

Sustainability Report 2023



Empowering Tomorrow's Destination, Today.

FleetPartners Group Limited is a leading provider of vehicle leasing, fleet management, heavy commercial vehicles, salary packaging and novated leasing, operating across Australia and New Zealand. Formerly Eclix Group Limited (ECX), in FY23 we commenced the consolidation of the operating entities, FleetPlus and FleetChoice, under FleetPartners. The first phase of this consolidation was completed in March 2023. With decades of experience, FleetPartners manages over 88,000 vehicles on behalf of customers. We help businesses of all sizes access funds, acquire, commission and effectively manage their vehicles. We also help everyday Australians maximise their salary through salary packaging benefits and novated leasing.



Acknowledgement of Country

FleetPartners acknowledges the Traditional Custodians of the lands on which we operate and pay our respects to Elders past and present.

Kia ora tātou (Hello Everyone)

FleetPartners aspires to having a better understanding of Te Ao Māori (the Māori World) and creating a meaningful impact on Te Ao Hurihuri (the ever-changing world around us).

Contents

06

Chair & Chief
Executive Officer's
joint letter

08

Key highlights

10

Purpose and values

12

Approach and priorities

14

Sustainability
scorecard

18

Methodology and
frameworks

21

Metrics and initiatives

52

Task force on
climate-related
financial disclosures
content index

Chair & Chief Executive Officer's letter

On behalf of your Board and Executive team, it is with great pleasure that we present FleetPartners' FY23 Sustainability Report, a testament to our unwavering commitment to environmental, social, and governance (ESG) principles.

GAIL PEMBERTON CHAIR
DAMIEN BERRELL CHIEF EXECUTIVE OFFICER



Dear Shareholders,

We are delighted to present to you FleetPartners' FY23 Sustainability Report, which provides a comprehensive overview of our environmental, social and governance activities during the financial year. Sustainability has become a cornerstone of our business strategy and we are committed to sharing our progress with you as we work towards creating lasting value for our shareholders and all stakeholders.

UNIFYING OUR BRAND AND PURPOSE

In FY23, FleetPartners embarked on a transformative journey, uniting under a single brand with a singular focus – to support our customers' vehicle needs through flexible financing and management. This strategic shift has allowed us to redefine our purpose:

"Empowering tomorrow's destination, today."

Embedded within our purpose are our core values: Collaboration, Accountability, Reimagine and Excellence, collectively known as CARE, which permeate everything we do.

DIVERSE ESG WORKING GROUPS

One of the key drivers of our sustainability efforts is our diverse ESG working groups, which includes representation from our team members across Australia and New Zealand, alongside our executive and senior leadership participants. These voices contribute to a holistic and inclusive approach to sustainability, ensuring that we consider a wide range of perspectives.

CLIMATE CERTIFICATION ACHIEVEMENTS

We are proud to announce that FleetPartners retained Climate Active status in Australia and achieved the prestigious Toitū net carbonzero certification in New Zealand. FleetPartners stands as the first and only fleet management organisation to attain these climate certifications, reinforcing our commitment to our customers and stakeholders.

DECARBONISATION IN ACTION

We are proud of our position when it comes to sustainable operations along with our focus of transitioning FleetPartners' to a sustainable, low-emission organisation. Our goal for our own company fleet to be 100% carbon-zero by or before 2027, is indicative of our commitment to reducing the Group's carbon footprint.

SUSTAINABILITY PRIORITIES: ALIGNING WITH THE GRIs, TCFDs AND SDGs

Our sustainability working group mapped initiatives that align with our three sustainability priorities – Our People, Our Community and Our Environment, identifying how we drive these priorities under the framework of Global Reporting Initiative (GRI), Task Force on Climate-related Financial Disclosures (TCFDs) and the UN Sustainable Development Goals (SDGs).

PEOPLE-CENTRIC: WELLBEING AND DEVELOPMENT

Wellbeing and workplace flexibility remain key areas of focus for FleetPartners. As our team members continue to operate in a hybrid working model, we have prioritised employee development and mentorship. In FY23, FleetPartners team members completed 1,291 hours of training on a wide range of topics. It is our commitment to the growth and development of our team members that has enabled us to achieve customer satisfaction with a Net Promoter Score of 44 and our team member engagement that now stands at 74%, an increase of 4% from FY22.

INCLUSIVITY AND GENDER EQUALITY

FleetPartners is committed to creating a welcoming and inclusive workplace, irrespective of age, disability, ethnicity, marital or family status, religious or cultural background, sexual orientation and gender identity. We proudly maintain our status as a Workplace Gender Equality Agency (WGEA) Employer of Choice for Gender Equality and aim to achieve gender balance within our workforce. We are proud to note that 2023 saw FleetPartners acknowledged by Work180, recognising and endorsing us as an 'Employer for All Women.' Furthermore, we made significant strides in reducing the gender pay gap in FY23, achieving a reduction of 6.1%.

RECONCILIATION AND CULTURAL UNDERSTANDING

Our commitment to reconciliation was formalised through our participation in the Reconciliation Action Plan (RAP) program and the endorsement of FleetPartners' inaugural 'Reflect' RAP. Our RAP seeks to educate our employees on the culture and traditional practices of Aboriginal and Torres Strait Islander peoples within our organisation, fostering an environment of shared histories and mutual respect.

A PLEDGE TO CONTINUE EVOLVING

We are immensely proud of the accomplishments of FleetPartners in FY23 and remain committed to evolving our approach to sustainability as new global standards and targets emerge. Our dedication to ESG principles not only enriches our communities but also enhances long-term value for our shareholders.

We extend our deepest gratitude to our Team, our Board and valued Shareholders. The support and collaborative spirit have been the driving force behind our sustainability journey. Together, we will continue to shape a sustainable, inclusive, and prosperous future.



Gail Pemberton AO
Chair



Damien Berrell
Chief Executive Officer and
Managing Director

30 September 2023

Key highlights

44 

NET PROMOTER SCORE (NPS) NPS¹

FleetPartners is passionate about our contribution to a more inclusive world and a healthier, more sustainable planet, in which people and ecosystems can thrive.

We believe that playing our part to support the greater good is through stewardship of our business to deliver sustainable long-term growth, a determination to positively impact within our sphere of influence and practising ethical and transparent practices.

We proudly highlight our key ESG achievements.

 **Carbon Neutral ORGANISATION** 


ACHIEVED RE-CERTIFICATION AS CARBON NEUTRAL²

TOITŪ 

NET CARBON ZERO

ISO 14064-1 ORGANISATION

CERTIFICATION ACHIEVED³

HIGH TEAM MEMBER ENGAGEMENT⁴ 

↗ 4%

FROM 70% TO 74%

 **RECONCILIATION ACTION PLAN REFLECT**

LAUNCHED THE INAUGURAL 'REFLECT' RAP 

1 Annualised average score from Net Promoter customer surveys.
 2 The Climate Active certification operational bound has been applied and covers our Australian business operations. The boundary does not incorporate emissions associated with vehicles leased by our customers that are under management by FleetPartners.
 3 As defined by Toitū Envirocare.
 4 Annualised average results from FleetPartners Employee Engagement surveys.

COMMITTED TO
CARBON EMISSION
SCOPE 1, 2 AND 3
REDUCTION
TARGETS BY 2030

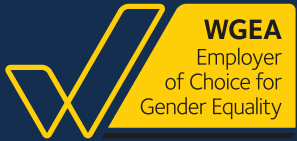


Scope 1, 2 & 3
targets

**EMPLOYER
OF CHOICE**



RETAINED CITATION
FOR GENDER
EQUALITY



**GENDER
PAY GAP⁵**

↘ **6.1%**

FROM 21.7% TO
15.6%



**ACHIEVED
ISO 27001:2013**



**INFORMATION
SECURITY
MANAGEMENT**



RECOGNISED AND
ENDORSED AS AN
**'EMPLOYER FOR
ALL WOMEN'**



**PROCUREMENT
PROCESS**
ALIGNMENT WITH
NEW MEMBERSHIP



⁵ FleetPartners internal workforce reporting.

Our purpose

In FY23, FleetPartners united under a single brand with the sole focus of supporting the vehicle needs of our customers with flexible financing and management, in turn enabling them to focus on their core business and what matters most to them.

This also gave us an opportunity to redefine our purpose.

Empowering tomorrow's destination, today

Each word was carefully chosen to reflect why we exist.

'Empowering' demonstrates our desire to support our customers to be in the lead and moving forward with momentum with FleetPartners, as their partner, by their side helping them to progress. We empower our customers with our expertise, service and advice.

'Tomorrow' reflects our focus on the future and preparing ourselves and our customers to anticipate the needs of the future, as well as our optimism about a bright future ahead. We understand the challenges of tomorrow are unique as the world navigates the climate transition and we are here to help our customers be ready for tomorrow.

'Destination' captures our aspiration, the goals and objectives of our customers and ourselves – and our desire and determination to do more and be more. It also reflects our customers' needs to be mobile and connected and our role in helping them get to their destination, both day-to-day and over the long-term.

'Today' is about taking action now, not waiting until tomorrow and in doing so, bringing forward the future and supporting our customers to achieve their goals faster.

Our values – CARE



The way in which we achieve our purpose is through the values we uphold.

Collaboration, Accountability, Reimagine and Excellence – otherwise known as CARE – are the values that are truly embedded in everything we do.

CARE is our internal compass that informs our decision-making, defines our way of working and helps us to attract and retain great team members.



COLLABORATION

Our team is always greater than the sum of its parts

Our team is:

- › Highly respectful
- › Your biggest challenger
- › Your strongest critic
- › Your best supporter



ACCOUNTABILITY

Ownership, accountability and pride in everything we do

We are accountable to:

- › Ourselves
- › Our customers
- › Our colleagues
- › Our company



REIMAGINE

Dream big, ask why and seek out positive change

We challenge:

- › Status quo
- › Conventional wisdom
- › Our assumptions
- › Each other respectfully



EXCELLENCE

Deliver beyond expectations, every day

We thrive on:

- › Beating customer expectations
- › Building relationships
- › Creating opportunities
- › Winning for our team

Our approach and ESG priorities

OUR APPROACH TO ESG

In FY23, we continued to evolve our approach to managing ESG and further embedding sustainability into our business strategy, decision-making and our culture. During the reporting period, we made progress in maturing our approach with management establishing an ESG Committee with formal committee governance to enhance the former ESG working group.

Supporting this Committee, we have a range of employee-led working groups including a Reconciliation Action Plan working group, Sustainability working group, Diversity working group and CARE (FleetPartners Values) working group. These groups assist in the delivery of key initiatives aligned with our ESG priorities – Our People, Our Community, Our Environment.

Our Executive Team, who are responsible for our enterprise-wide sustainability strategy and framework, actively engages with all working group leads on a quarterly basis with the CEO providing regular ESG updates to the Board and the Audit and Risk Committee. To ensure a diverse range of views are considered and championed, in addition to Executive and senior leadership participants, the working groups consist of team member representatives from across Australia and New Zealand.

OUR ESG PRIORITIES

The Group's three ESG priorities – Our People, Our Community, Our Environment – reflect the role we see ourselves playing for our customers and local communities, and the impact we can make in people's lives.

Our People

We want our people to be inspired, engaged, safe and to willingly live our purpose and values every day. Having highly passionate, capable and accountable teams is essential to delivering our business strategy, which in turn delivers the greatest benefits for our customers, communities and to our shareholders.

Our People goal: Purpose-driven employer of choice

Our Community

A strong and thriving community, locally, nationally and internationally, is one in which all people have an opportunity to prosper. Prosperity can only start to be achieved if basic human needs such as access to a hot meal, a safe place to live, and equal opportunities to learn and be inquisitive are accessible.

Our Community goal: Leverage our resources, relationships and capabilities to support vulnerable members of our society.

Our Environment

The consequences of global temperatures rising more than 1.5°C above pre-industrial levels are extreme and far-reaching for nature, humans, businesses, and our collective future. As reported by the United Nations Net Zero Global Coalition, scientists agree that globally, emissions must be reduced by 45% by 2030 and reach net zero emissions by no later than 2050 to keep global warming to no more than 1.5°C.

Our Environment goal: Supporting the transition to a climate-resilient future through our operations and those of our customers.



By focusing our initiatives around our three priorities, engaging with a diverse range of stakeholders and conducting our business in a responsible way to drive positive commercial, environmental and social outcomes, we aim to provide a meaningful contribution to the sustainability of the communities and the environment in which we live and operate.

Sustainability scorecard



TOTAL TEAM MEMBERS IN AUSTRALIA & NEW ZEALAND⁶



AGE OF TEAM MEMBERS⁶

- Under 30 17%
- 30 – 39 32%
- 40 – 49 29%
- Over 50 22%

<p>WOMEN BY ROLE⁶</p>	<p>MEN BY ROLE⁶</p>	<p>OTHER GENDERS BY ROLE⁶</p>
<p>Board 50%</p> <p>Executive / General managers 36%</p> <p>Other team members 45.1%</p>	<p>Board 50%</p> <p>Executive / General managers 64%</p> <p>Other team members 54.7%</p>	<p>Board 0%</p> <p>Executive / General managers 0%</p> <p>Other team members 0.2%</p>



DIVERSITY⁶

Team members that identify as First Nations people **0.2%**



TEAM MEMBER RETENTION⁶

Overall attrition **23%**

Return to work from Primary Carers leave **82%**



WORKPLACE FLEXIBILITY⁶

Team members accessing Primary Carers leave **3.4%**

Team members accessing Secondary Carers leave **4.0%**



TRAINING, DEVELOPMENT AND PERFORMANCE MANAGEMENT⁶

Annual compliance training completion rate **99.6%**

Total training and development hours **1291 hrs**

Performance management process completion rate **100%**



WELLBEING⁸

My manager helps me feel valued **89%**

My manager is a great role model for employees **90%**

My manager genuinely cares about my wellbeing **88%**

Lost time injury frequency rate **0%**



ENGAGEMENT⁷

Overall engagement survey response rate **86%**

Overall engagement score **74%**

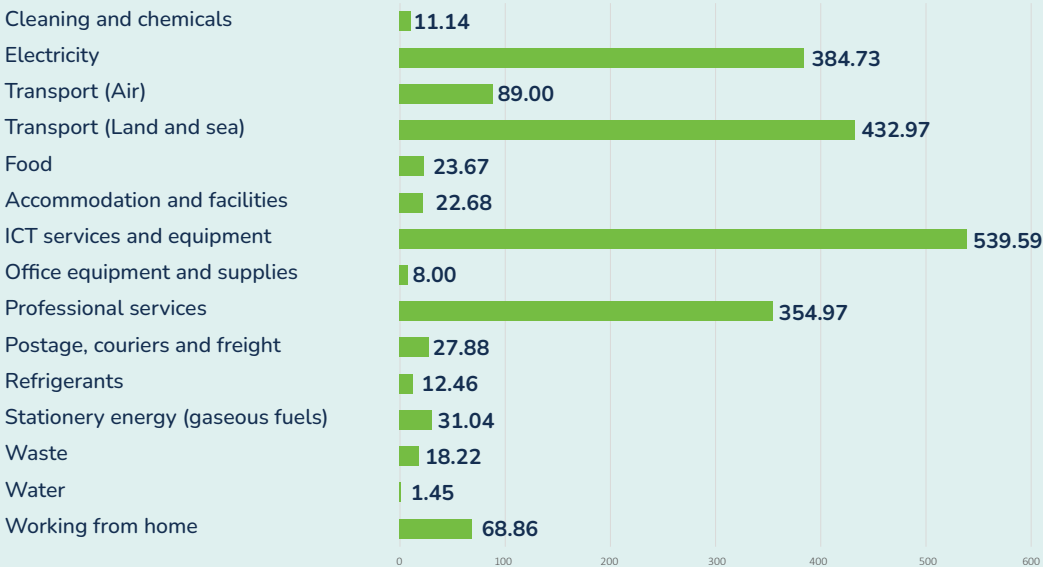


2,282

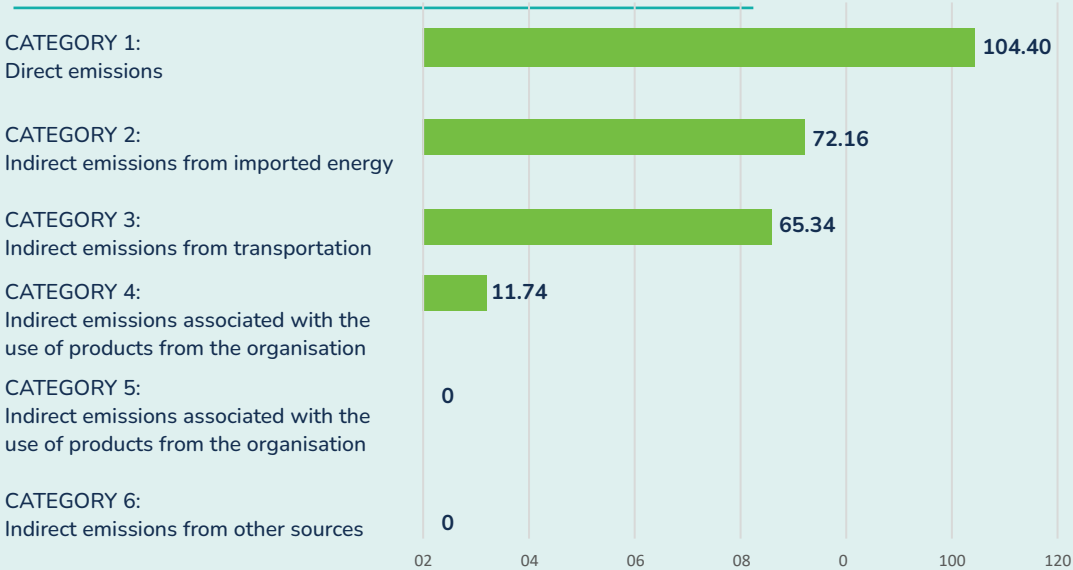
OUR ENVIRONMENT (tCO₂-e)
TOTAL CARBON EMISSIONS^{8a,b}
 AUSTRALIA AND NEW ZEALAND



EMISSIONS BY SOURCE AUSTRALIA (tCO₂-e)^{8a}



EMISSIONS BY SOURCE NEW ZEALAND (tCO₂-e)^{8b}



6 FleetPartners internal workforce reporting of employees as at 30 September 2023.
 7 Annualised results from FleetPartners Employee Engagement surveys.
 8a Calculated in conjunction with Pangolin Associates. In accordance with Climate Active, calculations exclude vehicles leased by our customers. The methods used for collating data, performing calculations and presenting the carbon account are in accordance with the following standards: Climate Active Standards; Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition); National Greenhouse and Energy Reporting (Measurement) Determination 2008.
 8b Calculated in accordance with ISO 14064-1:2018 standards and Toitū Envirocare Programme Technical Requirements that exclude vehicles leased by our customers.

Partners supported by FleetPartners



Cerebral Palsy Alliance (CPA)
Continued support of the CPA and its STEPtember campaign to assist adults and children living with cerebral palsy, by raising awareness and over \$31,200 in much-needed funds.



I.D. Know Yourself (IDKY)
Donated two vehicles valued at over \$30,000 to support the delivery of programs and transporting First Nations children and youth impacted by cultural dispossession, systematic disadvantage and complex trauma.



Burdekin Association
Continued support of Burdekin Association through the provision of a dedicated learn-to-drive vehicle to deliver driving practice hours to young people living in out-of-home care who are without the family support required to complete driver training to secure their licence.



Story Factory
Continued our commitment to the Story Factory by providing 2 vehicles that make it possible for storytellers to deliver workshops to those students most in need with the further expansion of the program into western Sydney and rural NSW.



Anglicare Victoria
Continued support of children, young people and families in need through donations, participation and volunteering of Anglicare Victoria programs – Food Boost, Broadmeadows Women’s House and the Dixon House Christmas distribution.



ARA Endowment Fund
Contributed \$28,000 towards the ARA Endowment Fund through the donation of a Hyundai as an auction prize at their annual gala charity event.



Te aukaha

Te aukaha Foundation
Donated 25 HP Chromebook laptops to be used in the delivery of educational programs for displaced youths in Auckland.



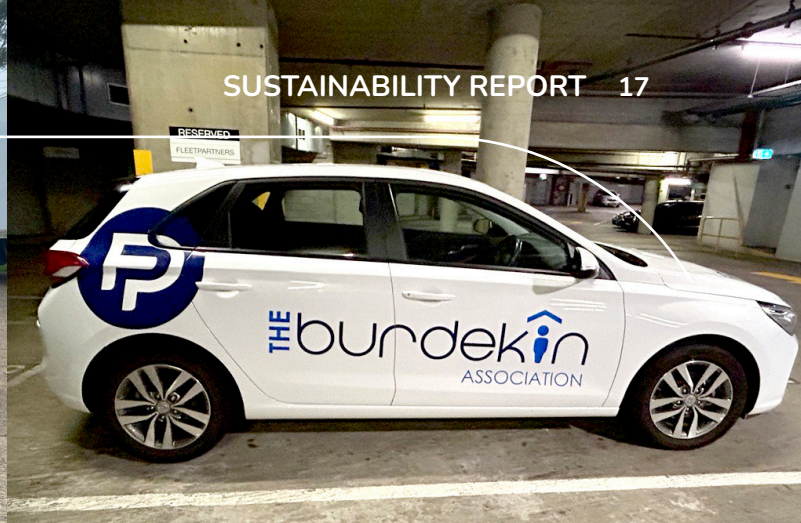
Duffy Books in Homes
Eleventh consecutive year of support providing a vehicle for their theatre team to travel around New Zealand performing a show centred around the character ‘Duffy’ who educates children about the joy of reading and books.



Visionwest Waka Whakakitenga
Third consecutive year of support for ‘Christmas From The Heart’ that provides gifts for children and teenagers in families who are finding things tough and would otherwise miss out.



Odyssey House
Inaugural support of Odyssey House and their Women’s Lunch event which raises funds to be used to provide support, treatment and rehabilitation services for individuals struggling with substance abuse and addiction.



Methodology and frameworks



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Centred around how we can best serve customers, communities and the countries in which we operate and contribute to solving global challenges, we have mapped our actions and identified those which contribute to the United Nations Sustainable Development Goals (SDGs).

Through self-assessment in FY22 and re-assessment in FY23, the sustainability working group mapped initiatives that align with our three sustainability priorities – Our People, Our Community, Our Environment – to identify how we are contributing to the SDGs. In doing so, we concluded that our actions both initially and now, contribute to 7 of the SDGs. Throughout this report, alignment with SDGs is identified using the relevant SDG icon and the goal target references. A summary of this is outlined below.

Our People

Purpose-driven employer of choice.

5 GENDER EQUALITY



GOAL 5

Achieve gender equality and empower all women and girls.

8 DECENT WORK AND ECONOMIC GROWTH



GOAL 8

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Our Community

Leverage our resources, relationships and capabilities to contribute to the support of vulnerable members of our society.

3 GOOD HEALTH AND WELL-BEING



GOAL 3

Ensure healthy lives and promote well-being for all at all ages.

4 QUALITY EDUCATION



GOAL 4

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

10 REDUCED INEQUALITIES



GOAL 10

Reduce inequality within and among countries.

11 SUSTAINABLE CITIES AND COMMUNITIES



GOAL 11

Make cities and human settlements inclusive, safe, resilient and sustainable.

Our environment

Support the transition to a climate-resilient future through our operations and those of our customers.

13 CLIMATE ACTION



GOAL 13


Take urgent action to combat climate change and its impacts.

Later, we outline our alignment with the ASX Corporate Governance Principles.

In FY23, we have also been trialling new ways of achieving further rigour and transparency in our sustainability activities and disclosures. Additionally, we have been building reporting capability and readiness for mandatory climate-related disclosures in future reporting periods. In doing so, we have prepared this Sustainability Report based on the frameworks, standards and the initiatives of Global Reporting Initiative (GRI).

GLOBAL REPORTING INITIATIVE (GRI)

In FY23, the ESG Committee conducted an assessment to determine the key topics to be included in our ESG reporting. Materiality in the context of our sustainability reporting is based on the definition from the updated GRI Material Topics Universal Standards 2021. Materiality to each GRI is defined by the significance of the impacts of our business activities on the economy, environment and people, including impacts on their human rights. The ESG Committee determined 8 topics material to FleetPartners, inclusive of Universal Standards, General Disclosures and Topic Standards.

							
GRI 201 Economic performance	GRI 305 Emission	GRI 401 Employment	GRI 404 Training & education	GRI 405 Diversity & equal opportunity	GRI 408 Child labour	GRI 411 Rights of indigenous people	GRI 413 Local communities

CORPORATE GOVERNANCE PRINCIPLES

Further, our corporate governance framework aligns to the 4th edition of the ASX Corporate Governance Council's Corporate Governance Principles and Recommendations (ASX Principles), as reported in our Corporate Governance Statement.

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFDs)

In consideration of global sustainability reporting developments, we've further enhanced our approach in considering the information needs of financial stakeholders through the introduction of reporting under the Task Force on Climate-Related Financial Disclosures framework.

See page 52 for a table summary of these disclosures.



Metrics and initiatives



GRI 201 ECONOMIC PERFORMANCE

In the context of the GRI Standards, FleetPartners focuses on the economic dimension of sustainability as it influences our stakeholders and organisation's ongoing economic performance. Economic performance against GRI 201 and some of the initiatives that underpin future economic performance are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCE
201-1: Direct Economic Value and Generated and Distributed	Revenues Economic value distributed: <ul style="list-style-type: none"> › operating costs, employee wages and benefits › payments to providers of capital › payments to government by country and community investment. 	<ul style="list-style-type: none"> › Revenues and operating costs: 2023 Annual Report, Statement of Profit or Loss and Other Comprehensive Income › Employee wages and benefits: 2023 Annual Report, Statement of Profit or Loss and Other Comprehensive Income › Payments to providers of capital: 2023 Annual Report, Note 4.5 Contributed equity (Movements in ordinary share capital); Note 4.7 Dividends › Payments to government by country: Tax Transparency Report and 2023 Annual Report Statement of Cash Flows › Community investment: FleetPartners Sustainability Report investors.fleetpartners.com.au
201-2: Financial implications and other risks and opportunities due to climate change	Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue, or expenditure.	FleetPartners Sustainability Report 2023 Climate-related risks and opportunities assessment.
201-3: Defined benefit plan obligations and other retirement plans	Percentage of salary contributed by employee or employer. Level of participation in retirement plans and other related details.	Employees have access to defined contribution plans and the Group does not have any defined benefit plans.
201-4: Financial assistance received from government	Total monetary value of financial assistance received by the organisation from any government during the reporting period.	The Group has not received any financial assistance from any government during the reporting period and payments to governments can be viewed in the Tax Transparency Report and 2023 Annual Report Statement of Cash Flows .

FleetPartners is committed to sustainable and ethical business practices in our business and in our supply chain, underpinned by a code of conduct, supplier code of conduct, whistleblowers policy, anti-bribery and anti-corruption policy, voluntary tax disclosures and data and cybersecurity protections.

Code of Conduct

FleetPartners is committed to the highest standards of conduct, transparency and ethical behaviour in all our business activities. Our Code of Conduct (fleetpartners.com.au/governance) applies to all directors, employees, consultants, secondees and contractors of any entity within the Group and outlines a practical set of principles reflecting our approach to business conduct.

The key expectations outlined in the Code of Conduct are to:

- › act with honesty, integrity and fairness and in the best interests of FleetPartners;
- › act in accordance with all applicable laws, regulations, policies and procedures; and
- › have individual responsibility and accountability for reporting and investigating reports of unethical practices.

The Code of Conduct also sets out FleetPartners' policies on various matters including ethical conduct, business and personal conduct, compliance, privacy, security of information, financial integrity and conflicts of interest.

Supplier Code of Conduct

During FY23, FleetPartners published its Supplier Code of Conduct (fleetpartners.com.au). The Supplier Code of Conduct aims to articulate our minimum expectations of suppliers providing goods and services to FleetPartners. The Supplier Code of Conduct outlines standards and principles across all areas of their business that we expect our suppliers to meet or exceed, including:

- › acting ethically and with integrity, including to prevent bribery, corruption, fraud, tax evasion and money laundering;
- › respect and protect intellectual property rights and privacy of personal information;
- › complying with all applicable human rights related laws;
- › create a safe working environment for their workers, including not permitting any form of forced, bonded or indentured labour; and
- › ensuring they strive to improve their own sustainability performance.

Whistleblowers Policy

Fostering a culture where our people feel empowered to speak up is important. It is essential that our team members and external partners can raise concerns if they see something that they feel is not right and know that they will be taken seriously.

Our Whistleblowers Policy (fleetpartners.com.au/governance), which applies in both Australia and New Zealand, is one of a number of policies that fosters a culture of compliance, honesty and ethical behaviour and underpins our values. We encourage the reporting of any instances of Disclosable Matters (i.e. Reportable Conduct under Australian law or Protected Disclosures under New Zealand law) including suspected unethical, illegal, fraudulent or undesirable conduct involving our businesses, and will ensure that those persons who make a report may do so without fear of intimidation, disadvantage or reprisal.

The Policy includes protections for whistleblowers' confidentiality and protection from detriment arising from a report made under the Policy. Whistleblowers may report Disclosable Matters confidentially either to our internal Whistleblower Protection Officers, or through any of the mechanisms set out in the Policy. This includes the FleetPartners Ethics Hotline, which is operated by an external reporting service.

Under our Whistleblowers Policy, "Disclosable Matters" specifically include conduct or activities relating to human rights or modern slavery issues as being matters that may be reported under this Policy.

Disclosable Matters may be made by a broad range of people regarding FleetPartners activities including current and former employees, volunteers, contractors, suppliers, agents and family members of these people.

Under the Policy, the Board will be informed of reports of Disclosable Matters limited to the date, severity, status and category of incident. During FY23, no Disclosable Matters were reported.

Anti-Bribery and Anti-Corruption

Our Anti-Bribery, Anti-Corruption, Fraud, Gifts and Hospitality Policy (fleetpartners.com.au/governance) emphasises our commitment to maintaining an organisation free from bribery and corrupt practices, whether direct or indirect. It applies to all our directors and team members, as well as other parties that we may appoint or engage to act on our behalf. Our team members are also required to complete training in relation to anti-bribery and corruption detection.

Our Policy covers any activity or behaviour undertaken during the course of, or in connection with, employment or acting on behalf of the Company, regardless of the geographical location in which that activity or behaviour occurs.

Voluntary tax transparency

The FleetPartners Board-approved Tax Risk Management Policy ensures we have a framework in place to allow for the effective management of tax risks in an appropriate and consistent manner, with consideration for tax authority expectations.

In FY23, FleetPartners has again chosen to voluntarily disclose information on our approach to tax governance and strategy and details tax-related payments made for the year ended 30 September 2023. This information is consistent with the Australian Government's efforts to promote tax transparency and can be found at fleetpartners.com.au.

Risk management and governance framework

Our approach

Risk Management is a centralised function, drawing on the expertise of functional specialists within our group to identify and evaluate material and relevant business risks, including climate risks and opportunities. All material risks are presented and reviewed by the Audit & Risk Committee of the Board for discussion. The Group's risk strategy is defined in the Risk Appetite Statement, Risk Management Strategy and Risk Management Policy, all of which detail the key elements of risk management processes and culture which are embedded in the core values of the Group. The risk management framework is reviewed and updated annually by management and approved by the Audit & Risk Committee and the Board.

Data protection and cybersecurity

We are entrusted with customers' personal information to deliver the products, services and experiences they need and as such, take our responsibility to protect the personal information and privacy of our customers and team members very seriously.

The FleetPartners Privacy Policy sets out why we need to collect personal and sensitive information, how we collect it, what we do with it, how it is stored and who we might share it with. The Policy also describes how individuals can access or correct information about themselves and contact us regarding concerns about how their personal information is being handled. The Policy applies to our operations in both Australia and New Zealand.

The Policy is available on the FleetPartners website (fleetpartners.com.au/privacy-policy) and is supported by privacy, data and awareness training for all team members.

We also consider customer privacy and data protection in the design and development of our organisational processes, products and initiatives. We aim to ensure that privacy-related risks are considered and assessed from the outset of every concept, project, product, service, program or IT system enhancement or development. In FY23, we had zero privacy breaches requiring notification to either the Office of the Australian Information Commissioner or the Office of the Privacy Commissioner (New Zealand).

Cybersecurity and ISO 27001:2013 certification

FleetPartners recognises that cyber and information security risk is inherent in the use of the technology platforms that support our business activities. We manage cyber and information security risk through our non-financial risk management framework, which is set based on our Risk Appetite Statement and Risk Management Strategy and is delivered in line with our Risk and Governance Framework. In the past two years, the increasing adoption of hybrid working arrangements and high-profile external ransomware attacks have been front of mind for the leaders of FleetPartners. In response, we have performed assessments to ensure the implemented controls are appropriate and that our team members are adequately trained to operate securely and can respond to specific threats.

In FY23, FleetPartners successfully achieved ISO 27001:2013 certification for information security management systems.

In achieving this certification, we have demonstrated a comprehensive and robust information risk management framework to manage and protect information and can provide our business partners with confidence that their data is being handled and protected with care.

We will maintain a vigilant cybersecurity posture as the threat profile continues to escalate and is unlikely to lessen.



Climate-related risks and opportunities assessment

Climate risk has been incorporated into our broader risk management framework to enable consistent identification, assessment, rating and management of climate risks. We are committed to continuous improvement in our climate-related risk processes, tools, governance and capabilities to mitigate the inherent uncertainty of climate change and the impacts on the Group.

During the reporting period, we made progress in maturing our climate risk management approach by establishing:

- › formal committee governance (to enhance the former ESG working group) incorporating climate-related risk;
- › annual climate risk and control self-assessments;
- › climate risk inclusion in the annual Board strategy meeting;
- › quarterly climate risk reporting to the Audit & Risk Committee of the Board;
- › a climate risk register within our risk management framework; and
- › updates to our Risk Appetite Statement and Risk Management Strategy which were approved by the Audit & Risk Committee in December 2023.

Identifying and assessing

We continue to evolve our sustainability strategy with our inaugural identification and assessment of climate-related risks and opportunities. During FY23, we conducted a risk and control self-assessment of climate-related transitional and physical risks and climate-related opportunities in alignment with GRI 201-2 and TCFDs.

During the risk and control self-assessment, we conducted internal workshops to understand the impact of climate change on our group and how our business operations can have an impact on climate, our customers and business partners. We have a range of tools and processes to help us identify and assess the risks to our operations and strategy and will continue to manage and monitor these risks as they evolve through regular monitoring.

Climate change has both direct and indirect impacts on the Group, as detailed in the following tables which set out the short and medium-term transitory climate risks and the short, medium and long-term physical climate risks.

For each of the medium and long-term horizons, there are three climate scenarios that have been utilised in identifying and assessing climate risks. The climate scenarios are based on the Shared Socioeconomic Pathways (**SSP**) of the Intergovernmental Panel on Climate Change (**IPCC**) being:

- › a low emissions scenario where global warming is < +1.5 Degrees Celsius (SSP1-2.6);
- › a middle path emissions scenario where global warming is an average of +2.5 Degree Celsius (SSP2-4.5); and
- › a fossil-fuelled development path where global warming is > +4.0 Degrees Celsius (SSP5-85).

We are committed to aligning our business operations to the low emissions scenario and will continue to adapt our business strategy to achieve this goal. We are also committed to demonstrating resilience and supporting our customers, prospects and business partners in their journey to net zero through supporting the transition to low-emission vehicles.

Transitory climate risks

The risks we face in transitioning to a world with low emissions are referred to as transitory risks. These risks are more prominent when the change is faster or different to what is expected. Given the fast pace and unpredictable nature of the transition to Electric Vehicles (**EVs**), the market and technology risks of transition are considered material as they represent the most significant strategic and financial impacts on our business. These risks are illustrated in the table below for both the short and medium-term.

Each of the transitory risks in the table has the potential to result in reputational damage, reduction in investor and funder confidence or an unfavourable movement in the share price. For these reasons, our strategy is critical, ensuring our business remains relevant in the long-term.

The risk assessment and rating for each scenario in the medium term is static for the majority of the transitory risks, based on vehicle manufacturer commitments to phase out Internal Combustion Engine (**ICE**) vehicle production by 2035. The transitory risks are considered the highest over the medium-term due to the fast rate of change, particularly in the market and competition climate risk categories and the unpredictable changes in government policy and regulatory requirements.

RISK TYPE	CAUSE OF RISK	POTENTIAL IMPACTS	SHORT TERM 2024-25	MEDIUM TERM 2035		
				SSP1 - 2.6+1.5	SSP2 - 4.5+2.5	SSP5 - 8.5+4.0
Liquidity and capital adequacy risk	Unpredictable future value of used EVs due to: <ul style="list-style-type: none"> › market volatility › changes in demand and supply › government policy › technological obsolescence 	<ul style="list-style-type: none"> › Increase in cash reserves required › Financial viability of the business › Measurement and governance › Funding availability and cost 	●	●	●	●
Asset modelling risk in setting accurate residual values and maintenance budgets for EVs	<ul style="list-style-type: none"> › lack of EV data available to set residual values with a high degree of accuracy 	<ul style="list-style-type: none"> › Potential future financial loss on sale of assets or negative impact on stock turnover › Loss of investor and funder confidence leading to reduction in share price 	●	●	●	●
Reduction in future value of used ICE vehicles	<ul style="list-style-type: none"> › Reduction in future supply and demand of new and used ICE vehicles › Government policy 	<ul style="list-style-type: none"> › Loss of new business if asset risk settings are too conservative 	●	●	●	●
Change in funding options available	<ul style="list-style-type: none"> › Trends in emissions reduction › Government policy › Demand/Supply 	<ul style="list-style-type: none"> › Financial viability of the business › Insufficient funding or increased cost of funding leading to reduced competitiveness › Contractual limitations on funding in the early transition to EVs until sufficient used EV data is available for determining residual values using statistical modelling 	●	●	●	●

Physical climate risks

Physical climate risks are those that arise from climatic events which can manifest as either acute or chronic physical risks, which includes longer term shifts in climate patterns such as temperature, sea levels and rainfall patterns. Our assessment identified that physical climate risks may result in unfavourable impacts on assets, particularly buildings and vehicles and may also result in disruption to our operations, including our supplier network. Climate change projections were analysed using external data sources from NASA Earth Exchange, Climate Change in Australia and New Zealand Ministry for the Environment (Manatū Mō Te Taiao) to identify and assess the material physical climate risks over the short, medium and long-term, which are detailed in the table following.

RISK TYPE	CAUSE OF RISK	POTENTIAL IMPACTS	SHORT TERM 2024-25	MEDIUM TERM 2035			LONG TERM 2050		
				SSP1 - 2.6+1.5	SSP2 - 4.5+2.5	SSP5 - 85+4.0	SSP1 - 2.6+1.5	SSP2 - 4.5+2.5	SSP5 - 85+4.0
Acute physical climate risks due to extreme weather events, increasing in severity or frequency	Bushfire, drought, flood, earthquake and storms	› Damage to physical assets such as buildings, vehicles or IT equipment	●	●	●	●	●	●	●
Chronic physical climate risks due to sustained shifts in weather patterns & biodiversity	Extreme temperature (hot or cold), rainfall, sea levels, pests or vector borne diseases and health related pandemics	› Workplace Health & Safety › Disruption to business operations including supply chain › Financial loss and insurance risk	●	●	●	●	●	●	●

KEY

- **LOW** Risk level is low and no immediate action is required other than maintaining current measures.
- **MEDIUM** Risk level is moderate but acceptable and risk owners focused on maintaining the current measures to reduce risk and monitor changes in risk patterns.
- **HIGH** Risk level is high and risk owners need to apply additional measures to reduce risk to lower levels within 6 months.
- **EXTREME** Risk level is unacceptable and risk owners need to immediately implement additional measures to reduce risk to acceptable levels.

Climate-related Opportunities

As a leader in vehicle fleet leasing and management solutions with over 88,000 vehicles under management across the Group in Australia and New Zealand, we recognise the important role we play in supporting our customers in the transition to Electric Vehicles.

Climate-related risk mitigation requires fleet management companies to reimagine traditional operating models, products and services. By contrast, climate-related opportunities provide the ability to contribute to a complete transformation of the industry and play a crucial role in the journey to net zero. Climate risks and opportunities are intrinsically linked, a focus on managing our own climate risks will position us to provide guidance to our customers and business partners to help with their transition.

CATEGORY	OPPORTUNITY
Products & Services	Reimagine traditional leasing and fleet management products and services to remove obstacles in transitioning to Electric Vehicles (or other technologies not yet developed) to support the journey to net zero.
Access to capital markets	Comprehensive, compliant and transparent ESG disclosures demonstrates good corporate citizenship which enables continued access to capital markets, attractive funding options and confidence among investors.
Resilience through responsiveness to policy & regulation	Maintaining resilience by responding to frequent and immediate change in government policy and regulation, enabling the provision of value-add products and services, leading to a competitive position in the market.

ASX Corporate Governance Council's Principles

Our corporate governance framework aligns to ASX Principle 3 of the ASX Corporate Governance Council's Governance principles with initiatives seeking to instil a culture of acting lawfully, ethically and responsibly.



GRI 305 EMISSIONS

In the context of the GRI Standards, the environmental dimension of sustainability concerns the impacts of the operations of FleetPartners on living and non-living natural systems, including land, air, water and ecosystems. Performance against GRI 305 and some of the initiatives that demonstrate our commitment to protecting the natural world are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCE
305-5: Reduction of Green House Gas (GHG) emissions	Baselining and calculating GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO ₂ equivalent.	Emissions Summary: 2022 Climate Active Public Disclosure Statement – Organisation Certification
305-6: Emissions of ozone-depleting substances (ODS)	Production, imports and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent.	Emissions Summary: 2022 Climate Active Public Disclosure Statement – Organisation Certification
305-7: Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Significant air emissions in kilograms or multiples for each of the following: NOx, SOx; Persistent organic pollutants (POP); Volatile organic compounds (VOC); Hazardous air pollutants (HAP); Particulate matter (PM); and other standard categories of air emissions identified in relevant regulations.	Emissions Summary: 2022 Climate Active Public Disclosure Statement – Organisation Certification fleetpartners.com.au

Emissions reduction targets

According to the United Nations ([un.org](https://www.un.org)), the consequences of global temperatures rising more than 1.5°C above pre-industrial levels are extreme and far-reaching for nature, humans, businesses and our collective future. Supporting the transition to a climate-resilient future through our operations and those of our customers is key to our sustainability strategy.

In FY23, FleetPartners proudly committed to carbon emission-based targets and supporting measures which are aligned with the Scope 1, 2 and 3 definitions as defined by Climate Active to achieve 'Climate Active Carbon Neutral Organisation' certification (fleetpartners.com.au/about-us/our-commitment/environment). Our targets and support measures are:

› **Scope 1 – Zero emissions by FY30 (absolute target)**

- Transition of the FleetPartners fleet to 100% electric vehicles no later than FY27.

› **Scope 2 – Zero emissions by FY30 (absolute target)**

- Take further steps to reduce our electricity usage and ensure the remaining electricity use is in the form of renewable energy.

› **Scope 3 – 3.54 tCO₂-e per FTE by FY30 (intensity target) from a FY22 baseline**

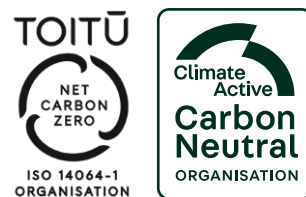
FleetPartners will achieve this by:

- Continuing to take actions to reduce our Scope 3 CO₂ emissions;
- Ensuring base building electricity services at our new Sydney office (which is planned to occur in 2025/2026) for the supply of common areas is generated from renewable electricity (along with similar negotiations at our other locations);
- Working with suppliers (ICT Services suppliers, in particular) to continue to measure and reduce indirect emissions associated with our use of software, data and telecommunications services;
- Reduce emissions from purchased goods and services through:
 - undertaking supplier benchmark and supplier engagement;
 - ICT equipment audit;
 - embedding targets for suppliers to achieve;
 - continued FleetPartners team member engagement on the practice of sustainable procurement sourcing and decisions; and
 - engage certified carbon neutral providers for our goods and services (where possible).

An industry-leading position on sustainable operations

Many customers look to our initiatives and leadership in the area of sustainability as guidance and direction when setting their own vehicle emission goals and we are proud to be paving the way.

In FY23, FleetPartners proudly retained Australian Climate Active 'Carbon Neutral Organisation' status, which applies to our Australian business operations.



We are also pleased to report that our New Zealand operations achieved Toitū net carbonzero organisation certification in accordance with ISO 14064-1:2018.

Our certifications, including details on our boundary inclusions and targets for Scope 1, 2 and selected Scope 3 emissions, are available on the Climate Active (<https://www.climateactive.org.au/buy-climate-active/certified-members/fleetpartners-group-limited>) and Toitū Envirocare (<https://www.toitu.co.nz/our-members/members/FleetPartners-Holding-NZ-Limited>) websites.

Being the first and only fleet management organisation to achieve both these climate certifications⁹ is a strong statement to our stakeholders.

2023 Australasian Fleet Champions Awards

The industry is also taking notice of our sustainability efforts. FleetPartners was recently awarded 'highly commended' in the Global Fleet Champions 2023 Australasian Fleet Champions Awards in the category of 'Sustainable Journeys'.

This award recognises organisations that have worked to reduce risk and fuel emissions by enabling active and shared travel (walking, cycling and public transport use), using more environmentally friendly fuels and vehicles and improving journey routing to reduce overall distances travelled. Our award entry also focused on the work we are undertaking to help customers reduce their CO₂ emissions by transitioning to more sustainable solutions.

Managing our residual emissions

We consider the use of carbon credits to be a useful mechanism for directing investment towards accelerating action to avoid or reduce emissions outside our control. While we are working to reduce our own Scope 1, 2 and 3 emissions, we are committed to offsetting any remaining emissions. The approach of first reducing then offsetting emissions is aligned to the Australian Government's Climate Active framework and is what we mean when we refer to ourselves as carbon neutral. Each year, we retire carbon credits to meet our current and projected carbon neutral certification commitments. In FY23, we purchased carbon credits to offset residual emissions in the programs highlighted below.

- › The **Australian Delta Regeneration Project** establishes permanent native forests through assisted regeneration from in-situ seed sources (including rootstock and lignotubers) on land that was cleared of vegetation and where regrowth was suppressed for at least 10 years prior to the project having commenced.
- › The **Anhui Guzhen Biomass Generation Project** aims to achieve emission reductions via avoiding CO₂ emissions from the same amount of electricity generation from East China Power Grid, which is mainly composed of traditional fossil fuel-fired power plants. It is estimated that the project activity will generate emission reductions of about 132,072 tCO₂-e per year.
- › The **Vajrakarur Wind Power Project** consists of a 63 MW wind power project in the state of Andhra Pradesh, India. The project activity comprises 30 Wind Turbine Generators with a capacity of 2.1 MW each.
- › The **Mytrah Energy India Solar Power Project** aims to generate a clean form of electricity through a renewable solar energy source. The project is a bundled grouped project activity that involves the installation of 422 MW solar projects in different states of India.
- › The **Ghani Solar Renewable Power Project** consists of a 500 MW solar power plant installation in Andhra Pradesh state of India. The project will replace anthropogenic emissions of greenhouse gases (GHG) estimated to be approximately 996,010 tCO₂-e per year.

⁹ Based on publicly available information at time of publishing.

Sustainability working group

The FleetPartners Sustainability working group (which reports to the ESG Committee) demonstrates how people power can achieve momentum and awareness to a cause. This dedicated group of team members from across our organisation passionately ideate and develop initiatives, small and large, that aim to reduce the environmental impact of our operations. Some of the working group's initiatives include:

- › detailed organisational carbon emissions data modelling to assist the organisation to identify reduction opportunities;
- › implementation of enhanced waste recycling solutions in our offices;
- › reduced single-use plastic;
- › upgrade lighting controls;
- › a worm farm to support the decomposition of food waste matter; and
- › continue a series of 'lunch and learn' sessions to further educate team members on a range of environmental protection topics.

Working together to achieve a more sustainable future

We believe that addressing climate change requires a collaborative approach between government, business and the community. As such, we welcome Australia's emissions reduction plan to reduce emissions by 43% by 2030 and achieve net zero emissions by 2050¹⁰. Decarbonisation of the electricity grid is considered the largest near-term reductions opportunity for Australia. However, economy-wide decarbonisation extends beyond the electricity sector, with another key decarbonisation opportunity being transport.

FleetPartners plays a key role at the intersection of these two sectors – the uptake and charging of battery electric and plug-in hybrid vehicles. FleetPartners has applied the operational Scope 3 boundary definition as used for the Climate Active certification which does not incorporate emissions associated with leased customer vehicles under management by FleetPartners. However, we recognise that we have a responsibility to contribute to reducing the GHG emissions produced by our customers when using vehicles financed by us. As such, we are managing the transition of some of Australia and New Zealand's largest vehicle fleets to low or zero-carbon-emitting vehicles. Furthermore, we are facilitating customer uptake and usage of vehicle charging to a cleaner energy grid via our charging partner network.



¹⁰ Department of Climate Change, Energy, the Environment and Water; Net Zero: [dcccew.gov.au](https://www.dcccew.gov.au)

Our approach to this transition is through the application of our '5 Step Journey to Carbon Zero' strategy as outlined below.

1. Fleet carbon strategy

Consideration is given to what the customer is looking to achieve through an emissions reduction strategy and over what timeframe. This is followed by detailed analysis of the current fleet performance and emissions output which helps to inform target setting and the carbon strategy scope.

2. Fleet mission

We seek to deeply understand the fundamental purpose of the fleet and how it supports current and future planned business operations. Leveraging a range of tools to analyse, we work with our customers to provide a future state recommendation for a more sustainable fleet.

3. Vehicle selection and funding

The selection of vehicles is an important aspect of ensuring that the fleet achieves its intended purpose. Due consideration is given to vehicle selection, timing and funding. We develop recommendations for the optimal construct of a low or zero-emission fleet over an agreed time horizon.

4. Charging and infrastructure

Charging and the associated infrastructure is a key input in the fleet strategy. Mapping and managing the installation of charging solutions or leveraging clean public infrastructure is critical to the overall success of any carbon reduction strategy.

5. Vehicle Policy and Employee Engagement

Acceptance and adoption of a sustainable fleet solution is critical to success which is why FleetPartners supports customer stakeholder communications and change management approach helping to combat misconceptions and educate drivers on the benefits of a sustainable fleet.

In FY23, additional programs to further support the adoption of the Journey to Carbon Zero by customers were delivered, as outlined below.

Extension of the Clean Energy Finance Corporation (CEFC) funding program

FleetPartners has a long-standing relationship with the CEFC to help facilitate an increase in the uptake of low-emission vehicles across Australia via a funding model that is unique in the Australian fleet landscape.

CEFC invests on behalf of the Australian Government and has a key focus on cutting emissions across the economy, including transport. Mid-2023 saw an extension of the CEFC funding relationship for a further two years, alongside an internal relaunch consisting of extensive team member training, streamlined processes and more rigorous program uptake reporting.

The program provides access to one of Australia's most competitive electric vehicle financial solutions on eligible low-emission passenger and light commercial vehicles to our small, medium and enterprise fleet customers.



Enhanced fleet emissions reporting

Carbon emission reporting provided to fleet customers via the FleetPartners fleet management platform underwent an upgrade. The reporting incorporates new greenhouse gas reporting requirements in Australia and New Zealand on www.dceew.gov.au and www.environment.govt.nz respectively.

In both regions, greenhouse gas emissions are now reported as total kilograms of 'equivalent CO₂ emissions' (kg CO₂-e) across the greenhouse gases, inclusive of Carbon Dioxide (CO₂), Methane (CH₄) and Nitrous Oxide (N₂O).

The new reporting considers:

- › Emissions directly generated by the vehicle (Scope 1);
- › Emissions from upstream activity relating to the extraction, production and transport of that fuel (Scope 3 – Australia only at this time); and

is accurately calculated through individual fuel transaction records, removing historical inconsistencies resulting from driver reporting errors.

CASE STUDY:

The OfficeMax journey to a sustainable fleet

Workplace solutions specialist, OfficeMax New Zealand, has put a handbrake on its petrol-powered cars in a bid to cut its fleet emissions in half. Its 105 internal combustion engine vehicles will be phased out by the end of 2023 and replaced with a combination of electric and hybrid models, as well as reducing the total fleet to 95 vehicles.

The move will result in an estimated 50% reduction in their fleet-based emissions, helping to reduce their overall Scope 1 and 2 emissions by 25% by 2025 (equating to approximately 185 tCO₂-e annually). OfficeMax's transition, in line with the company's 2025 Sustainability Strategy, has involved working closely with its people and its fleet manager of 10 years, FleetPartners.

The new fleet comprises 16 Hyundai Kona electric vehicles, six Toyota Corolla Hatch plug-in hybrid vehicles and 73 Toyota RAV 4 GX plug-in hybrid vehicles.

"The first question we asked ourselves was, "are our people ready?" We knew that the transition was necessary, but we were also mindful that we had to properly understand the readiness of our people to adopt electric vehicles," says OfficeMax New Zealand Chief Financial Officer, Mr Ben Norrie.

An internal survey highlighted range anxiety was a key concern for nearly half (44%) of all team members, with the cost of charging vehicles and uncertainty about how to drive an EV close followers.

FleetPartners helped to overcome the range anxiety among OfficeMax staff via a series of drive-day information sessions. OfficeMax also decided to introduce home charging units to enable staff to feel more comfortable with the transition and ease range concerns.

Mr Norrie said, "home charging is just one element of the vehicle charge offerings that OfficeMax is undertaking. We are also installing charging units at our showrooms and offices so that staff members have a range of options to meet their vehicle charging needs."

The use of RFID (Radio Frequency Identification) technology within the charging units will also provide drivers the ability to track their individual power consumption so that OfficeMax can reimburse staff appropriately.

With the support of FleetPartners, the OfficeMax rollout of hybrid and electric vehicles is well underway.

FleetPartners has and will continue to implement initiatives that further drive towards carbon zero over the coming years.



Industry awareness, education and engagement

FleetPartners recognises that education is key to the adoption of more sustainable fleet strategies and many companies are yet to formulate a plan for mandatory climate-related disclosures due to come into effect as soon as next year.

Across Australia and New Zealand, there was a focus on industry awareness, education and participation in a calendar of sustainability and EV-related events, with some of the highlights outlined below.

Australian national ESG and climate reporting education roadshow

In conjunction with assurance, tax and advisory firm, Grant Thornton, FleetPartners hosted a series of client events across Sydney, Melbourne, Brisbane and Perth to share insights on the various ESG reporting frameworks, carbon emission reporting and outline a strategic approach to sustainable fleet transition. This event was attended by senior leaders of some of Australia’s largest corporate fleets.

EV Showcase, Mount Maunganui, Bay of Plenty

FleetPartners partnered with Drive Electric to host its fourth Electric Vehicle showcase event for customers, dealers and guests in Mount Maunganui, bringing New Zealand’s electric vehicle industry to the Bay of Plenty region.

The event provided the opportunity for our customers and industry experts to come together and explore the world of electric vehicles, with a backdrop of cutting-edge EVs on display, insights and real-life fleet transition examples.

The EV showcase had an impressive line-up of electric vehicles that ranged from sleek compact EVs to robust SUVs, including the latest BYD Seal on display, the only one of its kind in New Zealand at the time. Guests included customers, our local dealership network, EV charging partners and other local businesses.

Spotlight on EV Charging, Auckland

FleetPartners hosted a ‘Spotlight on EV Charging’ event for our customers, dealers and other guests to learn about the range and type of charging solutions for their electric vehicle fleets across New Zealand. This event unpacked the world of electric vehicle charging and what businesses need to consider for their workplace, employee and public charging solutions.

The audience heard the latest industry insights and was introduced to industry suppliers of home, public and workplace charging solutions. The event featured a customer panel, sharing their experiences on the charging solutions they have implemented with the help of FleetPartners.

FleetPartners fleet decarbonisation is on target


We firmly believe that one of the most powerful ways of creating acceptance and uptake of electric vehicles and a means of eliminating EV misconceptions, such as range anxiety and concerns with charging, is for people to experience an EV firsthand. As such, our Australian fleet now has several battery electric pool vehicles. These vehicles are available for team members to use and are also regularly on loan to customers.

Additionally, more than 85% of our total New Zealand fleet now consists of zero-emitting battery electric or low-emitting plug-in hybrid vehicles.

We continue to progress the transition of our own fleet to a sustainable, low-emission solution and we are well positioned to complete our fleet transition to a 100% carbon zero solution on or before 2027, in line with our Scope 1 carbon reduction target commitment.

UN Sustainable Development Goals

In the community in which we live and work and within our sphere of influence, these initiatives are contributing to:



GRI 401 EMPLOYMENT

In the context of the GRI Standards, the social dimension of sustainability concerns the impact of FleetPartners within the social systems in which it operates. GRI 401 addresses the topic of employment including hiring, recruitment, retention and related practices, and the working conditions. Performance against GRI 401 and some of the initiatives that demonstrate our commitment to providing meaningful employment in a nurturing environment are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCE
401-1: New employee hires and employee turnover	Total number and rate of new employee hires during the reporting period, by age group, gender and region; and total number and rate of employee turnover during the reporting period, by age group, gender and region.	<ul style="list-style-type: none"> › 155 new hires (49% women; 51% men; 0% other) › 23% turnover (44% women; 56% men; 0% other) Further reporting to be developed and reported in FY24.
401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits which are standard for full-time employees of the organisation but are not provided to temporary or part-time employees, by significant locations of operation.	› All benefits available to full-time employees (e.g. the short-term incentive program, additional five days leave, CARE days, employee benefits platform (Reward Gateway)) are also available to part-time employees. Temporary and contract resources are not eligible.
401-3: Parental leave	Total number of employees that were entitled to and took parental leave, by gender. Number of employees that returned to work in the reporting period after parental leave ended, by gender. Return to work and retention rates of employees that took parental leave, by gender.	<ul style="list-style-type: none"> › All permanent and part-time employees are entitled to paid parental leave › 35 employees across the Group took either primary carers leave or secondary leave › 100% of secondary carers leave was taken by male employees › 100% of primary carers leave was taken by female employees

Team member wellbeing and engagement supports our workforce and demonstrates the way we value our people, connected to our purpose and values. We also recognise that our proactive approach to wellbeing and engagement is an important driver of talent attraction and retention.

Hearing from our team members is important, which is why we ask for feedback every quarter. Key feedback received from team members about the working environment is outlined below.

QUESTION	FACTOR FAVOURABILITY SCORE
My manager genuinely cares about my wellbeing	88%
There is a spirit of collaboration and strong communication within my team	87%
I have a good understanding of what our company values mean	90%
I have good working relationships among people in my team	96%
I have the flexibility to manage my work and other commitments	91%

Workplace flexibility

Wellbeing and workplace flexibility continue to be a primary area of focus, particularly as our people operate in a hybrid working model following the pandemic.

FleetPartners offers teams flexibility to operate in a way that works best for them. The majority of our people continue to work in a blended model with our people typically spending half of their time working from their FleetPartners workplace and half of their time working remotely.

Team member health and safety

To support the safe and productive hybrid working model, in FY23, FleetPartners provided ergonomic guidance to all team members and has implemented a work from home ergonomic review process. This review, together with a revised 'Flexible Work Procedure', seeks to minimise the risk of injuries occurring in the home-based work environment. Through this hybrid working model, we have not recorded an adverse impact to overall injury, illness or claim numbers.

On-site medical-grade health stations

A fundamental principle we apply to effectively managing our customers' fleets is that we need to measure it, in order to manage it. Consistent with this principle, we provided team members the opportunity to apply that principle to their health and wellbeing through the installation of medical-grade health stations in all our Australian offices.

These health stations helped to support our team members with the management of their physical and mental wellbeing by accurately measuring blood pressure, heart rate, height, weight, BMI and body fat, Type 2 Diabetes risk and perceived stress and anxiety.

Asking the important questions – “How’s your health?” and “R U OK?”

Throughout FY23, FleetPartners asked the important questions, raised awareness, provided support and promoted conversations all in the name of team member wellbeing. In September, team members heard from a clinical psychologist on effective ways to check-in on feelings, seek help and improve one’s mental health, as part of R U OK Day.

Men's health

A well-reported statistic in Australia is that men die in greater numbers than women from serious health problems due to a lack of health awareness and an unwillingness to talk about or seek assistance (Australian Government Department of Health and Aged Care; [health.gov.au](https://www.health.gov.au)). Working with Medibank (AU) and Southern Cross (NZ), FleetPartners recognised International Men’s Health Week with a team member seminar from a leading dietitian and exercise scientist. The aim was to raise awareness and to start meaningful discussions that positively contribute to the physical and mental health of men and boys.

Breath Workshop

Aligned with International Mental Health Day, FleetPartners welcomed The Monkey Movement to lead a breathing and meditation workshop for all team members. The purpose of the session was to introduce team members to the daily benefits and science behind effective breathing, learn techniques to achieve optimal focus and participate in a breathing and meditation session.



Employee Assistance

FleetPartners partners with Converge International to provide an Employee Assistance Program, which offers a range of support services including workplace issues, critical incidents, diversity and inclusion, family and healthy relationships, health and wellbeing.

The Group has also adopted (or retained) numerous initiatives with the aim of enhancing our team members' health and wellbeing including:

- › free flu vaccinations;
- › continuing to offer team members a half-day of leave to receive their COVID-19 vaccination;
- › offering team members 5 additional days of annual leave per year; and
- › the introduction of a new wellbeing leave policy which offers all employees the opportunity to take an extra two days leave each year ('CARE' leave days).

'CARE' leave days

Each year, team members are eligible to take two additional 'CARE' leave days throughout the course of the year. With the aim of enhancing the leave and extending existing holiday periods for maximum enjoyment and relaxation, these days are aligned across the Group. The majority of team members take their 'CARE' leave days directly before the Easter long weekend and prior to the Christmas and New Year holiday break.

5 days additional annual leave

In addition to the two CARE leave days, team members are encouraged to take time to recharge, rest and spend quality time with family and friends by fully utilising their 20 day statutory annual leave allowance in the year it accumulates. Those that do so are rewarded with an additional five leave days to be taken at any time that suits the team member throughout the following year.

Supporting FleetPartners families

We recognise that juggling the return to work while raising a young family can present challenges and with a focus on retaining team members, our family leave policies reflect this. Accordingly, FleetPartners offers 16 weeks of paid leave for primary carers and four weeks of paid leave for secondary carers, along with flexible return to work options. We also offer an optional Keeping in Touch Plan to team members on parental leave, including 10 optional 'Keeping in Touch' working days.

Team members remain connected to the business, become familiar with new and updated processes and are able to maintain and refresh their skills. This flexible working environment is available to all team members and supports a more seamless return to work.

Further, FleetPartners was one of the first companies across Australia and New Zealand to announce the introduction of paid miscarriage and still birth bereavement leave of 4 weeks and 12 weeks respectively.

In FY23, support of team members was extended to incorporate fertility support leave and pre-natal leave in anticipation of conception and once pregnant or supporting the adoption, surrogacy, or foster-care process.



Financial wellbeing

We have not only focused on the physical and mental wellbeing of our team members but also their financial wellbeing, through initiatives such as those highlighted below.

Annual salary reviews and performance bonus payments

As team member performance is intrinsically linked to company performance, achievement of KPIs and remuneration, team members who received a 'Meets Expectations' or above result in their annual performance review and also demonstrated the CARE values each day, received a short-term incentive payment.

Employee discounts

FleetPartners Perks launched in FY23. This program gives team members access to hundreds of offers from Australia and New Zealand's leading retailers and helps to ease some of the cost of living pressures. The FleetPartners Perks program provides team members the ability to save on everyday purchases across groceries, petrol, dining out, take-away and entertainment, as well as on specialty purchases including travel, luxury goods and consumer electronics.

Saving for the future

In line with legislative changes, all FleetPartners team members based in Australia received the 0.5% increase in superannuation contributions funded by FleetPartners, to assist in building their savings for their retirement.

These are just some of the many reasons FleetPartners was recognised in 2023 as a 'Top 10 Places to Work' by BOSS Australian Financial Review (AFR) and the overall team member engagement score has risen to 74%.

UN Sustainable Development Goals

In the community in which we live and work and within our sphere of influence, these initiatives are contributing to:

<p>3 GOOD HEALTH AND WELL-BEING</p>  <p>GOOD HEALTH AND WELLBEING</p> <p>Targets 3.4, 3.7 and 3.8</p>	<p>5 GENDER EQUALITY</p>  <p>GENDER EQUALITY</p> <p>Targets 5.1, 5.5 and 5.c</p>
<p>10 REDUCED INEQUALITIES</p>  <p>REDUCED INEQUALITIES</p> <p>Targets 10.2, 10.3 and 10.4</p>	





GRI 404 TRAINING AND EDUCATION

In the context of the GRI Standards, the social dimension of sustainability concerns the impact on the social systems within which FleetPartners operates. GRI 404 addresses the topic of training and education – our approach to training and upgrading employee skills, and performance and career development reviews. Performance against GRI 404 and some of the initiatives that demonstrate our commitment to team member personal and professional development are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCE
404-1: Average hours of training per year per employee	Average hours of training that the organisation’s employees have undertaken by gender and employee category.	Total in FY23: › 180 hours – Leadership training › 84 hours – future leaders training › 105 hours – leadership lab › 536 hours – Customer Experience training › 386 hours – FP AcadaMe
404-2: Programs for upgrading employee skills and transition assistance programs	Type and scope of programs implemented and assistance provided to upgrade employee skills. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	› Multipliers leadership development program › Future leaders program › Leadership Labs – hosted each quarter › Customer Experience training
404-3: Percentage of employees receiving regular performance and career development reviews	Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	› 100%. All employees receive a formal quarterly review. With the focus every six months on career development.

Employee Development and Mentorship

FleetPartners aims to provide team members with meaningful work and development opportunities across the Group. These opportunities can be taken up in multiple ways, including through internal mobility and study assistance, as well as mentorship programs.

In FY23, FleetPartners team members completed approximately 1,291 hours of training on a wide range of topics.

We also delivered cybersecurity updates and guidance to our team members to help them understand the risks associated with using technology and how to better protect themselves.

Furthermore, team members completed compliance and risk-related training throughout the year on various topics, including:

- › Anti-money laundering;
- › Fraud awareness;
- › Anti-bribery and anti-corruption;
- › Workplace health and safety; and
- › Diversity and equality.

Another opportunity for further growth and development that is widely leveraged by team members is access to and completion of LinkedIn Learning – high quality content for our team members to professionally develop.



Performance and career development

Individual contributions are intrinsically linked to our values-led behaviours and culture, team outcomes, and business performance. In FY23, 100% of all team members undertook meaningful conversations with their line manager about their performance and career development pathways.

In addition to the long-standing process that evaluates team member competency and achievement of key performance metrics, FY23 saw the introduction of formal evaluation and rating of team member performance based on values-led behaviours.

Indicators of our dedication and focus on developing the skills of team members are reflected in team member feedback gathered from Group-wide quarterly surveys.

QUESTION	FACTOR FAVOURABILITY SCORE
My manager helps me understand what progress I can make towards my career goals	82%
I am given opportunities to develop skills relevant to my interests	66%
My manager has shown genuine interest in my career aspirations	74%
The work I'm doing makes good use of my strengths	83%
My manager gives me useful feedback on how well I'm performing	87%
I believe there are good career opportunities for me at FleetPartners	62%
My manager helps me feel valued at FleetPartners	89%
I know what I need to do to be successful in my role	88%

Careers Week

In FY23, team members actively participated in careers week – an initiative that shines the spotlight on internal promotion and development opportunities that exist across the Group. All departments participated, each outlining the skills and knowledge needed to plan and make informed career decisions and internal moves. The week also raised aspirations, challenged job stereotypes and broadened career horizons. The program also highlighted the importance for ongoing reskilling and upskilling and acted as a reminder of the training and development opportunities on offer at FleetPartners.



Trainee program

In addition to supporting the professional growth and development of our team members, FleetPartners offers a trainee program. This program welcomes talented, smart, motivated and highly driven trainees into the organisation, while providing the trainees with fantastic business experience across operations, sales and customer service.

In FY23, there were 5 trainee graduates of which 2 have progressed to longer-term roles within FleetPartners.

Study Assistance

We believe that investing in the development of our team members acknowledges them as our most important resource – our team members and the knowledge, skills and values they bring to work are critical to our success. Personal growth and development of our team members improve individual and organisational capability and are integral to the success of our people and business. That is why the organisation invested and continues to invest in study assistance for team members wishing to pursue further formal education.

The launch of FP AcadaMe

FP AcadaMe launched in FY23 across Australia and New Zealand and is the new FleetPartners sales training and accreditation program. The program offers bespoke new, refresher and upskill courses on FleetPartners products and services, while also supporting the onboarding of new team members.



FP AcadaMe consists of:

- › Certificates of Completion: to support a team member's understanding of a product, service, system, process or platform strengthening their knowledge and skillset and build confidence in the communication and delivery of our offering to our customers; and
- › Specialist Accreditation: a higher level of learning and attainment. Accredited team members are considered internal and customer-facing subject matter experts.

Underpinning the program is a newly commissioned learning management system, with interactive videos, quizzes, learning support materials and customer-facing collateral.

As the program name suggests, the learning modules are tailored to 'Me' – the individual learner. The learners' pathway is based on their previous knowledge, training, experience and role within FleetPartners.

Delivering exceptional customer service

We go beyond simply aiming to meet customer expectations. Our goal is to delight customers to the degree that they will then recommend us to a friend, family member or colleague.

In FY23, FleetPartners achieved an overall Net Promoter Score (NPS) of 44. This score was the aggregate of scores captured at multiple key milestones throughout each customer's lifecycle.

Survey responses are gained at the driver level. These scores are then coupled with qualitative customer feedback to gain meaningful and actionable insights.

New Zealand Customer Contact Centre NZ Awards

FleetPartners won the prestigious Industry Award for Business Support Services at New Zealand's 2023 CRM Contact Centre Awards in Auckland. This achievement is a testament to the team's unwavering commitment to excellence and the Group's commitment to investing in its people.

UN Sustainable Development Goals

In the community in which we live and work and within our sphere of influence, these initiatives are contributing to:





GRI 405 DIVERSITY AND EQUAL OPPORTUNITY

When an organisation actively promotes diversity and equality at work, it can generate benefits to the organisation and team members. Greater equality within an organisation promotes social stability and supports further economic development, diversity and inclusion to society more broadly. The performance of FleetPartners against GRI 405 and some of our initiatives that support diversity and equal opportunity at work are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCE
405-1: Diversity of governance bodies and employees	Percentage of individuals within the organisation's governance bodies and employees in gender.	<ul style="list-style-type: none"> › Governance bodies: 50% women and 50% men (including Damien Berrell as CEO) › Employees: 45.1% women, 54.7% men and 0.2% other fleetpartners.com.au/governance
405-2: Ratio of basic salary and remuneration of women to men	Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	<ul style="list-style-type: none"> › Full details are included in the WGEA report fleetpartners.com.au/governance

Diversity in the workplace

Regardless of age, disability, ethnicity, marital or family status, religious or cultural background, sexual orientation and gender identity, FleetPartners is a welcoming and inclusive place to work.

We look to attract and retain a workforce that is representative of society and our customers, as we believe an inclusive and diverse workforce promotes safety, productivity and wellbeing.

Our systems, processes and practices are designed to mitigate bias and support the fair and equitable treatment of our people, to create a feeling and sense of identity, value, respect and psychological safety.



Workplace Gender Equality Agency

We remain a Workplace Gender Equality Agency (WGEA) Employer of Choice for Gender Equality and aspire to achieve gender balance within our employee workforce, which we define as a minimum 49% women, 49% men and 2% identifying as other.

The gender breakdown of new hires in FY23 was 51% men and 49% women and our representation of women in Executive and Senior leadership roles is currently 37% and 45% of all other team members.

To help mitigate gender pay disparities, we have taken steps to reduce potential bias in remuneration offered at the time of recruitment through detailed role benchmarking and we conduct an annual gender pay review. The results of the pay review are reported to the People, Culture, Remuneration and Nomination Committee for which our Board has oversight and we reduced the gender pay gap in FY23 to 15.6%.

Team member education and awareness

We believe that all team members should be able to bring their true and authentic selves to work. Key to achieving this is creating awareness, understanding and acceptance of diversity and promoting inclusion in the workplace. Our Diversity and Inclusion Committee set about running a calendar of initiatives in support of global movements including:

- › International Day Against LGBTQIA+ Discrimination (IDAHOBIT);
- › International Women's Day;
- › Lunar New Year, Chinese Chunjie, Vietnamese Tet, Korean Solnal and Tibetan Losar (also called Spring Festival);
- › LGBT Pride Month;
- › Wear it Purple for rainbow young people;
- › World Pride;
- › World Harmony Day;

- › Diwali; and
- › Eid al-Fitr and Ramadan.

Indicators of our commitment to a diverse, equal and safe working environment are reflected in team member feedback gathered from Group-wide quarterly surveys.

QUESTION	FACTOR FAVOURABILITY SCORE
My immediate supervisor/manager genuinely supports equality among genders	92%
I can be my authentic self at work	89%
In my organisation, sexual harassment and gender-based harassment is not tolerated	94%

UN Sustainable Development Goals

In the community in which we live and work and within our sphere of influence, these initiatives are contributing to:

5 GENDER EQUALITY



GENDER EQUALITY
Targets 5.1, 5.5 and 5.c

10 REDUCED INEQUALITIES



REDUCED INEQUALITIES
Targets 10.2, 10.3 and 10.4





GRI 408 CHILD LABOUR

In the context of the GRI Standards, GRI 408 concerns the impact of the operations and supply chain of FleetPartners as it relates to child labour – depriving children of their childhood, their potential and their dignity is harmful to their physical or mental development. Performance against GRI 408 and the business practices of FleetPartners that contribute to towards the abolition of child labour are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCE
408-1: Operations and suppliers at significant risk for incidents of child labour	<ul style="list-style-type: none"> › Operations and suppliers considered to have significant risk for incidents of: child labour or young workers exposed to hazardous work. › Measures taken by the organisation intended to contribute to effective abolition of child labour. 	fleetpartners.com.au/governance <ul style="list-style-type: none"> › Supplier Code of Conduct – section 3.10 › Modern Slavery Statement – section 4 › Whistleblowers Policy – section 3.1

FleetPartners has a zero-tolerance approach to modern slavery in any form and we remain committed to ethical business practices and respecting human rights in our supply chain and within our operations including child labour. We hold ourselves and our suppliers to this same standard.

We want to have a positive impact on our supply chain, striving to only do business with suppliers who demonstrate ethical business practices and values. We are conscious that our suppliers in Australia and New Zealand may have operations and suppliers in countries where the risks of modern slavery are higher, including those suppliers who manufacture goods with raw materials sourced from high-risk countries (for example, telecommunications equipment and information technology infrastructure manufacturers).

Therefore, we have developed processes including the incorporation of contractual frameworks around modern slavery and potential human rights violations in our supplier contracts. These frameworks support our efforts to ensure parties are aware of the standards that we uphold.

The risk of whether modern slavery is present in our supply chain is considered by relevant internal cross-functional stakeholders. In FY23, we have implemented a more structured approach to assessing the risk of modern slavery in our supply chain through the services of a third-party risk management platform. This platform considers both historical events and potential future risks of our suppliers, rather than a single point-in-time assessment of perceived risk.

FleetPartners has also developed measures for the reporting of actual or potential risks in an appropriate, safe and confidential manner through our Whistleblowers Policy.

Where we become aware of potential modern slavery issues in our operations or supply chains, we will take appropriate action in a timely manner. We will take into account applicable laws and the United Nations Guiding Principles on Business and Human Rights when determining the appropriate remediation steps.

The vigilance of our team members is a key component to monitoring and identifying modern slavery risks, which is why it is important they complete training and have a good understanding of how modern slavery impacts our supply chain. FleetPartners expects suppliers in our supply chain to understand modern slavery risks.

UN Sustainable Development Goals

In the community in which we live and work and within our sphere of influence, these initiatives are contributing to:



10 REDUCED INEQUALITIES

REDUCED INEQUALITIES

Targets 10.2, 10.3 and 10.4



GRI 411 RIGHTS OF INDIGENOUS PEOPLE

In the context of the GRI Standards, GRI 411 addresses the rights of indigenous peoples and the impact of the operations of FleetPartners that may infringe on these rights. Performance against GRI 411 and some of our initiatives towards reconciliation are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCES
411-1: Incidents of violations involving rights of indigenous peoples	Total number of identified incidents of violations involving the rights of indigenous peoples.	0 identified incidents

FleetPartners not only reported zero incidents of violations involving the rights of indigenous peoples in FY23 (internal reporting), we took a significant step that signalled the beginning of our long-term commitment to support the Aboriginal and Torres Strait Islander peoples.

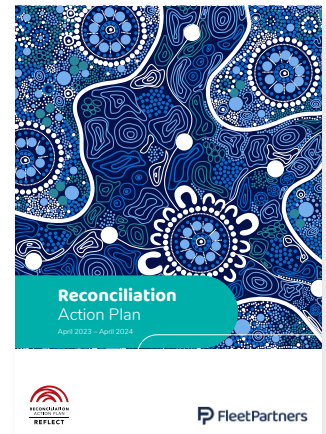
'Reflect' Reconciliation Action Plan (RAP)

FleetPartners made a formal commitment to reconciliation through participation in the Reconciliation Action Plan program and receipt of endorsement of the FleetPartners inaugural 'Reflect' RAP.

The purpose of our RAP is to educate and build knowledge on both the culture and traditional practices of Aboriginal and Torres Strait Islander peoples within our organisation, through educating our employees on shared histories.

We are committed to:

- supporting a future of reconciliation with all Aboriginal and Torres Strait Islanders and providing equal opportunities for all indigenous Australians;
- developing strong relationships and improving our engagement with Aboriginal and Torres Strait Islanders stakeholders to achieve our commitment to promoting and maintaining equality across our workforce; and
- undertaking important first steps to reconciliation.



Throughout FleetPartners, we are committed to progressively identifying, supporting and creating opportunities for Aboriginal and Torres Strait Islander partnerships.

Increasing supplier diversity

FleetPartners took meaningful action to support the improved economic and social outcomes of Aboriginal and Torres Strait Islander through our membership to Supply Nation and the commencement of a plan to evolve our procurement practices to increase trade with Aboriginal and Torres Strait Island-owned businesses.



Celebrating NAIDOC week

'For our Elders' was this year's national NAIDOC Week theme and FleetPartners stopped to recognise and celebrate, with a yarn with I.D. Know Yourself (IDKY) Founder, CEO and proud Butchulla and Gawara Salt Water man, Isaiah Dawe.

Isaiah shared his incredible journey as an Indigenous child growing up in the foster care system. The advice he shared with FleetPartners team members was to 'leave positive footsteps wherever you walk in life'. This was invaluable advice Isaiah received at a young age from an Elder and his incredible work at IDKY is a testament to his dedication and perseverance in its application.

IDKY is an Aboriginal led, grassroots organisation that supports Aboriginal children living in the out-of-home-care system and advocates for social change to break the cycle and create better outcomes for our young people. IDKY delivers programs to help break the cycle of intergenerational trauma in children and youth living in out-of-home care and FleetPartners continues to be proud supporters of the life-changing services that Isaiah and his IDKY team deliver.

Supporting I.D. Know Yourself

In addition to Isaiah Dawe's participation in NAIDOC celebrations, FleetPartners proudly extended our relationship with the I.D. Know Yourself team in several ways.

A core function of IDKY is to support children impacted by cultural dispossession, systematic disadvantage and complex trauma. The IDKY programs provide opportunities for cultural reconnection and self-empowerment, which are centred around love, hope and belonging.

Recognising the need for reliable transport to reach those in need, FleetPartners donated two vehicles with a total value of \$29,800. These vehicles have been instrumental in IDKY's delivery of their incredibly important programs and in the safe transport of the children benefiting from these programs.

We also have a range of talented team members with valuable skills which were made available to IDKY through corporate volunteering. For example, our team donated time in designing beautifully impactful window decals and internal art for the new IDKY Sydney offices to create a welcoming and authentic environment. FleetPartners also leveraged supplier relationships to provide additional support services.

Working with Indigenous Dalmarrri artist

Yandambulan Marri Nuwi "Partnerships"

FleetPartners was humbled to work with talented indigenous Dalmarrri artist, Jason Douglas. We commissioned a beautiful artwork that now proudly hangs in our Melbourne office and is the canvas on which our RAP is published.

This beautiful piece titled, Yandambulan Marri Nuwi, means Partnerships – celebrating our core values and partnerships.

The concentric large circles represent all the locations of FleetPartners throughout Australia and New Zealand and our core values of CARE, built on Collaboration, Accountability, Reimagine and Excellence.

Inside the circles are the layers of FleetPartners, our valued staff, associates, partners, and customers. Throughout this artwork is the topography of the lands, our beautiful country.

The white lines are our safe pathway journeys, a place to belong, to care for, to respect and to be connected.

The small circles and dots are all the small regional towns we visit and travel. A place of coming together, to celebrate and embrace, a place of reflection and the building of long-lasting partnerships.



Closing the Gap

In Australia, Aboriginal infants die more often than non-Indigenous infants, Aboriginal people's life expectancy is shorter, with more than double the rate of illness (Australian Institute of Health and Welfare). To better inform the FleetPartners RAP Committee and arm them with insights to help deliver on our commitment to educate on both the culture and traditional practices of Aboriginal and Torres Strait Islander peoples within our organisation, the team participated in a 'Closing the Gap' event.

Our team learned about the research fellow FleetPartners community partner, Cerebral Palsy Alliance, has conducted alongside their Indigenous advocates and partners. The research highlights the effects of cerebral palsy on Aboriginal and Torres Strait Islander children and has produced informative data encouraging wider discussion around 'Closing the Gap', particularly the gap between Indigenous urban and rural communities.

The FleetPartners RAP Committee shared this knowledge with team members and engaged in commentary via FleetPartners owned social channels, aimed directly at extending the conversation and raising greater awareness.

UN Sustainable Development Goals

In the community in which we live and work and within our sphere of influence, these initiatives are contributing to:





GRI 413 LOCAL COMMUNITIES

In the context of the GRI Standards, the social dimension of sustainability concerns the social systems on which FleetPartners has an impact and addresses the topic of local communities. Performance against GRI 413 and some of the initiatives that are supporting the local communities in which we operate are outlined below.

DISCLOSURE	SUMMARY OF REQUIREMENT	REFERENCES
413-1: Operations with local community engagement, impact assessments and development programs	Percentage of operations with implemented local community engagement, impact assessments and/or development programs to be disclosed.	Sustainability Report - pages 45-51
413-2: Operations with significant actual and potential negative impacts on local communities	Operations with significant actual and potential negative impacts on local communities including: <ul style="list-style-type: none"> i. the location of the operations; and ii. the significant actual and potential negative impacts of operations. 	Sustainability Report - pages 45-51

Stepping up to support Cerebral Palsy Alliance

“Volunteering with the Cerebral Palsy Alliance (CPA) helps to provide their lifestyle clients with an opportunity to live life their way and see firsthand how incredible the CPA carers are,” said FleetPartners Chief Operating Officer and ambassador to CPA, Adriana Sheedy. Adriana was reflecting on her experience and that of the team of FleetPartners volunteers, who assisted a group of CPA clients on a visit to the Sydney Royal Easter Show earlier this year.

More recently and to mark the launch the 2023 STEPtember campaign, the team at FleetPartners heard directly from Nic, a CPA client.

Nic had a 5% chance of survival when he was born. He was fifteen weeks premature, weighing only 800 grams. He spent the first four months of his life in ICU, mostly on life support, but he never gave up. He began therapy with CPA after he was diagnosed with spastic quadriplegia. CPA was a lifeline for his family and are still a huge support. Today, Nic is just like any other young man – he goes to work, works out at the gym, hangs out with his mates and loves the footy.

Since 2019, FleetPartners has been supporting the CPA and its STEPtember campaign to raise much-needed funds. Team members are encouraged to participate in the challenge to not only raise funds to support adults and children living with cerebral palsy, but to also raise awareness of the CPA and its mission.

While STEPtember challenges people to take 10,000 steps a day for 30 days during the month of September, the FleetPartners team recorded an incredible 31,879,420 steps. Funds raised by team members during the challenge were matched by FleetPartners dollar-for-dollar and collectively raised more than \$31,200.



Rolling up the sleeves!

Our New Zealand team has also been out in the community, lending a hand with corporate volunteering, with a refreshed program and dedicated group to assist in coordinating volunteering as well as the use of the FleetPartners-provided volunteering leave. Focusing on the local community and supporting biodiversity, team members got involved in projects including those highlighted below.

The Oakley Creek clean up

In February 2023, Oakley Creek, in the North Island of New Zealand was an area significantly impacted by Cyclone Gabrielle. There was widespread damage from flooding including fallen trees, debris and many layers of silt over public accessways. The FleetPartners volunteer team worked to clear the debris and collect rubbish, making the site more accessible. Not only did the efforts help to clean up the area, it provided surviving trees with much-needed light and space, helping to protect the remaining biodiversity. The team further supported this through the planting of new natives alongside the creek.

Reducing landfill and waste with Fair Food

Fair Food was established in 2011 and is Auckland's original food rescue charity. Fair Food helps to reduce landfill and waste, for the benefit of the community. They recover surplus food from growers, manufacturers and retailers and re-distribute the food to those who need it most. In 2022, they saved 621,720 kilograms of food waste avoiding 1.14 million CO₂ emissions and distributed 1.7 million meals to the community.

FleetPartners team members volunteered to assist in the sorting of leftover food products from supermarkets and repacked them into boxes for redistribution into the community. This effort translated to the sorting of 1,113 kilograms of food, creation of 3,180 meals, and saved 2,949 tonnes of CO₂ emissions from food waste.

Daffodil Day

The Cancer Society makes a significant impact on the lives on New Zealanders affected by cancer by ensuring no one faces cancer alone. Our team came together to raise money for the Cancer Society with a fantastic bake sale and a "hair shave" for donations, raising funds, all donated to the Cancer Society.



CASE STUDY:

FleetPartners are helping to write a storybook ending

Under-resourced communities are often overlooked when it comes to education resourcing. Based in Sydney, Story Factory is a not-for-profit creative writing centre for young people. Their programs are integral in building writing skills, confidence and creativity for children of all ages, helping them to further their studies and boost their literacy. Their small but mighty team uses vehicles provided by FleetPartners to run programs in the western suburbs of Sydney and rural NSW.

Talking about why it is so important to be mobile, Dr Cath Keenan, Executive Director of Story Factory said, “funding can often be hard to come by for a not-for-profit. Without access to the financial support needed to purchase company vehicles,

our employees were reliant on their own cars. Before FleetPartners, there was a lot more paperwork and logbooks involved in something as simple as driving a car for work,” Cath said.

Paperwork is one thing, but logistics are another. The teaching resources needed to deliver programs are cumbersome transport. “Depending on the workshop, there is a long list of things we need, including writing materials, pens, and computers. And at the end of the program, of course, we need to take the kids' published books back to them.”

No access to company vehicles drastically limited the number of programs that could be delivered to children in lower socio-economic communities.

A partnership between FleetPartners and Story Factory was established in 2017 and in 2022 FleetPartners doubled its commitment with an agreement to lease two cars to the not-for-profit organisation at no cost for four years. The cars can be booked through a system at the Story Factory headquarters by staff in accordance with their program delivery schedule.

Story Factory staff can now deliver their programs not just in Western Sydney, but in regional NSW towns as far away as Dubbo and Coffs Harbour, with hundreds of children positively impacted every week. The importance of their work with children is clear – after all, 77% of teachers reported that most or all of their students were more confident writers as a result of their program.



CASE STUDY:

The Burdekin Association are teaching young people much more than driving

Inspiring and empowering young people to reach their potential has many aspects. Based in Sydney, the Burdekin Association has been helping to provide children and young people with support and safe homes since the 1980s.

With no access to a car or a responsible adult to commit to teaching them to drive, it seemed inevitable that the young people being supported by the Burdekin Association weren't going to be able to achieve the 120 hours of driving practice required to obtain a licence.

Justene Gordon of the Burdekin Association explained how teaching a young person to drive is so much more than just the licence to get on the road. "The knock-on effect of not having a driver's licence sets these young people back even further, after having already dealt with so much adversity in their lives. Access to jobs and education becomes challenging, and a lack of confidence and independence can often lead to a continuing cycle of welfare and dysfunction."

With access to a vehicle donated by FleetPartners, Burdekin Association help to boost young people's confidence to achieve the goal of getting a driver's license by completing their 120 hours of practice.

Justene said, "ultimately, a young person has much greater access to opportunities and independence when they are able to drive". She added, "having access to the FleetPartners vehicle means our lovely volunteers don't have to take on the risk of using their own cars for driving lessons."

In addition, this program has also fostered social connections for volunteers and learners alike. The volunteers do much more than teach the young person to drive. They provide social and emotional mentoring, which in most cases, has largely been absent in the young person's life. Over the course of a year, they spend 80-90 hours together and develop a relationship that in some cases has extended beyond the period of driving lessons.



10 million reasons to support the ARA Endowment Fund

The ARA Group, a longstanding fleet customer of FleetPartners, is a unique building services company that is privately and employee-owned, operating in Australia and New Zealand. In 2009, ARA Group established the ARA Endowment Fund with the goal of growing the principal balance in the ARA Endowment Fund to \$10 million in the future. When ARA achieves this goal, there will be hundreds of thousands of dollars in earnings to support charities and create a lasting legacy in the Australian community.

This year, in conjunction with Sinclair Hyundai, FleetPartners donated a new Hyundai Venue and raised \$28,000 at the charity's gala ball auction. These funds support ARA towards their \$10 million goal and support the three current foundations: The GO Foundation, The Indigenous Literary Foundation and The David Lynch Foundation.



Playing a small part in transforming futures

FleetPartners has been supporting Anglicare Victoria for more than 13 years, as they seek to provide lifesaving and life-changing programs including family and parenting support, out-of-home foster care, emergency relief and alcohol and drug support.

Their unwavering commitment to supporting children, young people and families in need is truly inspirational, which is why we remain committed to supporting programs including:

- › Anglicare's Food Boost – a program which is aimed at supporting Victorians facing hunger and homelessness. As a partner in their donation matching drive, we proudly made a financial contribution of \$10,000;
- › Christmas at Dixon House – the biggest annual Anglicare Victoria event consisting of 14 Christmas hampers, 800 to 1000 toys and gifts to over 120 households needing emergency relief; and
- › Broadmeadows Women's Community House – ongoing donation of a bus enabling women at the house to attend weekly programs and go on day trips – all supporting their physical and mental wellbeing.

For the love of reading with Duffy Books in Homes

FleetPartners has proudly supported 'Duffy Books in Homes' for over 11 years of continuous support and this year we provided a vehicle for their theatre team to travel around New Zealand. The theatre team performs a show centred around the character 'Duffy' and educates children about the joy of reading and books. The show travels to lower socio-economic primary schools with the goal of building a love of books to the school children. Duffy Books in Homes donates the books to these schools so school children who would normally be without books at home can have access to new books. Duffy Books in Homes deliver brand-new books to over 100,000 New Zealand children three times a year.

Supporting Visionwest Waka Whakakitenga at Christmas

Visionwest was established 35 years ago to address homelessness, reduce poverty, support older adults and those with disabilities and ensure young people have hope and a pathway for their future. For the third consecutive year in a row, FleetPartners has supported Visionwest's annual 'Christmas From The Heart' event by providing gifts for children and teenagers who would otherwise go without on Christmas Day. In December, FleetPartners presented Visionwest with a selection of gifts and a donation of \$2,000 raised by FleetPartners team members.



Te aukaha Foundation - Helping displaced youth to realise their potential

FleetPartners donated 25 HP Chromebook laptops to the Te aukaha Foundation for their use in their educational programs for displaced youth in Auckland. This donation was made by FleetPartners alongside New Zealand's Minister for Children Kelvin Davis and MP Shanan Halbert. The foundation charity helps youth from broken communities and puts them into a physical and mental health program to help them unlock their potential.

Life is about more than just surviving, it's about thriving

FleetPartners is about more than just cars and we recognise that financial wellbeing is just one of the 8 aspects of human wellness. That's why, in FY23, FleetPartners launched 'FP Thrive' – a completely free program available to FleetPartners Novated Leasing customers and their employees. The program delivers strategies to help participants optimise their lives by focusing holistically on wellbeing – emotional, intellectual, environmental, occupational, financial, social and physical.

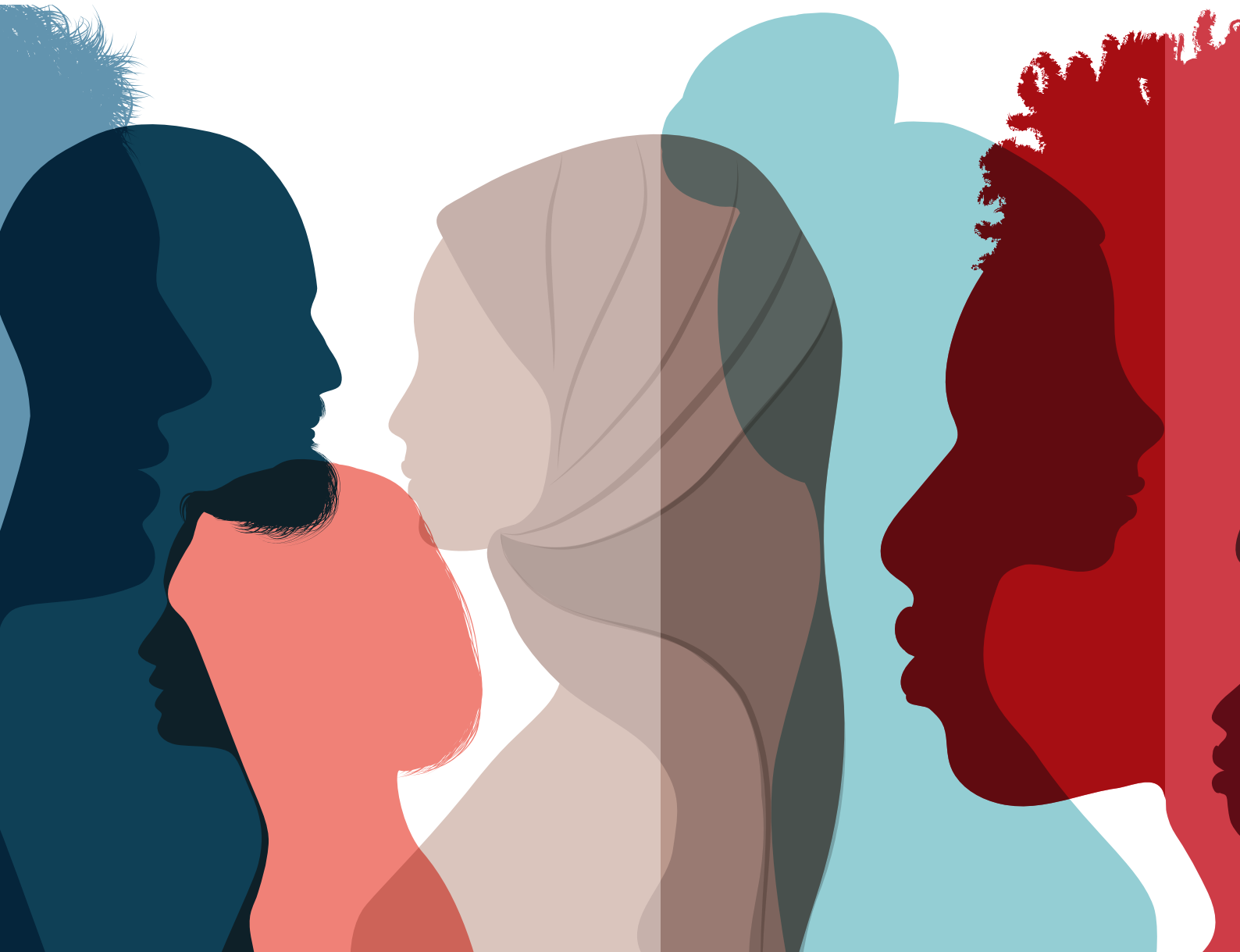
FP Thrive delivers valuable insights, practical tips and inspiring ideas to help members flourish in every aspect of their lives.



UN Sustainable Development Goals

In the community in which we live and work and within our sphere of influence, these initiatives are contributing to:

<p>4 QUALITY EDUCATION</p> 	<p>QUALITY EDUCATION</p> <p>Targets 4.1, 4.4, 4.5 and 4.6</p>	<p>5 GENDER EQUALITY</p> 	<p>GENDER EQUALITY</p> <p>Targets 5.1, 5.5 and 5.c</p>
<p>10 REDUCED INEQUALITIES</p> 	<p>REDUCED INEQUALITIES</p> <p>Targets 10.2, 10.3 and 10.4</p>	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> 	<p>SUSTAINABLE CITIES AND COMMUNITIES</p> <p>Targets 11.1 and 11.2</p>



Task Force on Climate-Related Financial Disclosures content index

TCFD RECOMMENDATION	REFERENCE
GOVERNANCE	
Board's oversight of climate-related risks and opportunities	Our approach to governance – Sustainability Report – page 23
	Board responsibility and climate expertise on page – Annual Report – page 12
	Executive remuneration – Remuneration Report – page 32
Management's role in assessing and managing climate-related risks and opportunities	Executive Leadership Team governance forums in FY23 – Sustainability Report – page 24
STRATEGY	
Climate-related risks and opportunities identified over the short, medium and long term	Our climate strategy – Sustainability Report – page 24
Impact of climate-related risks and opportunities on our business, strategy and financial planning	How we see climate-related risk impacts – Sustainability Report – pages 25-26
Resilience of organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Our climate scenario analysis – Sustainability Report – page 25
RISK	
Processes for identifying and assessing climate-related risks	Identifying and assessing risks – Sustainability Report – pages 24-26
Processes for managing climate-related risks	Managing and monitoring risks – Sustainability Report – pages 24-26
Integration of processes for identifying, assessing and managing climate-related risks into the organisation's overall risk management	Our approach to climate risk – Sustainability Report – pages 24-26
METRICS AND TARGETS	
Metrics used to assess climate-related risks and opportunities in line with the organisation's strategy and risk management process	To be developed and reported in FY24
Scope 1, Scope 2 and, if appropriate, Scope 3 Greenhouse Gas emissions and related risks	Emission reduction strategy and targets - Sustainability Report – page 27
	Reducing our operational emissions - Sustainability Report – page 27
Targets used to manage climate-related risks and opportunities and performance against targets	To be developed and reported in FY24

