

20  
24

Super Retail  
Group



# Sustainability Report

Inspiring you to live  
your passion



rebel





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Front cover photo  
by Harry Elks 2024



## Acknowledgement of Country

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Super Retail Group acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present.

We also operate in Aotearoa New Zealand, and we acknowledge ngā iwi Māori as Tangata Whenau (First People) of Aotearoa.

Super Retail Group is committed to upholding Te Tiriti o Waitangi - Treaty of Waitangi principles, developing relationships with, and supporting local iwi.

*Manaaki whenua,  
Manaaki tāngata,  
Haere whakamua.*

*If we care for the land,  
If we care for the people,  
We can move forward into the future.*

### Māori proverb

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*Original artwork Seed Dreaming - Watiya-warnu Jukurrpa, was produced by Charmaine Napangardi Dickson, who is a third-generation artist with Warlukurlangu Artists, for our Reflect Reconciliation Action Plan.*







# How we report our performance

This Sustainability Report discloses our strategic direction and performance against material sustainability topics affecting Super Retail Group (the Group). Our detailed climate disclosures are in our **FY24 Annual Report** and our annual performance data in our **FY24 Data and Indices Document** (Data and Indices Document).

This is an interactive PDF designed to enhance your experience. Click on the links on the Contents page and throughout the report, or use the navigation panel to access People, Planet, Governance, or Home to find the information relevant to you.

This report has been prepared by Super Retail Group in accordance with the Global Reporting Initiative (GRI) Standards. Full details are available in our **Data and Indices Document**.

This report has been guided by our Materiality Assessment and focuses on the key sustainability-related risks identified by stakeholders, as well as our wider risk assessment practices (see Chapter: Governance). The report focuses on our people and our planet, and it has five priority areas: Team, Community, Responsible Sourcing, Circular Economy and Climate.

Unless otherwise stated, it covers Super Retail Group's operations in Australia, New Zealand and China, including our store network, support offices and distribution centres for the period 2 July 2023 - 29 June 2024 and all financial figures are reported in Australian dollars.

## Important notice

This report contains forward-looking statements. While these forward-looking statements reflect Super Retail Group's expectations at the date of this report, they are not guarantees or predictions of future performance or statements of fact. These statements involve known and unknown risks and uncertainties, which may cause actual results to differ materially from those expressed in the statements contained in this report. There are inherent limitations with respect to scenario analysis, and it is difficult to predict which, if any, of the scenarios might eventuate. Scenario analysis is not a forecast. Future outcomes of climate-related impacts may differ from the scenarios for many reasons including, but not limited to changes to scientific data, government and regulator policy, market and consumer expectations, and technology.

Scenarios do not constitute definitive outcomes or probabilities, and scenario analysis relies on assumptions that may or may not be, or prove to be, correct and may or may not eventuate. Scenarios may also be impacted by additional factors to the assumptions disclosed. Super Retail Group makes no representation, assurance or guarantee as to the accuracy or likelihood or fulfilment of any forward-looking statement or any outcomes expressed or implied in any forward-looking statement. Except as required by applicable laws or regulations, neither Super Retail Group nor any other person undertakes to publicly update or review any forward-looking statements, whether as a result of new information or future events. Past performance cannot be relied on as a guide to future performance. Super Retail Group cautions against reliance on any forward-looking statements or guidance.

There are references to 'IFRS' and 'non-IFRS' financial information in this report. Non-IFRS financial measures are financial measures other than those defined or specified under any relevant accounting standard and may not be directly comparable with other companies' information. Non-IFRS financial measures are used to enhance the comparability of information between reporting periods. Non-IFRS financial information should be considered in addition to, and is not intended to be a substitute for, IFRS financial information and measures. Non-IFRS financial measures are not subject to audit or review.





# Message from the Chair and CEO

At Super Retail Group, we have long recognised that value for shareholders can only be delivered if we get our sustainability performance right.

That is why we're committed to supporting our people and the planet, while inspiring our customers to live their passion.

We are cognisant of the increasing expectations from our customers, investors, partners, and team members for more sustainable product choices and this requires a holistic approach from across the business. As flagged last year, in September 2023 the Board established a Board Risk and Sustainability Committee to reflect the increased responsibilities directors face in considering sustainability matters.

Our FY24 scorecard shows we are progressing against the goals and targets set out in our Sustainability Framework 2030, as we continue to challenge ourselves and our partners to make responsible decisions and improve practices.

Our Sustainability Framework 2030 focuses on improving outcomes for our team and community partnerships, responsible sourcing of goods and services, enhancing the circular economy, and reducing the impacts of climate change on the business and community. We have measurable targets linked to these focus areas and track our performance towards achieving them quarterly.

This includes exploring how we can better reflect our business impacts on the communities and environments in which we operate.

## People

A key ingredient for success is our engaged and dedicated team. We are committed to continuing to empower our team members, achieving gender equality across the business, and developing a more diverse leadership team. We understand and value the benefits of a high-achieving team. It helps to drive improved business performance and deeper engagement with our loyal customers.

During the 2024 financial year, our team again took part in two engagement surveys and on both occasions, we surpassed the Achievers® worldwide benchmark for team member engagement with scores of 81 and 80.

We also made further progress towards our gender equality target of 40 per cent women, 40 per cent men, and 20 per cent of people of any gender in senior leadership, executive, and board roles by the year 2025.

In FY24, female representation on our Board was 50 per cent, 33 per cent at the executive level and 37 per cent in senior leadership. Recognising our continued focus on gender equality, the Workplace Gender Equality Agency (WGEA) confirmed our ongoing citation as an Employer of Choice for Gender Equality.



Super Retail Group's median Gender Pay Gap (GPG) was 4.7 per cent, which was well below the national average of 19 per cent as reported by the WGEA. Our GPG was also significantly lower than the average GPG in the retail sector of 18.7 per cent.

Regrettably, the company recorded an unacceptable 31.6 per cent increase in the Total Recordable Injury Frequency Rate (TRIFR). As a business, we pride ourselves on putting our team members first and at the heart of everything we do so this was a disappointing outcome. We recognise that our safety performance must improve.

The TRIFR increase is largely the result of a jump in manual handling injuries, which we are addressing through a comprehensive improvement plan and a new Employee Assistance Program, Sonder, that focuses on personal safety, medical and wellbeing.

The company is committed to educating and supporting team members experiencing mental health challenges. During the year more than 4,300 team members took part in the I Am Here program, which offers practical resources to assist individuals in overcoming obstacles related to their mental health and wellness.

Our initial Reflect Reconciliation Action Plan (RAP) was finalised during the year, and we are implementing the strategy across the Group to develop a better connection with our Aboriginal and Torres Strait Islander stakeholders.







The business is committed to tangible actions and measures to promote reconciliation and to reporting progress on the plan.

As a business, we have complex supply chains and a diverse product mix that is sourced and manufactured in different countries. Our Responsible Sourcing Program aims to manage risks in our supply chains, including that of human rights and modern slavery. In FY24 we reviewed and strengthened our Human Rights and Responsible Sourcing Policy and Responsible Sourcing Code. Our policy and code are underpinned by several recognised international standards and conventions.

### Our Brands

Our four core brands play active support roles in driving the Group's sustainability efforts.

Macpac supported conservation and adventure-based learning non-profit organisations through its Fund for Good campaign while BCF continued its partnerships with the Clontarf Foundation and the Stars Foundation to improve the education, life skills, and employment prospects of young Aboriginal and Torres Strait Islander people.

rebel maintained its partnership with Lifeline to support its efforts to raise awareness about the positive impact of physical activity on mental health and Supercheap Auto continued its support of its three charity partners: Beyond Blue, Australian Road Safety Foundation and HeartKids.

### Planet

As one of Australia and New Zealand's largest retailers with over 760 stores and distribution centres, reducing our impact on the environment, in particular our greenhouse gas (GHG) emissions and waste to landfill remains a key focus for the business.

As a Group, we are committed to decarbonising our operations by improving energy efficiency and sourcing additional renewable electricity. Since our FY17 base year, we have reduced Scope 1 and 2 greenhouse gas emissions by 23 per cent, however, in FY24, the Group's total electricity consumption increased by 10 per cent. Store network growth and warmer temperatures in many of our locations increases the importance of partnering with landlords and continuing our energy efficiency program to reduce our emission intensity.

During the year, we continued undertaking energy efficiency measures such as LED lighting upgrades across our stores and offices, enhanced our heating, ventilation and air conditioning systems, and upgraded lighting circuits and controls. In addition, we included a new condition in our contracts requiring at least 90 per cent diversion for demolition and construction waste from stores in metro areas in Australia. We also established a new Responsible Product disposal process for our Distribution Centres to divert unsuitable-for-sale product from landfill.

We recognise that the changing climate presents strategic and operational risks and opportunities for our business and four core brands. Against that backdrop, we are deepening our understanding of climate risk, and this is the second year we are reporting our alignment to the Task Force on Climate-related Financial Disclosures Recommendations.

In FY24, we developed a roadmap and work program to support our adoption of the proposed climate-focussed Australian Sustainability Reporting Standards, expected to apply from FY26. The evolution of these standards has led to our enhanced climate reporting, which is summarised in the Governance section of this report and detailed in the climate section of our 2024 Annual Report. We will continue to enhance our climate

reporting in response to standards and requirements set by the International Sustainability Standards Board and Australian regulators.

We review our Sustainability Framework 2030 annually to ensure it remains appropriate for our company's current and future operating environment. While our review tells us that our goals remain relevant, given the dynamic nature of our operating environment and our increasing maturity in sustainability, we restated our Climate and Governance targets in July 2024 for FY25 and onwards. These changes reflect our commitment to decarbonisation, enhanced climate reporting and building climate resilience.

We are committed to learning, adapting, and improving daily as we work towards our 2030 sustainability goals. This will help us reach our long-term aims and establish a more sustainable business in support of greater value for shareholders.

**Sally Pitkin AO**  
Chair

**Anthony Heraghty**  
Group Managing Director and  
Chief Executive Officer





# FY24 highlights

## People

**81**

Team member engagement survey score for May 2024  
*Two points above the Achievers benchmark of 79*

**14.5**

Total Recordable Injury Frequency Rate (TRIFR)  
*A 31.6 per cent increase from prior year (11.0)<sup>1</sup>*

**4,316**

Team members participated in the “I Am Here” mental health program  
*A 31 per cent increase from prior year (3,307)*

**50%**

Female representation: Board

**37%**

Female representation: senior leadership

**4.7%**

Median Gender Pay Gap

*As reported by the Workplace Gender Equality Agency*

**\$536,123**

Funds raised through rebel's ‘Mental Health is a Team Sport’ campaign for Lifeline, supported by Adidas and rebel customers, as part of its 3 year Principal Partnership.

**\$350,013**

Supercheap Auto donated to Beyond Blue, Heartkids Australia, Heartkids New Zealand and the Australian Road Safety Foundation

June 2024 publication of Reconciliation Action Plan (Reflect)

<sup>1</sup> The TRIFR increase, with manual handling injuries making up 58%, is being addressed by rolling out a Manual Handling Improvement Plan and introducing Sonder to enhance our early intervention and care program.

## Planet

**22.8%**

Reduction in GHG<sup>2</sup> emissions (Scopes 1 & 2) from FY17 base year

**1,254,042L**

Recycled litres of oil through Supercheap Auto

*16 per cent decrease from prior year*

**5%**

Increase in GHG emissions (Scope 1 & 2) from FY23

**140,835**

Recycled car batteries through Supercheap Auto

*13 per cent increase from prior year*

**62.3%**

Diversion rate across our stores, support offices, and distribution centres

**115,242**

Recycled pairs of shoes through rebel and Macpac's in-store collection

*41 per cent increase from prior year*

**>2.6m**

Bags refused through Macpac's “Refuse a Bag” initiative since the program began in 2018

**10%**

Percentage increase of total electricity use from FY23 to 85,887 MWh

**\$350,000**

Contributed to OzFish and helped customers raise a further \$864,975 through BCF stores

**\$378,631**

Grants and gear provided through Macpac Fund for Good (AUD)

<sup>2</sup> Greenhouse gas emissions

# Achievements

Super Retail Group Limited  
Retailing

S&P Global CSA Score 2023  
A key component of the S&P Global ESG Score

**52** /100

As of October 27, 2023.  
The S&P Global Corporate Sustainability Accountability (CSA) Score is the S&P Global ESG Score without the inclusion of any non-financial approaches. Company scores can be compared to their peers in the same industry. Learn more at [spglobal.com/esg](https://www.spglobal.com/esg)

S&P Global

Sustainable<sup>1</sup>

As of October 27, 2023, our company performed in the top quintile in the RTS - Retailing in the S&P Global Corporate Sustainability Assessment.

**MSCI**  
ESG RATINGS



Retention of ‘AA’  
Rating from the MSCI

CCC B BB BBB A AA AAA





## Focusing on what matters

Our Sustainability Framework 2030, published in FY22, was based on a qualitative materiality assessment. To understand what matters most to our stakeholders – team members, customers, shareholders, trade partners, community partners, governments and regulators – we considered their priorities, concerns and aspirations for our business. And we asked ourselves, “what are our key impacts on our people and our planet?”

The answers to this materiality assessment, helped us identify and prioritise five areas on which we will focus our efforts for 2030: Team, Community, Responsible Sourcing<sup>2</sup>, Circular economy and Climate.

These focus areas have 12 goals, linked to measurable targets. Our goals and targets are aligned with the United Nations Sustainable Development Goals (SDGs). More information can be found in our **Data and Indices Document**.

<sup>2</sup>Our Responsible Sourcing program impacts both people and our planet, so conceptually it sits in both categories. For ease of navigating this report, you'll find the Responsible Sourcing chapter in 'People'.

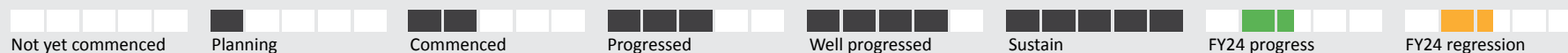


AREA	GOALS	OUR PROGRESS TO 2030	2030 TARGETS <sup>1</sup>
Team	1. Invest in the health, safety and wellbeing of our team		<ul style="list-style-type: none"> <li>Implementing a holistic wellbeing program – participation rates</li> <li>Health &amp; Safety TRIFR, 1st quartile performer in retail</li> <li>Develop Reconciliation Action Plan</li> <li>40:40:20 for Board and executive and senior leadership positions<sup>3</sup></li> <li>Develop Access and Inclusion Action Plan</li> <li>Program development for greater diversity and inclusion including LGBTQIA+</li> <li>Deliver programs for purpose-led career development</li> </ul>
	2. Create an inclusive and diverse team		
	3. Support our team with purpose-led career development		
Community	4. Invest in community programs that support our customers' and team's passions		<ul style="list-style-type: none"> <li>Identify key purpose-aligned community partnerships and agree a strategy for each Brand</li> <li>Contribute to conservation and regeneration programs</li> </ul>
Responsible sourcing	5. Improve transparency and disclosure of high-risk supply chains		<ul style="list-style-type: none"> <li>Collaborate with and support strategic trade partners to improve their supply chains</li> <li>Contribute to industry level change</li> <li>Embed responsible purchasing practices in decision making across our business</li> </ul>
	6. Invest in sustainable supply chains through strategic partnering		
	7. Source materials and products more responsibly		
Circular economy	8. Design and procure durable products, with a circular mindset		<ul style="list-style-type: none"> <li>Develop a standard for design and procurement of products</li> <li>100 per cent of private brand packaging is reusable or recyclable<sup>2</sup></li> <li>Adopt the Australasian Recycling Label for private brand packaging</li> <li>50 per cent average recycled content must be included in private brand packaging<sup>2</sup></li> <li>Problematic and unnecessary single-use private brand plastic packaging must be phased out<sup>2</sup></li> <li>Increase waste diverted from landfills to 90 per cent</li> </ul>
	9. Reduce waste and unnecessary packaging		
	10. Repair, reuse or recycle our products		
Climate	11. Develop a decarbonisation roadmap for our operations and customer offering		<ul style="list-style-type: none"> <li>Zero Emissions – Scopes 1 and 2<sup>1</sup></li> </ul>
Governance	12. Enhance climate-related disclosures		<ul style="list-style-type: none"> <li>Align climate-related reporting to the Task Force on Climate-related Disclosures<sup>1</sup></li> </ul>

1. As our work in some of these areas has developed, we have updated targets for Goals 11 and 12, effective from FY25 onwards. See **page 10** for more detail.

2. Our packaging targets are aligned to those set by the Australian Government, with delivery due by 31 December 2025.

3. The Group has a goal of 40:40:20 representation in Board, executive and senior leadership positions by 2025 (40 per cent identifying as female, 40 per cent identifying as male, and 20 per cent identifying as any gender).







# Maintaining relevance

## Updates to the Sustainability Framework 2030, for FY25 onwards

Our Sustainability Framework 2030 is reviewed annually to maintain our focus on the issues most significant to our business and stakeholders. This is particularly important in the context of Australian legislation and mandatory sustainability reporting, expected to apply to the group from 1 July 2025. The first Australian Sustainability Reporting Standards (ASRS) are climate-focused, and the evolution of these standards has led to our enhanced climate reporting, which is summarised in the Governance section of this report and detailed in the climate section of our FY24 Annual Report.

While our review tells us that our goals remain relevant, given the dynamic nature of our operating environment and our increasing maturity in sustainability, we updated our Climate and Governance targets in July 2024 for FY25 and onwards. The changes to the Framework recognise our commitment to decarbonisation, enhanced climate reporting and building climate resilience. Further, we will refresh our materiality assessment in the next two years, in line with best practice.

GOALS AND ORIGINAL 2030 TARGETS	UPDATED 2030 TARGETS
<p><b>CLIMATE</b></p> <p><b>11.</b> Develop a decarbonisation roadmap for our operations and customer offering</p> <p>Zero Emissions – Scopes 1 and 2</p>	<ul style="list-style-type: none"> <li>• Net Zero Emissions for Scopes 1 and 2</li> <li>• Measure, manage and report Scope 3 emissions to avoid and reduce emissions in our supply chain.</li> </ul>
<p><b>GOVERNANCE</b></p> <p><b>12.</b> Enhance climate-related disclosures</p> <p>Align climate-related reporting to the Task Force on Climate-related Disclosures</p>	<ul style="list-style-type: none"> <li>• Align climate-related reporting to the Task Force on Climate-related Disclosures and adoption of the proposed Australian Sustainability Reporting Standards (ASRS)</li> <li>• Understand our priority climate-related risks and opportunities and financial impacts.</li> </ul>

More detailed data, responding to our materiality assessment, is set out in our **Data and Indices Document**.

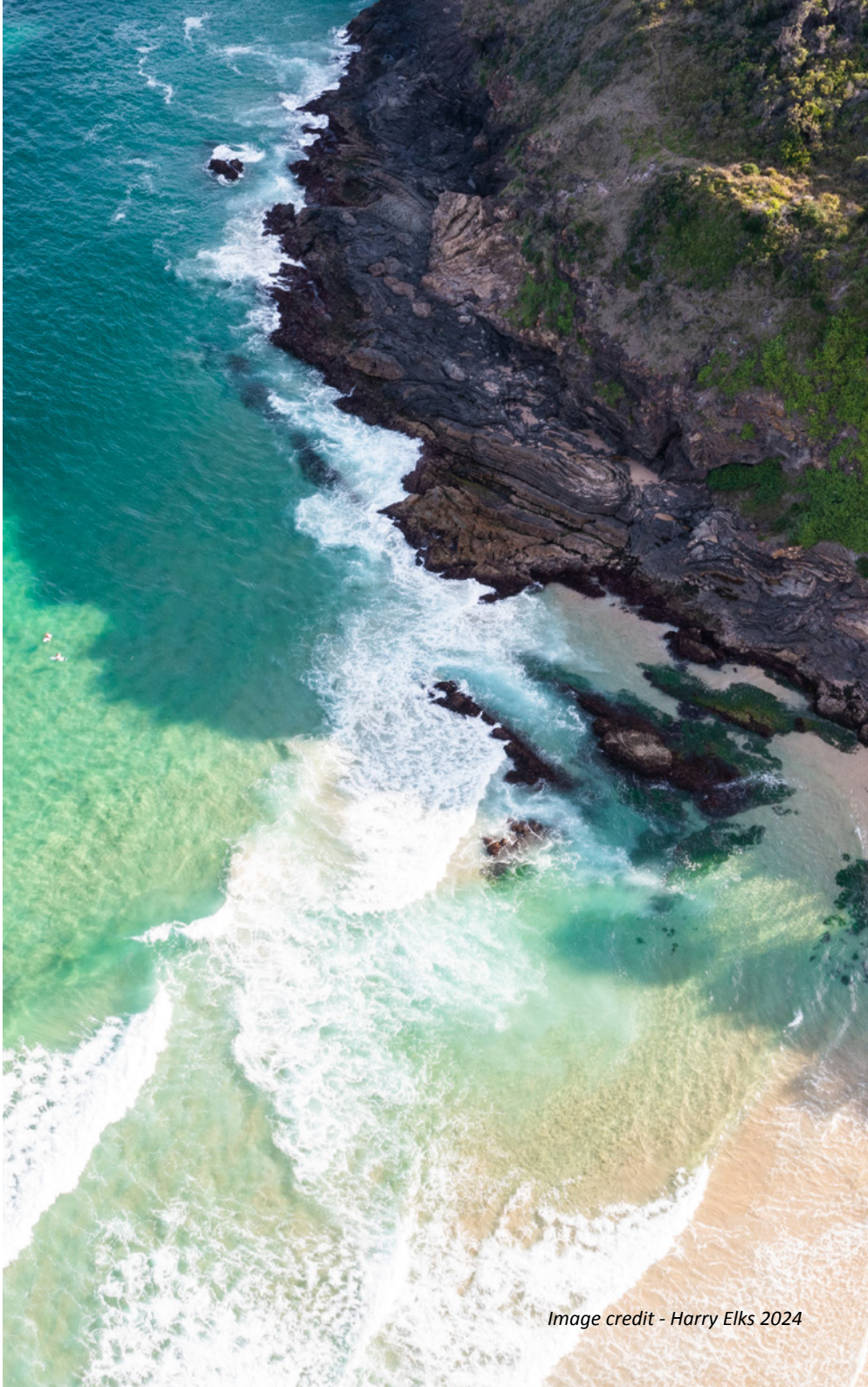


Image credit - Harry Elks 2024

# People

Our people are at the core of who we are and what we do. Our strategic focus involves strengthening our workplace, the communities in which we operate and our supply chain for long-term sustainability.

We have 16,063 team members (as at 29 June 2024), more than 11 million customers in Australia and New Zealand and supply chains across the world – these are our commitments to them.



**GOAL 1:** Invest in the health, safety and wellbeing of our team

**GOAL 2:** Create an inclusive and diverse team

**GOAL 3:** Support our team with purpose-led career development

**Goal 4:** Invest in community programs that support our customers' and team's passions

**Goal 5:** Improve transparency and disclosure of high-risk supply chains

**Goal 6:** Invest in sustainable supply chains through strategic partnering

**Goal 7:** Source materials and products more responsibly





# Team



The Group remains committed to delivering on its Diversity, Equity Inclusion and Belonging Plan. The focus areas of the plan continue to be Diverse Leadership and Gender Equality, Reconciliation, People with a Disability and Equity for LGBTQIA+ people. The Group also continues to invest in purpose-led career development focusing on the skills and knowledge to enable success.

We care about the health, safety, and wellbeing of our team members and customers. We continually seek improvement through the engagement and commitment of everyone at Super Retail Group.

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GOAL 1: Invest in the health, safety and wellbeing of our team

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GOAL 2: Create an inclusive and diverse team

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GOAL 3: Support our team with purpose-led career development

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UN Sustainability Development Goals

# Team

## Goal 1: Invest in the health, safety and wellbeing of our team

The health, safety, and wellbeing of our team members and customers is our primary concern. We remain dedicated to it and continually seek improvement through the engagement and commitment of everyone at Super Retail Group.

We care for the physical and psychological health and safety of our team members, customers, contractors, trade partners and visitors, including our heavy vehicle operators. Our Health and Safety Policy was reviewed in FY23 and continues to reflect this commitment.

### IN THE SPOTLIGHT

In FY24, manual handling tasks accounted for 58 per cent of the Total Recordable Injuries (TRIs) within the Group. These incidents primarily involved sprains, strains, slips, trips, bumps, and cuts sustained while handling products.

To address this, we held a face-to-face one-day workshop with 37 team members from across brands and divisions from Australia and New Zealand, including team from stores, retail operations, merchandising, inventory management, space planning, store improvement and development, product services, business processes, omni fulfilment and distribution centres. The workshop featured presentations on injury trends, equipment and design issues, wearable technologies, and safety in design concepts. Participants worked in cross-collaborative groups to assess the effectiveness of existing controls and together they developed 18 manual handling injury reduction initiatives for implementation in FY25.

### Respect@Work

Super Retail Group places a strong emphasis on preventing and addressing serious misconduct, including sexual harassment, bullying, discrimination, victimisation, and other forms of harassment. Our Code of Conduct and Harassment-free Workplace Policy set clear standards to eliminate toxic and hostile behaviours, emphasising a zero-tolerance position on substantiated sexual harassment. Respect@Work Councils, specific to each brand or business unit, are responsible for raising awareness, educating leaders, and implementing actions to mitigate potential risks. These preventative controls are reinforced by mandatory training modules that educate our team on our policies. In addition, our approach includes detective controls, where operational leaders, supported by the Workplace Relations team, manage reportable conduct complaints and disciplinary processes in accordance with our standards and relevant legislation.

### TRIFR

# 14.5

Total Recordable Injury Frequency Rate (TRIFR) - 31.6 per cent increase YoY<sup>3</sup>

<sup>3</sup>Includes team members and contractors. Data covers the period 2 July 2023 – 29 June 2024

### I Am Here

# 4,316

Team members participating in the "I Am Here" program dedicated to supporting mental health of team members

### Total Recordable Injury Frequency Rate (TRIFR)

Despite our commitment to health and safety, in FY24 we observed a 31.6 per cent increase in our Total Recordable Injury Frequency Rate (TRIFR) to 14.5. The TRIFR increase, with manual handling injuries making up 58 per cent, is being addressed by rolling out a Manual Handling Improvement Plan and introducing Sonder to enhance our early intervention and care program.

### Person in Charge (PiC)

This initiative, featuring five training modules and a guiding document, enhanced emergency response ownership for high-risk emergencies with infrequent occurrence. Successfully tested during a recent event that called for rapid response in lock down and closure of two of our sites. The Person in Charge (PiC) activated the plan in a timely manner which meant the team and customers were kept safe and accounted for.

### Dealing with customer aggression

Our training modules for team members and managers cover zero tolerance for customer aggression, de-escalation strategies, and handling theft. A new Customer Sexual Harassment and Discrimination procedure will be introduced in July 2024, supported by online training with role-playing scenarios. We collaborate with local police and the Australian Retail Association to address these ongoing risks and to protect our team and customers.

For more information about our health and safety data and more case studies aligned to the Global Reporting Index, refer to our **Data and Indices Document**.







## Goal 2: Create an inclusive and diverse team

At Super Retail Group, our aim is to cultivate a workplace that reflects the diversity found within our communities and to foster an environment where team members feel safe, a sense of inclusion and belonging, and supported to develop their careers. This year, we have continued our focus areas of gender diversity, equity and inclusion, First Nations people, people living with disabilities and LGBTQIA+ people.

### IN THE SPOTLIGHT

At the end of FY24, we published our first Reconciliation Action Plan (RAP) setting out our aspirations and the meaningful actions we will take to advance reconciliation. Our RAP will build on some of our important partnerships (for example with the Clontarf Foundation, the Stars Foundation and Racing Together) and extend our collaborations.

Our RAP (Reflect Stage) was developed following a period of reflection and engagement with team members and communities, facilitated by First Nations consultant, Kristal Kinsela. It has been approved by the Board, sponsored by the Executive Leadership Team and supported by our team members. In FY25, we are excited to continue to take actions to benefit First Nations communities and strengthen relationships among all Australians.



*Reconciliation Action Plan, featuring Seed Dreaming – Watiya-warnu Jukurrpa – on the cover.*

The artwork in our Reconciliation Action Plan, called Seed Dreaming – Watiya-warnu Jukurrpa, was produced by Charmaine Napangardi Dickson, who is a third-generation artist with Warlukurlangu Artists.

Over the last few years, we have worked with Warlukurlangu Artists (Warlu), a not-for-profit organisation that is 100 per cent Aboriginal-owned by its artists from the remote desert community of Yuendumu in Central Australia.

Supercheap Auto's second product collaboration (a range of travel accessories) features the artwork of First Nations artists Patricia Nakamarra Oldfield and Risharna Nakamarra Dickson. The artwork is called Snake Dreaming – Warla Jukurrpa and all profits from the range go to the artists, Warlu and Supercheap Auto's chosen charities supporting First Nations Peoples – Racing Together, the Clontarf Foundation and the STARS Foundation.

In FY24, BCF also released its second product line with Warlu, a range of beach accessories, featuring the stunning artwork of Anthony Jangala Hargreaves, across six products. The artwork is called Snake Vine Dreaming - Ngalyipi Jukurrpa. For FY25, BCF has planned two more collaborations, including three products with Anthony Jangala Hargreaves artwork, and two products with Alice Nampijinpa Michaels, featuring her artwork Lappi Lappi Jukurrpa. A portion of royalties from their work goes back to the artists.



### WGEA's Employer of Choice for Gender Equality Citation



This year we have once again delivered on the requirements to retain the Workplace Gender Equality Agency's (WGEA) Employer of Choice for Gender Equality Citation. We are proud to be recognised for the unwavering commitment to the highest standard of gender equality as large employer.

### Gender Representation

The Group has a goal of 40:40:20 representation in Board, executive and senior leadership positions by 2025 (40 per cent identifying as female, 40 per cent identifying as male, and 20 per cent identifying as any gender). For the reporting period, female representation on our Board was 50 per cent, 33 per cent at the executive level and 37 per cent for women in senior leadership.

### Gender Pay Equity

The Group remains committed to remunerating all team members fairly and equitably. In support of gender pay equity, the Group conducts annual gender pay equity reviews. In 2024, as determined and published by the WGEA, the Group's median Gender Pay Gap (GPG) was 4.7 percent, which is less than the national GPG (19.0 per cent) and the retail industry GPG (18.7 per cent) as reported by WGEA. A detailed review has highlighted that there is no discernible bias or systemic issues within pay frameworks or structures. The primary factor contributing to the pay gap is the greater representation of males versus females at the Executive Leadership Team (ELT) and Senior Leadership Teams (SLT) as well as a number of women in SLT roles in a part-time capacity.

### Inclusion and Belonging

Our team continues to recognise and participate in a variety of events that celebrate diversity and focus on building team member sense of inclusion and belonging. Examples include NAIDOC Week, Wear it Purple Day, Diwali, International Day for People with a Disability, Chinese New Year, International Women's Day, Matariki Day, Pride Month and Harmony Day.

8 MARCH  
2024

Let's forge a more inclusive world  
for women. Collectively, we can  
all **#InspireInclusion**.



### Creating an Inclusive and Diverse Team

The Group has various practices that support it to reflect the communities in which we operate and align team member belonging across majority and minority groups. Practices include:

- Monthly Equality in Leadership reporting across the Group (current and pipeline leadership populations).
- Quarterly Committee meetings as well as local action groups to drive Group-wide objectives through local initiatives.
- Annual calendar of events raising awareness of and celebrating team member diversity.
- Annual completion of mandatory training for leaders to create a diverse team and lead for inclusion and belonging.
- Biennial Diversity, Equity, Inclusion and Belonging Survey across the Group.
- Biennial refresh of the Group Inclusive and Diverse Team Plan using insights and data from the survey.
- Continuous reviews of workplace policies, practices and benefits influencing team member diversity, equity, inclusion and belonging (e.g Parental Leave, Flexibility, Recruitment).
- Ongoing delivery of the group's future Talent pipeline program – SOULfutures for Women – with 93 participants in 2024.

For more information about our workforce data (including our enterprise agreements), refer to our **Data and Indices document**.





## Engagement Score

# 81

Above the Achievers benchmark of 79

## Achievers

Achievers is a global expert in employee recognition and engagement



## Goal 3: Support our team with purpose-led career development



At Super Retail Group, our vision is to inspire people to live their passion, now and in the future. Realising this vision is dependent on creating a workplace where our team are engaged and are supported to develop their careers. The Group is committed to assessing and developing our team in line with the skills, knowledge, and tools to enable success now and in the future.

### Building a positive work environment

Super Retail Group is committed to a continuous engagement-building cycle through a survey-listen-act approach to team member engagement. New records of participation were set in two “pulse” surveys during the reporting period. In October 2023, the Group’s engagement score was 80, with over 11,000 responses (74 percent of team members) and in May, the score was 81 with over 12,000 responses (78 per cent participation). In the survey which concluded in May, the Group re-tested its intentional leadership capability that measures five critical leadership behaviours (care, context, clarity, communicate and coach). This provided a People Leadership Indicator score of 86, now two points above the Group’s benchmark in the measure for the Group’s leadership. The Group continues to drive engagement through its recognition program which celebrated a major milestone of one million recognition moments in June. A level of participation that further showcases team member passion, teamwork and sense of community.



### Investing in continuous learning and development

In line with delivering career development and the Group’s strategic objectives through a strong leadership and talent pipeline, investment in development has continued across the Group’s suite of programs. For the 280-strong Senior Leadership and Extended Leadership teams, particular emphasis was placed on building adaptive and future-fit leadership skills – essential in times of change and accelerated strategic delivery.

The completed modules have included: Social Capital, Executive Function, Psychological Safety, Clarity in Communication, and Performance for Long-Term Impact, Adaptive Leadership and Developmental Dialogue.

Within the SOULfutures for Women program, the 93 participants have progressed through a Voices of Influence module supporting them to find their voice, prepare, be coached on, and deliver a business-related pitch for positive change. The program has also introduced ‘Lean-In Circles’ based on the development of Sheryl Sandberg’s Global Network. Co-hosted by senior SRG female leaders, these sessions have become a highlight of the program as they offer participants an opportunity to build their network, discuss and acknowledge barriers they face as a leader in the business and managing work-life priorities.



## Continuous Learning and Development

The suite of learning programs continues to provide targeted assessment and development opportunities at individual, team and role levels. Our on-demand learning program has again delivered quality learning at scale, with team members 'opting-in' to complete over 86,000 hours of voluntary learning through the platform. This system has delivered more than 1,000 product, customer service and safety learning items, skills benchmarks, self-paced leadership development and the newly introduced AI coaching tools.

### During the reporting period, the Group also:

- Continued its in-store 'Experts' learning program, which builds retail team members' product and technical expertise. In FY24 team members spent almost 69,000 hours completing their 'experts' learning. This learning underpins the link between knowledgeable and skilled teams and customer satisfaction.
- Continued our accredited learning programs for retail team members, which have enabled 205 team members to pursue retail qualifications, with 19 earning a Certificate III in Retail Operations, 53 earning a Certificate IV in Retail Management, and two completing school based traineeships.
- Delivered 38 corporate mandatory learning modules, designed to refresh our team member and leaders' knowledge around key safety, people or organisational risks.

## Workforce Data

During the reporting period, 6,273 team members joined Super Retail Group. Using the GRI Sustainability Reporting data set that comprises all team members and includes our seasonal casuals (employed on a short-term contract, generally for peak period only) and non-payroll team members, our retention index was 51.91 per cent.

## WHAT'S NEXT

In FY25 we will continue our work in health, safety and wellbeing, team inclusion and diversity and purpose-led career. In particular, we are excited to engage the team in our new Employee Assistant Program, Sonder, that focuses on personal safety, medical, and wellbeing. We look forward to implementing our inaugural Reconciliation Action Plan (1 July 2024 - 31 December 2025) building on the meaningful relationships we have already developed with First Nations organisations, Clontarf Foundation, Stars Foundation, Racing Together and Warlukurlangu Artists.

### Access and Inclusion Action

In line with our Sustainability Framework objectives for 2030 and with the supporting partnership of the Australian Disability Network, we will progress our first Group-wide Access and Inclusion Plan to improve and to embed accessibility for team members and customers and improve the equitable inclusion of people. The Plan includes five components to support a targeted and progressive approach to becoming a disability confident employer and business. The five components are:

1. Ask the person: Listening, Learning on accessibility matters and co-Designing practices;
2. Accountability: Measuring effectiveness of accessibility policies, processes and programs relative to goals;
3. Awareness, Education and Communication;
4. Reflecting our community; and
5. Accessibility of product, service, technology and place.

For more information about our workforce data refer to our **Data and Indices Document**.



# Community



## Goal 4: Invest in community programs that support our customers' and team's passions

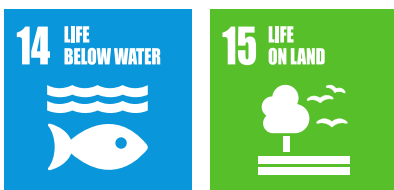
We are committed to the communities in which we operate and have developed long term partnerships with community organisations that reflect the passions of our team members and our customers and are aligned to each Brand's distinct purpose. This year we contributed almost \$1.42 million to community organisations across Australia and New Zealand.

### FY24 Community Investment

Group total

# \$1.42m

Further detail on our our Community Partnerships contributions can be viewed in our **Data and Indices Document**.



UN Sustainability Development Goals



#### 'Reflect on Road Safety' awareness week

Australian stores promoted Reflect on Road Safety Week (14-20 August), a collaboration with Supercheap Auto and the Australian Road Safety Foundation (ARSF). This initiative aims to encourage people to reflect on their actions before taking to the road and raises critical funds for ARSF.



#### 'Mental Health' awareness week

Across Australia, Supercheap Auto stores dressed in blue to raise awareness and fundraise for mental health charity Beyond Blue. Mental Health week (9-15 October) raised just more than \$23,000 for the Beyond Blue 24/7 Support Service.



#### Racing Together

Racing Together helps Aboriginal and Torres Strait Islander young people to pursue a career in motorsport, providing hands-on mechanical and motorsport experience, while also addressing social issues. As a Major Partner of Racing Together, we provide auto products and financial support.



#### FIA Girls On Track

FIA Girls on Track supports young females from around Australia to access the multi-disciplinary opportunities of the motorsport industry. Supercheap Auto provides financial support and experiences to the program which also celebrates women in every aspect of motorsport.



#### Supercheap Auto Club Development Fund

The Fund provides car clubs affiliated with Motorsport Australia with a funding allocation framework. Successful applicants are granted funding for initiatives in four areas of social impact: safety and operational equipment, volunteer upskilling and club capacity building, women's participation and events and activities.



#### First Gear

Supercheap Auto is a Major Partner of Motorsport Australia's 'First Gear' initiative, which promote a motorsport and automotive career pathways to youths aged 12-17 years old. Students participate in a range of activities, including car control and road and motorsport safety, guided by a qualified instructor.



### Supercheap Auto contributes towards community partnerships

During FY24, Supercheap Auto donated \$50,000 to each of its Australian charitable partners, Beyond Blue, HeartKids Australia and the Australian Road Safety Foundation. Customers and team members also donated \$217,768 through in-store fundraising within the Australian Supercheap Auto retail network. In addition to this, Supercheap Auto matched customer donations, up to \$50,000 for each of the three charities, contributing a further \$102,661. The Australian stores who raised the most amount of money for each of these charities during the calendar year, also contributed another \$10,000 to the organisations, on behalf of

Supercheap Auto. To ensure ongoing team passion and engagement, Supercheap Auto hosted community webinars with each partner which aims to educate and empower the retail team to drive fundraising success in-store.

At the commencement of the 2024 calendar year, Supercheap Auto also renewed these three partnerships, which included moving to Major Partner status with Beyond Blue.

Supercheap Auto helped raise funds for Heart Kids New Zealand. Customers and team members raised a total of NZD\$254,703, with Supercheap Auto matching donations up to NZD\$50,000.





rebel

## SHOP THE COLLAB COLLECTION 100% OF PROFITS GO TO LIFELINE

rebel x Lifeline



### Lifeline Partnership

rebel has continued to support the important work of Lifeline, and its commitment to reduce the rate of suicide in Australia.

rebel's third Lifeline campaign 'Mental Health is a Team Sport' was launched in October to support World Mental Health Month. The campaign's objectives were to drive awareness of the mental health benefits of physical activity as well as raise much needed funds for Lifeline Australia.

The campaign was brought to life with a new capsule collection designed by well-known Australian artist Mulga. Adidas also supported as a new exclusive partner of the campaign. The campaign raised a total of \$531,499. This was made up of \$118,633 of profits generated from capsule collection sales, \$112,866 from rebel customers and a \$300,000 donation from adidas. A true collaboration. Total funds raised since the partnership with Lifeline Australia began in 2021 is \$1,727,374.



### rebel rookies

In FY24, rebel's grassroots initiative, rebel Rookies, thrived, hosting 10 clinics with 1,361 attendees. Two standout events included a Puma-sponsored clinic at Cockatoo Island for the Women's World Cup and a Wilson partnership, featuring a tennis clinic during the Australian Open attended by top-ranked Australian player Ajla Tomljanovic.

### Supporting the AFL Sir Doug Nicholls Round (SDNR) with "Reboot your Boots"

rebel supported its AFL partnership, highlighting the significant contributions of Indigenous and Torres Strait Islander communities to the game. We donated AFL Goal Square signage during SDNR and launched the "Reboot your Boots" campaign, collecting 187 preloved football boots and over \$1,000 in equipment for the Yulara Women's Carnival in the Northern Territory.

## SUPPORTING WOMEN IN SPORT

### Girls Academy Mentoring Program

rebel is committed to the empowerment of young Aboriginal and Torres Strait Islander women through the Girls Academy Program, which offers mentorship from Year seven to young adulthood across 34 schools in Queensland and Northern New South Wales, with over 1,300 enrolled participants. Seven team members from the program were employed in FY24.

### AFLW Workplay

rebel supports AFLW Workplay, providing flexible employment opportunities for female athletes. In FY24 we have four AFLW players employed with plans for sustained growth in this area.

### Inspiring Young Female Footballers

The FIFA Women's World Cup in Australia in 2023 inspired girls to play football. rebel partnered with Matildas players Mary Fowler and Ellie Carpenter to create an inspiring docuseries and a campaign called "Goal Girls." The campaign encouraged participation with 1,961 girls signing up.

### International Legends of League

rebel proudly backs Indigenous programs through partnerships like the International Legends of League. rebel sponsored youth coaching clinics and school visits with Rugby League Legends promoting health messages. A notable event was held in Cherbourg, raising awareness about Rheumatic Heart Disease with Queensland Health.

*Inaugural Wilson Tennis rebel Rookies  
Ellie Carpenter inspiring young female footballers for "Goal Girls"*







### 1% for the Planet®

As a Member of 1% for the Planet®, BCF proudly donates 1 per cent of its earth by Wanderer sales to its chosen environmental organisation at fiscal year-end. As a global organisation for certified giving, 1% for the Planet® accelerates environmental philanthropy.

### Think Global, Act Local - Store Sponsorship Program

Each of our stores has a small budget of \$500 to support local causes that are important to the team and their community. Projects have included: supporting women's involvement in outdoor activities (Women's Dartmouth Cup and Girls Out Bush 4X4), Wujal Wujal Community Fishing Club and other important local groups.

### OzFish

In FY24 we continued our support of leading fishing conservation charity OzFish Unlimited, by fundraising in stores. Our customers generously donated a total of \$864,975 for this work, with \$117,358 raised through our 'Small Change 4 Big Change' donation drive. BCF contributed a further \$350,000 to OzFish Unlimited. For more information about our partnership with OzFish, refer to our **FY24 Annual Report**.

*Stars Foundation participants observing in-store demonstration at BCF Townsville.*



## Kicking off with the Clontarf Foundation and the Stars Foundation

In FY24, we continued our partnerships with the Clontarf Foundation and the Stars Foundation, which support young First Nations people through school and employment. Clontarf focuses on young Aboriginal and Torres Strait Islander men through academies based in high schools, while Stars empowers young First Nations women with mentoring and support programs, helping primary and high school students.

Both organisations operate nationally and have excellent outcomes for school retention and completion. They also work with businesses and families to provide additional support to students for the sometimes-challenging transition from school to the workforce.

Clontarf and Stars take a long-term approach to working with First Nations young people, which we are supporting through a three-year partnership and annual donation of \$50,000 to each organisation for this period.

In our first year of these partnerships, a number of our stores were fortunate to host small groups from both Clontarf and Stars Foundations. These groups had the opportunity to tour our stores, meet our team members and learn skills from them, and get a taste of life at BCF. We look forward to building on these partnerships in the years to come as part of our commitment to reconciliation.





## Trek 2 Health Gear Grant

In September last year, the Macpac Fund for Good supported Brisbane based charity Trek2Health with essential outdoor gear to support their adventure therapy programs.

Trek2Health's mission is to provide support for the health and well-being of frontline personnel, in recognition of the extraordinary contribution they make to our society. They provide a supportive and stigma-free environment to boost the mental and physical resilience of the Emergency

Services and Veteran communities, via Green Exercise Training – team-orientated nature treks in remote areas, to create healthier individuals and build camaraderie.

Outdoor pursuits provide a welcome respite from the challenging work environment faced by these people, but there are significant tangible benefits as well – participants report improved physical fitness, and significant reductions in depression, anxiety and stress.

### WHAT'S NEXT

We are dedicated to supporting our community partners throughout all our brands, in alignment with our purpose. This work reinforces our ties to the communities where we have a presence, our team members approach it with commitment, and we're inspired by its transformative impact.



**The Macpac Fund for Good (The Fund)** is our way of giving back through cash or gear grants to non-profit organisations whose core focus is long-term positive impact in at least one of the following areas:

- the protection, regeneration or monitoring of native flora or fauna; or
- providing adventure-based learning, therapy or environmental education.

Customers can support the Fund by purchasing Fund for Good products or by refusing a bag in-store to prevent waste generation. Since 2018, our customers have declined over 2.6 million bags. Every time a bag is refused, Macpac contributes \$0.20 into the Fund.

Here are just a few of the ways the Fund supports great organisations:

### Take 3 for the Sea

We are pleased to support Take 3 for the Sea – an award-winning Australian charity – with a \$10,000 cash grant to support the expansion of their educational programs. Working with schools, surf lifesaving clubs, businesses and communities Take 3 for the Sea is dedicated to addressing the crisis of plastic pollution entering our oceans.

### Bio R cash grant

The Fund is proud to support South Australia-based organisation Bio R with \$25,000. Bio R is a grassroots charity that generates funds, knowledge and practical skills to reconstruct habitats to support native wildlife. The funds will go towards planting native trees across one hectare of degraded landscape.

### Mornington Peninsula and Western Port Biosphere Reserve Foundation

Western Port Biosphere Reserve Foundation is the recipient of a \$25,000 cash grant from the Macpac Fund For Good. The funds will go towards the Koala Awareness Program, aiming to better understand the koala population across five council areas within the Biosphere Reserve, and to create bio-links across private properties and existing koala habitat





# Responsible Sourcing



Our supply chains are complex, with diverse products and components sourced and manufactured in different countries as well as many service providers who support our business. The integrity of our supply chain matters to us, our customers, shareholders, other external stakeholders and our team members. Through our Responsible Sourcing Program we strive to manage the various risks in our supply chains including human rights and modern slavery.

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Goal 5: Improve transparency and disclosure of high-risk supply chains

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Goal 6: Invest in sustainable supply chains through strategic partnering

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Goal 7: Source materials and products more responsibly

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UN Sustainability Development Goals





In FY24 we reviewed and strengthened our **Human Rights and Responsible Sourcing Policy** (policy) and **Responsible Sourcing Code** (code) which were approved by the Board in February 2024. Our policy and code are underpinned by several recognised international standards and conventions, including the International Bill of Human Rights, the United Nations (UN) Guiding Principles on Business and Human Rights, the International Labour Organisation's (ILO) Declaration on Fundamental Principles and Rights at Work, and the UN Sustainable Development Goals. We are a signatory to the UN Global Compact and have obligations as a reporting entity under the Modern Slavery Act 2018 (Cth).

We remain committed to:

- Conduct business with integrity, honestly, transparently, in compliance with laws and our Group policies;
- Respect human rights, labour standards and fair working conditions to protect the people across our operations and supply chains; and
- Implement environmental protection and management measures to reduce our impact on the planet (and people).

We expect our trade partners and service providers to share our commitment to working together to enhance compliance, provide remedy as applicable, and deliver improved outcomes.

Our approach to the confirmation and verification of compliance with our responsible sourcing requirements is based on risk and the Group's capacity to influence change. In FY24 we continued our focus on verifying compliance for higher risk first tier factories (Factories) that supply our private brand, direct import and licensed products. Assessment of our service providers continued based on the risk profile of the service sectors and assessment of information available to us.



The scope, risk-based approach, and verification of compliance requirements of our Responsible Sourcing Program is outlined in our **Responsible Sourcing Code** and additional details are provided in our latest **Modern Slavery Statement**. Our annual Modern Slavery Statements summarise the steps we take as part of our Responsible Sourcing Program to identify and mitigate risk, including modern slavery, in our operations and supply chains.

During FY24 our key program enhancements included:

- Reviewing and updating our policy and code;
- Introducing a Zero Tolerance non-conformance rating effective from FY25;
- Strengthening our approach to risk identification by using LRQA's supply chain intelligence platform, EiQ, and adverse media scanning tool, Sentinel;
- Enhancing our due diligence processes by introducing Second Party Audits;
- Investing in the full LRQA online learning platform modules as part of our knowledge and capacity building initiative which we will roll out to relevant team members and priority suppliers in FY25; and
- Reviewing the key performance indicators that measure the effectiveness of our Responsible Sourcing Program.

## Goal 5: Improve Transparency and Disclosure of High-Risk Supply Chains

Transparency and disclosure help us understand the complexity of our supply chains and create greater accountability.

### WHAT WE'VE BEEN DOING

#### Product supply chain

At the end of FY24, we had 535 active Factories in 16 countries:

- 92 of these Factories were onboarded during the year. These Factories were screened against our Responsible Sourcing Code requirements as part of our mandatory review process.
- 497 Factories were subject to our compliance verification audit program requirements with 95 per cent of these having had audits in the past two years.

Our due diligence processes include us receiving and assessing audit reports commissioned by the relevant Factories. To strengthen our compliance verification processes, in FY24:

- We conducted 26 Second Party Audits. Two factories were placed On Probation following these audits:
  - At a Factory in China a child worker (15 years old, under the legal age of 16) and three young workers (aged between 16-18) were identified during the audit. The Factory did not meet various legal requirements, or the requirements of our Responsible Sourcing Code. We are working with the Factory to address the issues and have engaged external support from LRQA. The child worker has returned to school, and we will provide further updates on progress in our Modern Slavery Statement in December 2024
  - At a second Factory in China various critical non-conformances were identified, including issues related to payroll, attendance records and health and safety. The Factory would not cooperate to implement corrective action plans and will not be used in the future.
- We also commissioned and funded four independent audits of Factories.

As part of our internal processes, we identified areas of further improvement, such as:

- Consistency in data capture and management of non-conformances, data reported on Factories and corrective action plan management processes:
  - A Factory with a recruitment fee-related non-conformance in FY23 was not managed in accordance with our requirements. Despite efforts to work with the trade partner to address this issue, they were unwilling to make changes. Therefore the trade partner and its Factories will not be used by the Group any further.
  - In FY23, two Factories were reported as having had audits where they had only had self-assessments. The issue has been rectified and audits completed.
- Gaps in onboarding processes addressed. Examples included:
  - Seven Factories under one trade partner had not been onboarded in line with our processes. Upon further assessment, two of these Factories were placed On Probation due to the findings in the audit reports. One finding included migrant worker recruitment-related fees where the workers were paying the fee for renewal documents, work permits and passports without reimbursement by the Factory. The trade partner has been cooperative and since addressed the issues. We have initiated additional independent onsite verification which will be completed in FY25.
  - Two Factories used by one trade partner were not disclosed to us. When we assessed these Factories we determined they could not be onboarded.
  - Orders were placed for private brand Non-Stock and stock products with two Factories that had not been onboarded according to our requirements. Process improvement steps have been initiated.
- Systems requirements to enhance our capability in managing the risks in supply chains. Internal processes and systems are being strengthened to track detailed findings more consistently and improve reporting.







As part of our ongoing compliance verification processes, we also identified another Factory with recruitment-related fees being paid by migrant workers for passports, Identification cards, work permit, visa and other documentation fees. The Factory would then reimburse the fees to workers over a 10-month period which did not meet our requirements. The trade partner and Factory have since addressed this issue. Outstanding fees have been reimbursed and the Factory has established a policy to prevent this issue from reoccurring. Further onsite independent verification will be conducted in FY25 to check ongoing compliance.

We continued to work with Factories to address various audit findings relating to potential modern slavery practices, critical health and safety concerns and issues related to working hours, wages and payroll. Where required by the circumstances, we have extended deadlines by which Factories must demonstrate progress against agreed corrective action plans. We engage external providers, where necessary, to assist us in investigating some of the findings further and checking on progress.

To better understand our supply chain and enhance our approach to risk and factory segmentation, including the impact of high-risk products, we utilised the LRQA EiQ supply chain intelligence platform. During FY24 we gained better insight into potential risk at Factories. We will use this knowledge as part of our overall Responsible Sourcing Program review process in FY25 to enhance our program's effectiveness and our targeted approach to supply chain risk management. Data related to our Factories can be found in our **Data and Indices Document**.



## Services supply chain

Our Human Rights and Responsible Sourcing Policy and Responsible Sourcing Code apply across our supply chain operations and include service providers. As part of our Non-Stock Group Procurement onboarding process, in general we aim to screen new service providers who enter into contracts with the Group against responsible sourcing requirements. Some exemptions may be provided. Further information for assessment may be requested, depending on the residual risk. Data related to the service providers we screened can be found in our **Data and Indices Document**.

During FY24, we checked 23 new service providers across various service types that went through our Non-Stock Group Procurement onboarding process. Of these, two were exempt and 20 were screened for compliance with our responsible sourcing criteria through contract conditions, self-declarations or other assessments. The remaining one service provider was not screened at onboarding and a review of the service provider onboarding process and scope of verification will be conducted in FY25.

## Goal 6: Invest in sustainable supply chains through strategic partnering

We work with our Factories, trade partners, service providers, team members and industry, with the aim of protecting human rights, improving working conditions and learning from industry best practice.

### WHAT WE'VE BEEN DOING

#### Partnering with our Factories and trade partners

As part of the corrective action plan process for the Factory audit reports that we assess, we delivered online training to some trade partners and Factories through our advisory partner, LRQA. Examples of topics covered included health and safety, working hours, social insurance and chemical management. During FY24, representatives from 125 suppliers completed various online training modules. To enhance capability, we will be rolling out additional training through the LRQA online training platform to selected team members and suppliers in FY25.

As part of our ongoing strategic engagement with our trade partners, we provided an update on our responsible sourcing program at our annual trade partner conference in China. 138 participants representing 60 trade partners and service providers were present at the conference.

#### Partnering with our teams

Our Board and responsible sourcing working group team members receive updates on the performance of our Responsible Sourcing Program and emerging trends or issues.

In FY24, we delivered Responsible Sourcing training to 90 team members involved in the procurement of products on behalf of the Group.

#### Partnering with industry

We partner with and learn from industry, including through our participation in the United Nation's Global Compact Network Australia – Modern Slavery Community of Practice, the Australian Retail Association and The Collaborative Advantage in New Zealand. We also continued to partner with external advisors, both in Australia and in the countries where our Factories operate.

#### Responsible Purchasing

In May 2024, Macpac engaged in the Better Buying Purchasing Practices Index (BBPPI) survey for the third consecutive year. It invited 33 of its top manufacturing trade partners to anonymously rate its purchasing behaviour against best practice and recorded a 78 per cent participation rate. Although the results of this survey will only be available later in August 2024, the results of previous surveys have helped the team to identify opportunities for improvement.

By participating in the BBPPI, Macpac aligns with its aspiration to establish transparent and mutually beneficial sustainable partnerships with suppliers.



## Goal 7: Source materials and products more responsibly

Our understanding of the source of materials used in our products varies across our brands. We will continue to work on our goals to improve our understanding and performance in this area. This goal is interlinked with our circular economy goals, so as we progress in either of these areas, improvements will be seen in the other.

### WHAT WE'VE BEEN DOING

#### Commitment to Fairtrade Organic Cotton

Macpac continues its support of Fairtrade by sourcing all cotton T-shirts from Fairtrade suppliers. The compliance of Fairtrade farmers and supply chain operators with Fairtrade standards is externally verified, ensuring adherence to criteria such as monitoring for modern slavery, promoting gender equality, and ensuring fair pay. Through Fairtrade, farmers receive a more equitable price, supported by the Fairtrade Minimum Price, and gain access to the Fairtrade Premium—a fixed additional income that empowers farmers to invest in enhancing the quality of their businesses and communities.

## Packing and shipment process improvement

In FY24, we worked with our long-term trade partner Under Armour (UA) and our international freight forwarder to improve the sustainability practices and operational efficiency of our packing and shipment processes.

After trialling new shipping processes within our footwear and accessories categories, we developed better ways of packaging products for transportation to our distribution facility in Hong Kong and then re-distribution of stock to Australia. We were able to consolidate transportation of apparel across regions, optimising efficiency and reducing unnecessary packaging and labour costs.

These actions resulted in reduction in the use of plastic bags, cartons, and improved container utilisation. The collaboration between rebel and UA Supply Chain has set a precedent for continued partnership. Efforts are ongoing to explore further consolidation opportunities in other major apparel regions, aiming to enhance sustainability and operational efficiency.



1.3m

Number of polybags avoided through this initiative in FY24



139k

Number of cartons avoided through this initiative in FY24

### WHAT'S NEXT

We remain committed to driving positive change across our supply chain. In FY25, we will enhance our compliance verification through improved trade partner risk assessment and segmentation using LRQA's EiQ platform. We will continue to invest in strategic relationships with relevant trade partners, Factories, and industry to foster change, with the shared goal of enhancing the program's effectiveness and strengthening our supply chain.





# Planet

As a retailer, everything we do has an impact on the planet. Our strategic focus involves improving our products and packaging through circular economy initiatives and understanding our emissions profile so we can reduce our impact on climate change. We are part of a global community and this is our commitment to the planet.

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**GOAL 8:** Design and procure durable products, with a circular mindset

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**GOAL 9:** Reduce waste and unnecessary packaging

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**GOAL 10:** Repair, reuse or recycle our products

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**GOAL 11:** Develop a decarbonisation roadmap for our operations and customer offering

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# Circular economy



Playing the long game for our planet means designing and procuring materials, products and packaging where the potential for waste is minimised at the end of their life. These are important goals with complicated challenges. In FY22 we set ambitious targets on packaging and waste, in FY23 we began implementing our plans to achieve them and we are pleased to report our progress in FY24.

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**Goal 8:** Design and procure durable products with a circular mindset

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**Goal 9:** Reduce waste and unnecessary packaging

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**Goal 10:** Repair, reuse or recycle our products

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UN Sustainability Development Goal

## Goal 8: Design and procure durable products with a circular mindset

In FY24 we continued our working groups to motivate and engage our business on circularity. We also created a Product Circularity Framework to educate Team Members about circularity principles and how to embed them into product decisions, from the beginning of the design/procurement process to the end of life. This will, in time, help progress our waste diversion goals and responsible sourcing.

Here are a few examples of our brands' progress on circularity:

### BCF x Tide Apparel Sub Polos

Working in partnership with long term trade partner Tide Apparel, we have developed a range of polo shirts made from 100 per cent post-consumer recycled polyester. In FY24 we sold more than 19,000 units, repurposing 4,440kg of material into a secondary life.



rebel - ELL/VOO

In FY24, Ell/Voo continued its focus on recycled fabric. More than 316,700 metres of fabric, utilising approximately 90 tonnes of recycled materials, was used in our women and girls' collections – 65 per cent of our total fabric volume. Over the last 12 months we have worked to reduce the impact of our products and packaging on the planet. For example, we implemented a paper-based hangtag loop, diverting from landfill circa 1 million small plastic components every year.



### Macpac's Premium Alpine series

In FY24, Macpac introduced two insulated jackets featuring Pertex® Quantum NetPlus nylon (made from recycled nylon sourced from discarded fishing nets), supporting cleaner oceans, diverting waste and reducing reliance on new plastics and the extraction of fossil fuels. The jackets also use PrimaLoft® Gold P.U.R.E.™ insulation, made using PrimaLoft's P.U.R.E.™ breakthrough technology which achieves a 63 per cent reduction in emissions during the production of their proprietary insulation. This innovative approach exemplifies Macpac's dedication to minimising environmental impact while delivering high-performance gear.



BCF is proud to welcome their new range, earth by Wanderer® to our private brand portfolio. This range not only celebrates Australian flora and fauna, but also focuses on three pillars: product, packaging and reflowing profits; aligning with our 2030 Sustainability Framework Circular Economy Goals.

### Product

Thoughtfully designed from the beginning, with a focus on robust, quality gear, the range sources certified materials that have a lower impact on the planet. This includes fabrics with certified recycled content like REPREVE® by Unifi, and some of the products have replaceable parts to extend their lifespan.

### Packaging

BCF is working hard on lowering the impact of its packaging. In the earth by Wanderer® range, we've eliminated all single-use plastic packaging from retail to logistical levels. Innovations also include paper ties for smaller swing tags, fewer sewn-in labels, clay desiccants instead of silica gel, and paper wrapping instead of plastic for goods without carry bags. Responsibly-sourced cardboard and paper-based tape replace traditional plastic options too.

### 1% for the Planet®

As a Member of 1% for the Planet®, BCF proudly donates 1 per cent of its earth by Wanderer sales to its chosen environmental organisation at fiscal year-end. As a global organisation for certified giving, 1% for the Planet® accelerates environmental philanthropy.





## Goal 9: Reduce waste and unnecessary packaging

Our waste diversion target is interlinked with our packaging and other circular economy targets, so as we progress in those areas, the impact will flow into the others.

At the start of FY24 we developed a waste plan that identified priority areas for progressing towards our waste diversion target and commenced diversion activities on construction waste and responsible product disposal. The impact of these activities can be seen in our FY24 Group diversion rate.

### Responsible Product Disposal Process

Distribution Centres (DCs) often accumulate stock unsuitable for sale, due to damaged packaging, discontinuation, or customer returns. Prior to FY24 our Group DCs did not have a process for responsibly disposing of this product, so it often ended up in landfill.

To address this, we created a responsible product disposal process for DCs. This includes an assessment of all damaged stock based on safety and functionality, plus the materials they are made from. Products that are fully functional and without safety concerns are sold to team members at regular DC Team Sales. The proceeds from these sales are donated to a charity chosen by each DC, that aligns with our Group policy. Products made from recyclable materials (e.g. metal) that are unsellable (due to function, or safety concerns) are recycled where possible.

In March, our Brendale DC held its first sale under this new process. The event was highly successful - diverting 850kg of products from landfill and raising \$5,000 for charity at the same time.

These sales are scheduled to occur three times per year at each of our six DCs and divert an estimated 2,000kg of waste from each of our three largest DCs.

This new program has proven to be a win on many levels. It reduces waste to landfill, saves costs associated with storage and waste removal, provides additional benefits to our team members and supports our community charities. It has also energised our team members, who enjoy working together to deliver the sale and see the positive waste and community impacts that these efforts can have.

### Group Waste diversion

During FY24 our Group total diversion rate increased from 58.5 per cent in FY23 to 62.3 per cent in FY24. In Australia, our diversion rate increased to 62.4 per cent from 58.5 per cent. In New Zealand our diversion rate also increased to 60.6 per cent from 59 per cent.

Further information on how we calculate our waste is detailed in the **Data and Indices document**.

While this increase can be attributed to many activities such as our packaging progress, team uniform recycling, our new DC product disposal process, the biggest impact comes from our new construction waste process.

#### Construction Waste

Since October 2023, the construction team in partnership with Cleanaway is leading our packaging waste diversion activities. All project tenders include diversion requirements, with targets of 90 per cent for Australia and 70 per cent for New Zealand projects. We are currently achieving a baseline average of 93 per cent for Australia and 72 per cent for New Zealand to date.

#### rebel

Following the update and replacement of team member uniforms, rebel partnered with Upparel to recycle the apparel no longer in use. This resulted in more than 4 tonnes of textiles and hardware being diverted from landfill and recycled.

In FY24, we also reviewed and updated the waste estimates on our unweighted services (based on two years of our waste data with Cleanaway); performed a gap analysis of services available across our store network and commenced work on optimisation and consistency of services across our Australian DCs.



## Packaging

During FY24 we created several guidance documents and reporting tools in order to improve our packaging decisions and better track our progress towards packaging goals.

Our focus continues to be on eliminating the number of components used, reducing the weights and sizes of them, switching to more recyclable materials and increasing those made from recycled content. These actions must also align with our packaging functionality and safety requirements.

Since 2011, we have been a signatory to the Australian Packaging Covenant Organisation (APCO), an agreement between government and businesses to share the responsibility for managing the environmental impacts of packaging in Australia. As a signatory, we report our progress against our targets annually and are scored based on our performance. This year, like FY23 we were rated as Advanced, with improved performance within this band. Our annual APCO reports are available on the APCO website.



*We have eliminated over 63km of this strapping from entering our business.*

### Supercheap Auto

In reviewing some filter cartons, we found that staples and polypropylene strapping could be eliminated from packaging. Over the course of the year, we have eliminated over 63km of this strapping from entering our business, diverting 322kg from both Material Recovery Facilities (where it becomes entangled in machinery) and landfill.

### BCF

In partnership with our Global Sourcing team and trade partner, BCF has transitioned from plastic to paper protection for our entire private brand Inflated Stand Up Paddle Boards (ISUP) range. This shift has enabled us to eliminate approximately 700kg of plastic waste from landfills in FY24.

### Global Sourcing

Our Global Sourcing team simplified BCF's kayak paddle packaging, replacing bulky head cards with swing tags and adding hanging loops to mesh bags. This new design reduces paper usage by 5g and plastic by 7g per unit, eliminating single-use plastic from the product range and better serving customer needs.

## Goal 10: Repair, reuse or recycle our products

Repair, reuse and recycling products form part of a circular economy and are intertwined with our Goal 9 targets. Here's some of the work we've been doing during FY24:

### Macpac Product Recovery Program

Macpac aims to reduce waste at a product level by designing durable product that lasts, can be repaired, reused or recycled. While we do our utmost during production to minimise quality issues, it is inevitable that some product can't be sold as first-quality through our store network – either due to minor faults, damage in transit or because it's already been used and returned by a customer.

Rather than sending returned or damaged products to landfill, we carefully assess them to ensure they are directed to where they will provide the most value – donations, repairs or recycling. To maintain consistency and efficiency in our processes, our store teams have a comprehensive database and guide to ensure that returned or faulty products are handled appropriately.

The products in good, functional condition (or requiring minor repairs only) are donated to charitable organisations, both extending the lifespan of the product and strengthening our communities.

When products can't be repaired or reused for their original purpose, we work with our partners, such as Upparel in Australia and ImpacTex in New Zealand who recycle these into new materials.

In Australia, used or damaged gear such as backpacks, camp furniture and sleeping mats with salvageable and useful components are given to our Melbourne-based partner the 2nd Life Project. They repair or transform this gear into fully functional outdoor gear and products, which is either donated in support of the homeless community or lent out to people engaging in outdoor adventures. This further supports our circular economy goals.

Throughout FY24, approximately 408kg of product was donated to charitable organisations in Australia and New Zealand and 455kg of used product was repaired or repurposed by 2nd Life Project



Lina - Repairs Team Leader

Macpac's dedicated Repairs Team, based in Ōtautahi Christchurch is constantly on the look-out for salvageable materials and parts that come from end-of-life customer products or faulty product. Any components that can be reused for other customers repairs are salvaged. The other components are welcomed by Lina (pictured, inset), our Repairs Team Leader who stretches her creative talents by turning these salvaged parts into useful, one-off, and new fully functional products, examples shown below.

### BCF

In FY24, BCF began providing XTM Replacement Swag Poles, enabling customers to reuse their XTM Swag, extending the life of the product, reducing disposals and increasing customer satisfaction for a customer favourite. 4450 customers opted for these kits in FY24.

### PRODUCT STEWARDSHIP PROGRAMS

Product stewardship requires whoever designs, produces, sells or uses a product to take responsibility for reducing its environmental impact throughout all stage of that product's life cycle. Here are details on the product stewardship schemes we support through in-store collections, as a service for our customers who would otherwise not be able to recycle these materials easily.

#### Supercheap Auto

Supercheap Auto launched its National Recycling Week Reward Program in November 2023. Club members were offered a \$5 credit when they brought back used engine oil or car batteries for recycling. 85 per cent of units recycled during the period were from club members with more than 1,748 oil containers and 1,735 batteries recycled during the campaign.

#### rebel and Macpac Australia

rebel's 160 stores and Macpac's 34 stores in Australia continue their membership to Tread Lightly, the Australian Sporting Goods Association's (ASGA) shoe recycling program. The in-store collection bins facilitate the diversion of these materials, as once collected they are separated and reprocessed into products like gym and playground mats and flooring.

More information on our Product Stewardship Scheme can be found in our **Data and Indices Document**.

### WHAT'S NEXT

In FY25, we will continue to prioritise our packaging improvements. We will engage our Team Members in our waste management and diversion activities, and work with them to embed circularity principles in how we design, procure and recover our products. This is hard work that requires constant examination of how we do business, and we are committed to it.



# Climate

We are committed to contributing to global efforts to mitigate climate change, and over the next few years, we will continue our program of work to understand our Scope 3 emissions baseline and extend our Decarbonisation Roadmap. We look forward to working with our stakeholders, in particular those in our supply chain, to better understand our impact on climate change and develop ways of reducing this.



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Goal 11: Develop a Decarbonisation roadmap for our operations and customer offering

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UN Sustainability Development Goal





## Goal 11: Develop a Decarbonisation Roadmap for our Operations and Customer Offering

Decarbonisation of our operations and supply chain means implementing emissions reduction initiatives across our property network and supplier base. We have increased our understanding of our total GHG emission inventory and directed management's focus to our most material sources of emissions. Based on initial spend-based estimates, the majority of our emissions are indirect (Scopes 2 and 3) and require partnership with our lessors and suppliers to reduce or avoid emissions.

Further information on our emissions is detailed in the **Data and Indices document**.

For more information about our approach to decarbonise our operations and supply chain, see the climate section of our **FY24 Annual Report**.

### New Distribution Centre in development

The energy efficiency of our distribution network is an important component of our Scope 2 emissions management. Our new automated distribution centre located in Truganina has been designed to a 5 Star Green Star rating including a 1.5MWh solar power system, EV charging bays and water capture and storage. It will replace two older distribution centres with transition commencing in FY26.

### Supercheap Auto

Supercheap Auto remains a member of the Electric Vehicle Council, the first Australian specialty automotive parts and accessories retailer to join. This membership strengthens and underpins Supercheap Auto's continued focus on providing innovative solutions to customers in this emerging market segment and acknowledges the importance of industry-wide advocacy.

### Meridian 100% Certified Renewable Energy

This year, Supercheap Auto NZ and Macpac NZ continued utilising Meridian's 100% Certified Renewable Energy product for the majority of its NZ operations. This means that, where possible, our New Zealand businesses purchase renewable energy certificates to verify amounts of electricity used throughout the company's operations which is matched on an annual basis with electricity produced from Meridian's certified hydro stations and wind farms. The renewable energy certification process applies to most of the Group's company owned operations throughout New Zealand, including offices, SCA NZ and Macpac stores, and our Distribution Centres. Under our current location-based reporting methodology, reported Scope 2 emissions were not reduced by renewable energy purchases.

*Top left: Darren Wedding, Chief Supply Chain Officer onsite at the new Melbourne DC  
Top right: Artists impression*

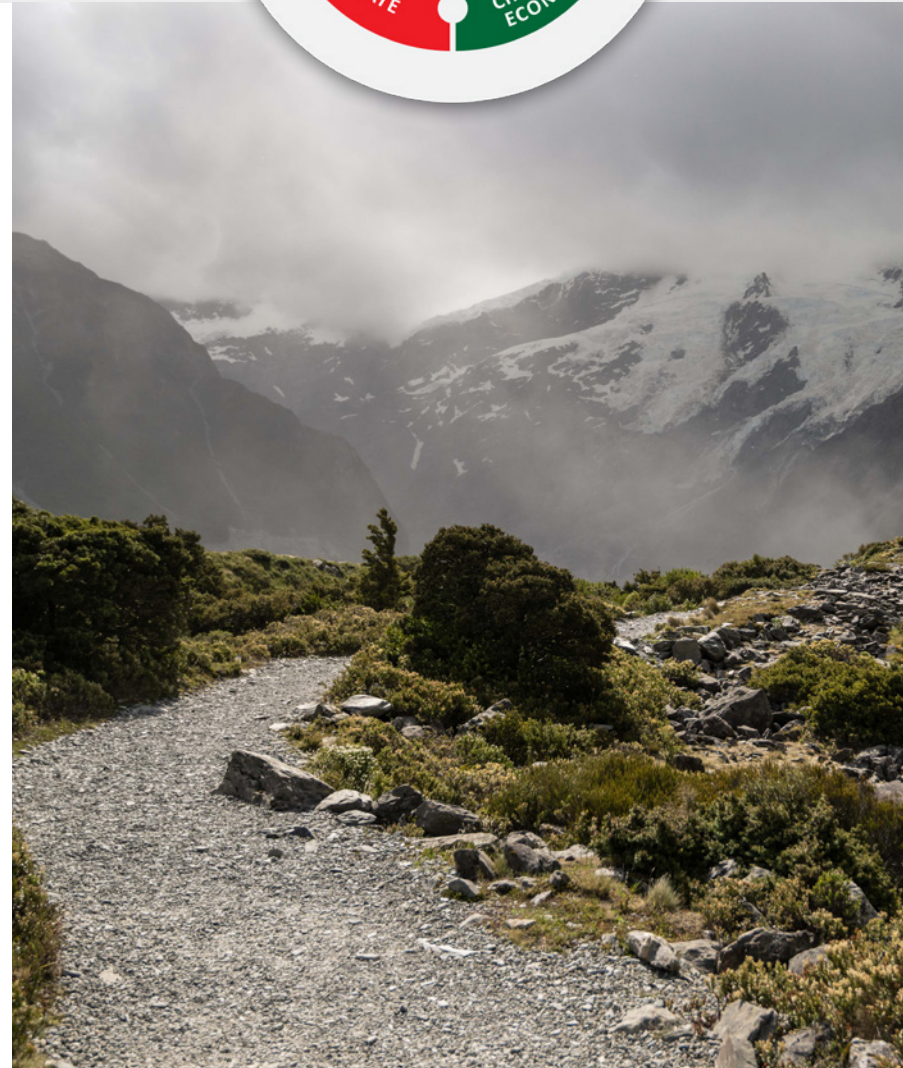
# Governance of Sustainability-Related Risks

Exposure to risks, including sustainability-related risks, is identified and managed in accordance with our Risk Management Policy and Risk and Compliance Management Framework, which is complemented by our sustainability materiality assessment. While our governance agenda is broad, we acknowledge the importance of sustainability-related risks to our stakeholders and our own focus on them. Therefore, we have provided more detail in this chapter about our approach to:

- climate-related disclosures;
- the material sustainability-related risks of Product Safety, and Privacy, Data and Cyber Security; and
- our sustainability Governance Structure.

All other material sustainability-related risks are reported elsewhere in the Sustainability Report and together, they are summarised in the **Data and Indices Document**, in accordance with the Global Reporting Index.

For more information about our wider Governance practices, refer to our **FY24 Corporate Governance Statement**, and the full set of policies that are publicly available on our website.







## Goal 12: Enhance Climate-related Disclosures

Climate governance involves us engaging with scientific, economic, and regulatory uncertainties across time frames that go beyond the tenure of any single Super Retail Group Board or executive leadership team.

Climate change presents material risks and opportunities for our business. It impacts our supply chain, operations, customers, team members, and communities. At the same time, we can actively contribute to the transition to a low carbon economy.

We disclosed our alignment to the Task Force on Climate-Related Financial Disclosures (TCFD) Recommendations in our FY23 Annual Report across the four key pillars of Governance; Strategy; Risk Management; and Metrics and targets.

In FY24, we developed a roadmap and work program to support our initial adoption of the climate-focused Australian reporting standards, Australian Sustainability Reporting Standards (ASRS) by FY26. We also considered the expected expansion of ASRS to the general sustainability requirements of IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information.

We will continue to enhance our climate reporting in response to standards and requirements set by the International Sustainability Standards Board and Australian regulators.

For more information on our progress to enhance our climate disclosures, see the climate section in our **FY24 Annual Report**.



### Macpac continues to be a Toitū carbonreduce certified business

A Toitū carbon reduce certified business has measured and managed the operational emissions of its organisation in accordance with ISO 14064-1 and the GHG Protocol. To Be a Force for Good is embedded in the Macpac strategy, and the team considers the management of its GHG emissions to be a principal component of its 'Better Business' program.

### WHAT'S NEXT

In FY25, we will pursue our roadmap to adopt the climate-focused Australian Sustainability Reporting Standards by FY26. In addition, we will increase our understanding of our priority climate-related risks and opportunities and their financial impacts.



## Product Safety, Privacy, Data and Cyber Security

### Product Safety

We take responsibility for every product we sell, which is why all our trade partners are required to comply with our product compliance requirements. A well established product testing regime is in place for our private brand products to address applicable regulatory standards. Product testing is conducted either in-house or at third-party testing facilities. During FY24 we initiated a voluntary recall for one private brand product. Additional information regarding product recalls is available in our **Data and Indices Document**.

### Privacy, Data and Cyber Security

Our Privacy Policy describes how we manage and protect the personal information shared with us through our websites and stores, users and contributors to social media and other digital services, job applicants and members of the public. It also sets out the process to be followed to raise any complaints or concerns with Super Retail Group.

Our commitment to maintaining customer and team member privacy is supported by internal policies, procedures, reviews and training. In FY22 we initiated a cyber security maturity and risk assessment with an external provider. Following on from this review, in December 2022 the SRG Cyber Security Committee (chaired by the CEO) endorsed and approved a multi-year Cyber Risk Management Program (CRMP). The program consists of 22 initiatives across various cyber focus areas. Key

areas of focus for us include Data Governance, Business Continuity Planning and Disaster Recovery, IT Asset Management, Privileged Access Management as well as various initiatives to further enhance our Cyber Governance and Risk Management practices.

We regularly conduct security assessments of our information systems, as well as our third parties and service providers that have access to information assets. Our service providers are expected to meet or exceed our internal security practices, and of course, comply with all applicable privacy laws. Testing and exercising our response plans is also an integral part of our cyber resilience.

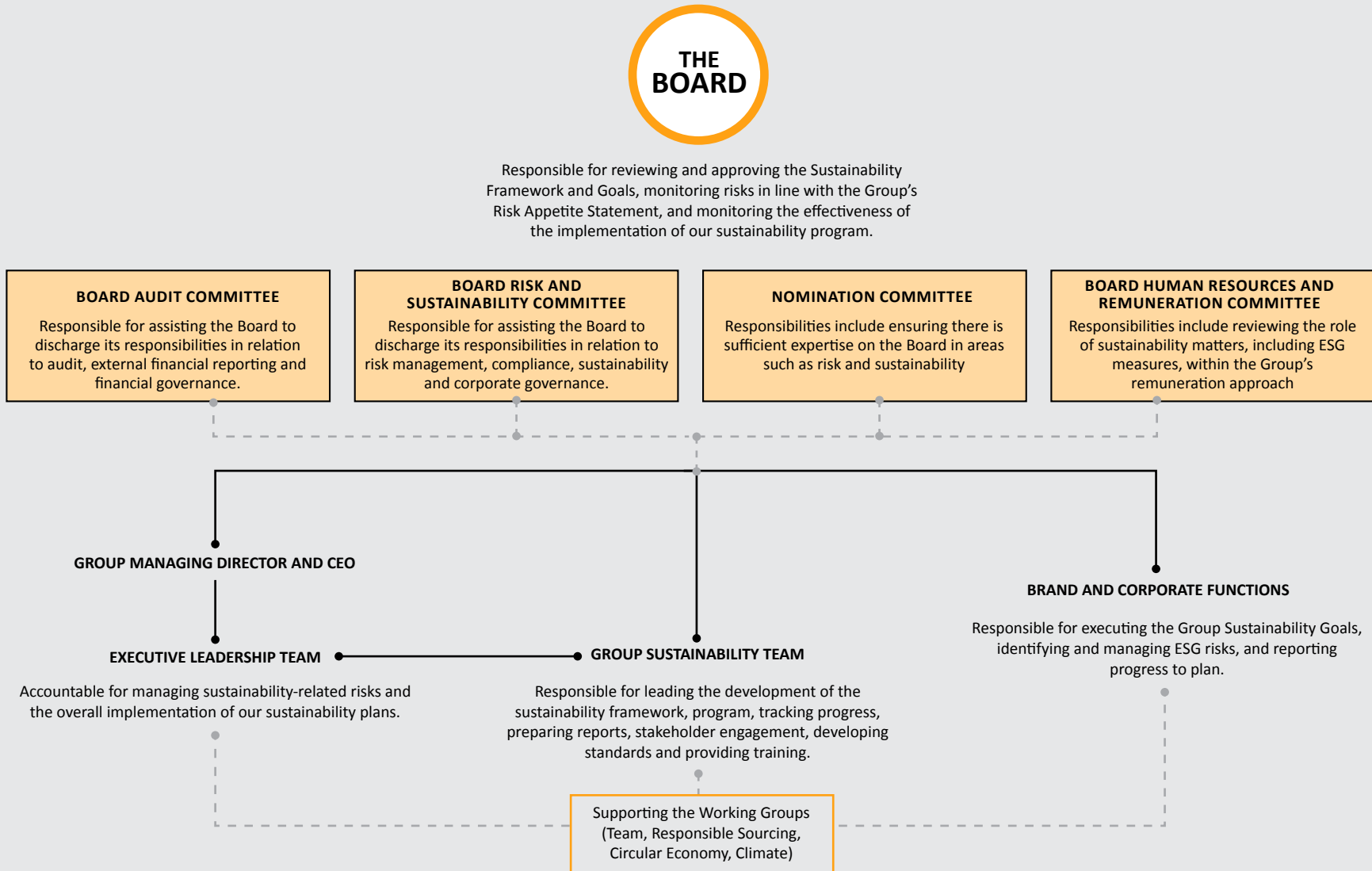
We do not sell the information we collect. As set out in our Privacy Policy, we use data shared with us to provide services, support and increase the engagement of our customers through more personalised and valued experiences.

During FY24, we are pleased to report that Super Retail Group was not subject to any notifiable data breaches notwithstanding the global trend of increasing malicious attacks by sophisticated groups. However, we are aware of the need to continue to uplift our team member understanding of their privacy obligations. As a result, we have committed to, and implemented, a range of tools, increased frequency of training, and internal simulations which increase the awareness of and need for vigilance. This in turn enhances our privacy and cyber awareness across the business.

# Sustainability Governance Model

We have an established Sustainability Governance structure (see chart below) and key sustainability performance indicators based on the Goals and Targets of our Sustainability Framework 2030 which are monitored and reported to the Executive Leadership Team and the Board.

This structure enables the Board to oversee progress to plan and monitor our risks:







# Our Partners

Charity Partners, Industry and Community Groups

**Australian Road  
Safety Foundation**



**ASGA**



**Australian Retailers  
Association**



**Beyond Blue**



**Clontarf  
Foundation**



**Electric Vehicle  
Council**



**Fairtrade  
International**



**FIA Girls  
on Track**



**Heartkids  
Australia**



**Heartkids  
New Zealand**



**I Am Here**





# Our Partners

Charity Partners, Industry and Community Groups

Lifeline



Locator Beacons  
New Zealand



Oz Satellite Rentals



OzFish



Racing Together



Responsible Down  
Standard



Stars Foundation



Supercheap Auto  
Club Development  
Fund



Te Ahu Pātiki



Upparel



Warlukurlangu  
Artists





# Our Reporting Frameworks

APCO



Baptist World  
Aid<sup>1</sup>



B-cycle



Down Jones  
Sustainability Index

Member of  
**Dow Jones**  
Sustainability Indices  
Powered by the S&P Global CSA

GRI



Higg Index<sup>2</sup>



Modern Slavery



NGER



SASB



UN Global Compact



WGEA



<sup>1</sup> Macpac and rebel only

<sup>2</sup> Macpac only



## Assurance statement

The report was supported by evidence, reviewed internally and signed off by management, with selected metrics subject to limited external assurance in accordance with the Global Reporting Initiative (GRI) and approved by the Board before being released to market. Unless otherwise specified, the report covers Super Retail Group's operations in Australia, New Zealand and China, including our store network, support offices and distribution centres for the period 2 July 2023 to 29 June 2024.

Where data is incomplete, not available or not included, we have noted this in our **Data and Indices Document**. All financial figures are reported in Australian dollars, unless otherwise specified. Detailed financial information can be found in the Group's FY24 Annual Report available on our website [www.superretailgroup.com.au](http://www.superretailgroup.com.au). Sustainability Reports from previous years are also available on our website.

The limited assurance statement for this report, which includes a summary of the specific reporting criteria used for each of the selected metrics reported under the GRI Standards, is supplied here.



Super Retail Group is a signatory to the United Nations Global Compact (UNGC) and strongly supports the Ten Principles of the UNGC in the areas of Human Rights, Labour, Environment and Anti-Corruption and contributes to the UN Sustainable Development Goals (SDGs) through our operations, products and supply chain.



## Independent Limited Assurance Report to the Management and Directors of Super Retail Group Limited

### Our Conclusion:

Ernst & Young ('EY', 'we') were engaged by Super Retail Group Services Pty Ltd to undertake a limited assurance engagement as defined by Australian Auditing Standards, hereafter referred to as a 'review', over the Subject Matter for Super Retail Group Limited defined below for the 52 week period ended 29 June 2024. Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe the Subject Matter has not been prepared, in all material respects, in accordance with the Criteria defined below.

### What our review covered

We reviewed the following Subject Matter in Super Retail Limited's 2024 Sustainability Report (the 'Report'), including 13 selected sustainability disclosures aligned to the Global Reporting Initiative ('GRI') indicators:

- ▶ Definitions as per the Global Reporting Initiative (GRI)'s Sustainability Reporting Standards
- ▶ Super Retail Group Limited's own publicly disclosed criteria
- ▶ National Greenhouse Accounts (NGA) Factors.

Performance data
GRI 403-9: Work-related injuries
GRI 403-10: Work-related ill health
GRI 416-2: Incidents of non-compliance concerning the health and safety impacts of products and services
GRI 408-1: Operations and suppliers at significant risk for incidents of child labour
GRI 409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labour
GRI 414-1: New suppliers that were screened using social criteria
GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data
GRI 401-1: New employee hires and employee turnover
GRI 305-1: Direct (Scope 1) GHG emissions
GRI 305-2: Energy indirect (Scope 2) GHG emissions
GRI 305-5: Reduction of GHG emissions
GRI 306-3: Waste generated
GRI 405-1: Diversity of governance bodies and employees

Other than as described in the preceding paragraphs, which set out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express an opinion or conclusion on this information.

### Criteria applied by Super Retail Group Limited

In preparing the Subject Matter, Super Retail Group Limited applied the following Criteria:

### Key responsibilities

#### Super Retail Group Limited's responsibility

Super Retail Group Limited's management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

#### EY's responsibility and independence

Our responsibility is to express a conclusion on the Subject Matter based on our review.

We have complied with the independence and relevant ethical requirements, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Auditing Standard ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Our approach to conducting the review

We conducted this review in accordance with the Australian Auditing and Assurance Standards Board's *Australian Standard on Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* ('ASAE 3000'), and the terms of reference for this engagement as agreed with Super Retail Group Services Ltd on 12 March 2024. That standard requires that we plan and perform our engagement to express a conclusion on whether anything has come to our attention that causes us to believe that the Subject Matter is not prepared, in all material respects, in accordance with the Criteria, and to issue a report.

## Summary of review procedures performed

A review consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information and applying analytical and other review procedures.

The nature, timing, and extent of the procedures selected depend on our judgement, including an assessment of the risk of material misstatement, whether due to fraud or error. The procedures we performed included, but were not limited to:

- ▶ Conducted interviews with personnel to understand the business and reporting process
- ▶ Conducted interviews with key personnel to understand the process for collecting, collating and reporting the Subject Matter during the reporting period
- ▶ Assessed that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Criteria
- ▶ Undertook analytical review procedures to support the reasonableness of the data
- ▶ Identified and tested assumptions supporting calculations
- ▶ Tested, on a sample basis, underlying source information to assess the accuracy of the data.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our review conclusion.

## Inherent limitations

Procedures performed in a review engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a review engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our

conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to assessing aggregation or calculation of data within IT systems.

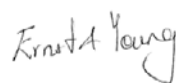
The greenhouse gas quantification process is subject to scientific uncertainty, which arises because of incomplete scientific knowledge about the measurement of greenhouse gases. Additionally, greenhouse gas procedures are subject to estimation and measurement uncertainty resulting from the measurement and calculation processes used to quantify emissions within the bounds of existing scientific knowledge.

## Other matters

We have not performed assurance procedures in respect of any information relating to prior reporting periods, including those presented in the Subject Matter. Our report does not extend to any disclosures or assertions made by Super Retail Group Limited relating to future performance plans and/or strategies disclosed in client's report and supporting disclosures online.

## Use of our Assurance Report

We disclaim any assumption of responsibility for any reliance on this assurance report to any persons other than management and the Directors of Super Retail Group Limited, or for any purpose other than that for which it was prepared.



Ernst & Young  
Melbourne, Australia  
22 August 2024



## Our 2024 reporting suite

Our Sustainability Report is part of our broader reporting suite. You can find this report and other publications on our website. Note that some of our reports are published on our website later in the year, including our Modern Slavery Statement.

 **To view and download these documents, see**  
<https://www.superretailgroup.com.au/investors-and-media/reports-and-publications/>

				
2024 Annual Report	2024 Sustainability Report	2024 Corporate Governance Statement	2023 Modern Slavery Statement	Reflect Reconciliation Action Plan
Digital and print	Digital only	Digital only	Digital only	Digital only

Super Retail Group is committed to establishing and maintaining corporate governance standards that protect and enhance the sustainable performance of the Group, taking into account the interests of our stakeholders, as well as the communities and environments in which we operate.

Our FY24 Corporate Governance Statement discloses how we have complied with the ASX Corporate Governance Council's Corporate Governance Principles and Recommendations (4th edition) for the reporting period. This statement has been lodged with ASX and is available in the Corporate Governance section of our website.

 **To view and download our FY24 Corporate Governance Statement, see**  
<https://www.superretailgroup.com.au/investors-and-media/corporate-governance/>

## Corporate Directory

**SUPER RETAIL GROUP LIMITED**  
 ABN: 81 108 676 204

[www.superretailgroup.com.au](http://www.superretailgroup.com.au)

### Registered Office

6 Coulthards Avenue  
 STRATHPINE QLD 4500 Australia

Telephone: +61 7 3482 7900

Facsimile: +61 7 3205 8522

### Company Secretary

Anna Sandham

### Share Registry

Link Market Services  
 Level 12, 680 George Street  
 SYDNEY NSW 2000 Australia

### Telephone

1300 554 474 (within Australia)  
 +61 2 8280 7100 (outside Australia)  
[www.linkmarketservices.com.au](http://www.linkmarketservices.com.au)

### Assurance Provider

EY



# Glossary

<b>Active Factories</b>	First-tier Factories that the Group has a working relationship with.
<b>Australian Sustainability Reporting Standards (ASRS)</b>	In January 2024, the Australian Treasury released an exposure draft legislation to introduce mandatory requirements for organisations to disclose their climate-related risks and opportunities. The draft legislation and draft standards endorses adoption of the International Sustainability Standards Board (ISSB) standards (IFRS S1 & IFRS S23) in Australia, with modifications to ensure the standards are fit for purpose in Australia.
<b>Carbon dioxide equivalent (CO2 e)</b>	A universal standard measure used to compare the emissions from various greenhouse gases based on their global warming potential. For example, one tonne of methane emission is equivalent to 21 tonnes of carbon dioxide emissions.
<b>Circular Economy</b>	The circular economy is a system where products and materials are kept out of landfill and instead are in constant circulation through processes like reuse, refurbishment, remanufacture, and recycling
<b>Corrective Action Plan (CAP)</b>	A plan issued by Super Retail Group setting out non-conformances with our Human Rights and Responsible Sourcing Policy and Responsible Sourcing Code, the date by which evidence must be provided to the Group demonstrating corrective actions have been completed and non-conformances remediated.
<b>Decarbonisation</b>	The removal or reduction of carbon dioxide output into the atmosphere.
<b>Due Diligence process</b>	The process by which we evaluate and address risks.
<b>ESG</b>	ESG stands for Environmental, Social, and Governance. Investor Groups commonly utilise ESG performance indicators when assessing investment opportunities.
<b>Executive Leadership Team</b>	The Group's CEO and his direct reports.
<b>Factories</b>	Focus of our Responsible Sourcing compliance verification program is Factories which supply or manufacture Super Retail Group's: Private Brand Products where the Group owns the Brand or trademark, i.e. products with the Brand's name, trademark or logo on them (including relevant Non-Stock products). It is applicable whether manufacturing is overseas or domestically in Australian or New Zealand; Non-Private Brand Products where the Group directs, arranges or contributes to the manufacturing of the product (including products that only the Group is permitted to make); and Non-Private Brand Products where the Group is the importer of record (also called direct imports).
<b>First-tier factories</b>	Factories supplying finished goods directly to the Group or through our trade partners



<b>Five Star Green Star rating</b>	An internationally recognised sustainability rating system, a Green Star rating provides independent verification that a building or community project is sustainable. Developed by the Green Building Council of Australia (GBCA), Five Star rating (out of a possible six) represents 'Australian excellence'. More information can be found on the GBCA website.
<b>the Group</b>	The Company and its related bodies corporate
<b>Global Reporting Initiative (GRI)</b>	Global Reporting Initiative (GRI) is the independent, international organisation that helps businesses and other organisations take responsibility for their impacts, by providing them with the global common language to communicate those impacts.
<b>International Financial Reporting Standards (IFRS)</b>	International Financial Reporting Standards (IFRS) are a set of accounting rules for the financial statements of public companies that are intended to make them consistent, transparent, and easily comparable around the world.
<b>International Sustainability Standards Board (ISSB)</b>	The ISSB is an independent, private-sector body that develops and approves IFRS Sustainability Disclosure Standards (IFRS SDS). The purpose is to deliver a comprehensive global baseline of sustainability-related disclosure standards that provide investors and other capital market participants with information about companies' sustainability-related risks and opportunities to help them make informed decisions.
<b>Materiality Assessment</b>	Materiality Assessment is the process of identifying and assessing potential Environmental, Social and Governance (ESG) issues that impact our business and stakeholders.
<b>Material Topics (derived from the Global Reporting Initiative)</b>	Topics that represent the organisation's most significant impacts on the economy, environment and people, including impacts on their human rights.
<b>Modern Slavery</b>	A term used to describe serious exploitation, including forced labour, debt bondage, deceptive recruitment and the worst forms of child labour.
<b>Modern Slavery Act 2018 (Cth)</b>	The Act established a national Modern Slavery Reporting Requirement for certain large businesses and other entities in the Australian market.
<b>Modern Slavery Statement</b>	A Modern Slavery Statement must set out the reporting entity's actions to assess and address modern slavery risks in their global operations and supply chains. The Australian Government publishes these statements through its online register.
<b>MWh</b>	Megawatt hours is a unit of measurement for electricity use, referring to the amount of electricity needed to supply power to 1,000 homes for one hour.







<b>National Greenhouse and Energy Reporting Act 2007 (NGER)</b>	NGER establishes a national framework for Australian corporations to report greenhouse gas emissions, reductions, removals and offsets, and energy consumption and production. Refer to <a href="https://climatechange.gov.au/reporting/publications">climatechange.gov.au/reporting/publications</a>
<b>Private brand</b>	Products manufactured specifically for our Brands, using product brand names owned or licensed by the Group.
<b>Product Stewardship</b>	Product stewardship means producers and retailers are responsible for managing the environmental and social impacts of products throughout their entire life cycle. It includes end of life solutions that aim to keep products out of landfill.
<b>Responsible Sourcing Conformance Status</b>	<p>Ratings that we give to factories after assessing their audit reports. These ratings determine whether we can do business with a factory. There are four ratings: Approved, Conditionally Approved, On Probation and Not Approved.</p> <ul style="list-style-type: none"> <li>• Approved – the factory has no critical non-conformances (NCs). We can place orders with the factory.</li> <li>• Conditionally Approved – the factory has some critical NCs (excluding child and forced labour). Orders can be placed provided that issues are closed within the timeframe in the Corrective Action Plan.</li> <li>• On Probation – the factory either has critical or overdue NCs or overdue renewal audits. Existing orders can be completed but no new orders should be placed until outstanding issues are addressed.</li> <li>• Not Approved – the factory is unable to comply with our Responsible Sourcing requirements. No new orders can be placed in the factory. Audit/ re-audit is required before placing any orders to verify compliance.</li> </ul>
<b>Scope 1, 2 and 3 emissions</b>	<p>GHG Protocol Corporate Standard classifies a company's Greenhouse Gas emissions into three 'scopes'.</p> <p>Scope 1 emissions are direct emissions from owned or controlled sources. Scope 2 emissions are indirect emissions from the generation of purchased energy.</p> <p>Scope 3 emissions are all indirect emissions (not included in Scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions.</p>
<b>Senior Leadership</b>	The Group's senior leadership team including Bands 1-3.
<b>Second Party Audits</b>	Second Party Audits are external evaluations conducted by one organisation on another. These audits are usually performed by customers or clients to ensure that their suppliers or service providers meet their requirements.
<b>Service Providers</b>	Providers of services to Super Retail Group, such as information technology, cleaning, security services, etc.
<b>Sustainability</b>	Sustainability can be defined as meeting our economic, social and environmental needs today without compromising our future. It refers to an approach to creating sustainable value for all stakeholders, not just shareholders.



<b>Sustainability Accounting Standards Board (SASB) Standards</b>	SASB Standards guide the disclosure of financially material sustainability information by companies to their investors. The Standards identify the subset of Environmental, Social, and Governance (ESG) issues most relevant to financial performance in each industry.
<b>Taskforce on Climate-Related Financial Disclosures (TCFD)</b>	The Taskforce on Climate-Related Financial Disclosures (TCFD) was established by the Financial Stability Board to develop recommendations for more effective climate-related disclosures that could promote more informed investment, credit, and insurance underwriting decisions and, in turn, enable stakeholders understanding of the concentrations of carbon – related assets in the financial sector and the financial system’s exposures to climate-related risks. These recommendations were released in 2017 to help companies provide better information to support informed capital allocation.
<b>Team members</b>	All employees of the Group.
<b>Total Recordable Injury (TRI) and Total Recordable Injury Frequency Rate (TRIFR)</b>	A Total Recordable Injury Frequency Rate (TRIFR) is the sum of the total number of employee fatalities, lost time injuries, restricted work injuries or medical treatment injuries per million hours worked.
<b>Trade Partners</b>	<ul style="list-style-type: none"> <li>• Suppliers of retail products, including agents and factories which supply or manufacture Super Retail Group’s Private Brand products;</li> <li>• Factories directly contracted by Super Retail Group to manufacture products; and</li> <li>• Suppliers of Non-Stock products to/for Super Retail Group.</li> </ul>
<b>United Nations Sustainable Development Goals (UN SDGs)</b>	17 global goals set by the United Nations in 2015 to define global sustainable development priorities and aspirations for the planet.

We welcome your feedback and comments.  
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