meaningful family relationships outside of work too!



The **recruitment process** is the first important step in the employee life cycle at R-Group. The **Senior Leadership Team** seeks to employ individuals with the technical skills and experience relevant to roles, and also looks for personality attributes synergetic with company values and culture. Particular emphasis is placed on finding people with the '**R-factor**', a term which describes someone who is switched on, motivated, professional, positive, collaborative and passionate about customer service.

R-Group looks after the team with regular check-ins by line managers which opens up communication around employee contentment, professional goals and ideas for innovation. The Senior Leadership Team values continuous improvement and guides company changes with support from the **Health and Wellbeing Committee, and Finance Committee**.

R-Group puts so much emphasis on employee wellbeing that we were nominated finalist for the 2022 AIM WA Pinnacle Award for Workplace Wellbeing Excellence.



SOCIAL IMPACT

Staff Satisfaction Surveys:

To measure our performance as an employer according to staff, questionnaires were distributed in January and July. These surveys assessed **culture, connection, innovation, distribution of work, responsibilities and role satisfaction, company satisfaction, resources, and management support**. The goal was to gather information which would guide company improvements. The changes implemented in 2022 raised Staff Satisfaction considerably as seen in the results:

QUESTIONS	RESULTS JANUARY 2022	RESULTS JULY 2022
Do you feel valued?	YES 63% NO 6% UNSURE 31%	YES 82% NO 0% UNSURE 13%
Define our company culture	POSITIVE 69% NEGATIVE 12% UNSURE 19%	POSITIVE 91% NEGATIVE 0% UNSURE 9%
Connections to co-workers	POSITIVE 56% NEGATIVE 0% UNSURE 44%	POSITIVE 64% NEGATIVE 0% UNSURE 36%
Openness to change	POSITIVE 27% NEGATIVE 13% UNSURE 60%	POSITIVE 45% NEGATIVE 14% UNSURE 41%
Is your feedback valued?	POSITIVE 62% NEGATIVE 0% UNSURE 38%	POSITIVE 77% NEGATIVE 9% UNSURE 14%
Does R-Group value your personal growth?	POSITIVE 69% NEGATIVE 0% UNSURE 31%	POSITIVE 73% NEGATIVE 0% UNSURE 27%
Work distributed evenly?	POSITIVE 44% NEGATIVE 12% UNSURE 44%	POSITIVE 50% NEGATIVE 9% UNSURE 41%
Is your work meaningful?	POSITIVE 50% NEGATIVE 12% UNSURE 38%	POSITIVE 82% NEGATIVE 0% UNSURE 18%
Do you have resources you need?	POSITIVE 44% NEGATIVE 12% UNSURE 44%	POSITIVE 68% NEGATIVE 9% UNSURE 23%
Are your responsibilities defined?	POSITIVE 63% NEGATIVE 6% UNSURE 31%	POSITIVE 59% NEGATIVE 5% UNSURE 36%
Are you well utilised?	POSITIVE 60% NEGATIVE 13% UNSURE 27%	POSITIVE 73% NEGATIVE 4% UNSURE 23%
How happy are you at work?	5 STAR 31.25% 4 STAR 31.25% (4/5 STAR 62.5%) 3 STAR 25% 2 STAR 12.5% 1 STAR 0%	5 STAR 31.81% 4 STAR 54.5% (4/5 STAR 86.31%) 3 STAR 13.6% 2 STAR 0% 1 STAR 0%

R-Group promoted many successful programs which maximised positive social impact in 2022

01 Good Health and Wellbeing Program

- ▲ **Physical activity promotion with annual Push-Up challenge.**
- ▲ **Mental Health Program.**
- ▲ **Staff Social events:** Swan Valley Wine Tour, Flight club, Christmas dinner, lunches, and LAN nights.
- ▲ **Mental Health events:** R U OK? Day, Mental Health Week - info email, morning tea, and lunch.
- ▲ **FIFO support:** Mental health resources sent to onsite FIFO team, office staff asked to regularly 'check-in' with them to build connectivity.
- ▲ **LifeSkills Australia Partnership:** Employee Assistance Program provided for personal or work-related matters, LifeSkills platform added to Intranet via Quicklink for increased staff accessibility.
- ▲ **Healthier, locally sourced, food and drinks, including filtered water for the office / social events.**
- ▲ **Fresh fruit weekly in the staff room.**



SOCIAL IMPACT

02 Equality, Diversity, and Inclusion Program

- ▲ R-Group as a company values **respect** – for ourselves, each other, the community, and our planet. Being inclusive is an extension of this respect and part of company culture. R-Group strives to have a good balance of people in the team as part of the recruitment process and diversity is welcomed. R-Group supports equitable pay, conditions, and opportunities for all team members regardless of gender, race, religion, cultural beliefs, sexual orientation, physical attributes, disabilities, or age.
- ▲ **Events:** are celebrated across the year and the team are invited to participate. Invitations, information and resources are shared, including community significance:
 - ▲ **Pride Month celebration** – R-Group email signatures reflected our support for the Pride movement! Informational email sent to our team with links to resources, plus an invitation to morning tea with coloured cupcakes provided. The team **Pride Month Photo Challenge Competition** was lots of fun!
 - ▲ **Lunar New Year** – Informational email around cultural significance sent to our team, plus an invitation to enjoy traditional snacks to celebrate.
 - ▲ **Earth Day** – Informational email sent to our team including updated environmental and waste management policies along with ideas for conserving water and energy in daily life.



03 Community Sponsorships, Fundraising and Donations

R-Group continues to recognise the important work of local community organisations and charities by providing ongoing support and contributions.

- ▲ **Sponsorships:** **Claremont Football Club Colts** and **Warwick Senators U16 Thunder Basketball Team** are proudly sponsored, each promoting healthy living, participation in community sport, and social connections.



SOCIAL IMPACT

▲ Fundraising:

▲ In August, the team participated in 'Jeans for Genes Day' where staff gave a gold coin donation to the cause.



▲ In June, the team participated in the **Push Up Challenge** for the Push for Better Foundation. The aim is to engage and educate people in the importance of mental and physical health and to raise awareness of mental health issues affecting everyday Australians.



▲ **Donations:** R-Group supplies ICT equipment to a local school for students involved in their STEM program and to **Legacy WA** to support their fundraising efforts for **WA Veterans** and their loved ones.



ENVIRONMENTAL SUSTAINABILITY

R-Group works to improve systems and processes through creativity and innovation to ensure better environmental practices for the company every year.

With strategic collection and monitoring of our environmental data, we can assess progress towards achievement of our sustainability targets in line with the UN Sustainable Development Goals. At R-Group we get the whole team involved by sharing practical information and ideas to build awareness, knowledge and support, and by participating annually on Earth Day. The 2022 event included sharing our updated Environmental and, Waste management policies with staff along with ideas around how to conserve water and energy in daily life.

Core environmental statistics we analyse at R-Group are:

- 01 Waste
- 02 Energy Consumption
- 03 Transport



Waste

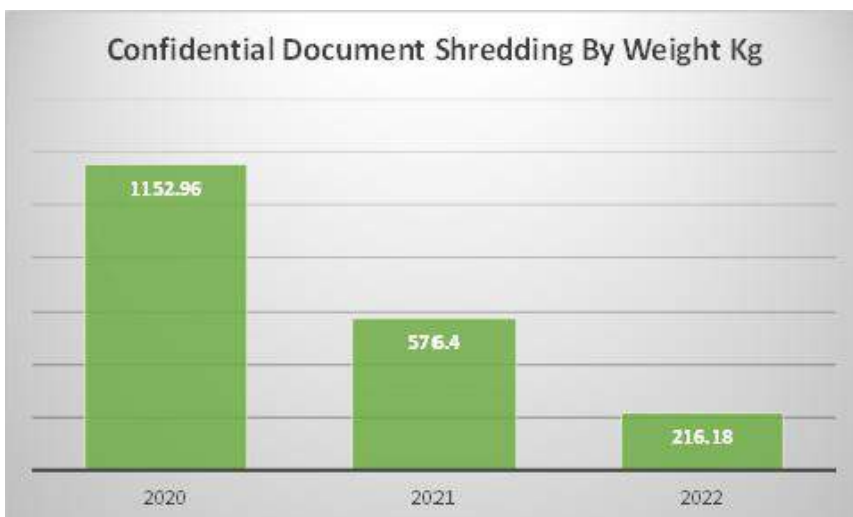
R-Group has continued to maximise the amount of e-waste that is recycled in everyday operations by partnering with a local recycling plant for the significant benefits to our local environment:

- Reduce waste to landfill.
- Less CO² emissions and transport mileage.
- Considerable energy savings.
- Significantly less water consumption.

In 2022, R-Group recycled 64kg of e-waste, avoiding approximately 288kg of carbon emissions. The reduction in e-waste generated in 2022 was due to most recycling occurring in 2021.

R-Group continues to reduce, reuse, and recycle by repurposing cardboard boxes and plastic packing and, promoting the containers for change program, run by the SOC team. Our polystyrene waste, printer toner cartridges, staff uniforms and confidential paper document shredding continue to be 100% recycled locally through private organisations.

Over the last three years R-Group has consecutively reduced its document shredding by over half from 1152.96kg in 2020 to 216kg in 2022. This success is due to new digital invoicing, online accounting software and digital filing policies.



Energy Consumption

In the last two years R-Group has performed exceptionally with a significant reduction in energy consumption compared to previous years. In 2022, results are the best to date with notable low energy consumption rates for June, August, and October as seen in **Figure 1**. There were several factors that impacted data scores in these months including:

- ▲ The ongoing implementation and reinforcement of energy saving initiatives to staff (switching off monitors at end of day, switching off lights in unoccupied rooms).
- ▲ R-Group recorded its lowest consumption of energy since 2013 in the month of June though, this month R-Group transitioned to a new energy provider and accuracy of data is uncertain.
- ▲ August saw the successful removal of power-drawing equipment in the office data centre that helped to achieve lower energy consumption rates.
- ▲ Also in August, a company-initiated lockdown due to COVID over a two-week period and the take up of flexible working arrangements with staff opting to split their time between home and the office led to a reduction in reported energy consumption.
- ▲ The decline in usage for October was due to a decline in R-Group's full time personnel. New hires joined the company at the end of November and the beginning of December which explains the increase in usage during this period.

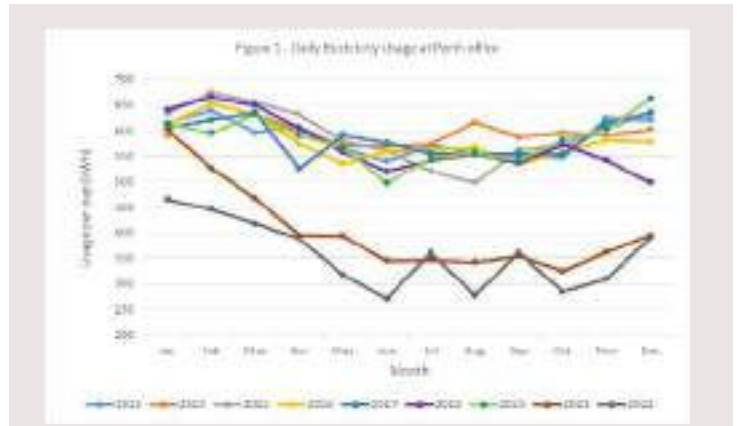
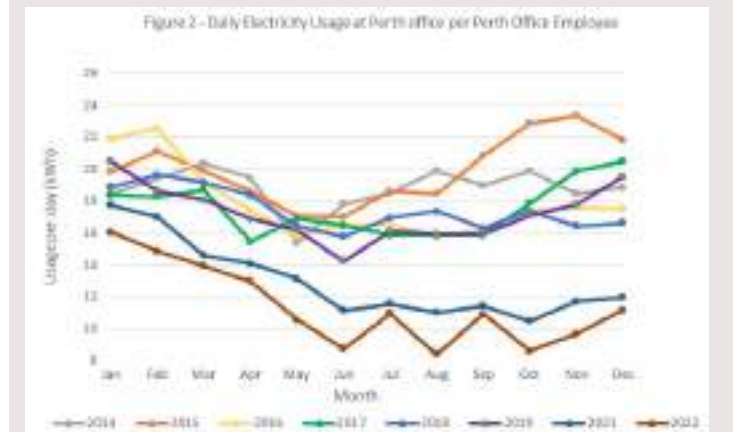


Fig. 1



In Figure 2, we can see the Electricity Usage per day recorded for each Perth office employee which follows a similar path to the Company data. Notably each R-Group team member has worked to reduce their energy consumption significantly in 2022.

The data is also indicative of greater draws on energy in warmer months due to higher-than-average temperatures in Perth and frequent use of air conditioning, attributing to increased energy consumption. Winter months similarly saw the requirement for more heating.



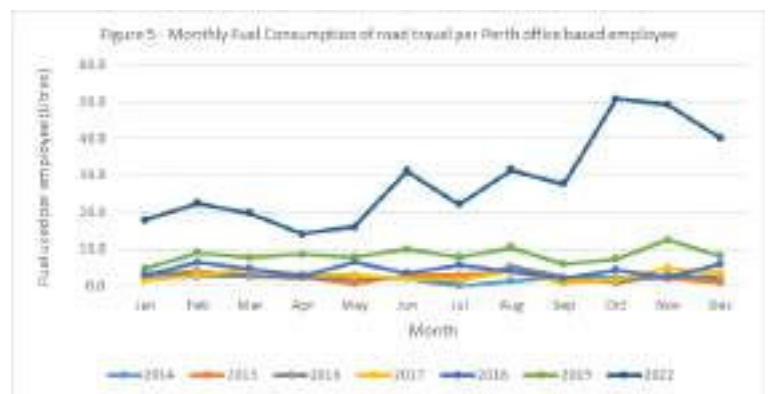
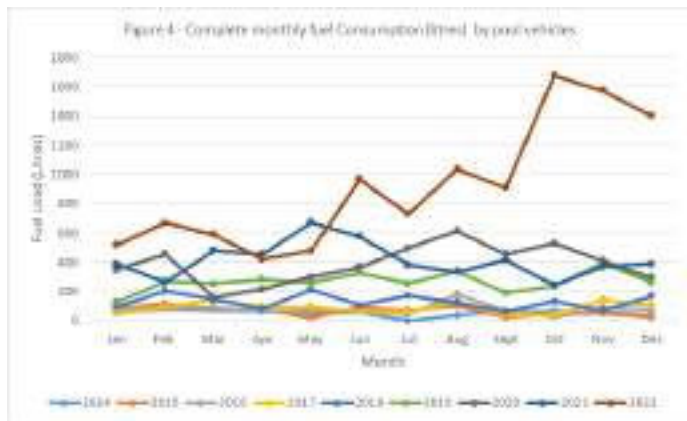


Transport

VEHICLES

R-Group's geographical client footprint continues to increase each year with clients based in several regional locations across WA such as Vasse, Northam, Australind, Katanning, Albany, Esperance, and Mt Holland. This growth is evident in Figure 4 with the associated rise in fuel consumption.

2022 saw an increase in transport emissions along with ongoing maintenance and vehicle costs, particularly for the month of June onwards. This was attributed to hire of a secondary van for deployment of our site team to remote clients. One substantial project required weekly visits by R-Group employees to Vasse for deployment works.



AIR TRAVEL

In 2022 R-Group contributed minimal greenhouse gas emissions with client-based work in Broome via air travel. R-Group will continue to offset air travel through the Carbon Neutral Charitable fund and will continue to conduct business operations remotely as a priority where possible.

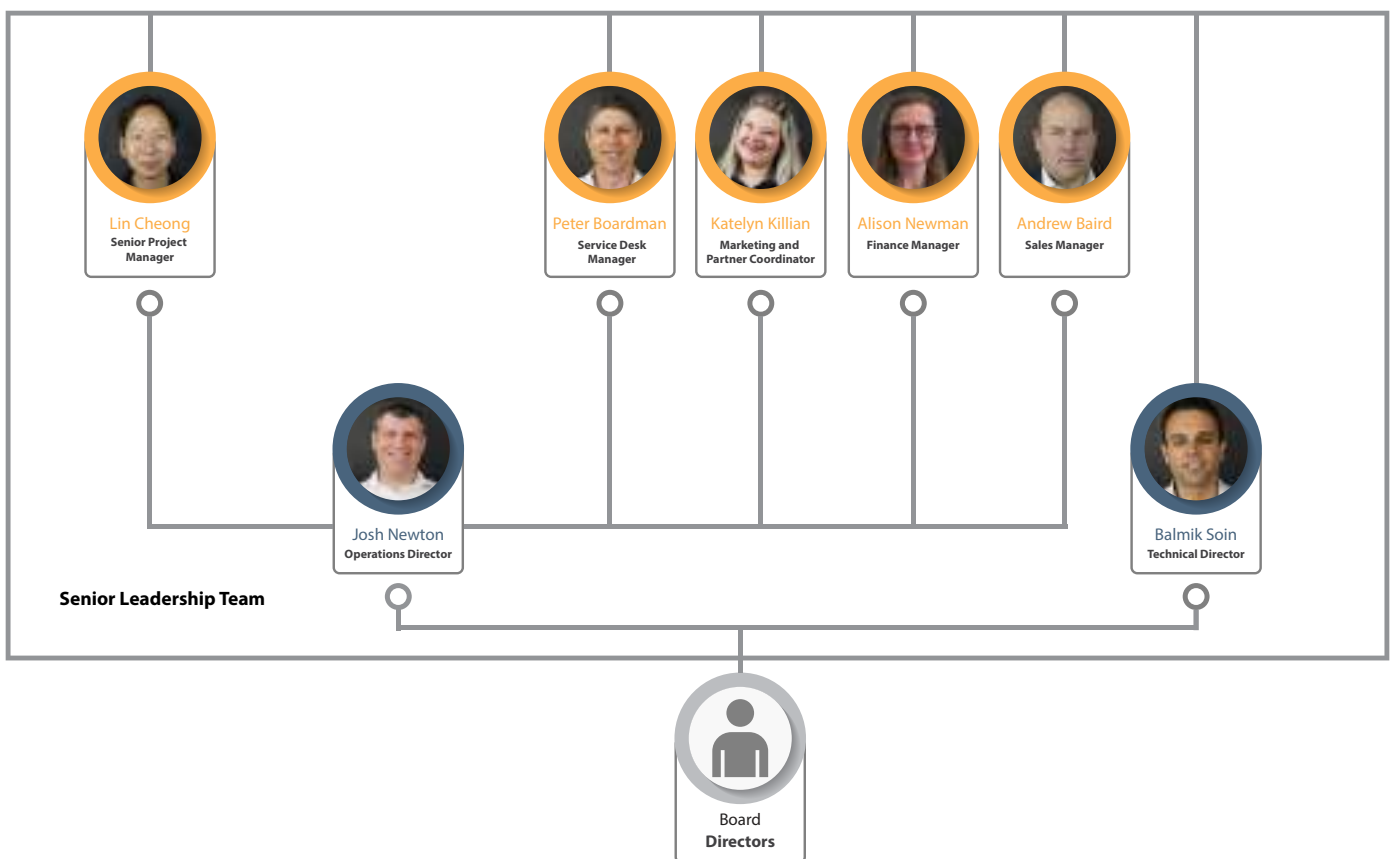
SUSTAINABILITY AND GOVERNANCE

Sustainability governance refers to R-Group processes, policies and structures used to manage social, environmental, and financial aspects while pursuing business goals. R-Group mechanisms include thoughtful leadership, policies and procedures, training, innovation, and maintenance of a financially stable business providing reliability, safety and security to staff, customers, and stakeholders.

01 Thoughtful Leadership

The R-Group **Senior Leadership Team (SLT)** meets fortnightly to plan and review progress towards sustainability goals and to discuss governance issues. Social impact and environmental sustainability initiatives are tabled, and decisions made in line with business goals, values, team needs and opportunities. The SLT defines roles and responsibilities, establishes policies and procedures, manages risks, and ensures compliance with regulatory bodies and industry standards. The **UN 17 Sustainable Development Goals** provide a framework for conscious decision making and awareness of our global impact.

Sustainability information is communicated across multiple internal channels and feedback is always welcomed. Sustainability performance and goals are reported to the **Company Board** each quarter for review. With data collection and analysis, the R-Group **Sustainability Report** is produced annually and published on the R-Group website and LinkedIn page.



Health and Wellbeing Committee

The Committee meets fortnightly to assess the current Social Impact and Sustainability program, and to brainstorm and plan future programs. They review any current team issues, social and mental welfare, health and wellbeing, environmental and occupational safety, and security. Objectives are Zero Harm, Minimal Impact, Most Healthy Workplace, and Maximised Building Security.



SUSTAINABILITY AND GOVERNANCE

02 Policies and Procedure

R-Group's policies and procedures are developed in line with business values and objectives, and with consideration of social impact and environmental sustainability goals. They are available to all staff on the Intranet and are displayed on internal screens. Several policies and procedures were updated in 2022.

2022 Sustainability Updates

NEW AND UPDATED POLICIES

- ▲ Bribery and Corruption
- ▲ Anti-Bullying
- ▲ Work Health and Safety

Future goals are to establish HSES Policies and Mentally Healthy Workplace Policies.

UPDATED PROCEDURES

- ▲ Employee Wellbeing Response
- ▲ HR Management
- ▲ Accident and Incident Management Reporting
- ▲ Emergency
- ▲ Cyber Security
- ▲ Lone Working
- ▲ Corporate Travel
- ▲ Credit Card
- ▲ Expense Claim Processing
- ▲ Procurement
- ▲ Transport Management
- ▲ Document Control and Record Management
- ▲ Building End of Day
- ▲ Tool and Equipment
- ▲ Client E-Waste Management
- ▲ Power Outage
- ▲ Delivery Stock and Logistics
- ▲ Company Car Loan
- ▲ Recruitment and Onboarding
- ▲ Client Onboarding
- ▲ Partner Onboarding
- ▲ Uber Business
- ▲ Office Management

UPDATED REGISTERS

- ▲ Building & Room Access
- ▲ First Aid Kit Audits
- ▲ Staff RAT
- ▲ Staff Health & Safety
- ▲ WHS Targets & Reports
- ▲ Staff Performance Review
- ▲ Uniforms
- ▲ Tool Inventory Control
- ▲ Maintenance



End of Day Working Procedure



Lone Working Procedure



Cyber Security Procedure



Reporting Accidents and Incidents



SUSTAINABILITY AND GOVERNANCE

03 Training

R-Group provides regular staff training to promote social responsibility and environmental sustainability, focusing on areas such as energy conservation, waste reduction, ethical and transparent business practices, responsible procurement, data security, customer service and compliance.

R-Group encourages staff to discuss professional development goals and training interests with their line managers during "Check In" meetings. Regular internal "R-ticulate" training sessions and external training opportunities are commonplace. Staff are encouraged to lead training sessions in areas of expertise, increasing their confidence and contributing to the company's long-term success.

2022 staff training:

▲ Energy Conservation

Energy saving practices eg. PC shutdowns, turning off lights and A/C systems in unoccupied rooms.

▲ Customer Service

Weekly/fortnightly R-ticulate sessions run by the Senior Leadership Team.

▲ Software Training

Specialised technical programs offered internally and externally:

- ▲ Unified Communications / Teams Integration.
- ▲ U2000/NCE Server Training.
- ▲ Security Vulnerabilities and Penetration Testing.

▲ First Aid Course | Facilitated by an external provider.

▲ Fire Safety Course | Facilitated by an external provider.



04 Innovation

Innovation is a critical component of R-Group's mission to provide up-to-date technology solutions, data and system security, a competitive edge with improved efficiency and productivity, cost savings, financial success, and sustainability. To achieve these goals, the company seeks out innovative opportunities within the areas of infrastructure, processes, and services.

INFRASTRUCTURE

R-Group invests in green technology such as energy-efficient servers and data centres, virtualisation technologies, and renewable energy sources, which means a reduced carbon footprint towards environmental sustainability goals, cost savings by reduced energy consumption and minimised waste.

AutoTask has improved efficiency and productivity for three years, and Microsoft Teams enhances efficiency in communication amongst staff and with external stakeholders.

SERVICES

R-Group has an advantageous position to promote sustainability with its serviced clients by implementing innovative technology solutions. These solutions help clients become more sustainable by increasing efficiency, productivity, and security while also improving technology infrastructure and processes. As a result, clients can achieve improved sustainability and cost savings, leading to greater financial success.

PROCESSES

R-Group's commitment to innovation extends to its internal processes. Practical sustainability ideas are promoted regularly, such as using public transport or cycling to work, and carbon offsetting staff travel, helping staff to collectively reduce carbon footprint.

The HR team regularly updates role definitions and responsibilities to align with changes in infrastructure, processes, and individual goals. R-Group has implemented a flexible work environment and a Work-From-Home policy to improve productivity and reduce carbon footprint. The company places a high value on innovation through education and offers regular training opportunities and professional development tailored to the interests and needs of the team. In 2022, R-Group created a NOC Career Roadmap to support the technical team's professional development goals.

SUSTAINABILITY AND GOVERNANCE

05 Finance

Each year we strive to improve our services and to build strong client relationships and loyalty, which will lead us to greater financial success. We strive to build the team as the business grows, and to provide employment opportunities for the team and wider community. We aim to keep our employees and clients happy, through reliable employment and IT service provision. This is achieved with continued financial sustainability.

R-Group's **Leadership and Finance Teams** ensure financial sustainability with consistent communication, regular strategy meetings, transparency, monitoring of KPI's and forecasting. Management of business and financial goals, risks, and opportunities is vitally important. R-Group is proud to have been operating successfully for over 20 years and knows that financial sustainability has played a large part.

R-Group invests in **green technology** with the use of energy-efficient servers, data centres, and renewable energy sources. The Company is committed to reducing its carbon footprint. **Cost savings** have been achieved through sustainable practices. Reduced energy consumption and the minimisation of waste are two areas in which this has been achieved. Sustainability is not only good for the environment, but also for R-Group's bottom line.

R-Group has **partnered** with other companies employing good environmental, social, and governance practices including suppliers, clients, and not-for-profits.

We are proud to work with:

