



2024

SUSTAINABILITY REPORT

PLATINUM Top 1%

ecovadis

Sustainability Rating

AUG 2024

A LETTER *from our Directors*

Southern Cross Cargo is an Australian owned freight forwarding, 3PL and logistics company spanning across Queensland, New South Wales and South Australia. With its roots in Australia, our company also has an extensive global network giving us world-wide reach.

We have a great team of dedicated professionals across the country that are intent on finding solutions for your logistics and 3PL needs. We are committed to creating a brilliant workplace for our team, are focused on finding and keeping the best talent and investing in our people so everyone can be the best they can be.

2024 was a milestone year for Southern Cross Cargo. We successfully acquired a large warehouse operation in Adelaide, celebrated significant staff work anniversaries, 20 years and 13 years and proudly achieved a global Platinum Sustainability Rating through EcoVadis! It's been a year of growth, dedication, and environmental commitment.

We're entering 2025 with great optimism and excitement, eager for the opportunities and potential that lie ahead for both our business and our team including implementing a new HR and Payroll Platform as well as achieving ISO9001:2015 accreditation across the entire business.

Paul Angel and Greg McKillop

Southern Cross
CARGO



OUR *Commitment to Sustainability*

At Southern Cross Cargo, we are dedicated to fostering sustainability across all aspects of our operations, ensuring a better future for the environment, our people, and our business. Our focus is centred on reducing our environmental impact, championing labor and human rights, and upholding strong business ethics to create a positive and lasting influence on the world around us.

We officially launched our sustainability initiatives in 2023, and in this report, we proudly share the progress and achievements we've made during the calendar years 2023 and 2024. This includes

significant strides in improving operational efficiency, supporting our employees' well-being through ethical practices, training and career development as well as strengthening our IT protocols.

Looking ahead, Southern Cross Cargo remains committed to building on the solid foundation we have established and setting even higher standards for the future. We will continue to innovate, collaborate with stakeholders, and prioritise sustainability in everything we do, ensuring we contribute to a more sustainable and equitable world.



OUR Sustainability Goals & Achievements 2023/2024



GOALS FOR 2023/2024

Sustainability Rating through EcoVadis in 2023 - BRONZE

Environment *Our Planet*

- ☑ Net zero energy consumption by end 2025
- ☑ Implement energy efficient climate control in warehouse
- ☑ Reduce waste going to landfill by introducing recycling procedures and programs e.g. reduce paper use, recycle ink cartridges, reuse or recycle 100% customer cardboard packaging
- ☑ Implement carbon usage reporting for our clients
- ☑ Introduce a carbon offset program for our clients
- ☑ Minimum 80% of Employees trained on our Environmental Policies.

Labor & Human Rights *Our People*

- 👥 Zero accidents in the workplace
- 👥 Engage an external WHS Audit by end 2025
- 👥 Minimum 80% of Employees trained in additional skills by end 2025

Ethics *Our Integrity*

- ⚖️ Zero anti-corruption incidents in the workplace
- ⚖️ Zero anti-competitive practices in the workplace
- ⚖️ Responsible information management
- ⚖️ Minimum 80% of Employees trained on our Ethics protocols by end 2025

ACHIEVEMENTS ACROSS 2023/2024

Sustainability Rating through EcoVadis in 2024 – PLATINUM!!!

Environment *Our Planet*

- ☑ We installed solar panels on our Brisbane warehouse in 2023
- ☑ We have committed to purchasing green energy if we exceed our solar output
- ☑ We are trialling various cooling options for the warehouse including cooling vests
- ☑ We introduced new procedures for recycling
- ☑ 100% customer cardboard packaging has been either reused or recycled
- ☑ Our carbon usage reporting and our carbon offset program for our clients went live in 2024
- ☑ At least 70% of Employees trained on our Environmental Policies. As we acquired our Adelaide operations halfway through 2024, we aim to increase this to over 80%

Labor & Human Rights *Our People*

- 👥 We conducted an external WHS Audit at our Brisbane premises in 2024
- 👥 We launched a new HR & Payroll platform across the business
- 👥 We implemented an external Employee Assistance Program
- 👥 100% of Employees were trained in additional skills by end of 2024. We aim to continue this trend through 2025.

Ethics *Our Integrity*

- ⚖️ We had no anti-corruption incidents or anti-competitive practices in the workplace
- ⚖️ In 2024, we began implementing the Essential 8 framework to strengthen the robustness of our IT system.



OUR Planet

At Southern Cross Cargo, we recognise the critical importance of reducing our environmental footprint and understand the significant role that our industry plays in the broader context of sustainability.

As a responsible business, we are committed to implementing strategies that contribute to the protection and preservation of the environment for future generations. We are focused on improving sustainability by adopting a comprehensive approach that spans multiple facets of our operations.

This includes the use of solar and green energy and minimising waste generation through improved waste management practices, such as recycling and the reduction of single-use materials. We work closely with our business partners to reduce unnecessary waste and ensure that we adhere to best practices in sustainability.

We recognise the importance of innovation in achieving our sustainability goals. This includes exploring cutting-edge technologies that can further reduce our environmental impact, from reusing client packaging to the use of renewable energy sources in our facilities in addition to offering our clients a carbon offset program.

Our commitment to sustainability is not just about meeting regulatory requirements but goes beyond that to ensure we lead by example in fostering a more sustainable industry. By continuously evaluating and improving our processes, we strive to reduce our environmental footprint and help create a cleaner, greener future.



WHAT WE ARE DOING FOR OUR Planet



Renewable Energy

In 2024 we continued our journey towards sustainability by transitioning our operations to renewable energy sources, including the installation of solar panels on our warehouse roofs. For our remaining energy needs, we aim to switch to green energy by the end of 2025, ensuring our operation is powered by environmentally friendly alternatives.

We also made a concerted effort to engage our employees in energy conservation practices. We encouraged them to be mindful of their energy consumption both at work and at home, promoting simple actions like turning off lights when not in use, managing air conditioning more efficiently, and ensuring that computers and other electronics were powered down when idle.

Waste Management Initiatives

We launched a waste management program aimed at reducing waste through recycling and reusing materials throughout the business.

We also implemented a comprehensive approach to recycling, including the recycling of ink cartridges and utilizing provided recycling bins. Additionally, we made efforts to recycle customer packaging whenever possible and joined a dedicated recycling program for our pallets, further minimizing waste and contributing to our sustainability goals.

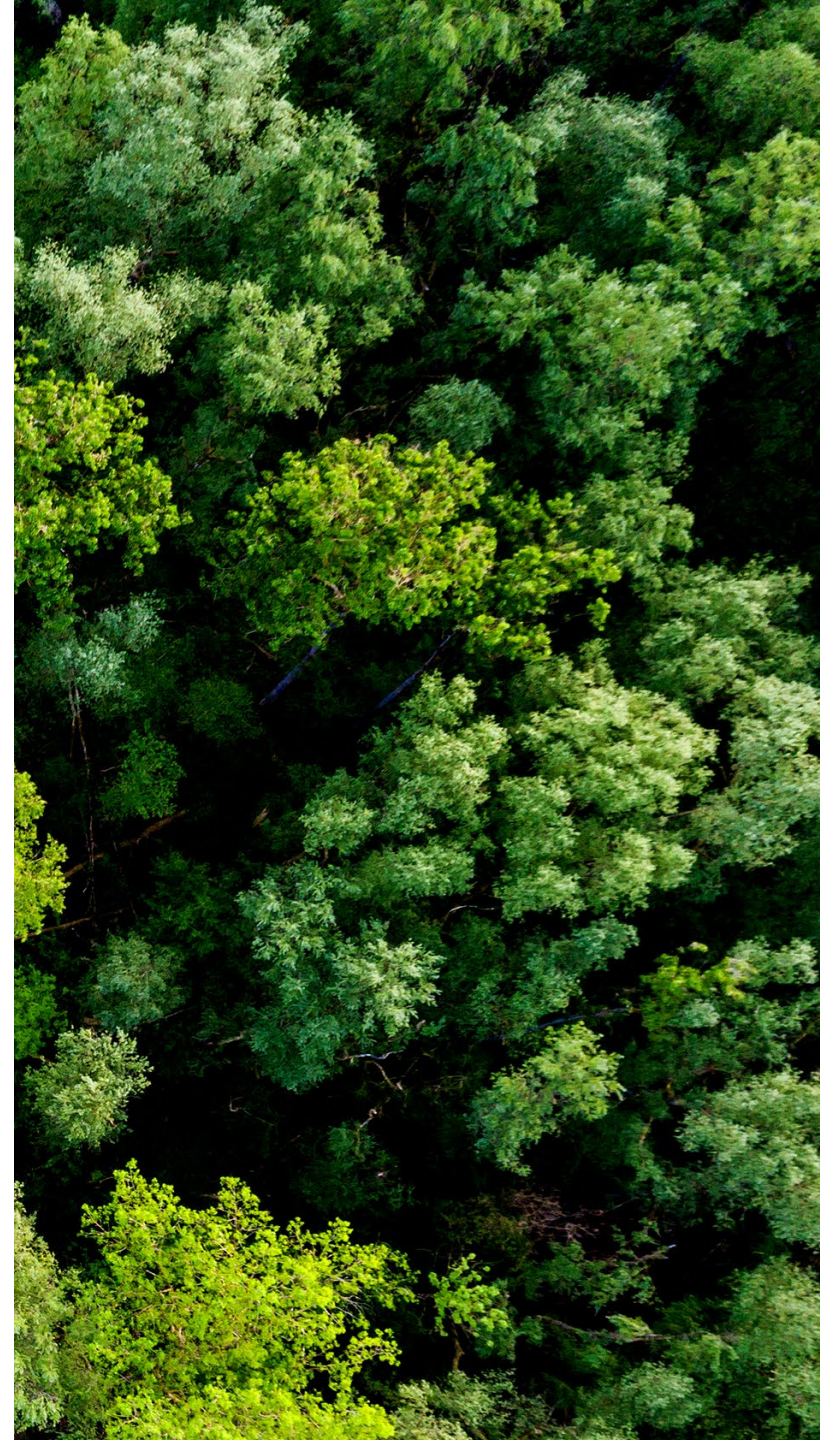
Reducing our Carbon Footprint

In 2024, we partnered with the decarbonisation platform Pledge to enhance our sustainability efforts by providing detailed carbon usage reports for client shipments, enabling better tracking and the option to offset carbon footprints with certified carbon offsets. Additionally, we equip our warehouses with electric forklifts and pallet jacks, further reducing emissions and supporting sustainable logistics. These initiatives reflect our commitment to reducing our carbon footprint and helping clients meet their sustainability goals.

Employee Training

In 2024, we introduced a comprehensive Environmental Training program for all employees as part of our commitment to fostering a culture of sustainability within the company. This initiative was designed to enhance awareness around environmental issues, equipping our team with the knowledge and tools to incorporate sustainable practices into both their professional and personal lives.

The training covers a wide range of topics, from energy conservation and waste reduction to eco-friendly practices. By empowering our employees with the understanding of their environmental impact, we aim to create a ripple effect that extends beyond the workplace.





OUR People

At Southern Cross Cargo, we place the highest priority on the health, safety, and well-being of our team members. We believe that a motivated, engaged, and well-supported workforce is essential to our success, and we are committed to fostering an environment where everyone feels safe, valued, and empowered to thrive.

We work diligently to create a secure and supportive work environment, ensuring that the physical health and safety of our employees are never compromised. Our safety protocols are rigorous, encompassing regular safety training, thorough risk assessments, and a proactive approach to addressing potential hazards. We take all necessary steps to mitigate risks and ensure compliance with the highest health and safety standards.

Equally important to us is the mental well-being of our team members. We understand that mental health is just as critical as physical health, which is why we have implemented a range of initiatives to support our employees' emotional and psychological needs. We encourage an open and inclusive culture where team members can speak freely about any challenges they face, knowing they will receive support and understanding. We also provide access to mental health resources and counselling services to ensure that employees have the help they need when times get tough.

In addition to creating a safe and supportive environment, we also recognise the importance of a healthy work-life balance. We understand that our team members have personal lives and commitments outside of work, and we strive to be flexible in meeting their needs. We offer flexible employment options, including adjustable working hours and the ability to work remotely where applicable, to help employees balance their professional and personal responsibilities effectively. This flexibility is essential in reducing stress and improving overall job satisfaction, contributing to a more engaged and productive workforce.

At Southern Cross Cargo, we are also deeply invested in the personal and professional growth of our employees. We believe that continuous learning is key to fostering both individual development and the continued success of our organisation. We offer a variety of internal and external training programs, including skill-building workshops, leadership development courses, and access to industry-specific certifications. These opportunities are designed to not only improve our team's technical knowledge but also to equip them with the leadership and soft skills necessary for career advancement.



WHAT WE ARE DOING FOR OUR People



Human Resources Management System

In 2024, we began using Employment Hero, a cloud-based platform for HR, payroll, and benefits management. It provides an all-in-one solution that streamlines the entire employee lifecycle, helping us be more productive while securely storing all employee records in one centralized location.

New Policies

We began implementing new policies for the business to enhance our operations, improve efficiency, and ensure alignment with best practices and regulatory requirements. These policies were carefully designed to address key areas such as employee conduct, workplace safety, data privacy, and diversity and inclusion.

The introduction of these new policies ensures consistency across the organisation, providing clear guidelines for behaviour and expectations. It helps create a fair and transparent work environment, where employees understand their rights and responsibilities, and managers have clear frameworks for addressing issues.

WHS Audit

In 2024 we conducted an external Workplace Health and Safety (WHS) audit to ensure that our business is fully compliant with all relevant safety regulations and industry standards. The audit involved a thorough review of our current safety practices, policies, and procedures, as well as an assessment of the workplace environment to identify potential hazards or risks.

Employee Training & Development

We implemented a training register to track our Employee professional development and learning progress. This register serves as a centralized record of all training programs, certifications, and skill-building activities that employees complete throughout their tenure. It allows both employees and managers to monitor the completion of mandatory and optional training courses, ensuring compliance with industry standards and internal requirements.

The register helps identify skill gaps, track career progression, and plan future development opportunities. By having a clear overview of training milestones, employees can take ownership of their growth, while managers can offer targeted support to help them reach their full potential.





OUR Integrity

At Southern Cross Cargo, we are steadfast in our commitment to upholding the highest standards of ethical business practices. We firmly believe that integrity is the cornerstone of our long-term success and reputation. We understand that conducting business in an ethical manner not only drives trust with our customers, partners, and stakeholders but also creates a strong foundation for a sustainable and respected organisation.

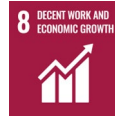
As part of this unwavering commitment to integrity, we continually review and refine our business operations to ensure that we are operating in line with the highest ethical standards. This process includes ongoing assessments of our internal policies and procedures, allowing us to identify any potential areas of improvement and address emerging challenges in a timely and responsible manner.

Additionally, we place a strong emphasis on accountability. Each employee, regardless of their position, is responsible for ensuring that their actions reflect the ethical standards set forth by the company. Our leadership team plays an essential role in modelling these behaviours, leading by example to reinforce the importance of ethics in decision-making and day-to-day interactions.

We believe in open and honest communication with all stakeholders, whether they are customers, suppliers, or employees. We are dedicated to provide clear and accurate information about our operations, ensuring that all relevant parties are fully informed and able to make decisions based on trust and transparency.



WHAT WE ARE DOING FOR OUR Integrity



ISO9001 : 2015

In 2024, Southern Cross Cargo expanded its operations by acquiring a large warehouse in Adelaide that is ISO 9001:2015 certified. This prestigious certification is a commitment to maintaining high-quality management systems and processes, ensuring that all aspects of its operations meet internationally recognised standards for quality and continuous improvement.

Building on this achievement, we are committed to rolling out ISO 9001:2015 certification across our entire business in 2025. This will involve integrating the same rigorous quality management standards and best practices throughout all our operations, from logistics and warehousing to customer service and administrative functions. By achieving this certification across the business, we aim to ensure that every aspect of our company consistently delivers high-quality products and services to our customers.

The ISO 9001:2015 certification will enable us to streamline our operations, improve efficiency, and enhance our ability to meet customer expectations. It will also provide a solid foundation for continuous improvement, allowing us to adapt to changing market conditions and customer demands while maintaining the highest standards of quality and service. This initiative is a key part of our ongoing commitment to operational excellence and customer satisfaction.

IT Security

In 2024, Southern Cross Cargo undertook a comprehensive IT security upgrade. As part of this initiative, we conducted a cybersecurity review based on maturity level two of the Essential 8 framework.

Additionally, we implemented a policy requiring all employees to set up Multi-Factor Authentication (MFA) to enhance security across our systems.

All Employee's have been trained on responsible information management.

Zero

Across 2023-2024, we maintained a strong commitment to ethical business practices, with zero reported incidents of anti-corruption, anti-competitive practices, or data breaches. This achievement reflects our ongoing efforts to uphold the highest standards of integrity and transparency in all aspects of our operations.



OUR 2025-2030 Vision

To stay on course towards realising our 2030 vision for a sustainable future, we are fully committed to integrating these Sustainable Development Goals (SDGs) into every aspect of our business. This means embedding sustainability in our operations, decision-making processes, and long-term strategies, ensuring that each initiative and action we undertake aligns with the global goals. By doing so, we aim to drive positive change, foster innovation, and create lasting value for our stakeholders while contributing to a more sustainable and equitable world for future generations.



Support the wellbeing of our employees



Ensure our people have access to work related education



Have gender equality always top of mind. We currently have 50/50 male/female employees



Use solar and Green energy



Provide quality jobs for quality people with quality pay and quality training



Be a positive leader in diversity and inclusion



Help future proof our cities using solar energy and sustainable waste solutions



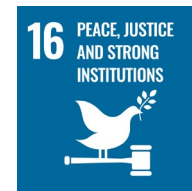
Reduce our waste and continue our recycling programs



Have net zero energy consumption / reduce and reuse waste



Recycle all plastic and cardboard waste



Integrity is Part of our Business strategy

**SUSTAINABLE
DEVELOPMENT
GOALS**