

FY 2024

Sustainability Report



About this report

This report is Waste Services Group Pty Ltd’s (WSG) second annual Sustainability Report, building upon our inaugural Sustainability Report in FY23. Our 2024 Sustainability Report highlights our environmental, social and governance (ESG) progress, and performance for the financial year 1 July 2023 to 30 June 2024 (FY24). ESG initiatives, progress and performance have been reported beyond this date range, where material.

This report provides information on all operational brands of WSG with acquired companies included from their acquisition date. A full list of WSG acquisitions in the last financial year can be found in the *Our Network* section of this report.

We aim for continual improvement in our sustainability-related disclosures given the importance of clear and transparent sustainability performance information to our business and our stakeholders. This year we have prepared this report in accordance with the Global Reporting Initiative (GRI) 2021 Universal Standards, in addition to being informed by the UN Sustainable Development Goals (UN SDG’s) and Sustainability Accounting Standards Board (SASB) Waste Management Standard 2023. Our UN Global Compact annual Communication on Progress is also included within this report to ensure completeness. Throughout this report, the terms ‘sustainability’ and ‘ESG’ are used interchangeably.

Components of this report have been limited assured by RSM, an independent professional services firm, and this updated version of this report replaces the unassured report issued on 24 December 2024. Data for the report was compiled by relevant areas of the business for inclusion within the report. This report was reviewed and approved by our Executive Team and the Board of Directors. For transparency, RSM has supported WSG in two additional workstreams– 1) external assurance of WSG’s sustainability-linked loan (SLL) Sustainability Performance Targets (SPT) for the past two years and 2) Support with the vendor selection process for WSG’s carbon accounting database.

There are no restatements of information contained within this report from the 2023 Sustainability Report.

Statement of use: Waste Services Group Pty Ltd has reported in accordance with the GRI Standards for the period 1 July 2023 to 30 June 2024.

The publication date for this report was 24 June 2025

Questions about this report or sustainability at WSG can be directed to: sustainability@wsgrp.com.au

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Sustainability highlights

Operations



Number of employees

655

Employees (increase from 495 in FY23)

Sustainability



Expanding our ESG team from one to three people – adding a Sustainability Analyst and Resource Recovery Solutions Specialist



Commenced developing our carbon accounting database and submitting our emission targets to SBTi



Trialling electric vehicles and renewable diesel to identify emission reduction opportunities



Completing our third Modern Slavery Statement

Safety



8.6 recordable work related injury rate

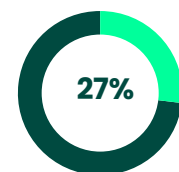
per 1,000,000 hours worked in FY24, down from 31.5 in FY23.

Decarbonisation

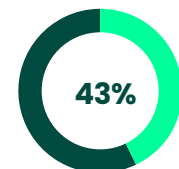


Implemented **100% green power** across operations, reducing 933 GJ Scope 2 emissions

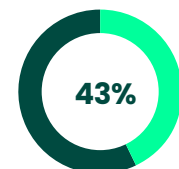
Diversity and inclusion



Proportion of women employed across WSG (increase from 22% in FY23)



Proportion of women in management roles across WSG (remained consistent)



Proportion of women in operational office roles across WSG – (increase from 38% in FY23)

Training and education



9279hrs

Total training hours in FY24, (increase from 2,169 in FY23)



14.2hrs

Average training hours per employee (increase from 4.4 hours in FY23)



7,639hrs

Driver training hours in FY24, (increase from 1,053 in FY23)

Waste Diversion



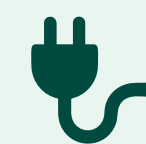
615kt_{kt}

of waste transported (increase from 553k (11%) in FY23)



255kt

Total waste diverted from landfill (increase from 180kt (42%) in FY23).



100%

of electronic waste collected recovered through recycling.





Message from the Chair and CEO

In FY24, we continued to mature our approach to sustainability and achieve key milestones to realise our ambition of being an emerging ESG leader in the Australian waste sector.

At WSG, we support the transition to a lower carbon future and we recognise the critical role our sector plays in supporting this transition. We have a genuine commitment to reduce our impact on the environment, be a good corporate citizen, and to undertake safe and compliant operations. We understand that embedding ESG into our business strategy makes good financial sense through ESG initiatives that strengthen our business for our stakeholders. Ultimately, we recognise the importance of ESG considerations to secure the longevity of our organisation, for the benefit of our shareholders, our people, and the communities in which we operate.

In the last year our sector has experienced significant change relating to ESG, driven by multiple factors including evolving stakeholder expectations and requirements, impending national regulatory reporting changes, and the increasing popularity of emerging topics such as circular economy. WSG experiences the impacts of this shifting landscape in real time. Our customers are engaging with us more than ever before to identify waste solutions. Our employees are increasingly interested in our corporate ESG performance. The WSG senior leadership team is collaborating on ESG topics on a more regular basis. It is evident that in FY24, sustainability has continued to grow as a priority for the WSG team and all of our stakeholders, and in response our approach to sustainability has grown and matured. We are very proud to share the results of these efforts in this report.

In mid-2023, we acknowledged that to deliver against our ambitious ESG action plan and send a signal about our genuine commitment, WSG needed to invest in resourcing an ESG team to strengthen our in-house capabilities. This resulted in the appointment of two new roles over the reporting period – a dedicated Sustainability Analyst and a Resource Recovery Solutions Specialist. These roles, alongside our Group ESG Manager, have enabled a material uplift of our ESG operational performance and increased our abilities to collaborate more with other functions of the business to ensure sustainability is not a standalone issue and each function plays their role in the solution.

In June 2024 we finalised our first customer focused ESG strategy. The purpose of this strategy is to support the alignment of our over-arching business strategy, our ESG approach and our customers’ future needs and requirements. Ultimately, this strategy encompasses the sustainability issues that are both impactful and strategic for WSG’s own operations, but also create value and resonate with, our diverse customer base.

Throughout the year we also commenced developing our carbon accounting database and submitted our emission targets to the Science Based Target Initiative (SBTi) to be validated within a two-year period. While already calculating our emissions baseline and setting a Net Zero target, WSG wanted to further increase our preparedness for measuring and

monitoring of our Scope 1, 2 and 3 emissions. Our business and our stakeholders greatly value the availability of precise and accurate emissions data to meet our reporting requirements as well as customer expectations. Our carbon accounting database will support this as well as facilitating further maturity of our emissions data.

“Sustainability is a really important part of who we are and who we’re going to be in the future”

– Matt Tamplin, CEO

In addition, we are pleased to share this report as our first Global Reporting Indicator (GRI) aligned Sustainability Report. It is important to our organisation that transparent, best practice information is available to our stakeholders to support informed decision-making. WSG believes that aligning to GRI for our external disclosures represents this and to ensure transparency, we will have this report independently assured, with limited assurance, and an updated version of this report will be published in mid-February 2025. So that our report contains all our ESG-related disclosures in one location, within this report we have included our UN Global Compact Annual Communication on Progress and also reported against UN Sustainable Development Goals and Sustainability Accounting Standards Board (SASB) Waste Management Standard 2023.

As an emerging ESG leader in the Australian waste sector, our future is bright. WSG will continue to make significant investments in ESG in the next 5-10 years particularly as technology advancements make new initiatives possible. We achieved 100% GreenPower at all WSG-operated sites from July 2023, conducted an electric vehicle trial from July 2024 and undertook a trial of renewable diesel in November 2024. We are expecting our solutions-based business (Managed Services) in particular to improve outcomes for customers as more diverse waste solutions become available.

We are proud of our sustainability performance for FY24 and we look forward to providing further updates on our progress in the years to come, as we prepare to align with the climate-related reporting requirements, determine the role of renewable diesel and electric vehicles in our collections vehicles to reduce emissions, and progress preparation of a circular economy strategy.



Phil Garling AM
Chair, WSG



Matt Tamplin
Chief Executive Officer, WSG

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About us





1.1 Our organisation

Established in 2016, Waste Services Group (WSG) is a privately owned waste management and resource recovery company servicing commercial and industrial customers in the Australian waste sector.

We have a network of waste management , industrial services and waste consultancy businesses that operate nationally with a physical presence in Victoria, New South Wales and Queensland servicing over 10,000 customers. Our head office is located in Braeside, Victoria, with 655 people employed across a range of roles and specialist groups.

We pride ourselves on creating tailored waste solutions for our customers, solving their waste challenges responsibly and sustainably. Ultimately it is our people that make the difference, with their genuine care and concern for our customers and the environment, that is helping our business grow and perform at its best.

1.2. Our network

Our network is the core of our business operations, offering waste management and related services across four key divisions:

- 1 **Solids** – Our Solids business operates in Victoria and NSW markets providing waste and recycling solutions including paper and cardboard processing. We service a broad range of industries including manufacturing, logistics, aged care, retail, education, trade distribution and automotive, providing high levels of reliability and market leading customer service.
- 2 **Managed Services** – Operating nationally, our Managed Services division delivers end-to-end waste management services for multi-state, multi-site customers with complex waste streams across a broad range of industry segments. The business is evolving into a waste and sustainability partner, identifying solutions via leveraging our substantial contractor network of over 250 providers, the largest in Australia.
- 3 **Liquids** – Our Liquids division operates in Victoria and Southeast Queensland, offering a range of services including liquid waste collection and associated services, as well as processing for









resource recovery. The highly reliable, responsive and solutions focused business model delivers exceptional service outcomes for customers across the commercial and industrial, utilities and infrastructure segments of the Australian market.

- 4 **Waste Consulting** – Operating nationally, APC Waste Consultants are a specialist waste consultancy business with over 27 years of experience. Recognised in industry as the leaders in waste auditing, the business also provides a broad range of technical services to customers in the government and private sectors.

Further detail regarding each of our businesses can be viewed [here](#). A full list of all our businesses can be found in Appendix 1.

In FY24, we acquired the companies Aussie Commercial, Waste Wise (NSW), Haulaway and Paper Resource. These changes to our business activities were a result of strategic decisions to increase the scale of our business as well as take advantage of opportunities to increase our market offerings, including moving further into processing and resource recovery.

Figure 1:
WSG Operations

Solids	Managed Services	Liquids	Consultancy
			
			
			
			

1.2.1 Partnerships and membership associations

In addition to the skills and capabilities within our own network, WSG strives to provide as many waste and resource recovery solutions as possible to our customers. As such, we actively engage with new partners within the industry and are regularly piloting alternative waste solutions. We believe that not only is engaging with waste partners a critical part of sustainability, but it is also important to our business model to ensure we can meet our customers' expectations and provide leading waste and resource recovery solutions to meet their needs.

It is also important to WSG to be an active member in our sector with associations that participate in advocacy that drives positive impact and change for our business, sector and customers. As such we have memberships with the following industry associations:

- Australian Organics Recycling Association
- Waste Contractors & Recyclers Association of NSW
- Waste Management and Resource Recovery Association Australia
- Victorian Waste Management Association, and
- Victorian Transport Authority.

Case study: Di Bella Coffee

Diverting coffee husk waste to support green energy production.

Challenge:

Di Bella Coffee sought to improve their sustainability by transforming waste into green energy through the recovery and conversion of coffee husks at their Castle Hill Facility.

Approach:

To facilitate this resource recovery and energy creation, WSG were proud to partner with Di Bella Coffee to implement the innovative use of a chaff compactor to compress coffee husks into briquettes for energy generation.

[Read more here.](#)

Results:

This initiative will divert an estimated 7,800kg of coffee husk from landfill in FY24, converting it into green energy to be purchased back to power Di Bella Coffee's roastery. As a result, this waste diversion will prevent an estimated 16.38 t CO₂-e greenhouse gas emissions in FY24 (using Australia's National Greenhouse Account Factors).

"To facilitate this resource recovery and energy creation, WSG were proud to partner with Di Bella Coffee to implement the innovative use of a chaff compactor to compress coffee husks into briquettes for energy generation."



1.3 Our People and Culture

At WSG, we pride ourselves on our safe and inclusive workplace, with passionate people that strive to do better for our customers and for the environment.

Our employment numbers increased significantly in FY24 compared to the previous financial year with the addition of over 100 new employees. This was due to both business acquisitions and the ongoing organic growth within our Group. Our Cultural Framework (Figure 2) , which outlines our values and behaviours, and models our approach to doing business, has never been more important to support WSG to continue its people-first approach during this period of rapid growth.

This year we undertook a number of new social initiatives to support our people as we strive to be an employer of choice , some of which are referenced below.

1.3.1 Culture Framework

In FY24, we took further steps to deeply embed our Culture Framework within our organisation and further bring it to life for our people. We introduced Culture Awards where our people nominate their colleagues for demonstrating our cultural values at work. This bi-monthly award system has resulted in a range of different people from across our business receiving recognition for their efforts in putting our values into action.

Figure 2: WSG Culture framework

WSG Values and Behaviours

Values	Behaviours		
We are one team Whether with teammates, our customers, or partners, we're all on the same side. People-first, we believe success comes from great relationships, so we work together to get the best outcomes for all.	Collaborative Works in partnership with others to meet shared objectives.	Instils Trust Gains the confidence and trust of others through honesty, integrity, and authenticity.	Customer Focused Builds strong customer relationships and delivers customer-focused solutions.
We make good things happen What we do makes a real difference, because we believe there are better ways to deal with waste. That's why we value fresh and creative thinking continuously improving our workplace and planet.	Instils Trust Gains the confidence and trust of others through honesty, integrity, and authenticity.	Quality Decision-makers Makes good and timely decisions that keep the organisation safe and delivering their goals.	Action Oriented We take on new opportunities and challenges with high energy, enthusiasm and a sense of urgency.
We always deliver, safely As a business on the go, we're only ever as good as our last job. So we back up the talk with action. Putting safety first and following through on promises, striving to never let ourselves or our customers down.	Customer Focused Builds strong customer relationships and delivers customer-focused solutions.	Accountable Holds self and others accountable to meeting commitments.	Results Driven We consistently achieve results, even under challenging circumstance



1.3.2 WSG Leadership Development Community

In FY24, we launched the *WSG Leadership Development Community*, an initiative designed to foster leadership excellence across our organisation. With WSG experiencing rapid growth this financial year, it became increasingly important to ensure that alongside our Culture Framework, all employees understand their role in driving WSG's success and upholding the values that make it a great place to work.

This community brings together WSG leaders for quarterly meetings to strengthen our leadership capabilities and build a cohesive, values-driven culture and is guided by four key objectives:

- 1 **Strategy and Vision:** to ensure all employees understand our strategy and how their contributions help achieve WSG's strategic objectives
- 2 **Alignment and Consistency:** to ensure our leaders are equipped with the tools to guide their teams in alignment with our core Values & Behaviours, ensuring consistency and cohesion across the Group

- 3 **Connection and Community:** to strengthen connections across the Group, fostering a sense of community that amplifies our collective impact
- 4 **Leadership Development:** to provide opportunities for our leaders to refine their leadership skills, ensuring our people are led by the best.

1.3.3 Charity Support Program

At WSG, we are dedicated to advancing our commitment to social responsibility through the launch of the *WSG Charity Support Program*. This initiative, launched in FY24, encourages our people to participate in fundraising efforts for approved charitable organisations, promoting a culture of giving back to the community.

When a WSG employee takes part in a fundraising event organised by a deductible gift recipient-endorsed charity, and the event requires participants to secure sponsors, WSG will contribute \$250 as a sponsor for individuals and \$1,000 for group charity initiatives, supporting both the employee's efforts and the cause.

The development of this program was driven by feedback from our employee engagement survey in FY23, where our people expressed a strong desire for the business to increase its involvement in social responsibility initiatives. In response, and in discussion with our leadership team, the Charity Support Program was developed.

The program is designed to be flexible and inclusive. To receive WSG donations, charitable programs are selected in two ways:

- 1 Employees can select social causes that matter to them personally and/or actively participate individually in a specific event
- 2 Employees can create a group and/or participate in larger initiatives offered to all employees.

Through the WSG Charity Support Program, we aim to empower our employees to make a positive impact in their communities, reflecting our ongoing commitment to integrating social responsibility into our core operations.



Case study

OzHarvest

In the spirit of giving back and aligning with our passion for sustainability and landfill diversion, a group of our Wasteflex employees dedicated half a day of the 2024 Annual Sales Conference to participate in OzHarvest's Corporate Cooking Classes. Involving 30 WSG employees, including Business Development Managers, Account Managers, General Manager Operations, National Customer Service Manager, Billing Manager, and the Executive General Manager of the Wasteflex business, this session transformed rescued ingredients into gourmet meals to support vulnerable communities. By making a tangible impact in the community, this experience reinforced our commitment to social responsibility.



1.3.4 Domestic and family violence policy

WSG recognises that domestic and family violence is a serious community issue impacting individuals and their families.

In FY24, we introduced a *Domestic and Family Violence Policy* encouraging our people to seek support from WSG if they are personally impacted by domestic and family violence. The support mechanisms available to our people includes additional paid leave per annum, financial assistance and flexible working arrangements. To access the assistance, our offices have posters detailing the team members who our people can go to locally for initial support.

Coinciding with the release of WSG's Domestic and Family Violence Policy, Wastefree organised a White Ribbon Day event to raise awareness and funds to stop men's violence against women. The event was sponsored under the *WSG Charity Support Program*, reflecting our commitment to supporting community causes and our people.

1.4 Our stakeholder engagement approach

At WSG, we believe in the importance of collaborating with our stakeholders to understand and respect their varying interests, to ensure our organisation continues to perform at its best and aligned with our values.

Our people and our customers are amongst our most important stakeholders with direct interest in our operations and having consistent, ongoing interaction with our business. In addition to these stakeholders, our Board, suppliers, investors, and financiers, play a role in the majority of our business decisions across the organisation.

We collaborate with our stakeholders for many purposes including, but not limited to:

- Seeking feedback on and alignment to proposed changes in the organisation
- Communication of key issues, developments, progress, and performance to those interested in the businesses progress
- Understanding how suppliers can support our plans to deliver exceptional outcomes to our customers, employees, and investors; and
- Supporting our customers with the challenge of navigating the upcoming legislative requirements.
- Seeking input from our customers to build our business strategy, in consideration of their expectations and requirements

When discussing ESG-related issues, to ensure our engagement with our stakeholders is meaningful and valuable, we use a number of different mediums including:

- 1 Employees** – We maintain a flat organisational structure with open communication channels, forums (including toolbox talks, newsletters and driver debriefs), management and Executive team meetings and employee engagement surveys.
- 2 Customers** – We conduct regular account management meetings with a proactive account management team, and have developed personalised approaches to customer engagement (face to face wherever possible).
- 3 Suppliers** – Our team engages with suppliers proactively on new technology, product developments, and new resource recovery opportunities, and aim to develop constructive and fair relationships.
- 4 Investors** – We conduct regular communication on key business issues including the monthly Board meetings, mid-month Board calls and regular ad-hoc discussions on important business issues.
- 5 WSG Board** – The Board has regular communication on key business issues including monthly meetings, mid-month Board calls and a weekly call with the WSG Board Chair.
- 6 Sustainability – Linked loan financiers** – We provide periodic updates each year on our business operations and seek constructive and open dialogue on business performance and future finance requirements.

1.5 Governance at WSG

At WSG, effective governance is critical to achieving our business goals and the continued growth of our organisation. Particularly during times of change, strong oversight, risk management and transparency are vital to ensure we stay aligned and sustainable as a business.

To this aim, WSG has a [Board of Directors](#) (the Board), headed by an independent chair, as the highest governing body of our organisation. As at 30 June 2024, names, composition and tenure of the Board members are as follows:

- **Phillip Garling AM** – Independent, non-Executive Chair, Board position since July 2022
- **Dean Jenkins** – Independent, non-Executive Director, Board position since April 2024
- **Oliver Mauldridge** – Director appointed by our major shareholder, non-Executive Director, Board position since January 2022
- **Matthew Tamplin** – WSG Chief Executive Officer (CEO) and Director, Executive, Board position since May 2019
- **Stephen Abbott** – WSG Chief Financial Officer (CFO), Director and Company Secretary, Executive, Board position since October 2023

The combined experience and skills of the Board encompass deep financial, economic and business experience with a history of managing large and diverse teams. The Board collectively possess the competencies and capabilities to understand the impacts of the organisation, ensure WSG has strategies to address these impacts and the authority to implement.

Our Board composition includes both major shareholder representation as well as two senior Executives to ensure key stakeholder representation. The WSG Shareholders Agreement and Constitution outlines the composition requirements of the Board. This states that major shareholder representatives must be included on the Board to provide the views of those major shareholders. The views of employees

and the day-to-day business stakeholders are addressed by having two senior Executive employees on the Board.

As a privately owned company, WSG does not currently have a formal process for evaluating the performance of the highest governing body however will be considering establishment of these processes in the future as the Group evolves.

Further information relating to other significant positions and commitments held by each Board member is available on our [website](#).

1.5.1 Remuneration Committee

A sub-committee of the Board, the Remuneration Committee is comprised of four of the Board members – all non-Executive Directors and the CEO. This sub-committee meet on an annual basis for decision making including approving changes in headcount, budgetary salary and wage costs, and short-term incentive payments for the preceding financial year.

1.5.2 Nomination and selection of the highest governance body

There is currently no formal nomination or selection process for the major shareholder representatives or the CEO and CFO. The selection of the two independent Directors was following an extensive search undertaken by two separate recruitment firms with extensive experience in assisting organisations in filling Board positions. Thorough skills, experience, competencies and background checks were completed in this process.

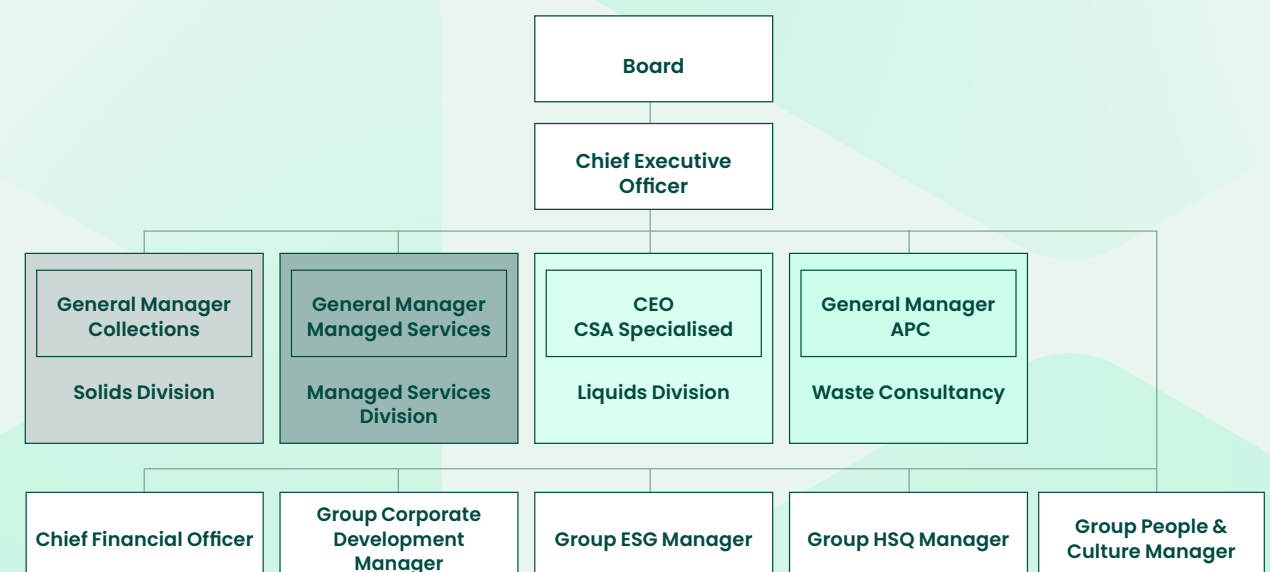
There are currently no diversity targets for the Board with members selected based on their suitability of the positions available at the time. While there is no absolute requirement for the appointment of independent directors, WSG has appointed an independent non-executive Chair and an independent non-executive Director. There is currently no formal nomination or selection process for the Remuneration Committee.

In terms of our governance composition or structure, there are two sub-committees that sit beneath the Board, being the Remuneration Committee and the Audit and Risk Committee. Both the sub-committees meet annually and are made up of Directors.

1.5.3 Conflicts of interest

The WSG Board is responsible for retaining a register of Directors' Interests to manage any potential conflicts should they arise. This register is updated at every Board meeting. In addition, two experienced independent Directors, including the Chair, provide experience in handling governance issues should they arise. Information relating to controlling shareholders is discoverable via ASIC search. Communication of shareholding is not actively communicated to non-investor stakeholders.

Figure 3: Group Management Structure – Current at December 2024
CEO, direct reports and broader executive team



1.6 Governance and oversight of sustainability

Sustainability governance refers to the systems, processes and policies that support our business to manage its ESG impacts. Effective sustainability governance and oversight are critical to WSG achieving our goal of being an emerging leader in ESG in the waste sector.

Governance of sustainability at WSG is overseen by the Board, with delegated responsibility for the day-to-day management of sustainability to WSG's Group ESG Manager (who reports to the CEO). Additional senior leadership members from across WSG play a key role in supporting the Group ESG Manager. WSG's Group ESG Manager coordinates our ESG efforts and drives the development and implementation of ESG strategy across the organisation. Other key leadership roles overseeing aspects of ESG include the Chief Executive Officer, Group HSQ Manager and the Group People & Culture Manager.

The Board has a central role in the development and, approval of our purpose, strategies and policies related to sustainability via direct involvement in development workshops, reviewing early drafts and providing ultimate approval/sign-off for final versions. In addition, the WSG Board is responsible for approving key sustainability policies (new and amended) for the organisation.

The Board and senior leadership team are involved in the approval process of all ESG-related initiatives including the 2022 materiality assessment, the 2023 Net Zero commitment, the 2024 Customer-Focused ESG strategy and both the 2023 and 2024 Annual Sustainability reports.

The Board is engaged very closely and directly participates in due diligence of ESG-related initiatives/topics that have a material impact on WSG in terms of business goals and core future business opportunities. Additional initiatives/ESG topics are still communicated to the Board via appropriate channels to support approval and sign-off and ensuring the

Board remain up to date with the businesses' ESG activities. Progress on ESG-related issues including people, technology, and performance, is reported to the Board via monthly updates with more detailed updates and engagement twice yearly. In addition, management provides mid-month verbal updates to the Board on key ESG-related issues as required.

There is currently no separate sub-committee responsible for managing our businesses impacts on the economy, environment and people, but rather, this is the responsibility of the entire WSG Board with decisions taken to the Board for discussion, debate and decision-making.

In considering Board selection, appointment and election of our independent Board members, a candidate's ability to demonstrate strong ESG understanding and sustainability impacts on businesses, and experience of ESG oversight at Board-level is deeply considered. The assessment also included confirming their strong commitment to ESG and alignment with WSG's desire to be a leader in ESG in the Australian waste sector. Given the ESG-related experience of our Board members, and the continued access of all Board members to self-education and up-skilling organisations such as AICD, we have not currently undertaken further direct actions to advance the collective knowledge, skills and experience of the Board on sustainability.

2

Our approach to sustainability



2.1 Sustainability at WSG

At WSG, sustainability is an integral component of our business, in terms of our operational, financial and business decisions, and our interactions with our customers. Integrating ESG considerations into our decision making process and outcomes is important to reduce our, and our customers’ environmental impact.

In FY24, we worked alongside a specialist advisory firm to develop a customer focused ESG Strategy, to support our ESG Action Plan. In conjunction, both frameworks will underpin our performance, approach and progress in this space. The purpose of this strategy is to align our over-arching business strategy, ESG approach and our customers current and future needs and requirements. The strategy has three key focus areas – data and reporting, waste solutions and circular economy, and emissions reductions. This strategy and its outlined ESG initiatives have now been incorporated into our ESG Action Plan for the next financial year.

In addition to developing our customer focused ESG strategy, we have marked several more milestones over the last 12 months in an effort to become an emerging ESG leader in Australia’s waste sector. These include:

- Expanding our ESG team with the addition of a Sustainability Analyst and Resource Recovery Solutions Specialist.
- Commenced developing our carbon accounting database and submitting our emission targets to SBTi

- Trialling an electric vehicle and renewable diesel to identify emission reduction opportunities, and
- Completing our third Modern Slavery Statement.

Sustainability reporting is also very important to our organisation and our stakeholders. We have matured our reporting approach this year and prepared this report in accordance with the Global Reporting Initiative (GRI) 2021 Universal Standards with limited assurance over specific components.

This year, we also experienced change within the regulatory reporting landscape in Australia more broadly with the introduction of mandatory climate-related reporting – the Australian Accounting Standards Board (AASB), Australian Sustainability Reporting Standards – S1 and S2. During FY24 this legislation was in its infancy however at the time of writing this report the AASB had been finalised. WSG conducted a readiness assessment against AASB S2 in October 2024 with the decision to include these results within this report despite being outside the reporting year due to their significance on FY25’s ESG action plan. See our section on Sustainability Reporting for the findings of this assessment.

2.2 Materiality assessment

In FY23, we engaged external expertise to conduct a materiality assessment to identify and prioritise the issues most important to our business, our broader stakeholders and the communities in which we operate. As part of the assessment, we considered a broad range of inputs including:

- Initial desk research of relevant WSG documentation and policies
- Consideration of political and regulatory developments Internationally and in Australia
- Understanding of the waste and recycling industry ESG landscape and peer insights
- Engagement with internal and external stakeholders, including WSG executives, management, customers and investors, and
- Validation and prioritisation of topics was determined based on the frequency of external and internal rankings.

as they were identified as less important to WSG’s stakeholders. These topics are however part of WSG’s watch-list for reporting as business and stakeholder expectations could change over time.

Given the rapid change we have experienced as a business in the waste sector, we will undertake a new materiality assessment in FY25 to confirm whether the issues that were important to us and our broader stakeholders in FY23 remain relevant.

The outcome of this materiality assessment is presented in the materiality matrix overleaf (Figure 4).

Our material topics form the foundation of our approach to managing our ESG impact. Following our Customer Focused ESG Strategy developed in FY24, we reviewed the definitions of our top five material topics to better reflect the concerns and interests of our key stakeholders. These top five material topics form the focus of the remainder of this report due to their significant relevance for WSG and its stakeholders. The other topics that were identified in our materiality assessment are not explored throughout the report



2023

2024

2023			2024								
AUGUST	DECEMBER	DECEMBER	JUNE	JUNE	JUNE	JUNE – JULY	JUNE – JULY	SEPTEMBER	OCTOBER	NOVEMBER	
Launched WSG Leadership Development Community	Completion of third Modern Slavery Statement	Launch WSG Culture Framework Launch WSG Culture Awards	ESG Strategy	Submit emission targetsto STBi	Launched WSG Charity Support Program	Conducted supply chain risk assessment with supplier questionnaires sent to identified higher risk suppliers	EV trial Select carbon accounting database	Operational waste audit at two WSG sites to inform our own waste management	AASB S2 readiness assessment	Renewable diesel trial	

WSG Sustainability Report 2024

Figure 4: Final FY23 Materiality Matrix

Materiality matrix – WSG – overlaid with reporting status

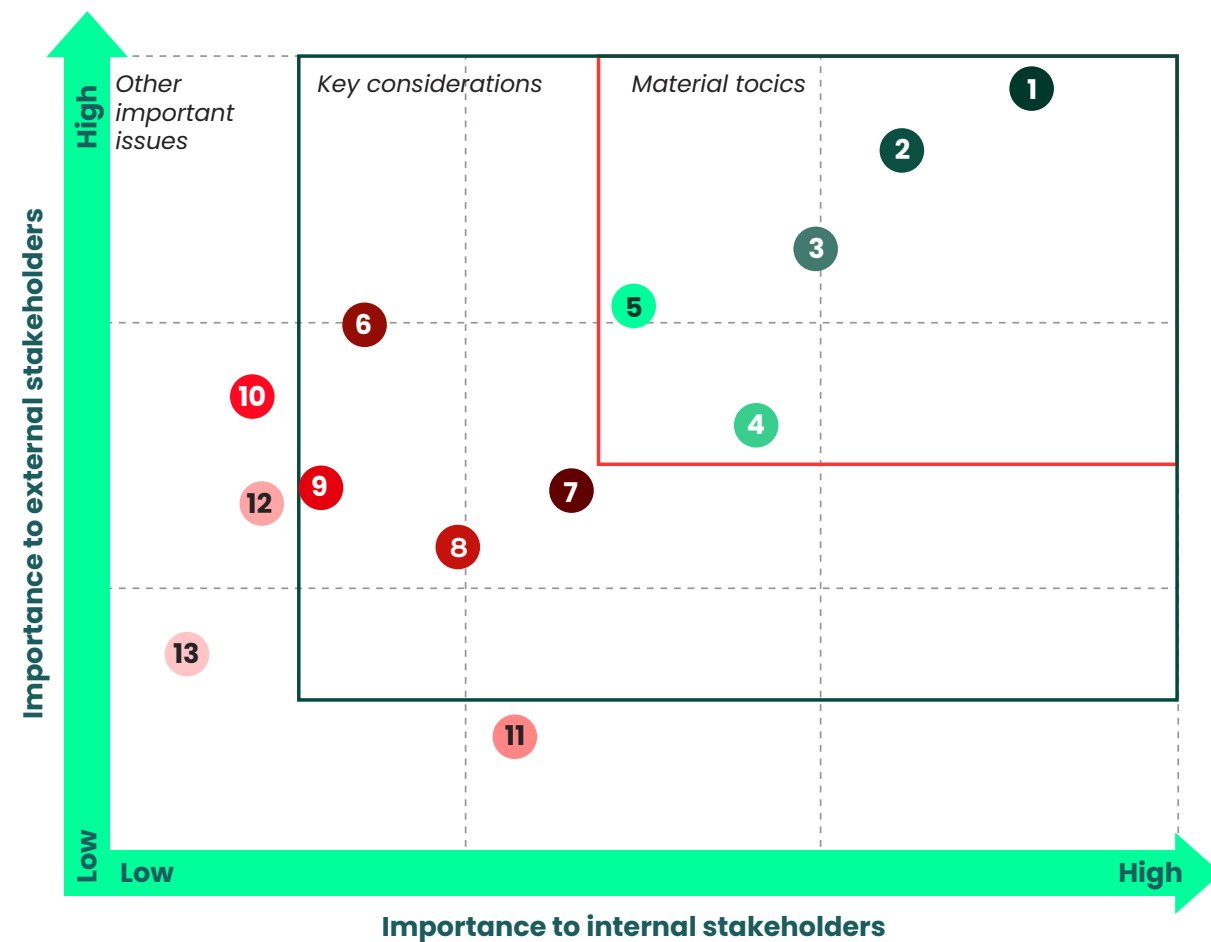


Table 1:

Prioritised Material Sustainability Topics

1	Circular economy / resource recovery	This refers to WSG's commitment towards increasing resource recovery (diverting waste from landfill) and accelerating the transition to a circular economy.
2	Sustainability reporting / customer environmental reporting	<p>This refers to:</p> <ul style="list-style-type: none"> • WSG's approach to reporting on sustainability and disclosing information including referencing established frameworks such as GRI, SASB, UN SDGs, and UN Global Compact. • It also refers to WSG's approach to reporting and disclosing environmental information to its customers on the services it provides, in line with customer expectations and requirements.
3	Carbon Footprint	This refers to addressing WSG's direct greenhouse gas (GHG) emissions (Scope 1), indirect emissions (Scope 2) and supply chain related emissions (Scope 3) that it generates through its operations.

4	Labour Practices and Employee Health and Safety	This refers to WSG's ability to uphold commonly accepted labour standards in the workplace, including compliance with labour laws and internationally accepted norms and standards, as well as ensuring the health and safety of our team and anyone that we work with.
5	Supply Chain Management	<p>This refers to:</p> <ul style="list-style-type: none"> • WSG's management of ESG risks within a company's supply chain. It addresses issues associated with environmental and social externalities created by suppliers through their operational activities. Such issues include but are not limited to, environmental responsibility, human rights, labour practices, and ethics and corruption. • WSG's ability to manage and mitigate risks associated with modern slavery in the group's businesses and within its supply chain. Practices that constitute modern slavery can include human trafficking, slavery, servitude, forced labour, debt bondage, forced marriage, and the worst forms of child labour.

Secondary Sustainability Topics

6	Community Relations	This refers to management of the relationship between WSG and the communities in which they operate, including engagement with social enterprises and local communities.
7	Employee Engagement	This refers to WSG's ability to ensure that its culture, hiring and promotion practices embrace the building of a supportive workforce culture, with high staff engagement. This includes correlation between purpose and employee motivation levels as well as higher staff retention rates.
8	Training and education	This refers to WSG's approach to training, education, and professional development of employees.
9	Environmental Compliance	This refers to WSG's compliance with environmental regulations and ensuring that waste collected is handled, stored, and disposed of appropriately, along with any other environmental compliance obligations that are part of the regulatory environment and apply to WSG's business.
10	Industry Collaboration	This refers to WSG's contribution to collaboration with industry to accelerate the widespread acceptance of sustainable business practices – particularly in driving the circular economy and partnerships between businesses across the supply chain.
11	Diversity and Inclusion	This refers to issues of discriminatory practices based on gender, ethnicity, religion, sexual orientation, and other factors, and WSG's efforts to create an inclusive workplace environment.
12	Indigenous Rights	This refers to WSG's management of the relationship between businesses and the First Nations communities in which they operate, including treatment of First Nations peoples and First Nations employment. This includes considering whether a Reconciliation Action Plan and other strategies have been developed.
13	Customer Welfare	This refers to WSG's ability to provide consumers with services that are aligned with societal expectations.



3

Our
performance



3.1 Circular economy/resource recovery

WSG is committed to increasing resource recovery (diverting waste from landfill) and accelerating the transition to a circular economy.

The following topics highlight our contributions to SDG 3 (Good Health and Wellbeing), SDG 11 (Sustainable Cities and Communities) and SDG 12 (Responsible Consumption and Production).



The global transition to a circular economy in which products, materials and resources are recovered and reused is well underway. This shift to circularity is generating a wide range of impacts and opportunities for the waste and resource recovery sector. WSG recognises that we have an important role to play in driving a reduction in waste to landfill, an increase in recycling and the creation of additional resource streams. Globally, the movement to circularity will conserve natural resources and lower carbon emissions by up to 6.02 gigatons between 2020 and 2050.*

Despite the growing commitment from customers and WSG to improve resource recovery, the waste sector faces multiple challenges as it transitions towards the circular economy. Legislation in Australia relating to the circular economy is less developed than in the European Union**, putting the onus on customers and service providers to drive this transition. As a result, the Australian market is not as mature with regards to recycling and circularity, as customers balance ESG benefits with a strong cost focus. WSG is committed to working with our customers, industry bodies, and other stakeholders to work towards improvements and innovations in this space which develop cost-efficient resource recovery solutions in Australia’s waste and resource recovery sector.

* <https://www.colorado.edu/center/2023/12/15/impact-recycling-climate-change#:~:text=Project%20Drawdown%20estimates%20that%20recycling,and%20limit%20the%20climate%20crisis.> **<https://solidflow.io/blog/esrs-e5/#:~:text=The%20CSRD%20ESRS%20E5%20is%20a%20set%20of,waste%2C%20recycle%20materials%2C%20and%20use%20resources%20more%20efficiently>

3.1.1 Circular economy strategy

WSG is actively promoting circular economy by enhancing internal waste diversion and assisting our customers, many of which have already adopted progressive strategies to reduce their carbon footprints and increase diversion rates. To support our customers, fulfill our obligations as a good corporate citizen, and take advantage of new commercial opportunities, WSG is committed to expanding and supporting resource recovery solutions and circularity revenue streams, particularly through partnerships and the expansion and acquisition of additional capabilities. The growing importance of the circular economy for WSG is recognised in WSG’s 2024 Customer Focused ESG Strategy and will be formalised in the development of WSG’s Circular Economy Strategy in FY25.

3.1.2 Supporting our customer’s circular economy transition

An important investment in WSG’s commitment to engaging with the opportunities created by the circular economy is the appointment of a Resource Recovery Solutions Specialist. By identifying resource recovery opportunities and solutions, this role is helping proactively address customer needs across operations. WSG is also directly helping customers transition towards the circular economy by providing expert advice relating to waste audits, waste management plans and strategies, enabling customers to identify opportunities to improve their waste performance and create more impactful waste management strategies. In addition, WSG’s industry-leading customer environmental portal provides customers with visibility over their waste and associated emissions, facilitating more efficient performance monitoring and reporting. By expanding waste and circularity solutions (Figure 5, Figure 6 on the following pages), WSG is supporting the development of the circular economy whilst also generating sustainable cost-effective outcomes for customers, reducing greenhouse gas emissions and increasing revenue streams.



Figure 5
Examples of WSG supporting customers transition to the circular economy

Supporting customers transition to the circular economy	
	Customer Environmental Portal: Providing customers with visibility of their waste and associated emissions to facilitate monitoring and reporting.
	Diverting complex waste: Creating better environmental outcomes, e.g., converting mud slurry into sand (aggregate) and water, and grease trap waste from cooking oil into biofuel.
	Providing advice: Advising customers on their waste management plans, strategies, and circular economy to facilitate improved waste performance and identify opportunities.
	Appointing a resource recovery solutions specialist: Providing waste recovery solutions and connecting customer needs with operations.

Case study

CEVA’s Journey to Zero-Waste-to-Landfill in Australia



CEVA Logistics in Australia partnered with Wasteflex to implement a zero-waste-to-landfill strategy, addressing waste management challenges across its facilities. By introducing waste segregation, pallet repair, recycling infrastructure, and digital monitoring, CEVA increased its recycling rate from 45% to 72% within a year, redirected 10% of waste for energy production, and reduced carbon emissions by 4,400 tons annually. These efforts also generated cost savings and earned CEVA the Sustainability Initiative award at the 2024 MHD Mercury Awards, highlighting its leadership in sustainable logistics.





[Read more here.](#)

“We find it very rewarding to support our customers on their zero-waste journeys”

3.1.3 Resource recovery solutions

Whilst not equating to a circular economy, maximising resource recovery from the waste stream by recycling and diverting waste from landfill is a crucial component of improving circularity and reducing the environmental impact of waste and resource use. WSG is partnering with customers, subcontractors, processing facilities and supply chain partners to actively support waste and resource recovery solutions and circularity innovations. Particular strategic focus is centred on expanding WSG’s solids and liquids treatment capabilities by leveraging emerging technology that supports increased resource recovery and recycling. Strategic partnerships also provide WSG with new opportunities to improve resource recovery, as identified in Figure 6.

Figure 6
Examples of WSG’s partnerships and solutions improving resource recovery

Supporting customers transition to the circular economy	
	Wasteflex helped a customer that distributes medical equipment and supplies to simplify service delivery and generate financial savings. By introducing a 30m³ cardboard compactor to replace 25 smaller bins, the customer’s waste collection frequency was reduced from three times weekly to once a month, diverting 50 tonnes of cardboard waste from landfill annually and driving savings over a five-year agreement.
	A committed partnership with Di Bella Coffee has diverted an estimated 7,800kg of coffee husk from landfill, converting it into green energy that will be purchased back to power Di Bella Coffee’s roastery.
	By offering competitive pricing against landfill rates, WSG was able to divert a caravan manufacturer customer’s entire 20 tonne/month timber waste to a recovery facility. This diversion generated annual savings for our customer and a much higher diversion rate, whilst maintaining margins for WSG.
	The appointment of a “Waste Champion” to work with Superior Waste enabled a client to develop customised solutions that increased their diversion of timber waste from 4% to 35% in under one month without any increase in operational costs.



Case study

Enhancing Timber Waste Diversion and Cost Efficiency

Challenge: The client sought to improve their waste management processes, specifically targeting timber waste, while maintaining cost efficiency. Timber waste presents unique challenges, as different wood types require specific handling and recycling processes.

Approach: Superior Waste conducted a thorough assessment of the client’s waste streams, identifying opportunities for increased diversion of timber waste. We collaborated with a facility capable of processing a wide variety of timber materials. To facilitate this partnership, we appointed a dedicated “Waste Champion,” an on-site liaison who worked closely with Superior Waste to streamline the client’s waste handling. Together, we developed and implemented customised solutions that integrated seamlessly into the client’s operations, ensuring all timber waste loads met the facility’s requirements and were not rejected.

Results:

Within the first month, the client increased their timber waste diversion by 30%, recycling significantly more material and diverting it from landfill. Notably, this improvement was achieved without any increase in operational costs.



3.1.4 Waste diversion performance

WSG’s commitment to investing in the circular economy has led to improved diversion rates across the business during FY24.

In total 615,192 tonnes of waste were transported, with 360,223 (59%) directed to landfill and 254,969 (41%) diverted from landfill. All non-hazardous waste directed to disposal was sent to landfill apart from 40 tonnes of liquid waste which was sent to non-WSG owned and operated facilities to be incinerated and 992 tonnes solid waste was an input into waste to energy operations. The proportion of waste diverted from landfill for both Solids Collections (Victoria and NSW) and Managed Services, is shown in Figure 7. In FY24, WSG collected 163.1 tonnes of electronic waste across the business which was all recovered through recycling. WSG transported a total 103,507 tonnes of hazardous waste, with 34,941 (34%) directed to landfill and 68,566 (66%) tonnes diverted from landfill. The disclosed waste data covers all waste managed by WSG across the business.

Figure 7
Proportion of solid waste and liquid waste diverted from landfill in FY24 across WSG’s service offerings

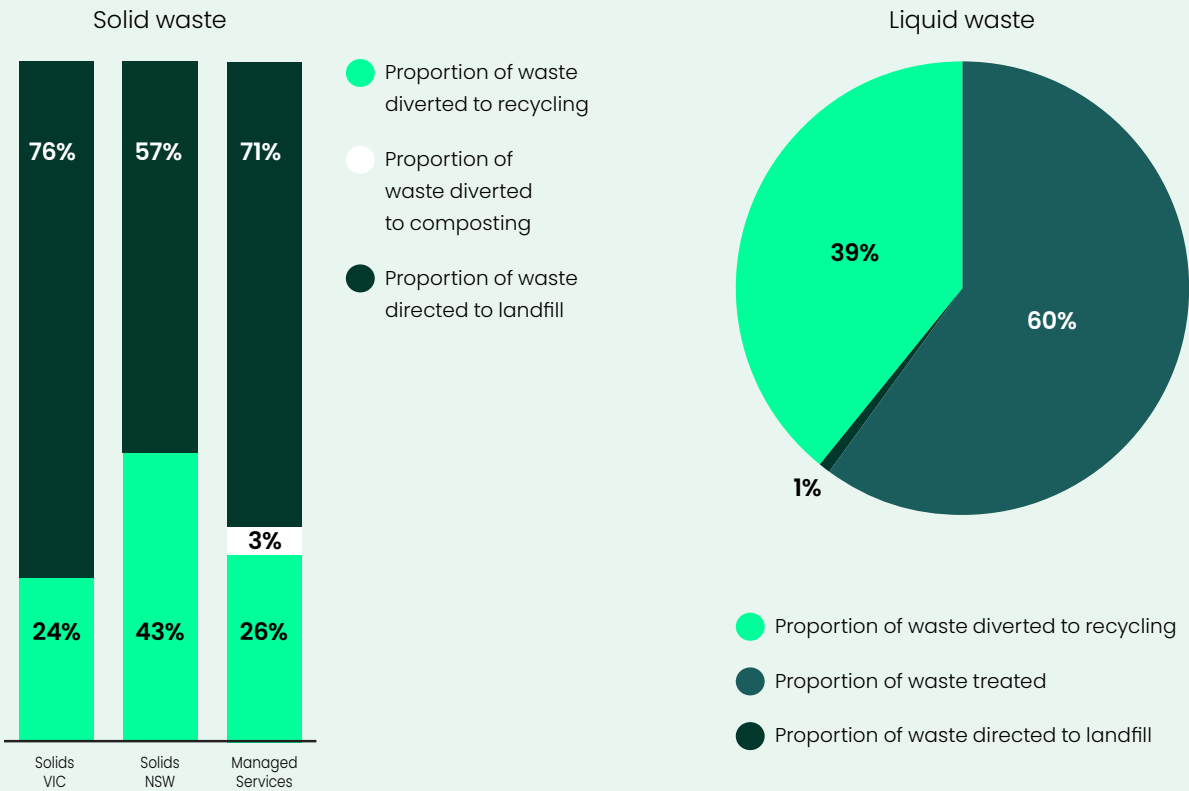


Table 2
Summary of waste transported and diverted by WSG during FY24. Detailed table located in Appendix 8.

Indicator Description – FY24	Solids VIC	Solids NSW	Managed Services	Liquids
Total weight of waste transported	194,553 t	97,289 t	213,277 t	110,073 t
Total proportion of waste diverted from landfill	24%	43%	27%	99%



What is happening with our own operational waste?

A large proportion of WSG’s internal waste is included in our overall data figures, with WSG servicing all internal sites and operations excluding Wasteflex Scoresby, Paper Resource, and CSA (some sites). To support internal waste diversion, APC conducted an internal waste audit at WSG’s Braeside Head Office and Wasteflex’s office in Scoresby. This audit identified several resource recovery opportunities, focussed on

increasing recycling and reducing contamination, and provided data which will be used to develop an education piece, to improve our resource recovery. WSG is also committed to continuing to integrate sustainability into our procurement to support the circular economy, particularly through sourcing recycled items and sustainable bins.

Reducing WSG’s Office Supply Usage

Challenge: Historically, WSG has relied heavily on printed invoices during the month-end process, resulting in significant A4 paper consumption. WSG wanted to deliver on its commitment to sustainability and improve operational efficiency by reducing the internal use of paper, particularly during the month-end process, and also other office supplies.

Approach: To reduce paper consumption, WSG introduced *Traild*, a system to manage invoices digitally. By using this system and automating workflows, the demand for other consumable office supplies would also be reduced.

Results: Following the introduction of Traild in October 2023, WSG’s annual A4 paper usage reduced from 117,500 sheets to 55,000 sheets. We also achieved between 80–100% reduction in associated stationery and packaging materials as a result of the move away from physical document processing.

Importantly, Traild has not only significantly reduced WSG’s internal office supply usage but also improved operational efficiency. In particular, WSG’s invoice management has been streamlined by eliminating manual validation and the need for printed copies.

3.1.5 Waste data collection and management

The collection and management of waste data at WSG is underpinned by the *Wastedge* platform. Wastedge is a comprehensive enterprise resource planning (ERP) system used by WSG’s Managed Services and Solids Collections operations (in both Victoria and NSW). The platform contains a database of customers, scheduled jobs, and waste metrics, including waste type, quantity (including number of plastic bags/bales, actual weight, substituted weight (based on industry averages for bin sizes)) and how/where waste is disposed/diverted. This information is used by WSG to monitor operations and is provided to customers to improve their waste

management and reporting. Wastedge also supports WSG’s job management by developing routes to improve run efficiency, reducing fuel use and emissions generated.

WSG’s Liquids Collections operations use the *Kynection* platform, a recently implemented ERP system developed over the past 12 months. Similar to Wastedge, Kynection manages scheduled jobs as well as providing all comprehensive waste metrics (e.g. size, type, and how/where liquid waste is processed).

3.2 Sustainability reporting/customer environmental reporting

WSG is committed to providing stakeholders with valuable sustainability related information on WSG’s operations, impacts and services.

The following topics highlight our contributions to SDG 12 (Responsible Consumption and Production) and SDG 16 (Peace, Justice and Strong Institutions)



Multiple market developments and heightened regulatory and legal scrutiny indicate that the transparency and accuracy of sustainability reporting is increasingly important. WSG understands this and approaches sustainability reporting through disclosing information in reference to leading sustainability reporting frameworks, as well as providing customers with information on the services it provides to support reporting.

3.2.1 Sustainability reporting at WSG

WSG’s approach to reporting on sustainability includes disclosing information against established frameworks such as the SASB Waste Management Standard 2023, the UN SDG’s and the United Nations Global Compact Initiative. In FY24, we have elevated our annual sustainability report by releasing a report that is in accordance with GRI, building upon the FY23 Sustainability Report which was in reference to GRI, and signifying the maturing of our reporting.

3.2.2 Australian climate-related disclosures

WSG recognises that the AASB, Treasury, and regulators are prioritising climate-related disclosures in sustainability-related financial information. WSG are excited to share their progress in preparing for the upcoming mandated climate reporting disclosures. WSG has engaged a third-party consultant to conduct an AASB S2 readiness assessment to identify key gaps and prepare for disclosure in FY26. Areas of focus for WSG include conducting a climate resilience assessment utilising scenario analysis and integrating the outcomes of the climate resilience assessment into strategic and financial planning processes. In partnership with the consultant, WSG has developed an implementation roadmap that provides an overarching view of the tangible actions needed to address the identified gaps. The implementation roadmap includes the work effort required, indicative timeframes, enablers, and the responsible owners for each of the actions.



3.2.3 Customer environmental reporting portal

In FY23, WSG launched its customer environmental reporting portal after identifying an increased demand for transparent and accurate environmental information from customers. This portal enables clients to disclose data such as diversion rates and carbon emissions, helping them understand their ESG-related impacts and risks. Currently, the portal serves 630 customers and 1304 users, setting an industry benchmark in terms of detail

and metrics provided. It also offers customisability and streamlined data flows, allowing customers to report and monitor performance quickly and easily. The platform enhances the decision-making value of data, supporting sustainability improvement opportunities and facilitating increased data sharing with customers.

3.3 Carbon footprint and decarbonisation

WSG is committed to capturing, managing and reporting direct greenhouse gas (GHG) emissions (Scope 1), indirect emissions (Scope 2) and supply chain related emissions (Scope 3) that it generates through its operations.

The following topics highlight our contributions to SDG 3 (Good Health and Wellbeing), SDG 12 (Responsible Consumption and Production) and SDG 13 (Climate Action).



WSG recognises the contribution of the waste sector to climate change and is committed to playing our part in reducing climate risks. By lowering greenhouse gas emissions and developing lower-carbon services for consumers, WSG is helping contribute to global efforts to ensure increased global temperatures are kept below 1.5°C from pre-industrial levels as per the [Paris Agreement](#).

The waste sector has an important role in the decarbonisation transition and faces several unique challenges. Whilst technology continues to advance, development is still required to produce electric and alternative fuel vehicles which meet the specifications required for WSG’s services. WSG recognises that without low or zero emissions vehicles, step change in our decarbonisation journey will be difficult to achieve. Investment in decarbonisation solutions and partnerships across the waste sector are key to taking advantage of the emerging technology required to support the transition to net zero.

Data challenges also exist across the sector. Arising as customers increasingly require more detailed and reliable emissions data to support their own decarbonisation journeys. WSG is committed to working with our partners in the waste sector to keep up with this rapid pace of change.

3.3.1 Net Zero and Decarbonisation

Central to WSG’s decarbonisation approach is reducing operational and supply chain emissions. Our emissions reduction initiatives are underpinned by our net zero strategy. In line with Australia’s Net Zero commitment, from a FY22 GHG emissions baseline WSG have committed to:

- Net zero Scope 1 and 2 emissions by 2050, and
- 19% reduction in Scope 1 and 2 emissions by FY32.




In FY24, WSG also submitted our science-based emissions reduction target to the Science Based Target Initiative (SBTi) to be validated within a two-year period. These targets are supported by several decarbonisation strategies (Figure 8) such as establishing 100% green power across all sites and improving operational efficiencies. Vehicles remain WSG’s largest source of emissions, and we recognise that decarbonising the fleet is a critical aspect of achieving our emissions targets. As technology continues to progress, WSG is undertaking electric vehicle trials, having trialled an electric collections vehicle in June and July 2024, as well as exploring alternative fuel trials to further support decarbonisation. We are also reviewing replacing our light vehicle fleet with zero emissions vehicles by FY30 as part of our net zero strategy.

3.3.2 Carbon accounting database

A significant step in WSG’s decarbonisation journey throughout FY24 has been the ongoing development of a comprehensive carbon accounting database. Following the conclusion of the vendor selection and contracting process in August 2024, the database has incorporated Scope 1 and 2 emissions for FY24 and is in the process of integrating Scope 3 and historical emissions data. This platform will improve the accuracy and efficiency of WSG’s carbon accounting to support reporting, ensure compliance, and provide more detailed customer information. This development is reflective of WSG’s growing maturity in the emissions accounting space, and the seriousness with which WSG is taking the measurement and monitoring of emissions. Over the next two years the carbon accounting database will be critical to validating and

In addition to Scope 1 and 2 targets and initiatives, WSG recognises it has an important role in addressing Scope 3 emissions for both WSG and our customers. Waste treatment services will be central to reducing Scope 3 emissions, with WSG committed to investigating methods to reduce customers’ waste related greenhouse gas footprints.

Figure 8
Examples of WSG’s decarbonisation initiatives contributing to emissions reductions targets

Key WSG Decarbonisation Initiatives	
	Implementing 100% Green Power into operations
	Working with original equipment manufacturers to investigate low/zero emission collection vehicles and associated infrastructure
	Improving operational efficiencies to reduce carbon emissions and avoid future costs

monitoring our SBTi commitments, as well as assessing the success of different decarbonisation strategies.

3.3.3 Our emissions performance

For the first time in FY24, WSG reported 100% of our Scope 1 emissions as part of the disclosure requirements under the National Greenhouse Emissions Reduction Scheme (NGERS). FY24 will be the first year that WSG has exceeded reporting thresholds for energy use which determine whether entities are required to report under this scheme. WSG was not subject to any emissions limiting regulation for the FY24 year. All emissions are calculated according to GHG Protocol using a base year of FY22, the first year that an emissions baseline assessment was performed.

This baseline was calculated with the assistance of an external consulting firm, who also assisted in defining the emissions boundary and relevant emissions categories for WSG. Scope 3 emissions (including all biogenic emissions) and energy consumed outside the organisation are omitted because WSG’s carbon accounting database is still in the process of integrating Scope 3 emissions. We aim to report on Scope 3 emissions and energy consumption outside the organisation in FY25. As a result, the following tables present gross Scope 1 and 2 emissions , including CO₂, CH₄ and N₂O.

Table 3
Scope 1 and 2 emissions tCO₂e

Scope	FY22 tCO ₂ e emissions	FY23 tCO ₂ e emissions	FY24 tCO ₂ e emissions
Scope 1	5,736	7,908	14,190
Scope 2	142	327 (10% offset)	933 (100% offset)

The increase in emissions is due to organic growth and acquisitions. Emissions reductions in FY24 are calculated in the carbon accounting database and have primarily been driven by WSG’s introduction of 100% GreenPower across our operations. Whilst not significantly reducing energy consumption, this initiative has ensured all 933 tCO₂e Scope 2 emissions impacts from energy consumption are offset via GreenPower, compared to 32 tCO₂e offset in FY23. Using customer waste collected in tonnes as the most suitable metric driving the level of business activity and energy consumption, WSG’s FY24 emissions intensity ratio (tCO₂e / waste collected in tonnes) was 0.0231. This includes Scope 1 and 2 emissions (CO₂, CH₄ and N₂O). WSG’s FY24 energy intensity ratio (energy/waste collected in tonnes) was 0.3354, including all fuel, electricity, LPG and natural gas consumed within the organisation.

WSG has no significant air emissions for nitrogen oxides, sulfur oxides, volatile organic compounds, ozone depleting substances and other significant or hazardous air emissions. Additionally, there have been no instances of non-compliance associated with air emissions.

3.3.4 Energy performance

In FY24, WSG consumed 206,321 GJ of energy (including 201,975 GJ of fuel and 4,345 GJ of electricity). The increase in energy consumption from FY23 (114,097 GJ) is driven by the significant expansion of WSG’s business and operations. WSG does not purchase or sell any direct heating, cooling or steam energy, and did not sell electricity in FY24. Heating and cooling for all facilities is produced on site using grid-purchased electricity. Energy consumed outside of the organisation is omitted because Scope 3 emissions are still in the process of being integrated into the carbon accounting database.

Table 4
Energy consumption (GJ)

Total energy consumption within WSG	FY23	FY24
Energy Consumption	114,097	206,321

Table 5
Total fuel consumption

Total fuel consumption within WSG	FY22	FY23	FY24
Renewable sources (unleaded ethanol mixes)	9	16	14
Non-renewable sources (fuel, LPG and natural gas)	81,391	111,525	200,591

3.4 Labour practices and employee health and safety

WSG is committed to upholding commonly accepted labour standards in the workplace, including compliance with labour laws and internationally accepted norms and standards.

The following topics highlight our contributions to SDG 3 (Good Health and Wellbeing), SDG 4 (Quality Education) and SDG 8 (Decent Work and Economic Growth)



Underpinning all WSG operations is our commitment to ensure the health and safety of employees, contractors and all those who interact with WSG. As a result, establishing ourselves as a waste sector leader in occupational health and safety (OH&S) and instilling confidence among workers, customers and communities is a critical focus area for WSG.

The critical risks involved in waste management operations and services have established safety as a dominant theme across the waste sector. These inherent risks may make it difficult to eliminate all incidents, and despite improvements to safety practices there has been no reduction in serious workers’ compensation claims across the waste sector in the past decade. However, an industry-wide focus on critical risk controls, identification and training has successfully reduced the rate of fatalities across the waste sector, including at WSG.

3.4.1 Occupational Health and & Safety (OH&S) management systems

Underpinning WSG’s health and safety processes is our accredited OH&S management system which drives our comprehensive and detailed approach to incident management. WSG’s ISO45001 certified and independently audited OH&S management system covers all 655 employees and all 5 contractors across the full scope of operations, including waste collections, high pressure water jetting, waste transfer station operations, liquid waste disposal and processing, and paper recycling and bailing. This system utilises online reporting and facilitates proactive incident tracking, investigation, and management. Following a documented process, incidents are logged online, received by management, and overseen by HSQ-qualified personnel. The clearly defined investigation process includes both basic and high-risk Incident Cause Analysis Method (ICAM) procedures. Once corrective actions are identified, they are tracked for completion.

The OH&S management system also supports WSG’s proactive approach to hazard identification and risk assessment which is defined under ISO45001. Comprehensive risk assessments at multiple layers of the business ensure that risks are identified and assessed, and that documented controls, policies, procedures and processes are in place to successfully mitigate risk across the organisation. This includes formal hazard identification, job safety analysis (JSAs), safe work methods statements (SWMs), hazard reports, operational risk assessments, and an enterprise risk register. At a high level, the business has developed and introduced *Seven Rules to Live By*, a series of principles designed to elevate critical risk in the businesses mindset and operationalise key controls into the current safety behaviour model. This behavioural-based safety model is designed to develop safety culture and leadership across WSG’s operations by introducing actionable safety behaviours into procedures and systems to mitigate key risks and hazards.

The behaviour-based safety model plays a critical role in WSG’s improvement program which aims to continuously find ways to improve core safety foundations such as safe people, safe equipment and safe systems. In addition to addressing key risks, the improvement program is designed to ensure WSG is legally compliant and meeting client obligations. Safety performance is continuously assessed by operations teams and is supported by internal auditing and reporting, with KPIs reported to senior executive teams (including formal

Board updates) to inform the improvement program. These formalised governance processes reflect the seriousness with which the executive team and WSG operations recognise their obligations to support the continuous improvement in safety and risk management across the organisation. By evaluating the effectiveness of OH&S and risk controls on a regular basis, WSG ensures it is continuously improving equipment, processes, and procedures to ensure the safety and wellbeing of all our employees and contractors.

3.4.2 Safety culture and employee engagement

Central to WSG’s proactive approach to OH&S is the promotion of a positive organisation-wide safety and reporting culture. The *HSE Communication and Consultation Procedure* describes the avenues of worker participation in the safety management system, with a range of initiatives, policies, platforms, and procedures designed to foster a proactive, participative approach towards health and safety (Figure 9). For example, the recent introduction of Cultural Awards to recognise individuals making a significant contribution to WSG’s culture of safety and inclusion complements our established cultural values and *Seven Rules to Live*

By. Safety information is generally communicated and coordinated through toolbox meetings and working groups, rather than formal OH&S committees. OH&S is further integrated into WSG culture through regular safety meetings, briefs and debriefs, inspections, reviews, and the communication of the documented standard of permission for all staff to stop work if they feel they are at imminent risk of harm. By embedding the safety culture at the operational level, WSG ensures all employees and management levels recognise their safety responsibilities and feel empowered to proactively identify and address risks.

Figure 9
Examples of key safety initiatives and procedures building a safety culture and integrating OH&S across WSG

Key WSG Safety Initiatives and Procedures		
	<ul style="list-style-type: none">• Frontline Leadership Safety Program• Proactive encouragement to report unsafe conditions• Accessible online reporting systems• Cultural Awards	
		<ul style="list-style-type: none">• Safety training• Safety meetings• Toolbox meetings• Site hazard and take 2• Project briefings• Regular debriefs
	<ul style="list-style-type: none">• Seven Rules to Live By• Job Safety Analysis and Safe Work Methods development• Audits, inspections and site evaluations• Management reviews• Basic and high risk (ICAM) investigation process• Anti-bullying and whistleblower policy• Standard of permission to stop work when at risk	

3.4.3 Training and education

Central to achieving WSG’s health and safety goals is providing workers with high-quality training and education. Supported by the Group Training and Development Advisor, WSG is committed to continuously improving training opportunities. For example, standardised digital videos have streamlined the onboarding process and now assist in driver training.

To improve OH&S, WSG provides workers with a with a range of important training opportunities, described in Figure 10, that address both generic safety issues and specific work-related hazards. Key trainings include safety inductions, site traffic management, key risk and hazard identification and assessment, vehicle operation tasks, first aid, emergency response, safety leadership, fatigue management and drug and alcohol awareness. Through dedicated training with our front line leaders, WSG has significantly uplifted technical ability to support investigation, emergency management and safety conversations. Additional training which is not safety-related is also provided. For example, the executive team completed detailed modern slavery training. Team members

are also being upskilled as part of the AASB readiness process and through ESG-related projects. WSG’s training program is supported by *SafeTrac* and *Thinkific*, compliance training portals, which ensures completeness and compliance when WSG acquires new entities or expands the executive. WSG’s comprehensive training program has continued to expand, with the average number of training hours for employees (both male and female) increasing significantly from FY23 (4.4 average training hours per employee) to FY24 (14.2 average training hours) (Figure 11). All categories of employees receive operational specific training (Figure 12). Drivers receive tailored competency training given the key risks involved in driving operations.

Figure 10
Examples of key training opportunities provided to WSG workers

Key WSG Trainings			
Operational SWIMs	Emergency Response	Hazard Identification	Drug and Alcohol
Vehicle Operational Tasks	Fire Extinguisher	Risk and Hazard Assessment	Fatigue Management
Manual Handling	First Aid	Overhead Hazards	Safety Leadership
Site Traffic Management	Chain of Responsibility	Modern Slavery	Safety Induction

Figure 11
Average training hours for male, female and all employees across the last three financial years

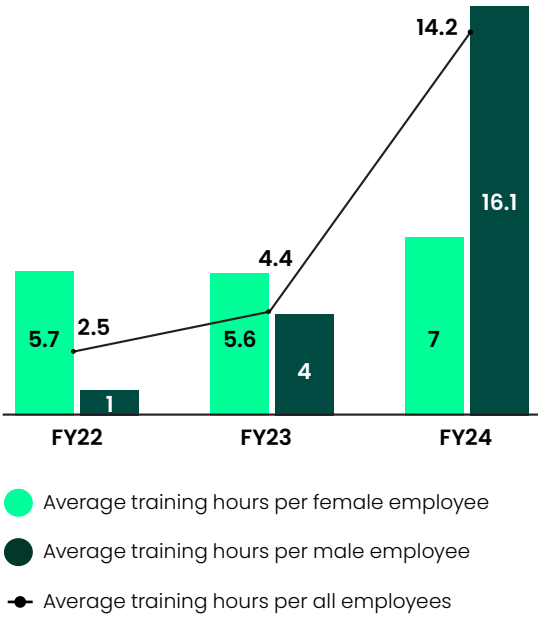


Figure 12
Average training hours for each employee category in FY24

Average Training hours FY24 – Employee Category	
All employees	14.2
Group Data & Analytics	1.2
Information Technology	8
Administration	10
Finance	4.1
Sales	2.8
Customer Service	7.1
Drivers (FL/RL/HL/Standard/B/M	20.2
Operations	7.2
Executive Team	7.8

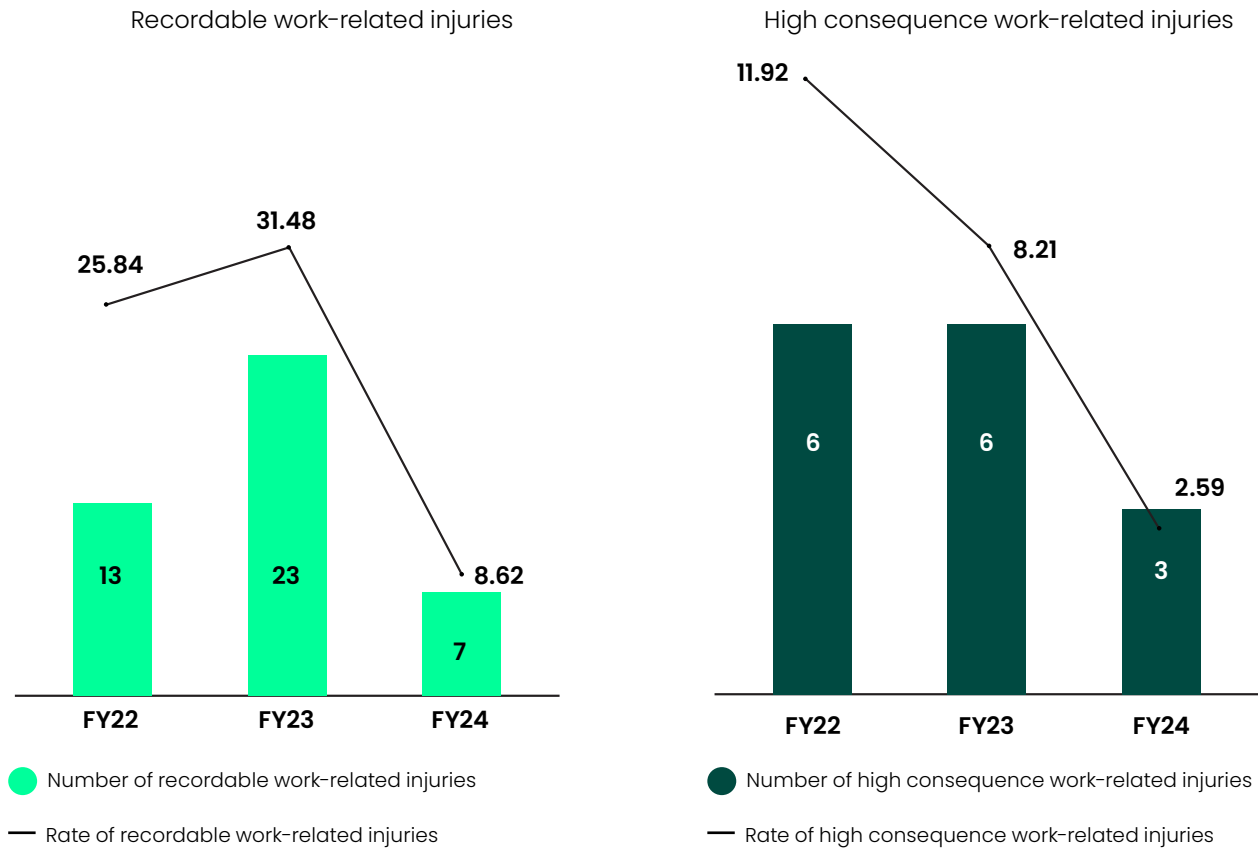
3.4.4 Safety Record and Mechanisms

WSG’s proactive and thorough approach to OH&S, and the investment in a positive safety culture and safety training, is reflected in our OH&S performance, identified in Figure 13. This data is compiled based on ISO4500 and industry standards to detail the frequency of occurrence rate (employee injuries per 1,000,000 hours worked) and total employee injuries for all recordable work-related injuries and for high consequence work-related injuries.

FY24 saw a considerable decrease in the number and frequency of recordable and high consequence work-related injuries at WSG. In addition, there was a significant decrease in the rate of near-miss incidents from FY23 (303.87 incidents per 1,000,000 hours worked) to FY24 (190.69 incidents per hours worked) despite a 59% increase in working hours. This ongoing improvement is largely due to the integration of a comprehensive safety training program and the development of a positive safety and reporting culture across the business. Importantly, during FY24 there were no fatalities, no instances of recordable work-related ill-health for any workers (no exclusions), and no work stoppages or idle days lost to stoppages. Additionally, in FY24 there were no recordable injuries and no recorded cases of work-related ill-health.

The main types of hazards that have been identified through risk assessments and contribute to injuries are manual handling, low-intensity impact and laceration. In addition to safety training, hazard assessments and OH&S procedures and initiatives, WSG continues to take proactive actions to eliminate hazards and reduce the risk of injury and ill-health to workers, including issuing personal protection equipment, mechanical and physical aids, reviewing and updating processes, developing Safe Work Methods (SWMs) and providing immunisations. Where required, the business also engages certified medical facilities for pre-employment medicals to be undertaken, as well as partnering with Access EAP for mental health support, which is promoted in various ways throughout the business.

Figure 13
Total number and frequency rate (per 1,000,000 hours worked) of recordable work-related injuries (left) and high consequence work-related injuries (right).



3.5 Supply chain management

WSG is committed to ethical sourcing, transparency, and sustainability in line with environmental and social standards.

The following topics highlight our contributions to SDG 8 (Decent Work and Economic Growth)



WSG places a strong emphasis on maintaining sustainable and ethical supply chain operations. By fostering responsible sourcing practices and maintaining transparency throughout our supply chain, we aim to uphold our commitment to sustainability and instil trust among our stakeholders including groups we give particular attention to such as employees, customers and communities.

WSG’s commitment to ethical sourcing, transparency, and sustainability requires flexibility and forward-thinking strategies. Market fluctuations and economic changes can influence the availability and cost of sustainable materials, while supply chain disruptions from natural events, such as bushfires and floods, or global issues such as pandemics, require robust risk management processes. Balancing cost efficiency with sustainable procurement involves thoughtful trade-offs, such as prioritising local suppliers to reduce emissions while ensuring cost-effectiveness.

3.5.1 Supplier Code of Conduct

Introduced in FY24, our [Supplier Code of Conduct](#) outlines WSG’s commitment to high ethical standards and integrity in its supply chain. It sets expectations for suppliers to comply with applicable laws, adhere to the Australian *Modern Slavery Act 2018*, and follow best practices within their industry. Suppliers are expected to conduct business ethically, disclose conflicts of interest, ensure third-party compliance, and protect confidential information. The policy also emphasises respect for human rights, fair labour conditions, and the prohibition of forced labour.

3.5.2 Sustainable Procurement Policy

In FY24, WSG continued to advance our commitment to sustainable procurement, building on the foundation laid by our Sustainable Procurement Policy. Our procurement processes are designed to address both environmental and social impacts, ensuring we contribute positively to our communities and minimise harm to the environment.



Ongoing commitments and actions

- **Embedding Sustainability:** We empower our team to integrate sustainability principles into their procurement and purchasing decisions for WSG, ensuring these considerations are at the forefront of our operations
- **Prioritising Reuse:** We promote the reuse of materials over purchasing new ones to reduce waste and resource consumption
- **Sub-Contractor Evaluations:** We require sub-contractors to provide detailed information about their environmental policies, management systems, and any environmental breaches, which we evaluate as part of our selection process
- **Local Supplier Engagement:** We prioritise working with local suppliers and sub-contractors to minimise the environmental footprint associated with transportation and waste disposal. Currently, 99.2% of our procurement budget is spent on local suppliers.
- **Sustainable Collaboration:** We collaborate on sustainable procurement opportunities across our supply chain and through memberships in trade associations and regulatory bodies

- **Policy Awareness:** We actively promote awareness of our sustainable procurement policy among our employees and throughout our supply chain, and
- **Social Procurement Commitment:** Many of our customers have social procurement targets that we support through our spend on social procurement. This initiative helps us support diverse and underrepresented communities, contributing to broader social benefits.

Future Plans

Our procurement policy is scheduled for an update next year, which will further define our purchasing strategies. The upcoming revisions will include:

- **Engaging Sustainable Enterprises:** We aim to enhance our criteria for selecting suppliers by prioritising those who demonstrate strong sustainability practices.
- **Circular Economy Participation:** We will incorporate more comprehensive guidelines to encourage participation in the circular economy, focusing on material reuse and waste minimisation, and procuring items with recycled content.

3.5.3 Contractor Screening, Management and Review

Our Contractor Management Portal facilitates the pre-qualification process for each of our contractors. This portal ensures compliance with safety, legal, and operational standards, reinforcing our commitment to responsible business practices. Contractors must set up an account, complete health, safety, and quality (HSQ) compliance questions, and provide necessary permits and insurance documentation. Each contractor is individually reviewed to ensure they meet our safety and operational criteria, have effective management systems, and possess the appropriate documentation. Additionally, they must adhere to our engagement terms and comply with our policies on human rights, ethical conduct, safety, and environmental responsibility.

To further ensure compliance and maintain high standards, WSG remains dedicated to upholding rigorous standards by completing audits on a proportion of our contractors and post-collection facilities under our sustainability linked loan (SLL) requirements. In CY24, we audited 18% of our contractors and post-collection facilities (proportion based on annual spend), focusing on their compliance with health and safety, environmental, operating licence, and business ethics standards. This equates to 45% of contractors and post-collection facilities that have been audited over the prior 3 year rolling period. During CY24 we audited 8 contractors and post-collection facilities, demonstrating our ongoing commitment to quality and compliance.

3.5.4 Modern Slavery

WSG is committed to mitigate the risk of modern slavery in our operations and supply chains, in compliance with Australia’s *Modern Slavery Act 2018* (the Act). Modern slavery encompasses practices such as:

- Human trafficking
- Slavery
- Servitude
- Forced labour
- Debt bondage
- Forced marriage, and
- The worst forms of child labour.

Key Developments

In 2023, an independent review of the Act commissioned by the Australian Government made 30 recommendations including the creation of a human rights due diligence obligation, imposition of penalties for non-compliant reporting, and regulatory oversight by an Anti-Slavery Commissioner. The government is in the process of considering its response to these recommendations. This year, an Anti-Slavery Commissioner was established, responsible for

- Promoting compliance with the Act,
- Raising community awareness and
- Supporting victim-survivors.

WSG’s Ongoing Commitment

In line with our commitment to mitigate the risk of modern slavery, WSG continues to identify and manage modern slavery risks and released our third annual [Modern Slavery Statement](#) in December 2023. This statement aligns with our [Modern Slavery Policy](#), which outlines our response to modern slavery, including expectations for all persons working for or on behalf of WSG, or providing services in any capacity including suppliers, contractors, employees, directors, officers, consultants and any other third-party representatives.

Since introducing our Modern Slavery Policy in 2022, we:

- Applied its principles to all our suppliers and contractors, clearly outlining our expectations for assessing and preventing modern slavery
- Actively engaged with our suppliers and contractors to promote and support anti-slavery practices throughout their supply chains, and
- Dedicated efforts to incorporating anti-slavery obligations into all supplier and contracted entity agreements.

WSG remains dedicated to a comprehensive approach in addressing modern slavery risks, ensuring that our practices not only comply with legal obligations but also contribute to the well-being of the communities in which we operate. We are committed to continuous improvement and transparency in our efforts to combat modern slavery throughout our supply chains.

Table 6
Management of modern slavery risks

FY23	FY24	Future Plans
Published and updated our Modern Slavery Statement and Policy.	<ul style="list-style-type: none">• Delivered modern slavery training to our executive team• Conducted supply chain risk assessment to identify higher risk supply categories, based on geography and industry sector• Initiated targeted social assessments of the 15 suppliers identified as high-risk to understand their control measures in place to minimise this risk.	<ul style="list-style-type: none">• Refresh Modern Slavery Statement• Expand supplier risk assessments: As new entities have joined WSG, we plan to integrate their suppliers into our existing supply chain risk assessment framework to enhance our overall understanding and management of modern slavery risks across the group.

4

Sustainability framework alignment



4.1 United Nations Sustainable Development Goals

WSG supports global sustainable development and so we have mapped our material sustainability topics to the United Nations (UN) Sustainable Development Goals (SDGs) to highlight the ways in which we contribute. Striving to align our ESG outcomes with the UN SDGs helps us to ensure global best practice and to consider sustainable development in our daily operations.

Relevant United Nations Sustainable Development Goals for WSG

Goal	Target	WSG position statement	Location in this report	Page
<div>3</div> <div>GOOD HEALTH AND WELL-BEING</div> <div></div>	<div>✓</div> <div>Target 3.9</div>	WSG ensures a healthier community by managing waste effectively, reducing pollution and preventing disease spread	• Circular economy/resource recovery	30
			• Carbon footprint and decarbonisation	39
			• Labour practices and employee health and safety	42
<div>4</div> <div>QUALITY EDUCATION</div> <div></div>	<div>✓</div> <div>Target 4.3, 4.4, 4.5</div>	WSG supports quality education by providing training on sustainable waste practices and raising awareness about environmental responsibility	• Labour practices and employee health and safety	42
<div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> <div></div>	<div>✓</div> <div>Target 8.3, 8.5, 8.8</div>	By offering safe and fair employment in waste management, WSG boosts local economies and contributes to economic growth	• Labour practices and employee health and safety	42
			• Supply chain management	47
<div>11</div> <div>SUSTAINABLE CITIES AND COMMUNITIES</div> <div></div>	<div>✓</div> <div>Target 11.6</div>	WSG helps create sustainable cities by improving waste disposal systems and promoting recycling and enhancing urban living conditions	• Circular economy/resource recovery	30
<div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div></div>	<div>✓</div> <div>Target 12.2, 12.4, 12.5, 12.6</div>	WSG encourages responsible consumption through recycling initiatives and waste reduction programs, supporting sustainable resource use	• Circular economy/resource recovery	30
			• Sustainability reporting/customer environmental reporting	38
			• Carbon footprint and decarbonisation	39
<div>13</div> <div>CLIMATE ACTION</div> <div></div>	<div>✓</div> <div>Target 13.1</div>	WSG contributes to climate action by reducing landfill waste and promoting recycling, lowering greenhouse gas emissions	• Carbon footprint and decarbonisation	39
<div>16</div> <div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div> <div></div>	<div>✓</div> <div>Target 16.6</div>	WSG fosters trust and strong institutions by operating transparently and adhering to ethical practices and regulatory standards	• Sustainability reporting/customer environmental reporting	38

4.2 United Nations Global Compact

The UN Global Compact is a call to companies to align strategies and operations with ten universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals – including the SDGs.

The Ten Principles are derived from The Universal Declaration of Human Rights, The International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work, The Rio Declaration on Environment and Development and The United Nations Convention Against Corruption. WSG provides

its Sustainability Report to complete its Annual Communication on Progress.

The UN Global Compact Principles are depicted in the table below with their appropriate location in this report outlined.

Principle	Location	Page
Human rights		
1. Businesses should support and respect the protection of internationally proclaimed human rights	Supply chain management	47
2. Businesses should make sure that they are not complicit in human rights abuses.	Supply chain management	47
Labour		
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Labour practices and employee health and safety	42
4. Businesses should uphold the elimination of all forms of forced and compulsory labour	Supply chain management	47
5. Businesses should uphold the effective abolition of child labour	Supply chain management	47
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation	Labour practices and employee health and safety	42
Environment		
7. Businesses should support a precautionary approach to environmental challenges	Circular economy/resource recovery Carbon footprint and decarbonisation	30
8. Businesses should undertake initiatives to promote greater environmental responsibility	Circular economy/resource recovery	30
	Sustainability reporting/customer environmental reporting	38
	Carbon footprint and decarbonisation	39
9. Businesses should encourage the development and diffusion of environmentally friendly technologies	Circular economy/resource recovery Carbon footprint and decarbonisation	30 39
Anti corruption		
10. Businesses should work against corruption in all its forms, including extortion and bribery.	Supply chain management	47

4.3 Global Reporting Indicator (GRI) index

GRI Standard	Disclosure	Location	Page
General Disclosures 2021	2-1 Organisational details	Our organisation Appendix 1	10 60
	2-2 Entities included in the organisation's sustainability reporting	About this report Appendix 1	2 60
	2-3 Reporting period, frequency and contact point	About this report	2
	2-4 Restatements of information	About this report	2
	2-5 External assurance	About this report Appendix 10	2 74
	2-6 Activities, value chain and other business relationships	Our organisation Our network	10 11
	2-7 Employees	Our people and culture Appendix 2	14 61
	2-8 Workers who are not employees	Appendix 2	61
	2-9 Governance structure and composition	Governance at WSG Board of Directors – website Remuneration committee Governance and oversight of sustainability	20 20 22
	2-10 Nomination and selection of highest governance body	Nomination of the highest governance body Governance and oversight of sustainability	20 22
	2-11 Chair of highest governance body	Governance at WSG	20
	2-12 Role of the highest governance body in overseeing the management of impacts	Governance and oversight of sustainability Materiality assessment	20 25
	2-13 Delegation of responsibility for managing impacts	Governance and oversight of sustainability	22
	2-14 Role of the highest governance body in sustainability reporting	About this Report Materiality assessment	2 25
	2-15 Conflicts of interest	Conflicts of Interest	21
	2-16 Communication of critical concerns	Omission due to confidentiality constraints	

GRI Standard	Disclosure	Location	Page
	2-17 Collection of knowledge of the highest governance body	Governance and oversight of sustainability	22
	2-18 Evaluation of the performance of the highest governance body	Governance at WSG	20
	2-19 Remuneration policies	Appendix 3	62
	2-20 Process to determine remuneration	Appendix 3	62
	2-21 Annual total compensation ratio	Omission due to confidentiality constraints	
	2-22 Statement on sustainable development strategy	Message from the Chair and CEO Sustainability at WSG Material Topics	6 24 25
	2-23 Policy commitments	Supply chain management Appendix 6 WSG Website locations: <ul style="list-style-type: none">• OHS Policy• Environmental policy statement• Quality Management system policy• Social responsibility policy• Sustainable procurement policy• Conflicts of interest policy• Modern Slavery Statement• Supplier code of conduct	47 67
	2-24 Embedding policy commitments	Appendix 6	67
	2-25 Process to remediate negative impacts	Appendix 6	67
	2-26 Mechanisms for seeking advice and raising concerns	Appendix 6	67
	2-27 Compliance with laws and regulations	Appendix 4	63
	2-28 Membership associations	About this Report Partnerships and membership associations	2 12
	2-29 Approach to stakeholder engagement	Our stakeholder engagement approach	19
	2-30 Collective bargaining agreements	Appendix 2	61

GRI Standard	Disclosure	Location	Page
Procurement practices 2016	204-1 Proportion of spending on local suppliers	Sustainable procurement policy	47
		Appendix 5	64
Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Appendix 5	64
	205-2 Communication and training about anti-corruption policies and procedures	Appendix 5	64
	205-3 Confirmed incidents of corruption and actions taken	Appendix 5	64
Energy 2016	302-1 Energy Consumption within the organisation	Energy Performance	41
		Appendix 8	47
	302-2 Energy consumption outside of the organisation	Omission - Energy performance	41
	302-3 Energy intensity	Our emissions performance	40
Emissions 2016	305-1 Scope 1: Direct Emissions	Our emissions performance	40
		Appendix 8	71
	305-2 Scope 2: Energy indirect GHG emissions	Our emissions performance	40
		Appendix 8	71
	305-3 Scope 3: Other indirect GHG emissions	Omission - Our emissions performance	40
	305-4 GHG Emissions Intensity	Our emissions performance	40
	305-5 Reduction of GHG emissions	Our emissions performance	40
	305-6 Emission of ozone-depleting substances	Our emissions performance	40
Waste 2020	306-1 Waste generation and significant waste related impacts	Our network	11
		Resource recovery solutions	34
		Waste diversion performance	36
		Appendix 7	69
	306-2 Management of significant waste related impacts	Supporting our customer's circular economy transition	31
		Resource recovery solutions	34
		Waste diversion performance	36
	306-3 Waste generated	Waste diversion performance	36
		Waste data collection and management	37
		Appendix 7	69

GRI Standard	Disclosure	Location	Page
	306-4 Waste diverted from disposal	Waste diversion performance	36
		Waste data collection and management	37
		Appendix 7	69
	306-5 Waste directed to disposal	Waste diversion performance	36
		Waste data collection and management	37
		Appendix 7	69
Supplier Environmental Assessment 2106	308-1 New suppliers that were screened using environmental criteria	Appendix 5	64
	308-2 Negative environmental impacts in the supply chain and actions taken	Appendix 5	64
Occupational health and safety 2018	403-1 Occupational Health and Safety Management	Occupational Health and & Safety (OH&S) management systems	42
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and & Safety (OH&S) management systems	42
	403-3 Occupational health services	Occupational Health and & Safety (OH&S) management systems	42
		Safety Record and Mechanisms	44
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and & Safety (OH&S) management systems	42
		Safety culture and employee engagement	43
	403-5 Worker training on occupational health and safety	Training and education	44
	403-6 Promotion of worker health	Safety Record and Mechanisms	45
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and & Safety (OH&S) management systems	42
		Training and education	44
		Safety Record and Mechanisms	45
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and & Safety (OH&S) management systems	42
	403-9 Work-related injuries	Safety Record and Mechanisms	45
		Appendix 9	73
	403-10 Work-related ill health	Safety Record and Mechanisms	45
		Appendix 9	73

GRI Standard	Disclosure	Location	Page
Training and education 2016	404-1 Average hours of training per year per employee	Training and education	44
Diversity and equal opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	Appendix 3	62
Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Appendix 9	73
Child Labour	408-1 Operations and suppliers at significant risk for incidents of child labour	Modern Slavery Appendix 5	49 64
Forced or Compulsory Labour	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	Modern Slavery Appendix 5	49 64
Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Modern Slavery Appendix 5	49 64
	414-2 Negative social impacts in the supply chain and actions taken	Modern Slavery Appendix 5	49 64

4.4 Sustainability Accounting Standards Board index

WSG has reported against the Sustainability Accounting Standards Board’s (SASB) Waste Management Standard v2023/12.

SASB Code	Disclosure Title	Location	Page
IF-WM-110a-1	Gross global Scope 1 emissions	Our emissions performance	40
IF-WM-110a.3	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions	Net Zero and Decarbonisation Appendix 8	40 71
IF-WM-110b.1	Fleet fuel consumed	Appendix 8	72
IF-WM-110b.2	Percentage of alternative fuel vehicles in fleet	Appendix 8	72
IF-WM-310a.1	Active workforce employed under collective agreements	Appendix 2	61
IF-WM-310a.2	Number of work stoppages and total days idle	Safety Record and Mechanisms	45
IF-WM-320a.1	TRIR, fatality rate, near miss rate	Safety Record and Mechanisms Appendix 9	45 73
IF-WM-320a.3	Road accidents and incidents	Appendix 9	73
IF-WM-420a.1	Amount of waste incinerated	Waste diversion performance	36
IF-WM-420a.2	Percentage customers receiving recycling and composting services	Appendix 7	69
IF-WM-420a.3	Amount of material recycled, composted, and processed as WTE	Waste diversion performance Appendix 7	36 69
IF-WM-420a.4	Amount of electronic waste collected and recovered	Waste diversion performance	36



Appendices

Appendix 1 – Organisational details and subsidiaries

Supports GRI standard 2-1 and 2-2

Organisational legal name:

Waste Services Group Pty Ltd

Nature of ownership and legal form:

Australian proprietary company limited by shares with 100% ownership of all subsidiaries

Location of headquarters:

10-12 Graham Daff Boulevard,
Braeside, Victoria, Australia, 3195

Country of operation:

Australia

Entities included in the organisation’s sustainability and financial reporting:

- Waste Services Group Pty Ltd
 - Waste Services Finco Pty Ltd
 - Superior Waste Management Pty Ltd
 - Premier Waste Management Pty Ltd
 - Wastefree (Aust) Pty Ltd
 - Wasteflex Aust Pty Ltd
 - MGPG Consulting Pty Ltd
- APC Waste Consultants Pty Ltd
 - CSA Group Pty Ltd
 - CSA Equipment Hire Pty Ltd
 - Argus Waste Recycling Pty Ltd
 - Argus Tallow Merchants Pty Ltd
 - Paper Resource Pty Ltd
 - Loumbos Exports Pty Ltd
 - Waste Services MidCo Pty Ltd
 - Waste Services Holding Co Pty Ltd
 - Waste Services Investment Co Pty Ltd
 - Colwyn Investments Pty Ltd
 - SW Holdco Pty Ltd
 - Superior Waste Management Unit Trust
 - PWM Fleet Management Pty Ltd
 - Wasteflex Unit Trust
 - Wastefree Unit Trust
 - Waste Services Employees Pty Ltd

Appendix 2 – Employees and non-workers

Total number of employees by gender, region and employment type

Gender as specified by employees themselves. Based on number of active employees as at the end of the reporting period. Determined based on headcount. Supports GRI standard 2-7. WSG does not hire temporary employees with contractors hired instead. Non-guaranteed hours are our casual workforce.

Female

Region	Employment type	FY22	FY23	FY24
Australia	Total employees	69	108	139
	Permanent employees	69	108	131
	Temporary employees	0	0	0
	Non-guaranteed hour employees	4	8	8
	Full-time employees	60	91	116
	Part-time employees	5	9	15

Male

Region	Employment type	FY22	FY23	FY24
Australia	Total employees	152	387	516
	Permanent employees	152	387	490
	Temporary employees	0	0	0
	Non-guaranteed hour employees	1	15	26
	Full-time employees	149	371	488
	Part-time employees	2	1	2

Total number of non-workers

Based on number of active employees as at the end of the reporting period. Determined based on headcount. Supports GRI standard 2-8.

All employees

Region	Employment type	FY23	FY24
Australia	Total employees	520	655
	Total number of contractors	9	6
	Contractors (%)	1.7%	0.9%

In FY24, our non-workers are contracted directly and perform varied types of work including workshop mechanic, driving, sales manager and IT Support. There is no significant fluctuation between the number of non-workers in FY24 reporting period compared to FY23.

Collective bargaining agreements

Based on number of active employees at any time during the reporting period. Determined based on headcount. Supports GRI standard 2-30.

Region	Employment type	FY23	FY24
Australia	Number of employees covered by collective bargaining agreements	0	110
	Total number of employees	520	655

For employees not covered by collective bargaining agreements, working conditions and terms of employment are determined by the Waste Management Award 2020 or Clerks Award.

Appendix 3 – Remuneration policies and process for determining remuneration

Supports GRI standard 2-19, 405-2

Remuneration policies for the Board and senior Executives are currently not linked to WSG’s impact on the economy, environment and people.

The WSG Board of Directors (the Board) remuneration is determined as follows:

- Two Executive Officers – remuneration determined by the Remuneration Committee
- Shareholder representatives – do not receive remuneration
- Independent director – remuneration is governed by the Directors Agreement
- Chair – remuneration is governed by the Directors Agreement

Within WSG, the following guidelines apply to Executive remuneration:

- All new Executive roles above AUD \$250,000 require Board-level approval
- All Executive remuneration is reviewed annually on 1st of July
- Any changes to Executive remuneration are approved by the Remuneration Committee
- Sign-on bonus or recruitment incentive payments are considered case-by-case at discretion of the Board
- Termination payments and clawbacks are in accordance with contracts and/or statutory requirements
- Retirement benefits are in accordance with statutory superannuation contributions

The salaries for our people below Executive level are currently approved in accordance with the Delegation of Authority. The Remuneration Committee, which aims to represent the views of stakeholders (including shareholders), approves short-term incentive payments annually however the committee is not involved with

overseeing the process for determining remuneration for our people below Executive level, other than agreeing the total increase percentage across the entire cohort. Currently remuneration consultants are not involved in determining remuneration however when a recruiter is used to fill an Executive position, guidance is provided on market salaries.

Ratio of basic salary and remuneration of women to men

Supports GRI standard 405-2. The whole business is included in this analysis.

Business Unit	FY24
Administration	0.75
Customer Service	1.05
Executive Team	0.65
Finance	0.61
IT	0
Operations	0.84
Sales	1
Frontline	0.9
Group Data and Analytics	1.64

Appendix 4 – Compliance with laws and regulations

Supports GRI standard 2-27

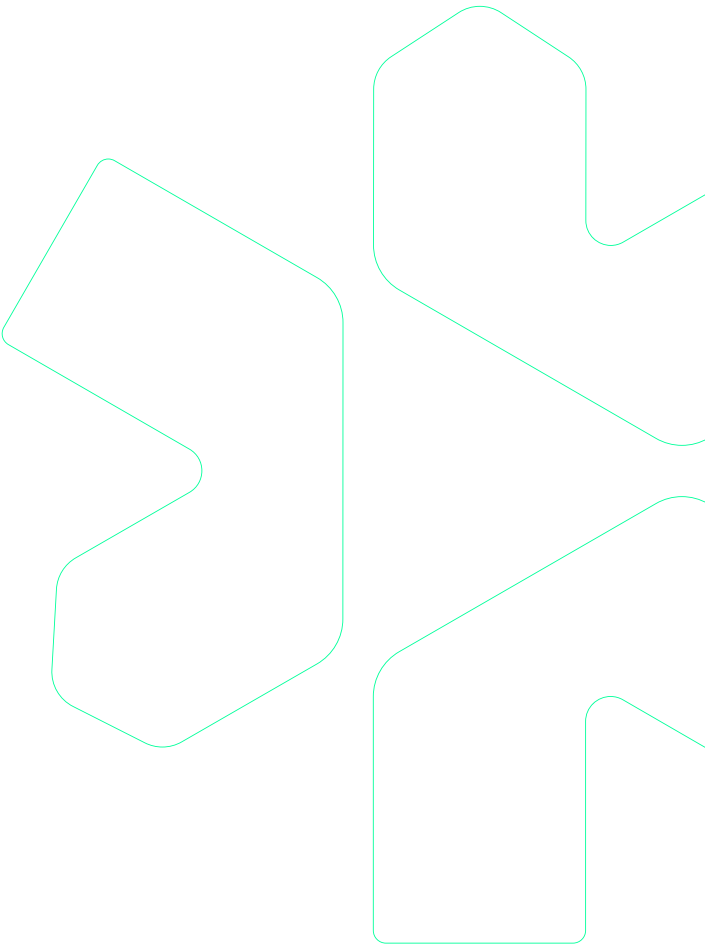
Total number of significant instances of non-compliance with laws and regulations during the reporting period:

Metric	FY24
Total number of significant instances of non-compliance with laws and regulations of non-compliance with laws and regulations of non-compliance with laws and regulations	0
Instances for which fines were incurred	0
Instances for which non-monetary sanctions were incurred	0

There were no significant instances of non-compliance for the reporting period FY24. WSG deems an instance of non-compliance as significant where WSG have been investigated, prosecuted, and fined by judicial means.

Total number and monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period:

		Metric	FY23	FY24
Fines for instances of non-compliance with laws and regulations	Number of fines		0	1
	Monetary value		0	3000



Appendix 5 – Operational and supply chain standards

Supports GRI standards 204-1, 205-1, 205-2, 205-3, 308-1, 308-2, 408-1, 409-1, 414-1 and 414-2.

Anti-corruption

Metric		FY24
Risk	Total number of operations assessed for risks related to corruption	1
	Total percentage of operations assessed for risks related to corruption	100% A whole-of-business risk assessment has been undertaken and is reviewed 6 monthly.
	Significant risks related to corruption identified through the risk assessment	0
Communication	Total number and percentage of governance body members that the organisation's anti-corruption policies and procedures have been communicated to, broken down by region	10, representing 100% of the Executive team 0 of the 5 Board members
	Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to, broken down by employee category and region	14, representing 2% of employees
	Total number and percentage of business partners that the organisation's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organisation's anti-corruption policies and procedures have been communicated to any other persons or organisations	250 suppliers, subcontractors and post collections facilities were notified of the policies. The policy is also available on the WSG website.
Training	Total number and percentage of governance body members that have received training on anti-corruption, broken down by region	10 representing 100% of the Executive team 0 of the 5 Board members
	Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region	14 representing 2% of employees
Incidents	Total number and nature of confirmed incidents of corruption	0

Metric		FY24
	Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0
	Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	0
	Public legal cases regarding corruption brought against the organisation or its employees during the reporting period and the outcomes of such cases	0

Supplier Environmental Assessment

Metric		FY24
	Percentage of new suppliers that were screened using environmental criteria	0%
	Number of suppliers assessed for environmental impacts	0
	Number of suppliers identified as having significant actual and potential negative environmental impacts	N/A
	Significant actual and potential negative environmental impacts identified in the supply chain	N/A
	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment	N/A
	Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment	N/A

Freedom of Association and Collective Bargaining

Metric		FY24
	Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of: i. Type of operation (such as manufacturing plant) and supplier; ii. Countries or geographic areas with operations and suppliers considered at risk.	0

Please refer to 2023 [Modern Slavery Statement](#) for measures taken by WSG intended to support rights to exercise freedom of association and collective bargaining.

Child Labour

Metric	FY24
Operations and suppliers considered to have significant risk for incidents of: i. Child labour; ii. Young workers exposed to hazardous work.	15 suppliers were identified as high-risk through the supply chain risk assessment and consequently underwent targeted social assessments, with no material issues identified to date.
Operations and suppliers considered to have significant risk for incidents of child labour either in terms of: i. Type of operation (such as manufacturing plant) and supplier; ii. Countries or geographic areas with operations and suppliers considered at risk.	

Please refer to Section 3.5 Modern Slavery for measures intended to contribute to the effective abolition of child labour.

Forced or Compulsory Labour

Metric	FY24
Operations and suppliers considered to have significant risk for incidents of forced or compulsory labour either in terms of: i. Type of operation (such as manufacturing plant) and supplier; ii. Countries or geographic areas with operations and suppliers considered at risk.	15 suppliers were identified as high-risk through the supply chain risk assessment and consequently underwent targeted social assessments, with no material issues identified to date.

Please refer to Section 3.5 Modern Slavery for measures intended to contribute to the elimination of all forms of forced or compulsory labour.

Supplier Social Assessment

Metric	FY24
Percentage of new suppliers that were screened using social criteria	15%
Number of suppliers assessed for social impacts	0
Number of suppliers identified as having significant actual and potential negative social impacts	0
Significant actual and potential negative social impacts identified in the supply chain	0%
Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment	0%
Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment	0%

Proportion of spending on local suppliers

Supports GRI standard 204-1

At our significant locations of operation, 99.2% of the WSG procurement budget is spent on local suppliers. WSG operates within Australia and defines local suppliers to be suppliers within Australia. Significant locations of operation are the locations where our

businesses are based as well as locations where we service our customers.

Appendix 6 – Responsible business conduct

Supports GRI standards 2-23, 2-24, 2-25 and 2-26

Policy commitments for responsible business conduct

The authoritative intergovernmental instruments that our responsible business conduct commitments reference is the *Commonwealth Modern Slavery Act 2018*.

The commitments stipulate conducting due diligence via our Health and Safety Management System that governs the safety processes in accordance with ISO45001- systems to audit and monitor compliance. Due diligence requirements of applicable environmental legislation and standards is achieved through implementation of requirements of ISO 14001 Environmental Management System.

Our commitments do not currently stipulate applying the precautionary principle however they do include internationally recognised human rights via our [Modern Slavery Statement](#). Within our Modern Slavery Statement, WSG gives particular attention to voluntary employment and stakeholders within our supply chain which involves the promotion of anti-slavery practices and requirement of all suppliers and contractors to indicate compliance with the Modern Slavery Act. The appropriate business units review supplier and contractor pre-qualification questionnaires to ensure responses align to the expected behaviours and performance as outlined in our Modern Slavery Statement.

Several of our policies – including Modern Slavery – are available on our [website](#).

Each policy is approved by our CEO and shared with the Board for oversight. The policies apply to all of WSG’s activities and business relationships. The policies are communicated to employees as part of the induction process and are available on our internal SharePoint in the PeopleHub.

Critical concerns, mechanisms for seeking advice and raising concerns

Maintaining responsible business conduct is important to our organisation as well as ensuring our people have multiple ways to report and raise concerns. At WSG, critical concerns are considered as any issue or event that is deemed material to the performance of the business. Critical concerns that are captured via various avenues across the business, are communicated to the Board via formal monthly updates and/or the verbal mid-monthly management updates as required. WSG is currently not recording and tracking the number or nature of critical concerns.

To seek advice on implementing our policies and practices related to responsible business conduct our people can:

- Access our readily available documentation explaining our internal policies and practices
- Seek advice from the Group People and Culture Manager, and
- Seek advice from functional specialists such as Group ESG Manager or Group HSQ Manager.

Our people have various avenues to raise concerns (including critical concerns) and grievances about our organisations’ business conduct. In addition to using our Whistleblower Policy, our people can raise issues with:

- Direct line manager or more senior line managers,
- Group People and Culture Manager
- Functional managers including the CFO, Group ESG Manager or Group HSQ Manager depending on the nature of the concern
- Bi-annual employee engagement survey with material concerns/issues raised with leadership to rectify.

Our external stakeholders also have various options to engage with WSG on concerns, share grievances or provide feedback including:

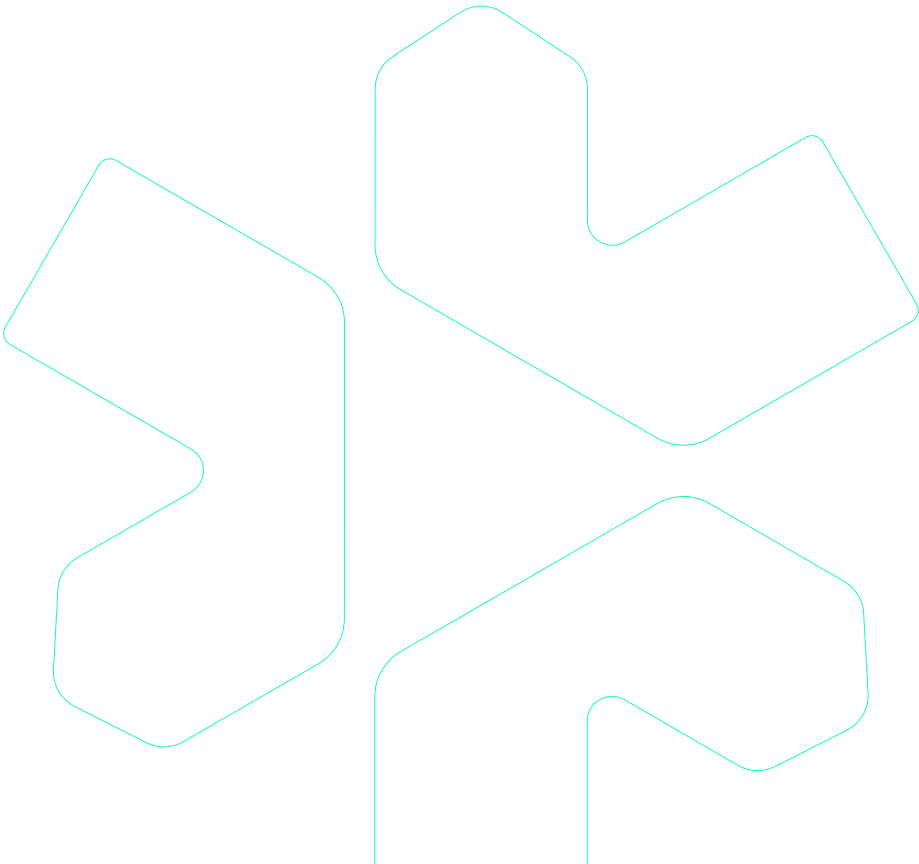
- Directly contacting their account manager
- Reaching out to our customer service team via the WSG telephone contact number or specific business division contact number
- Sending an email via our [website](#)

Processes to remediate negative impacts

WSG has a customer centric operating model, with our people managing customer grievances directly, in a personalised manner. This process is instilled within our Cultural Framework and exhibited by our teams. Tracking the effectiveness of these processes is displayed in the continual retention and growth of our customer base.

WSG has not experienced any environmental nor human rights incidents. Policies are in place including Modern Slavery Policy and our Supplier Code of Conduct to ensure our people understand best practice behaviours within our business and our supply chain.

Our processes across the business are ISO certified – 145001 Occupational Health and Safety management systems, ISO9001 Quality management systems, and ISO14001 Environmental management systems – which outline the correct actions for our people to undertake in the event of an environmental and/or social incident.



Appendix 7 – Circular economy and resource recovery

Supports GRI standards 306–3,306–4, and 306–5. Supports SASB standards 420a.3

Indicator Description	Solids VIC	Solids NSW	Managed Services AUS	Liquids AUS
Total weight of waste transported	194,553 t	97,289 t	213,277 t	110,073 t
Total weight of waste diverted to recycling	46,570 t	40,934 t	50,684 t	42,888 t
Proportion of waste diverted to recycling	24%	42%	24%	39%
Total weight of waste diverted to composting	103 t	419 t	6,875 t	-
Proportion of waste diverted to composting	0%	0%	3%	-
Total weight of waste treated	-	-	-	66,495 t
Proportion of waste treated	-	-	-	60%
Total weight of waste directed to incineration with waste to energy	-	-	992 t	-
Proportion of waste directed to incineration with waste to energy	-	-	0.5%	-
Total weight of waste directed to incineration without energy recovery	-	-	-	40t
Proportion of waste directed to incineration without energy recovery	-	-	-	0.0%
Total weight of waste directed to landfill	147,880 t	55,935 t	154,592 t	650 t
Total proportion of waste diverted from landfill	24%	43%	27%	99%

In total 615,192 tonnes of waste were transported, with 359,191 (58%) directed to landfill and 254,969 (41%) diverted from landfill. In addition to landfill disposal there were 40 t of liquids and 992 t of managed waste incinerated at non-WSG owned and operated facilities.

Waste directed to disposal Onsite 2,593 t (1% of waste directed to disposal (landfill/incineration))

Waste directed to disposal	
Onsite	2,593 t (1% of waste directed to disposal (landfill/incineration))
Offsite	357,630 t (99% of waste directed to disposal (landfill/incineration))
Waste diverted from disposal	
Onsite	91,926 t (36% of waste diverted from disposal (recycling and compost))
Offsite	163,043 t (64% of waste diverted from disposal (recycling and compost))

Waste managed by WSG included a total 103,507 tonnes of hazardous waste, with 34,941 (34%) directed to landfill and 68,566 (66%) tonnes diverted from landfill.

Recycling and composting services

Supports SASB standards 420a.2

In FY24 WSG provided recycling and composting services to three categories of our customers: municipal, commercial and industrial. No recycling or composting services were provided to residential or all other customers.

This table presents the percentage of our customers, by category, receiving these services.

Customer category	Metric	% Receiving services
Municipal	% customers recycling	Liquids recycled served 4.1%
	% with composting	0
Commercial	% with recycling	Liquids 28.7% Collections VIC Recycling Served 59% Collections NSW Recycling Served 70% Wasteflex Recycling Served 65%
	% with composting	Liquids Composting 0% Collections VIC Compost Served 1% Collections NSW Compost Served 2% Wasteflex Compost Served 6%
Industrial	% with recycling	Liquids 6.2%
	% with composting	0

WSG does not disclose against SASB 110a.2 because we do not own or operate any landfill facilities.

1 DCCEEW 2024. Australian National Greenhouse Accounts Factors 2024, Department of Climate Change, Energy, the Environment and Water, Canberra, August. CC BY 4.0.

2 GHG Protocol – A Corporate Accounting and Reporting Standard (2004)

3 Australian Standard (AS) ISO 14064 series, including:

- AS ISO 14064.1:2006 – Greenhouse gases Part 1: Specification with guidance at the organisation level for the quantification and reporting of greenhouse gas emissions and removals.
- AS ISO 14064.2:2006 – Greenhouse gases Part 2: Specification with guidance at the project level for quantification and reporting of greenhouse gas emission reductions and removal enhancements.
- AS ISO 14064.3:2006 – Greenhouse gases Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions.

4 ISO 14040:2006 – Environmental management – Life cycle assessment – Principles and frameworks

5 Myhre, G., et al. Anthropogenic and Natural Radiative Forcing. In: Climate Change 2013: The Physical Science Basis. Contribution of Working Group I to the Fifth Assessment Report of the Intergovernmental Panel on Climate Change. Cambridge University Press.

Appendix 8 – Carbon footprint and decarbonisation

Supports GRI standards 302-1, 305-1, 305-2, and 305-3. Supports SASB 110a.3

WSG has decarbonisation initiatives in place to reduce Scope 1, 2 and 3 emissions. WSG has not developed a specific strategy to manage Scope 1 emissions. Rather, we have a Net Zero Strategy that outlines our commitments and the high level plan of how to achieve them. Once the carbon accounting database is fully complete (including Scope 3 emissions), and as part of validating our SBTi targets, we will model and confirm our approach.

GRI disclosure requirement	Disclosure	
GRI 302- 1 Energy Consumption within the organisation	f) Standards, methodologies, assumptions, and/or calculation tools used	National Greenhouse Accounts Factors 2023/24 (depending on the reporting period) DCCEEW 2024 ¹
	g) Source of the conversion factors used	Climate Active and related national and international standards and protocols, including the accounting principles of the GHG Protocol (2004) ² and AS ISO 14064 ³ and ISO 14040 series ⁴
305-1 Scope 1: Direct Emissions	e) Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source	National Greenhouse Accounts Factors 2023/24 (depending on the reporting period) DCCEEW 2024 ¹ Myre et al 2013 (AR5) ⁵
	f) Consolidation approach for emissions; whether equity share, financial control, or operational control	Operational control
	g) Standards, methodologies, assumptions, and/or calculation tools used	Climate Active and related national and international standards and protocols, including the accounting principles of the GHG Protocol (2004) ² and AS ISO 14064 ³ and ISO 14040 series ⁴
305-2 Scope 2: Energy indirect GHG emissions	e) Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source	National Greenhouse Accounts Factors 2023/24 (depending on the reporting period) DCCEEW 2024 ¹
	f) Consolidation approach for emissions; whether equity share, financial control, or operational control	Operational control
	g) Standards, methodologies, assumptions, and/or calculation tools used	Climate Active and related national and international standards and protocols, including the accounting principles of the GHG Protocol (2004) ² and AS ISO 14064 ³ and ISO 14040 ⁴ series

Other related international standards supporting calculations

- ISO 14044:2006 – Environmental management – Life cycle assessment – Requirements and guidelines
- PAS 2050:2011 – Specification for the assessment of the life cycle greenhouse gas emissions of goods and services
- ISO 14065:2013 – Greenhouse gases – Requirements for greenhouse gas validation and verification bodies for use in accreditation of other forms of recognition

Supported by the National Greenhouse and Energy Reporting Act 2007 (NGER Act) and supporting regulation and documentation

- National Greenhouse and Energy Reporting Regulations 2008

- National Greenhouse and Energy Reporting (Measurement) Determination 2008
- National Greenhouse and Energy Reporting (Audit) Determination 2009
- National Greenhouse and Energy Reporting Technical Guidelines

Fleet fuel management

Supports IF-WM-110b.1 and IF-WM-110b.2

In FY24, WSG’s fleet consumed 199,943 GJ of fuel. Renewable fuel (unleaded ethanol) comprised 0.01% of fleet fuel consumption. No natural gas was consumed by the fleet.

WSG operates 1 hybrid vehicle (out of 187 total vehicles, <1%).

Appendix 9 – Labour practices and employee health and safety

Supports GRI standards 403–9, 406–1. Supports SASB standards 320a.1, 320a.3

Using 1,000,000 base

Employees and contractor injuries	FY22	FY23	FY24
Number of hours worked	503,185	730,578	1,158,958
Number of high consequence work-related injuries	6	6	3
Rate of high consequence work-related injuries	11.92	8.21	2.59
Number of recordable work-related injuries	13	23	10
Rate of recordable work-related injuries	25.84	31.48	8.62
Number of near miss incidents	141	222	221
Rate of near miss incidents	280.22	303.87	190.69

No injuries were incurred by contractors.

Using 200,000 base

Employees and contractor injuries	FY22	FY23	FY24
Number of hours worked	503,185	730,578	1,158,958
Number of high consequence work-related injuries	6	6	3
Rate of high consequence work-related injuries	2.38	1.64	0.52
Number of recordable work-related injuries	13	23	10
Rate of recordable work-related injuries	5.168	6.30	1.72
Number of near miss incidents	141	222	221
Rate of near miss incidents	56.04	60.78	31.14

No injuries were incurred by contractors.

Non-discrimination	FY24
Total number of incidents of discrimination during the reporting period	1
Incident reviewed by the organisation	The incident was investigated and unsubstantiated based on the issue being performance based so has been closed.
Incident no longer subject to action	1

Road safety accidents and incidents	FY24 Incidents	FY24 Accidents
Direct employees	0	1
Contract employees	0	0

Appendix 10 – Independent Limited Assurance Statement

Supports GRI standard 2–5

Appendix 10 – Independent Limited Assurance Statement

Supports GRI standard 2–5

INDEPENDENT LIMITED ASSURANCE STATEMENT

To: The Management and Directors of Waste Services Group Pty Ltd

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Waste Services Group Pty Ltd's Sustainability Report for the 2024 financial year (1 July 2023 to 30 June 2024) has not been prepared, in all material respects, in accordance with the criteria defined below.

Subject Matter

Waste Services Group Pty Ltd (**WSG**) engaged RSM Australia Pty Ltd (**RSM Australia**) to perform a limited assurance audit of WSG's Sustainability Report (**Report**) for the 2024 financial year (1 July 2023 to 30 June 2024). The Report has been prepared in accordance with the Global Reporting Initiative (**GRI**) 2021 Universal Standards (**Criteria**), in addition to being informed by the United Nations Sustainable Development Goals (**SDGs**) and the United Nations Global Compact (**UNGC**) and the Sustainability Accounting Standards Board (**SASB**) Waste Management Standard 2018.

The subject matter of this limited assurance audit and relevant criteria is further detailed below:

Limited Assurance Subject Matter	Scope and Metrics	Criteria
General Disclosures	Alignment of disclosures with the criteria	▪ GRI 2
Circular Economy/resource recovery	Alignment of disclosures with the criteria in line with the metrics below: <ul style="list-style-type: none">Total waste directed to landfill (t)Total waste diverted to recycling (t)	▪ GRI 306 ▪ SASB – Waste Management
Sustainability reporting/customer environmental reporting	Alignment of disclosures with the criteria	▪ GRI 302 and GRI 305 ▪ SASB – Waste Management

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INDEPENDENT LIMITED ASSURANCE STATEMENT (CONT.)

Limited Assurance Subject Matter	Scope and Metrics	Criteria
Carbon Footprint ¹	Alignment of disclosures with the criteria in line with the metrics below: <ul style="list-style-type: none">Scope 1 and 2 emissions (tCO2e)Emissions intensity (tCO2e/waste collected in tonnes)Fuel consumption within WSG (GJ)Energy consumption (GJ)Energy intensity (GJ/waste collected in tonnes)	▪ GRI 302 and GRI 305 ▪ Greenhouse Gas Protocol (GHG Protocol) Standard ▪ National Greenhouse and Energy Reporting (NGER) Scheme Methodology
Labour practices and employee health and safety	Alignment of disclosures with the Criteria	▪ GRI 403, GRI 404, GRI 405 and GRI 406 ▪ SASB – Waste Management
Supply Chain Management	Alignment of disclosures with the Criteria	▪ GRI 204, GRI 205, GRI 308, GRI 408, GRI 409 and GRI 414

Except for the information outlined in the above table, no assurance procedures were performed on the remaining content of the Report. Therefore, we do not provide an opinion or conclusion on the excluded information.

Our Audit Approach

RSM's limited assurance approach on the Report aligns with the requirements of the Australian Auditing and Assurance Standards Board (AUASB) Framework for Assurance Engagements, ASAE 3000 Assurance Engagements *Other than Audits and Reviews of Financial Information* and ASAE 3410 *Assurance Engagements on Greenhouse Gas Statements*. In accordance with the standards, we have:

- Used our professional judgement to plan and perform the engagement to obtain limited assurance that we are not aware of any material misstatements in the Limited Assurance Subject Matter, whether due to fraud or error;
- Considered relevant internal controls when designing our assurance procedures, however we do not express a conclusion on their effectiveness; and
- Ensured that the engagement team possessed the appropriate knowledge, skills and professional competencies.

Summary of Procedures Undertaken

The procedures performed in conducting the limited assurance engagement included:

- Conducting meetings with personnel to understand and document key information on the business background, processes, and controls in place during the reporting period;

¹ The WSG's Sustainability Report for FY24 excludes Scope 3 emissions, and this exclusion has been recorded as an omission due to unavailability of data as of FY24.

INDEPENDENT LIMITED ASSURANCE STATEMENT (CONT.)

Summary of Procedures Undertaken (Cont.)

- Inspection of supporting process documentation developed to support the collation, calculation, reporting and record keeping processes in accordance with WSG's policies and procedures;
- Identification and review of the definitions, assumptions, and methodologies pertaining to the data disclosed based on the subject matter identified above;
- Review of user access and other key system and process controls as they relate to the compilation of data, or any calculations used;
- Testing of accuracy of recording, aggregating and transcription of key data inputs for quantitative information such as emission calculations;
- Testing of accuracy of recording, aggregating and transcription of source data inputs for qualitative information;
- Verification of the reliability, accuracy, and comparability of data reported to achieve consistency and alignment;
- Identification of any material inconsistencies, misstatements, or exclusions and endorsed the accuracy and transparency of the relevant disclosures in the Report; and
- The statements for the subject matters within the Report were reviewed and aligned with the relevant GRI Standards..

Management's Responsibility

The management of WSG is responsible for the preparation of the Report in all material respects. This responsibility includes the design, implementation and maintenance of internal controls relevant to the preparation and presentation of Sustainability Reports that is free from material misstatement, whether due to fraud or error. Non-financial information in a sustainability report is subject to inherent uncertainty due to evolving standards, varying source data quality, and the use of estimations or assumptions in measuring social and environmental information and data.

Our Responsibilities

Our responsibility was to express a limited assurance conclusion on WSG's Sustainability Report for the 2024 financial year (1 July 2023 to 30 June 2024), based on the procedures we performed and the evidence we obtained. We conducted our limited assurance engagement in accordance with the ASAE 3000 *Assurance Engagements other than Audits or Reviews of Historical Financial Information* and ASAE 3410 *Assurance Engagements of Greenhouse Gas Statements*.

ASAE 3000 and ASAE 3410 require us to plan and perform this engagement by identifying areas where a material misstatement of the Limited Assurance Subject Matter is likely to arise in alignment with the Criteria, addressing the areas identified and considering the process used to complete the sustainability reporting for financial year 2024. The nature, timing and extent of procedures selected depend on the assurance practitioner's judgement, including the assessment of the risks of material misstatement, whether due to fraud or error. In making those risk assessments, we considered internal controls relevant to WSG's preparation of the Sustainability Report, however we do not express a conclusion on their effectiveness.

INDEPENDENT LIMITED ASSURANCE STATEMENT (CONT.)

Our Independence and Quality Control

We have complied with the relevant ethical requirements relating to assurance engagements, which include independence and other requirements on fundamental principles of integrity, objectivity, professional competence, due care, confidentiality, and professional behaviour.

In accordance with Auditing Standards on Assurance and Advisory Engagements, including Australian Standard ASQM 1 *Quality Management for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements* and ASQM 2 *Engagement Quality Reviews*, RSM Australia maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

In accordance with ASA 102 *Compliance with Ethical Requirements when Performing Audits, Reviews and Other Assurance Engagements*, RSM Australia has met the independence requirements and have the required competencies and experience to conduct the assurance engagement. RSM Australia has also met the independence requirements of the APES 110 *Code of Ethics for Professional Accountants*.

Inherent Limitations for Limited Assurance Engagement

Due to the inherent limitations of a limited assurance engagement, together with the inherent limitations of any internal control structure, it is possible that fraud, error, or non-compliance with laws and regulations may occur and not be detected, even though the engagement is properly planned and performed in accordance with Standards on Assurance Engagements.

A limited assurance audit is not designed to detect all weaknesses in control procedures as it is not performed continuously throughout the period. Any projection of the evaluation of control procedures to future periods is subject to the risk that the procedures may become inadequate because of changes in conditions, or that the degree of compliance with them may deteriorate.

The procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained if a reasonable assurance engagement had been performed.

We believe that the information we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Use of this Limited Assurance Statement

This statement has been prepared for use by the Directors and management of WSG in relation to the compliance of their FY2024 Sustainability Report in line with the GRI Standards and other associated reporting standards.

Our statement is intended solely for the WSG Directors and management for the purpose described above. We permit WSG to share this statement publicly with its stakeholders to enable those stakeholders to confirm that an independent assurance engagement has been commissioned by the Directors of WSG. However, we accept no responsibility or liability to such stakeholders for any loss arising from the use of or reliance on this report.

Yours faithfully,



TIM PITTAWAY
Partner
RSM Australia
Sydney
20 June 2025

making every day more sustainable



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