2023
Sustainability and
Social Impact Report

R-GROUP
INTERNATIONAL

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.**
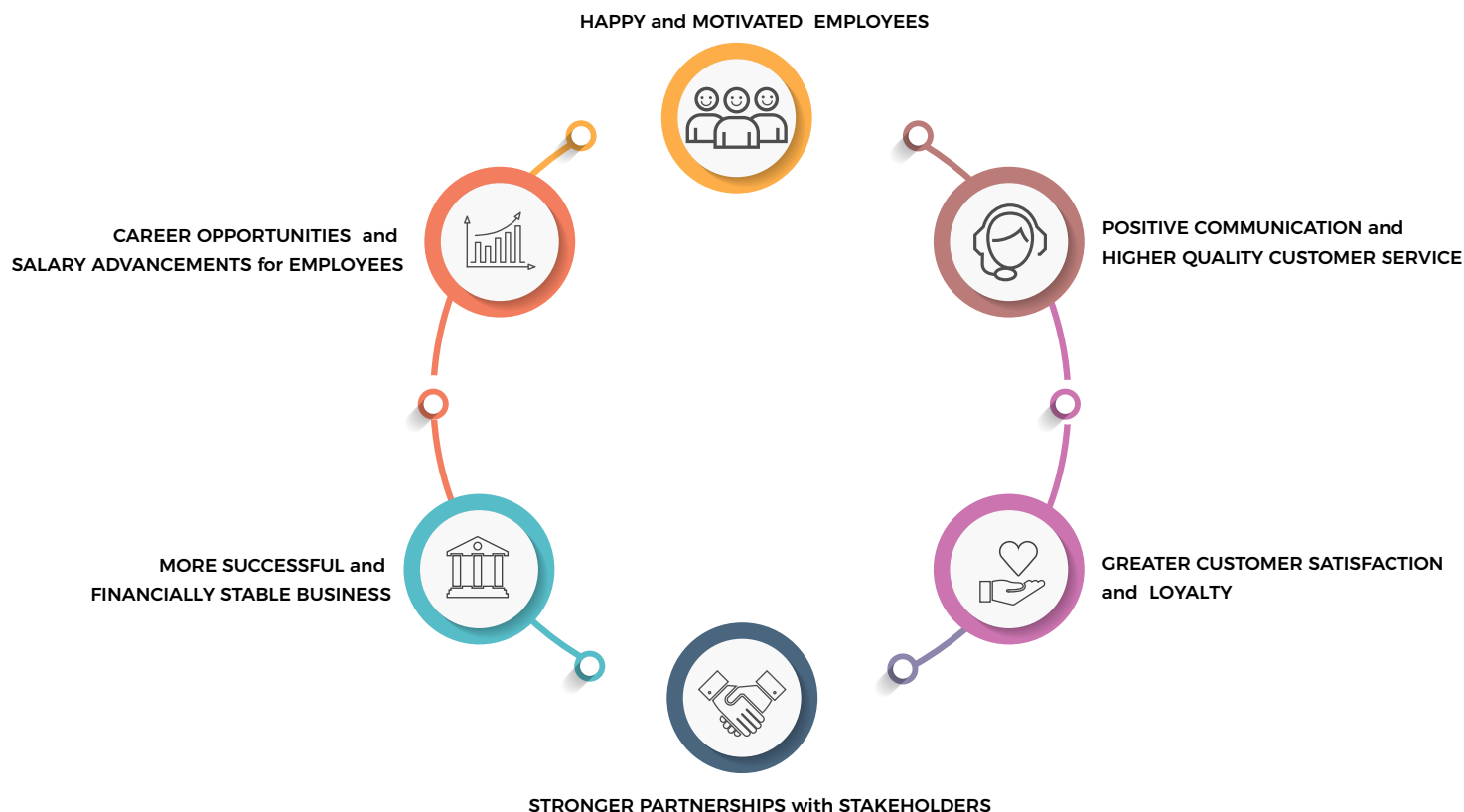

The **2023 Social Impact and Sustainability Report** is our eighth report published and details R-Group's sustainable practices and programs, results, and targets for the future. R-Group concentrates its corporate social responsibility and sustainability efforts within three key indicator areas:

01 **Social**

02 **Environmental**

03 **Governance**

R-Group invests thoroughly in its team.

Our team is the heart and soul of our organisation. 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.

HAPPY and MOTIVATED EMPLOYEES

CAREER OPPORTUNITIES and SALARY ADVANCEMENTS for EMPLOYEES

POSITIVE COMMUNICATION and HIGHER QUALITY CUSTOMER SERVICE

MORE SUCCESSFUL and FINANCIALLY STABLE BUSINESS

GREATER CUSTOMER SATISFACTION and LOYALTY

STRONGER PARTNERSHIPS with STAKEHOLDERS

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, the Work Health Safety Committee and Finance Team.

R-Group puts so much emphasis on employee wellbeing that we were nominated finalist for the

2023 AIM WA Pinnacle Award for Workplace Wellbeing Excellence.

AIM WA
PINNACLE AWARDS
2023 FINALIST

WORKPLACE WELLBEING EXCELLENCE

Staff Satisfaction Surveys:

To measure our performance as an employer according to our staff, a questionnaire was distributed in July. This survey assessed culture, connection, innovation, distribution of work, responsibilities and role satisfaction, company satisfaction, resources, mental and physical health support and Senior management support. The goal was to gather information which would guide company improvements. The changes implemented in Mid-2022 raised Staff Satisfaction considerably as seen in the results:

QUESTIONS	RESULTS JULY 2022	RESULTS JULY 2023
Do you feel valued?	Yes 82% No 0% Unsure 13%	Positive 76% Negative 0% Unsure 24%
Define our company culture	Positive 91% Negative 0% Unsure 9%	Positive 94% Negative 0% Unsure 6%
Connections to co-workers	Positive 64% Negative 0% Unsure 36%	Positive 76% Negative 0% Unsure 24%
Openness to change	Positive 45% Negative 14% Unsure 41%	Positive 65% Negative 0% Unsure 35%
Is your feedback valued?	Positive 77% Negative 9% Unsure 14%	Positive 100% Negative 0% Unsure 0%
Is your personal growth valued?	Positive 73% Negative 0% Unsure 27%	Positive 88% Negative 0% Unsure 12%
Work distributed evenly?	Positive 50% Negative 9% Unsure 41%	Positive 65% Negative 6% Unsure 29%
Is your work meaningful?	Positive 82% Negative 0% Unsure 18%	Positive 82% Negative 0% Unsure 18%
Do you have all the resources you need?	Positive 68% Negative 9% Unsure 23%	Positive 88% Negative 6% Unsure 6%
Are your responsibilities defined?	Positive 59% Negative 5% Unsure 36%	Positive 70% Negative 12% Unsure 18%
Are you well utilised?	Positive 73% Negative 4% Unsure 23%	Positive 70% Negative 12% Unsure 18%
How happy are you at work?	5 Star – 31.81%, 4 Star – 54.5%, 3 Star – 13.6% 2 Star – 0%, 1 Star – 0%	5 Star – 29.4%, 4 Star – 58.8%, 3 Star – 11.8% 2 Star – 0%, 1 Star – 0%

01 Good Health and Wellbeing Program

- Physical activity promotion with the annual Push up Challenge and Step for Steptember.
- Mental Health Program.
- Healthier, locally sourced, food and drinks, including filtered water for the office / social events.
- Fresh fruit weekly in the staff room.

   Staff Social events: Flight club, Spring picnic and outside games, 12 days of Christmas calendar events, Easter egg hunt, staff BBQs and lunches, morning teas and bake-off competition.

   Mental Health events: RUOK? Day, the Push-Up Challenge, Mental Health Week.

   Health Initiatives: Cancer Council's Biggest Morning Tea, Jeans for Genes Day, Step for STEPtember, corporate massage and social walking club.

   FIFO support: Mental health resources sent to onsite FIFO team and regular check-ins with the office-based team to build connectivity.

   Remote support: Mental health resources and care packages sent to onsite FIFO team as well as regularly scheduled 'check-ins' with all remote (FIFO and Philippines based) staff to build connectivity and community. All remote staff are involved in staff wide emails and modified social events, where possible.

   LifeSkills Australia Partnership: Employee Assistance Program provided for personal or work-related matters, LifeSkills platform added to Intranet via Quick link for increased staff accessibility.

R-Group promoted many successful programs which maximised positive social impact in 2023

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** – Informational email sent to our team with links to resources, plus an invitation to morning tea with coloured cupcakes provided.

⊿ **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.

⊿ '**International Women's Day** – Celebrating the progress made towards achieving gender equality and women's empowerment, especially within IT, a male-dominated industry.

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.

Celebrating International Women's Day
Embracing Equity, Diversity, Inclusion ♥

CLAREMONT FC PRESIDENTS LUNCHEON

THUNDER BASKETBALL TEAM | End of Season Bash

5 GENDER EQUALITY

10 REDUCED INEQUALITIES

Fundraising:

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

◢ In September, the team participated in Stepember, a health initiative run by the Steptember Organisation, encouraging people to walk 10,000 steps a day while raising money to support people living with Cerebral Palsy across Australia.

◢ **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.
- Considerable energy savings.
- Less CO_2 emissions and transport mileage.
- Significantly less water consumption.

In 2023, R-Group recycled almost 11 tons of e-waste, avoiding approximately 4.5 tons of carbon emissions. The increase in e-waste generated in 2023 was due to R-Group partnering with a long-standing customer to assist with recycling their aging infrastructure on-site.

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

R-GROUP INTERNATIONAL   Uniting   Fortescue.

7 AFFORDABLE AND CLEAN ENERGY

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

Energy Consumption

In the last three years R-Group has performed exceptionally with a significant reduction in energy consumption compared to previous years. In 2023, notable low energy consumption rates were for July 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).

▲ In July, we saw a higher number of staff take leave during the school holiday period.

▲ The ongoing support of flexible working arrangements for 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 beginning of November which explains the increase in usage during this period.

▲ The decline in usage in December was due to the shutdown of infrastructure in preparation for its move to the new office.

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.

Figure 1 - Daily Electricity Usage at Perth office

Figure 2 - Daily Electricity Usage at Perth office per Perth Office Employee
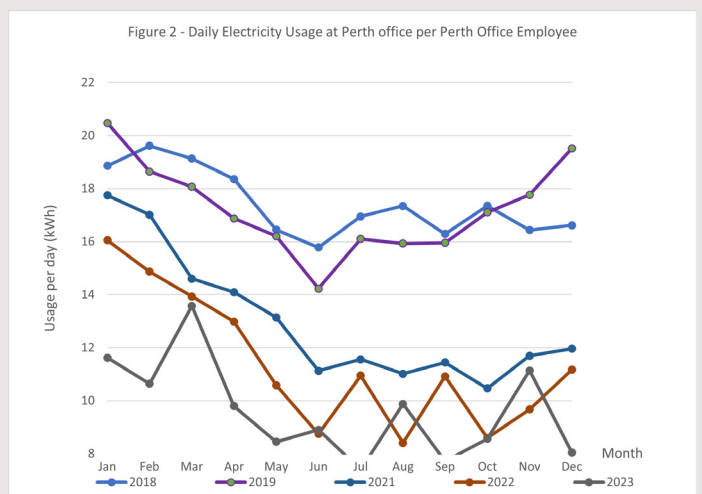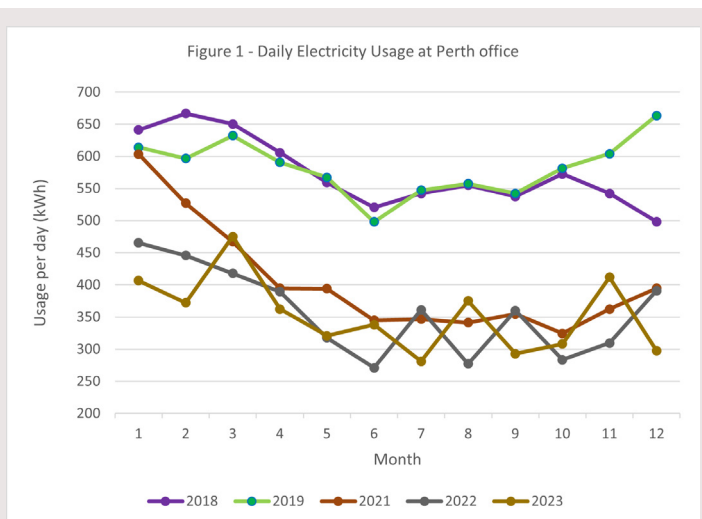
In Figure 2, we can see the Electricity Usage per day recorded for each Perth office employee which follows a similar path to the Company data. Notably each R-Group team member has worked to reduce their energy consumption significantly in 2023.
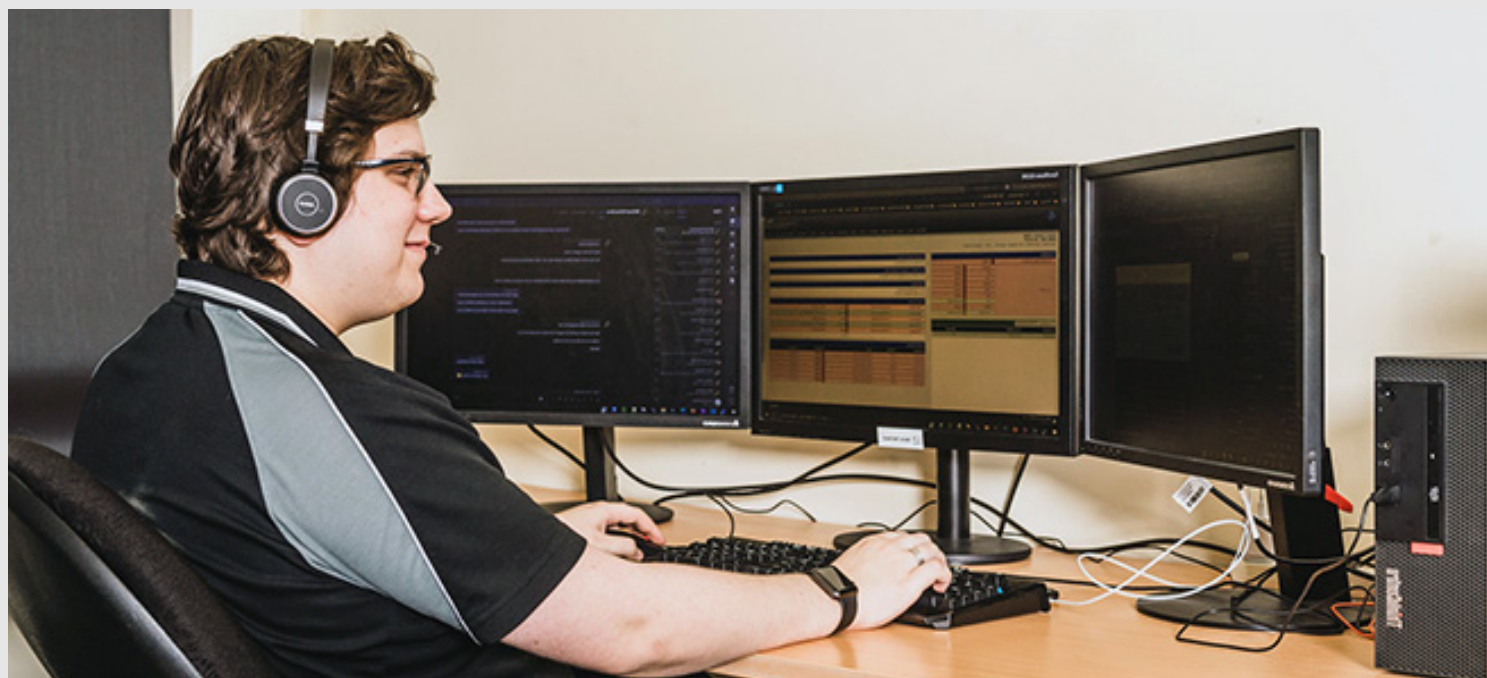
Transport

VEHICLES

We saw a decline in R-Groups monthly fuel consumption at the beginning of the year due to a decrease in R-Group's geographical client footprint.

We saw a notable increase in fuel consumption towards the end of the year when R-Group picked up 2 x projects located in Australind down South and acquired 2 x new company vans. In 2023, the company made a conscious effort to assist customers remotely whereby possible to reduce the need for petrol consumption.

Figure 4 - Complete monthly fuel Consumption (litres) by pool vehicles
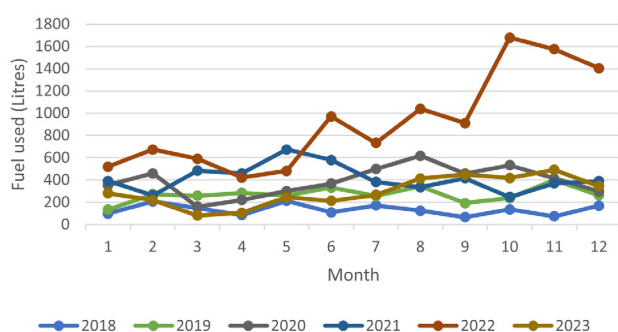
Figure 5 - Monthly Fuel Consumption of road travel per Perth office based employee
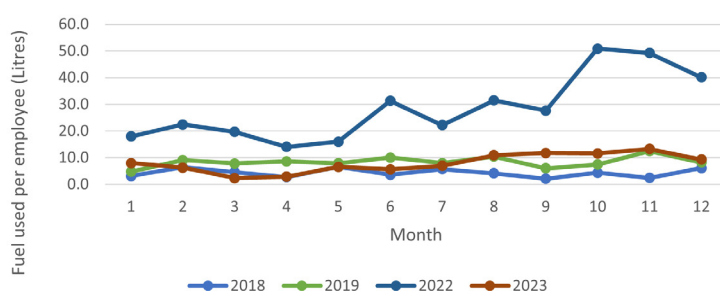
AIR TRAVEL

In 2023, R-Group contributed minimal greenhouse gas emissions with client-based work in Sydney 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 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.

Lin Cheong
Senior Project Manager

Nathan Gilders
Service Desk Manager

Katelyn Killian
Marketing Specialist

Alison Newman
Finance Manager

Andrew Baird
Sales Manager

Josh Newton
Operations Director

Balmik Soin
Technical Director

Senior Leadership Team

Board
Directors
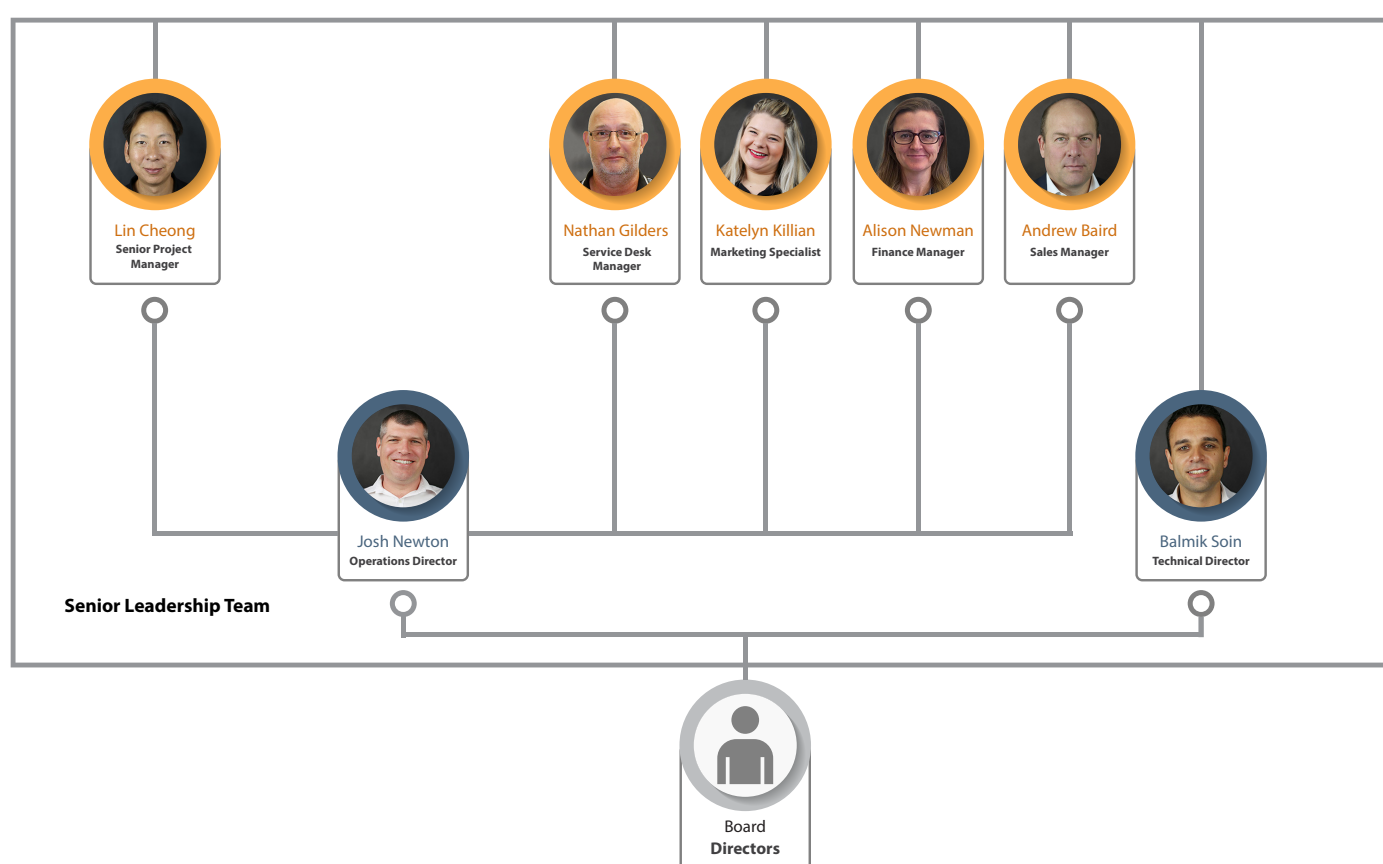
Workplace Health Safety Committee

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.

Lahna Barratt

Katelyn Killian

Lachlan Blanch

Kathryn Wallace

Thea Sida-Murray

Richard Bone

WHS
Representatives

3 GOOD HEALTH AND WELL-BEING
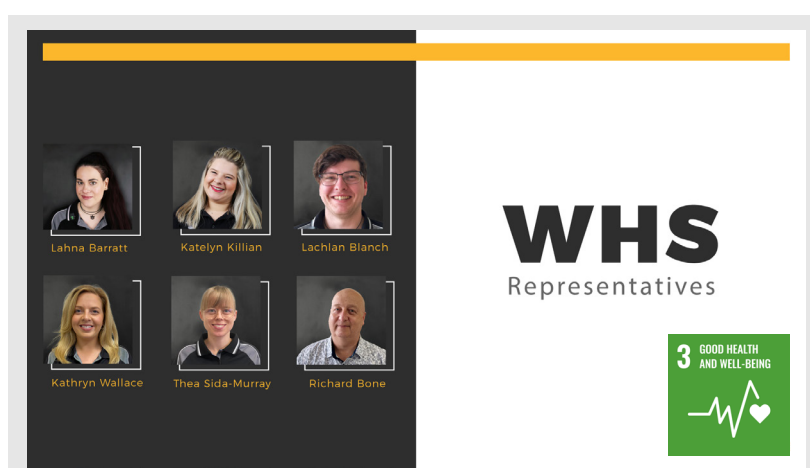
02 Policies and Procedure

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 reviewed bi-annually by the management team and are available to all staff on the Intranet and are displayed on internal screens.

2023 Sustainability Updates

NEW AND UPDATED POLICIES
- HSE Management Plan
- Work Health and Safety
- Workplace and Wellness

Future goals are to develop our Environmental and, Diversity & Inclusion Policies

End of Day Working Procedure

Lone Working Procedure

Cyber Security Procedure

Reporting Accidents and Incidents

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

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.

2023 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.
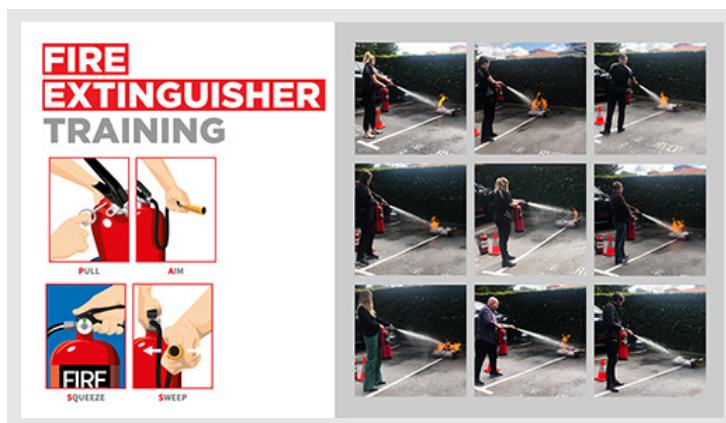
04 Innovation

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, we continue to follow and develop this in 2023, R-Group created a NOC Career Roadmap to support the technical team's professional development goals.

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: