



Sustainability Report 2024



Acknowledgement of Country and Traditional Owners

At EBOS Group, we represent a collective of companies in Australia, New Zealand and Southeast Asia. We acknowledge the traditional inhabitants and the importance of their connections to the lands and communities in which we work. We offer respect and acknowledgement to lands, waters and communities, and pay our respect to Elders past and present.

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Our purpose
Advance
opportunities
to enrich
lives.

Our vision
To drive significant impact every day in
the lives of our people and those we serve.
We're leading with a commitment to
excellence and delivering superior
performance in new and existing markets.



Liz Coutts
Chair of the Board

John Cullity
Chief Executive Officer

At EBOS, our purpose is to 'advance opportunities to enrich lives'. Our ESG Program supports this purpose with a number of initiatives and projects across our businesses.

LEADERSHIP MESSAGE

At EBOS, our purpose is to 'advance opportunities to enrich lives'. Our Environmental, Social and Governance (ESG) Program supports this purpose with a number of initiatives and projects across our businesses. We are pleased to provide our stakeholders with further information on the progress of our material ESG activities during FY24.

Business ethics and risk management

Together with other aspects of corporate strategy, the Board oversees development and implementation of our ESG Program as part of its commitment to sound corporate governance.

Business ethics are central to leadership and decision making at EBOS, as outlined in our Corporate Governance Code which was most recently updated in October 2023.

During the reporting period, we commenced embedding proactive risk management measures in relation to modern slavery and other social risks as part of our ethical sourcing framework. In response to emerging threats, we have enhanced safeguards for protecting our data and systems.

Building the resilience of our distribution network is a risk management discipline across our segments and supports the Group's efforts to mitigate the physical impacts of weather-related events, including as a result of climate change, among other environmental, social and governance risks.

Building upon our climate scenario analysis, including identifying climate risks and opportunities for the Group, we will release our inaugural Climate Statement in accordance with the 'Aotearoa New Zealand Climate Standards' in October 2024.

Pathway to carbon reduction

To avoid the worst effects of climate change, leading businesses must contribute to limiting global warming. In FY24, we continued to develop our Carbon Reduction Plan (CRP), prioritising action to reduce emissions from the Group's electricity, gas and transport.

During the year, the first phase of our solar array project was completed with the electrification of the new 500kW roof-mounted solar array at Parkes, NSW. Our focus has now turned to the installation of a ground-mounted array in Parkes that is expected to generate approximately 5MW of clean energy. We continue to work with regulators on the necessary approvals for subsequent works with the aim to generate electricity equivalent to our forecast Australian electricity needs during FY27.

Looking forward, our grocery brands are on track to commence transition to more sustainable packaging in 2025 by eliminating hard to recycle plastics to meet industry expectations and anticipated government regulations.

Working with partners

EBOS cannot achieve its ESG Program objectives in isolation, so we invest in strategic partnerships with organisations that share our values. We are proud to continue our longstanding relationship with Greenfleet, a leading environmental not-for-profit, by acquiring 10% more carbon offsets in FY24 to partially offset our transport emission.

We also proudly continue to support the work of Ovarian Cancer Australia, Back Track, Landsar, Fight MND, Cerebral Palsy Alliance, Malpa and the Australian Prostate Centre, and extend support to employees who raise funds for registered health and animal welfare charities, via the EBOS Match Funding policy.

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Ultimately, sustainable change comes about from continual progress and advancement within our own organisation.

LEADERSHIP MESSAGE

Inclusion and empowerment

Ultimately, sustainable change comes about from continual progress and advancement within our own organisation. Our unique leadership sponsorship program, Catalyst, connects EBOS' leaders of today with leaders of tomorrow to build up the capability, courage and confidence of all participants through learning, coaching, and networking opportunities. Since its launch in 2021, 37 employees have graduated from the program with another 21 set to graduate at the end of this year. Further, our Talent Council is working proactively with leadership teams across our businesses to identify career opportunities for our employees.

As part of our integrity training schedule, and our commitment to fostering safe, inclusive, and respectful workplaces, we have provided mandatory training on our Code of Ethics, Whistleblowing: Reporting, Rights and Protections, and Anti-bullying and Anti-harassment. Furthermore, we have amended our policy on Workplace Discrimination, Harassment & Bullying to include a new 'Bystander' clause that places the onus on every individual to stand up and report breaches of our policy.

During the year, EBOS joined the National Association of Women in Operations (NAWO) which aims to see gender balance valued and achieved at every level of operations. Also in FY24, as part of our Reconciliation Action Plan (RAP), in partnership with our labour hire partner we conducted a First Nations Employment Program pilot to help build First Nations employment participation.

Advancing opportunities to enrich lives

As outlined in this report, the Group's ESG Program brings various elements together into a coherent framework for fulfilling our purpose to advance opportunities to enrich lives. We thank you for taking the time to read this information and welcome your feedback on our performance and plans.

Liz Coutts
Chair of the Board

John Cullity
Chief Executive Officer

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ABOUT EBOS

EBOS Group Limited (EBOS or the Group) is publicly listed on the New Zealand and Australian stock exchanges. We are the largest and most diversified Australasian marketer, wholesaler and distributor of healthcare, medical and pharmaceutical products and a leading marketer and distributor of recognised animal care brands.

With over 5,200 employees in 115 locations across New Zealand, Australia and Southeast Asia, EBOS positively impacts the lives of millions of people and animals across the communities we serve, every day.

EBOS ESG Program

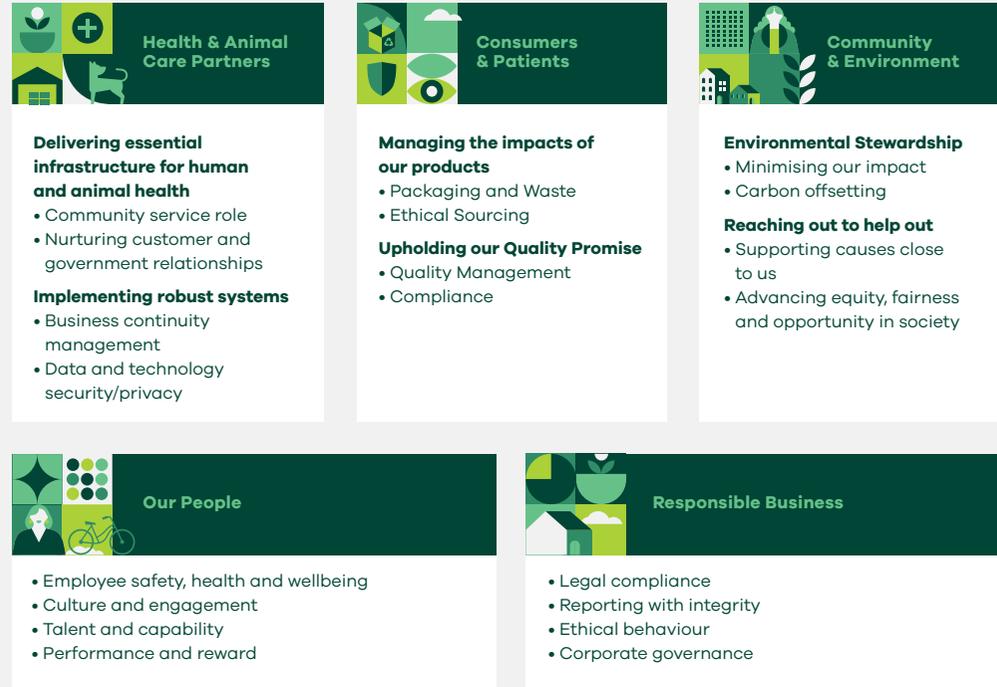
We embrace the full range of responsibilities that come with our role as a provider of essential health and animal care products and services. The Group's ESG ambitions reflect stakeholder feedback. Our ESG Program encompasses 20 ESG topics identified through a **materiality assessment**.

More information about stakeholder engagement and our materiality assessment can be found [here](#).

As a market leading healthcare and animal care company, we know that our stakeholders and the communities we serve rely on us.

Our ESG Program sets out the actions we will take to ensure we consistently and sustainably deliver on our responsibilities as a provider of essential network infrastructure, products and services.

EBOS ESG Framework



EBOS MEMBERSHIPS AND ASSOCIATIONS

Australia

National Pharmaceutical Service Association
 Medicines Australia
 Medical Technology Association of Australia
 Immunisation Coalition of Australia
 Pet Food Industry of Australia
 Australia Day Hospital Association

New Zealand

Medicines New Zealand
 Medical Technology Association of New Zealand

Southeast Asia

Singapore Business Federation
 Singapore Manufacturing Federation
 APACMed
 Malaysia Medical Device Association
 Malaysian Employers Federation
 Thai Medical Device Technology Industry Association
 Gabungan Perusahaan Alat-Alat Kesehatan dan Laboratorium (GAKESLAB)
 Philippines Association of Medical Device Regulatory Affairs Professionals (PAMDRAP)

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FY24 ESG HIGHLIGHTS



94,000+
customers



12 million+
orders



90,000+
product lines



285 million+
units of prescription
medications supplied to
pharmacies and hospitals



1.2 million+
medical devices supplied for
use in patient surgery and
treatments



6,400+
suppliers



3
new policies supporting
privacy and data security



zero reported Scope 1
GHG emissions after
offsets¹



18,261
tonnes of carbon offset
with Greenfleet



4.8%
Median Total
Remuneration Gender
Pay Gap in Australia²



5,200+
employees in Australia,
New Zealand
and Southeast Asia



115
locations across New
Zealand, Australia and
Southeast Asia

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Please refer to the **ESG Data Summary** for a full update on the Group's environmental and social performance metrics.

¹Means that EBOS invested in offsets equivalent to its gross Scope 1 emissions. The offsets acquired and retired were Australian Carbon Credit Units (ACCUs). Further details regarding our Scope 1 boundaries and exclusions and limitations and our approach to reporting targets will be included in our 2024 Climate Statement that will be released in October 2024.

²This data is for the reporting period to 31 March 2023 and was lodged in May 2023 and reported publicly by the Workplace Gender Equality Agency (WGEA) in FY24.



RESPONSIBLE BUSINESS

Driving sustainability in an organisation of our size and complexity requires strong and determined leadership. The Board and Executive Leadership Team are committed to leading the sustainable development of our business and the communities we serve. We promote a culture of honest and ethical behaviour and good corporate governance. We implement effective risk management and regularly assess the significance of material risks in the Group's strategic risk profile, which was last reviewed in August 2024.

EBOS Sustainability Governance

Board	Audit and Risk Committee	ESG Steering Committee
<p>The Board has responsibility for approving, overseeing, and monitoring the Group's response to and management of social and environmental risks and opportunities.</p> <p>The Board reviews and approves the Group's annual Sustainability Report and annual Climate Statement.</p>	<p>In accordance with its Charter, the Audit and Risk Committee (ARC) assists the Board in exercising due care, diligence and skill for identifying and monitoring material business risks.</p>	<p>Our ESG Steering Committee has responsibility for implementing the Group's ESG Program in accordance with its Charter. It is chaired by the Executive GM Strategic Operations, ESG and Innovation and is composed of senior business representatives across the Group's major business functions.</p> <p>Various ESG initiatives are embedded in our business-as-usual activities and governance structures including:</p> <ul style="list-style-type: none"> • Cyber Security & Privacy Steering Committee • Sustainable Packaging Committee • Group Safety Committee

MORE INFORMATION

Information about our corporate governance policies and practices can be found in our **Corporate Governance Code**, which was updated in FY24.

The Group's **Risk Management Summary** provides the overarching framework for assessing, monitoring and managing risks, including environmental and social risks.

Information about the Group's Climate Related Governance, Strategy, Risks and Opportunities and Metrics and Targets will be available in our **FY24 Climate Statement** which will be released in October 2024.



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RESPONSIBLE BUSINESS

EBOS Sustainability Governance

During the reporting period, we approved and implemented new policies to further strengthen our management approaches to governance. EBOS' Board and senior management are committed to leading the sustainable development of our business and the communities we serve. Set out below is a list of Group policies relevant to some of our ESG Program pillars.

Health and Animal Care Partners	Consumers and Patients	Our People	
Information Security	Ethical Sourcing	Employment	Equal Opportunities, Diversity & Inclusion
IT risk management policy IT security management policy Data centre management policy Information security incident response plan	Supplier Code of Conduct Ethical Sourcing Policy	Employee Assistance Program Employment-related privacy policy Family domestic violence policy Flexible working policy Health & Wellbeing policy Grievance & complaints procedure Parental leave policy Match funding policy	Diversity & inclusion policy Workplace gender equality policy Reconciliation Action Plan
New in FY24			
IT acceptable use policy updated Information security policy updated Access control policy Mobile device policy External file transfers, sharing & collaboration policy		Recruitment & selection policy updated	Workplace discrimination, harassment & bullying policy updated

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MORE INFORMATION

To view the Group's publicly available policies, please visit the [Corporate Governance](#) page on our website.

For more information on Responsible Business visit ebosgroup.com/sustainability/responsible-business





HEALTH AND ANIMAL CARE PARTNERS

At EBOS, we enable reliable and efficient healthcare and animal care by leveraging the breadth and depth of our skills and experience to work collaboratively with private and public customers.

Essential Infrastructure for Health	Supply Chain Resilience	Data Security & Privacy
<p>Overseen by our property team, we are continuing to expand and upgrade the Group's network of modern and energy-efficient distribution centres through good design and high-quality implementation.</p>	<p>Extreme weather events impact our operations with increasing severity and frequency, but we have robust processes and procedures in place to keep our employees safe and minimise disruption for customers.</p>	<p>We are proactive in managing risks to the confidentiality and integrity of our data. Management continues to align data policies, standards, and procedures related to the handling of data.</p>
New in FY24		
<ul style="list-style-type: none"> Healthcare Logistics opened its second distribution centre in NSW, with pallet capacity of over 38,000 and featuring a 2MW solar array. 	<ul style="list-style-type: none"> Tropical Cyclone Kirrily struck Queensland in January 2024, cutting power to thousands of homes and businesses including Symbion's Townsville distribution centre, which provides medicines to customers in Far North Queensland. The Townsville warehouse team worked over the Australia Day long weekend to refuel on-site emergency generators which had been activated to maintain critical temperature control for cold chain medicines. This ensured deliveries could be made as soon as roads and the airport were reopened for critical supplies. 	<ul style="list-style-type: none"> Information flows have been mapped across key business units. New Group policies were developed and implemented covering information security, acceptable use, access control, use of mobile devices, external file transfers, sharing and collaboration.



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HEALTH AND ANIMAL CARE PARTNERS

EBOS Distribution Network

Our investments further enhance EBOS' resilience to climate events.

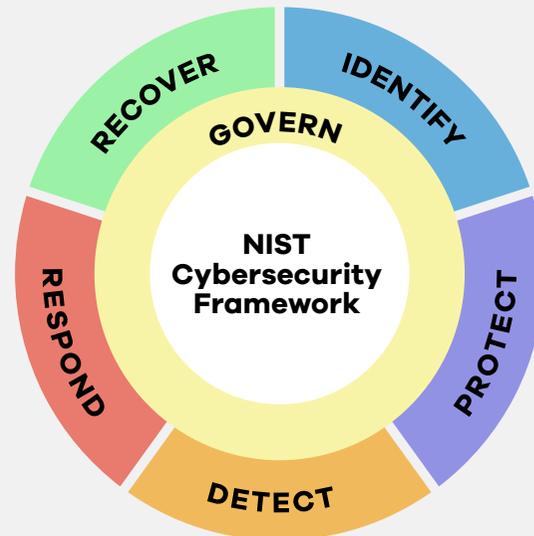
We systemically evaluate operational risks, including disruption to transport and utility services, for all key existing properties, relocations and new developments to ensure appropriate mitigation measures are in place. These include, among others, insurance, backup systems and fire protection.

115 locations across New Zealand, Australia and Southeast Asia



EBOS IT Network

We continue to drive investment and implementation of technologies to uplift our security posture in alignment to the NIST (National Institute of Standards and Technology) framework and ISO27001 standards.



MORE INFORMATION

For more information on Health and Animal Care Partners visit www.ebosgroup.com/sustainability/health-and-animal-care-partners

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CONSUMERS AND PATIENTS

EBOS touches the lives of millions of people and pets each day who depend on superior performance from our products and services. In this pillar of our strategy, we focus on the fundamentals of good quality, safety, social responsibility, and environmental protection.

Ethical Sourcing	Circular Economy
<p>The EBOS Supplier Code of Conduct and Ethical Sourcing Policy outlines our expectations for suppliers and we are continuing to embed the Group's Ethical Sourcing Strategy across all business units using on-line tools, and staff training.</p> <p></p>	<p>The Sustainable Packaging Committee aims to minimise packaging waste and optimise the value of associated materials. Its scope encompasses packaging design, procurement, and manufacturing over which the Group has management control in Australia and New Zealand. This includes reducing single-use plastic throughout our ANZ supply chain.</p>
New in FY24	
<ul style="list-style-type: none"> The Group published its Modern Slavery Statement in August 2023. Its 2024 statement will be released shortly. In our pharmaceutical wholesale business, a significant proportion of suppliers have provided warranties of compliance with modern slavery laws through EBOS entity procurement portals. 	<ul style="list-style-type: none"> Four business units submitted action plans and performance reports to the Australian Packaging Covenant Organisation (APCO) for scoring. Our grocery brands are on track to commence transition to more sustainable packaging in 2025 by eliminating hard-to-recycle plastics to meet industry expectations and anticipated government regulations.

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CONSUMERS AND PATIENTS

EBOS Supply Chain

Primarily, EBOS acts as an intermediary between suppliers and customers. In our supply chain, we source finished products from local and international suppliers to pack and distribute them. Grocery brands under Masterpet and Endeavour Consumer Health also source ingredients for manufacturing selected own-brand products.

Focus areas of our Ethical Sourcing Framework



EBOS Sustainable Packaging

Sustainable packaging performs its primary function with lower environmental impacts compared to conventional packaging.

Packaging must be hygienic, durable, attractive and affordable to fulfil many essential functions for safe and convenient storage, distribution, and consumption of essential products. However, we recognise our choice of design and materials gives rise to complex lifecycle impacts contributing to climate and environmental changes among other considerations.

2024 APCO Annual Report

In FY24, four EBOS businesses submitted action plans and performance reports covering the calendar year January – December 2023 with the Australian Packaging Covenant Organisation (APCO) scoring as follows:

EBOS Reporting Entity	Overall Performance Score
Masterpet	Leading
Endeavour Consumer Health	Advanced
Sentry	Good Progress
LifeHealthcare	Advanced

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CONSUMERS AND PATIENTS

EBOS Sustainable Packaging Highlights

	Animal Care	Healthcare
Recyclable packaging	Plans are in place to introduce 100% recyclable packaging for retail products in 2025.	
Avoidance of problematic plastics	Masterpet received a 'leading' score for avoidance of problematic plastics.	Endeavour Consumer Health, Sentry and LifeHealthcare all received a 'leading' score for avoidance of problematic plastics.
Waste diversion		All of Endeavour Consumer Health's clean cardboard and soft plastics materials are uplifted from on-site for recycling.
Consumer engagement	All Masterpet product packaging has been reviewed for recyclability. VitaPet will be the first of the Masterpet brands to have 100% on-pack labelling to inform the consumer of the correct method to recycle.*	Close to 75% of Sentry products display on-pack labelling to inform the consumer as to the recyclability of the packaging.*

*Changes to country recycling status of materials may require some future changes to these labels.



MORE INFORMATION

For more information on Consumers and Patients visit www.ebosgroup.com/sustainability/consumers-and-patients



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COMMUNITY AND ENVIRONMENT

For many years, EBOS has strived to assist a number of charities and social enterprises who do wonderful work in our communities. As healthcare and animal care providers, we appreciate how integral environmental sustainability is for protecting and promoting human and animal wellbeing.

Environmental Stewardship	Community Engagement
<p>EBOS supports the global consensus that governments, corporates, and civil society must work together to limit global warming within 1.5 degrees Celsius of pre-industrial levels. Our business and stakeholders will benefit from effective strategies to transition to a low carbon economy.</p>	<p>We take pride in the Group's positive contributions to building healthy and resilient communities. Under our Match Funding Policy, EBOS matches 100% of funds donated by our employees to registered health and animal welfare charities in New Zealand and Australia.</p>

- New in FY24**
- Successful implementation of a new cloud-based system for recording Greenhouse Gas (GHG) emissions, including Scopes 1, 2 and 3.
 - The 500kW roof-mounted array at Parkes was completed and commissioned.
 - We continued to develop our Carbon Reduction Plan.
 - Pursuant to the New Zealand Financial Reporting Act 2013, we continued to prepare our first Climate Statement, which will be released in October 2024.

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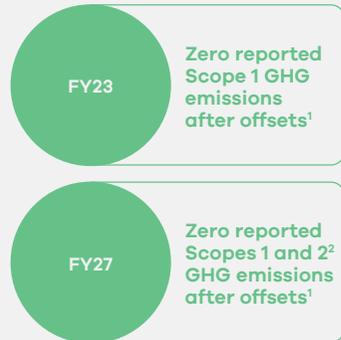
COMMUNITY AND ENVIRONMENT

EBOS Climate Impacts, Risks and Opportunities

EBOS has established metrics and targets to steer progress in limiting global warming, guided by the Climate Active Standard. We are currently focussed on reducing building-related Scope 1 and Scope 2 GHG emissions that we control by improving energy efficiency and switching to renewable energy sources.

We are also assessing our Scope 3 GHG emission boundaries more comprehensively to refocus our targets on where we can make the most impact.

Carbon Reduction Targets



Solar Array Update

In FY24, we reached an important milestone in our solar array project with the electrification of the new 500kW roof-mounted solar array at Parkes, NSW. Our focus has now turned to the installation of a ground-mounted solar array in Parkes that is expected to generate approximately 5MW of clean energy. We continue to work with regulators on the necessary approvals for subsequent works with the aim to generate electricity equivalent to our forecast Australian electricity needs during FY27.

Greenfleet Partnership

EBOS continues its 17-year partnership with not-for-profit environmental organisation, Greenfleet. Since 2007, we have offset a significant part of our outbound transport emissions by donating over \$2 million to Greenfleet's important work revegetating land with native trees and restoring biodiverse habitats.

In FY24 we increased our offsets with Greenfleet by 10% on FY23 and we intend to increase our offsets by 10% again in FY25.



EBOS Community Support

EBOS is proud to support the following organisations:



MORE INFORMATION

Information about the Group's Climate Related Governance, Strategy, Risks and Opportunities and Metrics and Targets will be available in our **EBOS Climate Statement** which will be released in October 2024.

For more information on Community and Environment visit www.ebosgroup.com/sustainability/community-and-environment



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¹ Means that EBOS invested in offsets equivalent to its gross Scope 1 emissions. The offsets acquired and retired were Australian Carbon Credit Units (ACCUs). Further details regarding our Scope 1 boundaries and exclusions and limitations and our approach to reporting targets will be included in our 2024 Climate Statement that will be released in October 2024.

² Using market-based Scope 2 reporting.

OUR PEOPLE

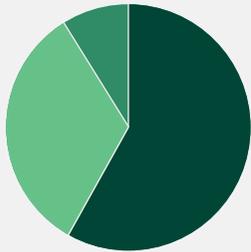
Profile of our People¹

At EBOS, we value every member of our team. As our workforce continues to expand, so does the Group's potential for positive contributions to our people, their families and our communities via fair employment practices, training and career development opportunities.

In FY24, our total employee headcount increased to 5,270.

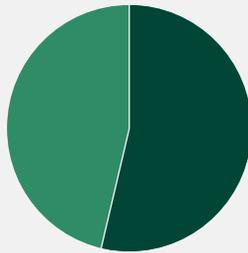
5,270 total employee headcount

33% participate in collective bargaining agreements



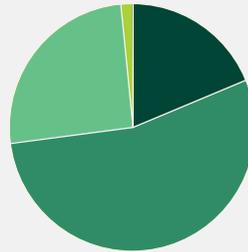
Location

- 65% Australia
- 22% New Zealand
- 13% Southeast Asia



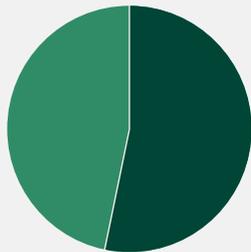
Gender

- 56% women
- 44% men



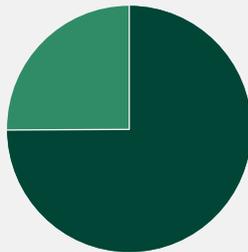
Age

- 22% <30 yrs
- 53% 30-49 yrs
- 24% ≥50 yrs
- 1% undisclosed



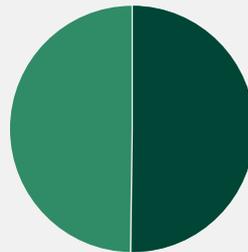
Full-time employees makeup

- 52% women
- 48% men



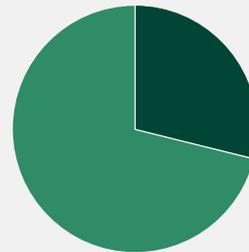
Part-time employees makeup

- 75% women
- 25% men



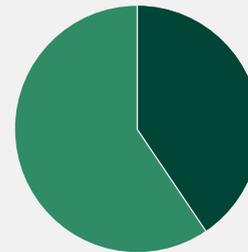
Share of women Board members

- 50% women
- 50% men



Share of women in senior management

- 27% women
- 73% men



Share of women in other management¹

- 41% women
- 59% men

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¹ As at 30 June 2024. Excludes Southeast Asia.

OUR PEOPLE

We value our employees by supporting them to lead healthy, balanced lives. Investment in learning and development provides employees with opportunities for advancement while ensuring our business attracts and develops the skills and capabilities we need. We recognise and reward performance and strive for excellence in everything we do.

Culture and Engagement	Talent and Capability	Diversity and Inclusion	Performance and Reward	Work Health and Safety
<p>EBOS People policies and procedures underpin the Group's culture and expected standards of behaviours. Corporate employees receive annual training on Whistleblower Protection, Anti-bullying & Anti-harassment and Worker Health & Safety. This is supplemented with biennial training on Code of Ethics, Privacy, Fraud Awareness, Bribery & Corruption, Anti-competitive Conduct, Consumer Protection & Unfair Business Conduct and IT Security Training for senior managers.</p>	<p>We attract, retain and strive to develop a diverse workforce and invest in learning and development to cultivate skills and capabilities for delivering on the Group's strategic plan.</p> <p>Our Talent Council, comprising of business and functional leaders, has responsibility for identifying talent to facilitate succession planning and career opportunities.</p> <p>Our unique leadership sponsorship program, Catalyst, now in its fourth year, is designed to support future career pathways with Executive Sponsorship.</p>	<p>We have clearly articulated our Diversity & Inclusion policy and programs that help to deliver on the Group's commitments for Gender Diversity and Reconciliation. Reconciliation is a special journey to build stronger relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.</p> <p>Our vision for Diversity and Inclusion is to create an environment that is safe and inclusive and leverages the potential of our people irrespective of differences.</p>	<p>We reward our people via a range of terms and conditions of employment, some workers are covered by Enterprise or Collective Agreements and Awards. In addition, the EBOS Remuneration Framework combines fair and objective assessments of job roles with benchmarking using salary survey data.</p> <p>We conduct a Gender Pay Gap (GPG) analysis in Australia annually and take action in supporting the closing of the GPG such as developing and supporting progression of women in leadership roles.</p>	<p>The Group's Work Health & Safety (WHS) management system ensures strong leadership and accountability for workplace safety policies and practices.</p> <p>The Group Safety Committee, chaired by the CEO, oversees relevant policies and initiatives, including training, critical risk management and furthering use of technology to mitigate risks. Operational divisions report monthly performance data to senior management and the Board receives monthly and annual reports.</p>

New in FY24				
<ul style="list-style-type: none"> We updated our Workplace Discrimination, Harassment & Bullying policy. In alignment with our values and dedication to maintaining a workplace free from discrimination, harassment, bullying, and sexual harassment, we have introduced an important addition to our policy called 'Bystander'. This update emphasises the responsibility of every individual within our organisation to actively contribute to a safe and supportive work environment. 	<ul style="list-style-type: none"> The 2024 cohort of Catalyst expanded to include all EBOS divisions across New Zealand and Australia. The value creation comes through the structured networking and sponsor relationships, with a number of past participants experiencing career enhancement as a result. EBOS commits to 40:40:20 (female: male: any gender) gender representation on the program. 	<ul style="list-style-type: none"> This year EBOS commenced a First Nations Pilot Employment Program in partnership with a labour hire provider. EBOS is a member of the National Association of Women in Operations (NAWO). NAWO's mission is balancing gender in operations. On International Women's Day EBOS focussed internally on our female leaders, particularly in operations to celebrate their contribution and career journeys. 	<ul style="list-style-type: none"> Each year EBOS acknowledges outstanding performance through our employee GEM (Great Efforts Matter) Awards. In FY24, winners were recognised across Teamwork, Cultivating Culture, Outstanding Innovator, Customer Centric and CEO Award categories. Starting in FY24, data on the GPG for EBOS operations in Australia is publicly available on the website of the Australian Workplace Gender Equality Agency (WGEA). Based on data there is a median GPG of 4.8% for employees in Australia, which is better than the Australian national median of 19%.¹ 	<ul style="list-style-type: none"> External training provider engaged to deliver Officer duty and Psychosocial awareness training to key leaders across the business. Growing use of technology used to reduce workplace risk, for example for monitoring and reporting on Material Handling Equipment and pedestrian interactions. Ongoing review and enhancement of traffic management controls across warehouse and distribution sites. Our "Be Well from Anywhere" program featured the annual September challenge and awareness of sleep hygiene and R U OK? Day.

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¹ This data is for the reporting period to 31 March 2023 and was lodged in May 2023 and reported publicly by WGEA in FY24.



OUR PEOPLE

EBOS Standards of Behaviour

As part of EBOS' commitment to fostering a safe, inclusive, and respectful workplace environment and due to new developments in relation to sexual harassment and psychosocial health, the EBOS Group Workplace Discrimination, Harassment & Bullying policy was updated to include a 'Bystander' clause. This update emphasises the responsibility of every individual within EBOS to actively contribute to a safe and supportive work environment.

Work Health and Safety

The Group Safety Committee meets quarterly. Monthly communication with operational managers ensures consistency across the Group on WHS matters, such as team talks, compliance checks, risk assessments and policy reviews.

The Group WHS training plan outlines regular training on key topics, including online training and specialised training delivered by external consultants. Across the Group, we are committed to investigating and encouraging the use of technology to reduce workplace risks.

In addition, the Safety Committee for Healthcare focuses on special WHS considerations for this operational division and an Animal Care Safety Committee has recently been established.

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OUR PEOPLE

EBOS Profile of our People

The scope of our employment data includes employees who are in a direct employment relationship with the Group and/or whose employment terms and conditions are under our direct management control.

Employees	FY22	FY23	FY24			
	Total	Total	Female	Male	Undisclosed	Total
Board members headcount	6	8	3	3	0	6
Total Employees headcount	3,992	5,198	2,962	2,306	2	5,270
Employees by Region						
Australia	2,899	3,381	1,919	1,487	1	3,407
New Zealand	1,093	1,167	689	480	1	1,170
Asia	Not applicable	650	354	339	0	693
Employees by Category (Level) ¹						
Senior Managers	9	11	3	8	0	11
Other Managers	478	557	243	353	0	596
Team Members	3,505	3,980	2,362	1,606	2	3,970
Employment Type						
Permanent Contract ²	3,600	4,725	2,671	2,084	2	4,757
Temporary Contract ²	392	473	291	222	0	513
Employment Status						
Full Time ³	2,858	3,920	2,167	1,982	1	4,150
Part Time ³	742	805	610	202	1	813
Casual	Not disclosed	Not disclosed	185	122	0	307
Employees by Age						
<30 years	748	1,115	642	487	0	1,129
30-50 years	2,031	2,748	1,601	1,203	2	2,806
>50 years	1,195	1,316	688	596	0	1,284
Undisclosed	18	19	31	20	0	51
Collective Bargaining Agreements (CBA)						
Employees participating in CBA	40%	32%			33%	
Parental Leave						
# Employees who took parental leave	75	76			93	
Return to work rate	81%	75%			78%	
Health and Safety ^{4,6}						
# Lost time injuries	27	26			53	
Lost Time Injury Frequency Rate (LTIFR)	4.1	3.5 ⁷			7.1	
# Medical treatment injuries	28	26			32	
Medical Treatment Injury Frequency Rate (MTIFR)	4.2	3.5 ⁷			4.3	
Total recordable injuries	55	52			85	
Total Recordable Injury Frequency Rate (TRIFR)	8.3	7.0 ⁷			11.3	
Workplace fatalities	Nil	Nil			Nil	

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Data notes

1. Data in the employees by level section includes only Australia and New Zealand regions.
2. Permanent employees include permanent full time and permanent part time employees. Temporary employees include casuals, fixed terms, temporary contracts and any employee not captured in the permanent employee category.
3. Full time employees work, on average, 38 hours per week. In Australia, part time employees receive the same entitlements as full time employees on a pro rata basis, including paid annual and personal leave.
4. All health and safety statistics exclude Asia. Lost time injuries are defined as workplace injuries that result in a loss of productive work time (one day/shift or more). Medical treatment injuries require prescribed medical treatment from a registered medical practitioner beyond the scope of normal first aid but giving rise to less than a full shift being lost from work. Total recordable injuries include lost time injuries, medical treatment injuries and restricted work injuries. Frequency rates measure the number of injuries per 1 million hours worked.
5. EBOS Group experienced an increase in the TRIFR in FY24. This was driven by a high number of recordable cases in the first half, the majority of which were resultant from manual handling activities. The Group has embarked on various initiatives to control manual handling risk such as analysis of pick locations to balance operational efficiencies with optimum picking heights for worker safety, trial on wearable technology, ongoing training and instruction in relation to safe lifting techniques and enhanced local injury management through the prompt provision of light duties.
6. Health and Safety data excludes Southeast Asia.
7. Calculations to FY23 data have been updated.

ESG DATA SUMMARY

	Unit	FY24*					Notes
		FY23 Group	FY24 Group*	Australia	New Zealand	ASEAN & HK	
Climate Change – Organisational Emissions							
Buildings/Sites reporting electricity data	# sites	88	124	67	30	27	1, 2
Scope 1 – Total GHG emissions	TCO₂e	2,984	3,530	2,796	670	64	3, 4b
Fugitive gases – Refrigerants	TCO ₂ e	350	555	305	185	64	
Transport Fuel – Diesel/Petrol	TCO ₂ e	657	678	475	203	0	
Stationary Fuel – LPG, Petrol and Diesel	TCO ₂ e	73	374	94	279	0	
Natural Gas	TCO ₂ e	1,905	1,924	1,921	3	0	
Scope 1 – Carbon Offsets – Retired	TCO₂e	2,984	3,530	2,796	670	64	9a
Scope 2 – Total GHG Emissions (Location Based)	TCO₂e	16,993	18,289	16,968	715	607	4a, 5
Scopes 1 and 2 GHG Emissions after Offsets	TCO₂e	16,993	18,289	16,968	715	607	
Outbound road-freight related Carbon Offsets – Retired	TCO ₂ e	16,600	18,261				9b
Energy – Building Data							
Gross Energy Consumed	000GJ	153.0	179.1	135.9	39.5	3.7	
Natural Gas	000GJ	37.0	37.4	37.4	0.0	0.0	
Fuel (petrol, diesel, and LPG)	000GJ	1.1	5.2	1.1	4.2	0.0	
Gross Electricity Consumed	000GJ	111.7	136.4	97.4	35.3	3.7	8
Total Renewable Energy Generated	000GJ	4.9	7.8	7.8	-	-	
No. sites solar installed	# sites	5	8	8	-	-	
Grid purchased electricity	000GJ	109.9	132.3	93.3	35.3	3.7	
Water – Building Data							
Water Use	# sites	15	14	8	6	-	
	Mega Litres	50	70	63	7	-	

*FY24 data rounded to the nearest decimal place.

Data notes

- Included are EBOS Group Ltd and all its subsidiaries as disclosed in its 2024 Annual Report, but excluding (i) entities listed as investments in associates over which we don't have full management control such as Animates NZ Holdings Limited and (ii) two small bolt-on acquisitions during FY24 Protec Solutions Limited and CAB Medical Pty Limited. For clarity, TWC and HPS pharmacies over which we don't have operational control are excluded but the head office functions are included.
- 124 facilities are reported in FY24, 111 facilities have scope 1 emissions, all facilities reported scope 2 emissions. 124 facilities include those that were opened or closed during the period. The number of facilities at 30 June 2024 is 115. Reporting boundaries have been updated to include Transmedic and facilities in ASEAN and HK.
- Scope 1 includes fugitive gases and direct emissions from consumption of gas for domestic and industrial use such as fuel for material handling equipment, generators, water pumps and fire hydrants. The emissions factors used are based on the Australian National Greenhouse Accounts, New Zealand Ministry for the Environment 2023 and Climate Active accounting methods. Superior Pet Food Co Ltd (acquired during the reporting period) is the major contributor to the increased usage of Stationary fuels.
- Electricity and natural gas data has been calculated using electricity metering and billing data. Data gaps have been estimated
 - Estimated electricity -5.6%
 - Estimated natural gas -8.6%
- Location-based Scope 2 emission factors for New Zealand are sourced from the Ministry of Environment (2024). For Australia, factors are sourced from the Australian National Greenhouse Accounts Factors (2023) and for ASEAN and HK, factors from the IEA report (2022). The increases in emissions from electricity, are due to the inclusion of 26 sites in ASEAN and HK, the inclusion of new acquisitions (Superior Pet Food Co Ltd and W M Bamford & Co Ltd) and the expansion of the distribution network.
- Certified Renewable Energy was purchased for all 9.8GWh EBOS' electricity in New Zealand and GreenPower for three LifeHealthcare locations in Australia. Certified Renewable Energy (NZ) and GreenPower (Aus) apply zero emission electricity claims under market-based emissions reporting, but not location-based.
- Eight facilities have roof-mounted solar. At 30 June 2024, the GLA of these facilities represent 27% of the Groups total GLA.
- Gross Electricity Consumed refers to all grid sourced electricity + solar generated and consumed onsite. This excludes solar electricity generated but then exported to the grid.
- Carbon Offsets in FY24
 - EBOS acquired and retired 3,530 Australian Carbon Credit Units (ACCUs) to offset Scope 1 emissions. Each ACCU represents one tonne of carbon dioxide equivalent (tCO₂e).
 - EBOS further acquired 18,261 tonnes of carbon offsets through a donation to Greenfleet to partially offset transport related emissions.
- Scope 3 emissions are not disclosed.

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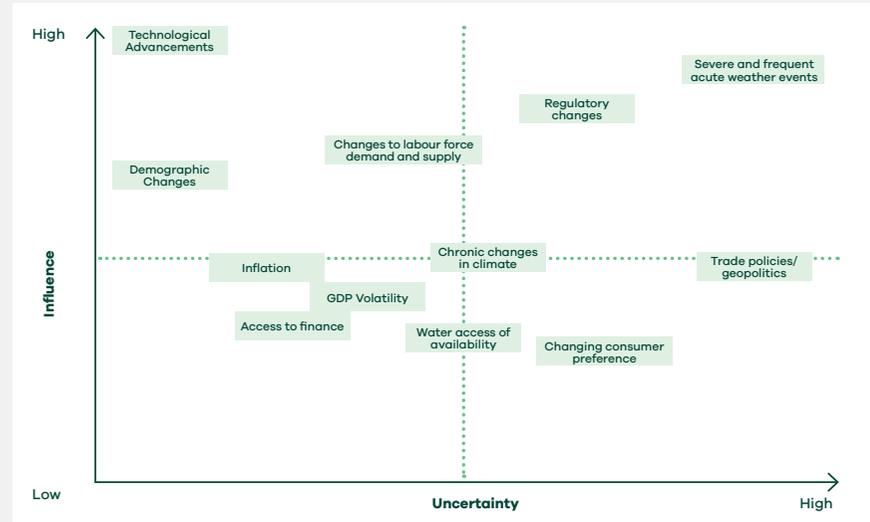
ABOUT THIS REPORT

Thank you for your interest in this report, which outlines EBOS Group's Environmental, Social and Governance (ESG) management approaches and performance for the financial year ended 30 June 2024 (FY24.) Corporate entities within the scope of this report align with our 2024 Annual Report. The contents contained in this report reflect the outcomes of stakeholder engagement and materiality assessment. We are committed to updating our stakeholders regularly on the Group's ESG initiatives and progress.

EBOS Key Stakeholder Groups



EBOS Drivers of Change



In FY24 we continued to work on our Climate Statement and assess the Group's climate-related risks and opportunities. As part of this assessment, we conducted internal engagement workshops to identify and refine a list of most important trends for the Group.

The 'drivers of change' analysis provides information about the relative significance of various megatrends on our business.

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ESG Standard	Indicator	Description	Location of Disclosure
Organisational profile			
GRI 2: General Disclosures 2021	GRI 2-1.	Organisational details	This Report: About EBOS p. 5
	GRI 2-2.	Entities included in sustainability reporting	This Report: About EBOS p. 5 Our audited consolidated financial statements are publicly available in our Annual Report. There are no differences in the list of entities included in our financial reporting and sustainability reporting.
	GRI 2-3.	Reporting period, frequency and contact point	This Report: About this Report p. 21
	GRI 2-4.	Restatements of information	This Report: ESG Data Summary p. 20
	GRI 2-5.	External assurance	Bureau Veritas have undertaken a limited assurance engagement over the GHG disclosures presented in p. 20 of this report. Their assurance letter can found at https://www.ebosgroup.com/bureau-veritas-assurance
	GRI 2-6.	Activities, value chain and other business relationships	This Report: About EBOS p. 5; EBOS Supply Chain p. 12
	GRI 2-28.	Memberships and associations	This Report: About EBOS p. 5
Governing purpose			
GRI 2: General Disclosures 2021	GRI 2-22.	Statement on sustainable development strategy	This Report: Leadership Message p. 3-4; About EBOS p. 5
	GRI 2-23.	Policy commitments	This Report: EBOS Sustainability Governance p. 8
	GRI 2-24.	Embedding policy commitments	Not presently disclosed. Our management approach is under development.
Stakeholder engagement and materiality			
GRI 2: General Disclosures 2021	GRI 2-29.	Approach to stakeholder engagement	This Report: About this Report p. 21
GRI 3: Material Topics 2021	GRI 3-1.	Process to determine material topics	This Report: About this Report p. 21
	GRI 3-2.	List of material topics	This Report: About EBOS p. 5
Governing body			
G1 2: General Disclosures 2021	GRI 2-9.	Governance structure and composition	2024 Annual Report: Our Board p. 24 2024 Corporate Governance Statement: Principle 2 – Board Composition and Performance p. 3; Principle 3 – Board Committees p. 7
	GRI 2-10.	Nomination and selection of the highest governance body	2024 Corporate Governance Statement: Principle 2 – Board Composition and Performance p. 3
	GRI 2-11.	Chair of the highest governance body	2024 Annual Report: Our Board p. 24
	GRI 2-12.	Role of the highest governance body	2024 Corporate Governance Statement: Principle 6 – Risk Management p. 10
	GRI 2-13.	Delegating authority	This Report: ESG Sustainability Governance p. 8
	GRI 2-14.	Role of the highest governance body in sustainability reporting	This Report: ESG Sustainability Governance p. 8
	GRI 2-17.	Collective knowledge of the highest governance body	2024 Corporate Governance Statement: Principle 2 – Board Composition and Performance p. 3
	GRI 2-18.	Evaluation of the performance of the highest governance body	2024 Corporate Governance Statement: Principle 2 – Board Composition and Performance p. 3
Business Ethics			
SASB Health Care Distributors 2018-10	HC-DI-510.a.1.	Description of efforts to minimise conflicts of interest and unethical business practices	2024 Corporate Governance Statement: Principle 1 – Ethical Standards p. 2 The Code of Ethics is set out as Appendix A to the Corporate Governance Code. The Whistleblower Protection Policy and the Anti-Bribery and Corruption Policy are set out as Appendices H and I to the Corporate Governance Code. 2024 Annual Report: Directors’ Interests and Disclosures p. 107; Related party transactions Note H4 p. 81 In respect of conflicts of interest at management level, these are required to be reported as per our Code of Ethics. There have been no confirmed breaches of the Code of Ethics in respect of conflicts of interests in FY24.
	HC-DI-510.a.2.	Total amount of monetary losses as a result of legal proceedings associated with bribery, corruption, or other unethical business practices	There were no monetary losses as a result of legal proceedings associated with bribery, corruption, or other unethical business practices during the reporting period.

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Business Ethics			
GRI 2: General Disclosures 2021	GRI 2-15.	Conflicts of interest	2024 Corporate Governance Statement: Principle 1 – Ethical Standards p. 2 The Code of Ethics is set out as Appendix A to the Corporate Governance Code. The Whistleblower Protection Policy and the Anti-Bribery and Corruption Policy are set out as Appendices H and I to the Corporate Governance Code. 2024 Annual Report: Directors’ disclosures and interests p. 107-108; Related party transactions Note H4 p. 81 In respect of conflicts of interest at management level, these are required to be reported as per our Code of Ethics. There have been no confirmed breaches of the Code of Ethics in respect of conflicts of interests in FY24.
	GRI 2-16.	Communicating critical concerns	Day-to-day management of the Group is delegated to the CEO. There are clear delegations of authority in place and the CEO regularly reports to the Board on matters that are material to the Group.
	GRI 2-25.	Processes to remediate negative impacts	Detailed information about these processes is not presently disclosed. Our management approach is under development.
	GRI 2-26.	Mechanisms for seeking advice and raising concerns	2024 Corporate Governance Statement: Principle 1 Ethical Behaviour p. 2
	GRI 2-27.	Non-compliance with environmental laws and regulations	There were no significant instances of non-compliance with laws and regulations during the reporting period. No fines were paid.
Health and Animal Care Partners			
SASB Drug Retailers 2018-10	HC-DR-230a1	Policies and practices to secure customers protected health information (PHI) records and other personally identifiable information (PII)	This Report: Information Security p. 8; Data security & privacy p. 9; EBOS IT network p. 10
	HC-DR-230a2	Number of data breaches; percentage involving PII only and PHI; number of customers affected in each category	No incidents that required notification to regulators occurred during the reporting period.
	HC-DR-230a3	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	There were no monetary losses as a result of legal proceedings associated with data security and privacy during the reporting period.
GRI 418: Customer Privacy 2016	GRI 3-3.	Management of material topics (Data security)	This Report: Information Security p. 8; Data security & privacy p. 9; EBOS IT network p. 10
	GRI 418-1.	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No incidents that required notification to regulators occurred during the reporting period.
Consumers and Patients			
SASB Drug Distributors 2018-10	HC-D1-410.a1	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	This Report: Circular economy p. 11, EBOS Sustainable Packaging p. 12
SASB Health Care Distributors 2018-10	HC-D1-250a.1	Total amount of monetary losses as a result of legal proceedings associated with product safety	There were no incidents of monetary losses as a result of legal proceedings associated with product safety during the reporting period.
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	There were no incidents of non-compliance with regulations resulting in a fine or penalty or warning during the reporting period.

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Community and Environment			
SASB Drug Retailers 2018-10	HC-DR-230a.1	Total energy consumed; percentage grid electricity; percentage renewable	This Report: This Report: ESG data summary p. 20
SASB Health Care Distributors 2018-10	HC-DI-110.a.2.	Description of efforts to reduce environmental impacts of logistics	This Report: Community & Environment p. 14-15
GRI 302: Energy 2016	GRI 3-3.	Management of material topics (Energy)	This Report: Community & Environment p. 14-15
	GRI 302-1.	Energy consumption within the organisation	This Report: ESG data summary p. 20
GRI 305: Emissions 2016	GRI 3-3.	Management of material topics (Emissions)	This Report: Community & Environment p. 14-15
	GRI 305-1.	Direct (Scope 1) GHG emissions	This Report: ESG data summary p. 20
	GRI 305-2.	Indirect (Scope 2) GHG emissions	This Report: ESG data summary p. 20
Our People			
GRI 2: General Disclosures 2021	GRI 2-7.	Employees	This Report: ESG Data Summary p. 19 There are no significant fluctuations in the number of employees during the reporting period and between reporting periods.
	GRI 2-8.	Workers who are not employees	Not disclosed. This information is not currently available.
	GRI 2-30.	Collective bargaining agreements	This Report: ESG Data Summary p. 19
	GRI 2-19.	Remuneration policies	2024 Annual Report p. 93-104 Remuneration Policy: https://ebosgroup.gcs-web.com/corporate-governance
	GRI 2-20.	Process for determining remuneration	Remuneration Policy: https://ebosgroup.gcs-web.com/corporate-governance
	GRI 2-21.	Annual total compensation ratio	Not disclosed
GRI 403: Health & Safety 2018	GRI 3-3.	Management of material topics (OHS)	This Report: Work health and safety p. 17-19
	GRI 403-9.	Work related injuries	This Report: ESG Data Summary p. 19
GRI 405: Diversity & Equal Opportunity 2016	GRI 3-3.	Management of material topics (Diversity)	This Report: Diversity and Inclusion p. 17
	GRI 405-1.	Percentage of individuals on the board and employees, by diversity categories	2024 Annual Report This Report: ESG Data Summary p. 19

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