

JB HI-FI LIMITED

SUSTAINABILITY
REPORT
2024



ABOUT THE JB HI-FI GROUP

The JB Hi-Fi Group, operating under its listed holding company, JB Hi-Fi Limited, brings together two of Australia's best known and most trusted retail brands, JB Hi-Fi and The Good Guys. The Group sells an extensive range of consumer electronics, whitegoods, appliances and home entertainment at great prices combined with genuine personal service from our specialist staff.

In addition to operating from over 300 stores in Australia and New Zealand and its websites, the Group also services the commercial, insurance and education sectors through its JB Hi-Fi and The Good Guys commercial businesses.

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This report was authorised for release to the Australian Securities Exchange by the JB Hi-Fi Limited Board

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A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

We are pleased to report on the sustainability performance of the JB Hi-Fi Group for the year ending 30 June 2024 (FY24).

This year, we celebrate 50 years since the first JB Hi-Fi store opened in East Keilor, Victoria. From humble beginnings, our business has grown and expanded, joined forces with The Good Guys, whilst remaining relevant for customers by evolving our category offer and providing great customer service. People and community have always been at the heart of our business, and we remain committed to operating more sustainably as we fulfill the Group's purpose to connect customers with the products and services that make life better.

This year also marks our fifth Sustainability Report, and we are pleased to report on our continued progress in addressing the environmental, social and governance topics that matter most to our team members, customers, suppliers, and other stakeholders.

Some of the highlights of our work over the past year and the positive impacts we are having on our people, our communities and our environment are set out below, with further detail provided in this Report.

OUR PEOPLE



We are pleased to report further progress on our commitment to greater diversity in our business with more women being appointed in leadership positions during FY24.

This result reflects our sustained efforts to understand and remove the barriers that women experience in moving into leadership roles, and to increase access to opportunities for women to progress within our businesses.

We also continued to develop quality training for our teams to manage key health and safety risks. This includes the roll out of psychosocial hazard training, as well as new training on how our teams can best manage and prevent customer aggression.

OUR COMMUNITIES

This year, we focused on enhancing engagement between our teams and the charities involved in our workplace giving programs. The Good Guys Doing Good Program also onboarded two new charities with a focus on the environment and mental health, following feedback from our team members on the types of causes they wanted to support.

We also engaged with more of our suppliers on our ethical sourcing and modern slavery requirements, and started to better understand their plans to establish emission reduction and sustainable packaging targets in line with our ethical sourcing policy.

OUR ENVIRONMENT

We continued to implement our emissions reduction plan working toward our goal of reaching net zero (scope 1 and 2) emissions by 2030, equipping an additional 7 stores with solar power generation (bringing the total number of stores with solar power generation to 30), as well as adding 'GreenPower' to the Group's energy mix.

It is expected that the Australian Government will introduce new climate reporting standards in the near future, and we support the government's commitment to ensure large businesses such as the JB Hi-Fi Group provide sufficient information to stakeholders on the impact of climate change on their business strategy and operations. In the meantime, we continue to provide our climate-related disclosures with reference to the disclosure framework provided by the Task Force for Climate-Related Financial Disclosures (TCFD) and will align to the new Australian standards when these come into effect.

We made progress toward our 2025 Sustainable packaging targets, increasing the number of private label brand products that are fully aligned with these targets, taking all single use JB Hi-Fi plastic bags out of circulation (replacing them with FSC 100% recycled paper bags), and improving the sustainability of the packaging used for online deliveries.

During the year we also implemented new capability in-store to facilitate battery and e-waste recycling for customers. All stores now have the facilities to take back and recycle household batteries and small e-waste for customers, and we will start raising customer awareness around the importance of recycling e-waste when undertaking product replacements or upgrades.

As JB Hi-Fi celebrates 50 years, we take the time to reflect on what has been achieved, whilst also recognising that there is more that we can and will do. We look forward to continuing to work with our stakeholders to make a positive difference.



Terry Smart
Group Chief Executive Officer
JB Hi-Fi Limited
12 August 2024



OUR COMMITMENT TO RESPONSIBLE BUSINESS PRACTICE

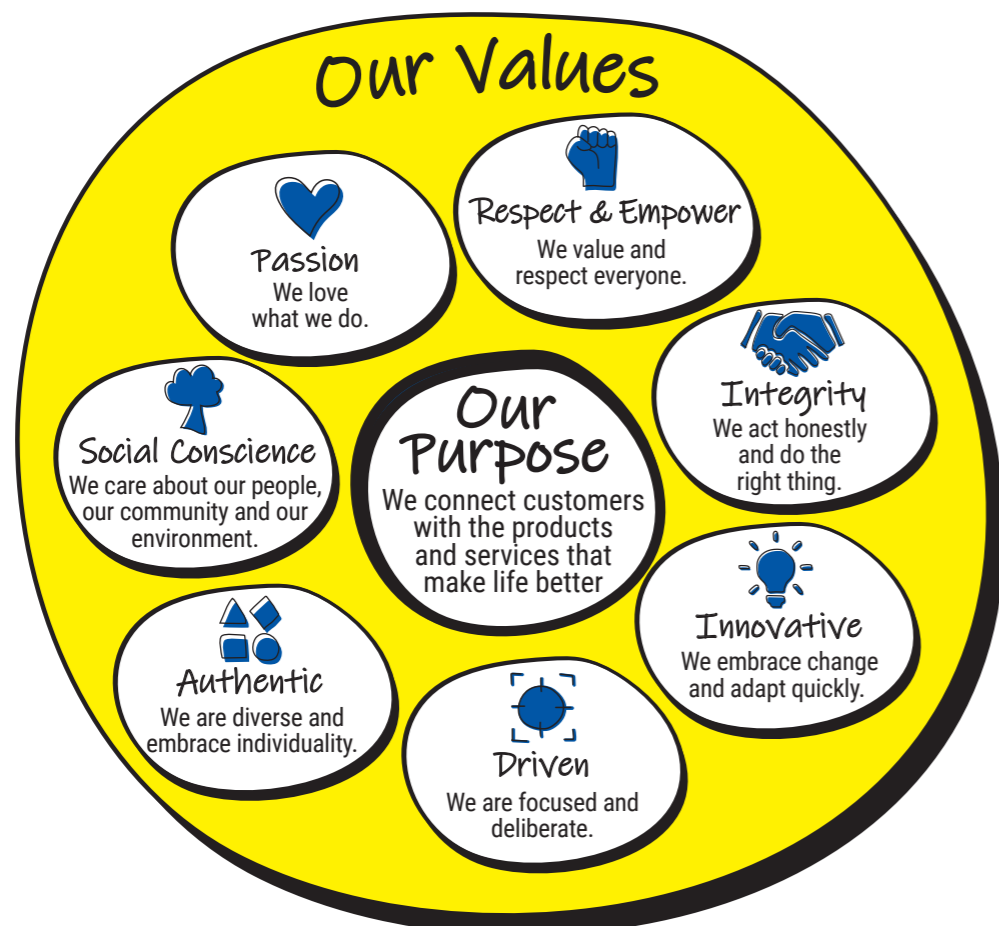
Operating two of Australia's best known and most trusted retail brands, the JB Hi-Fi Group understands that our future success will be defined, to a large extent, by our ability to act ethically and operate as a responsible business.

Our aspiration to act ethically and responsibly is reflected in our Values, our Code of Conduct (which sets out the ethical and behavioural standards that apply in our daily business activities), and our Group-wide framework of policies and training that inform how we should operate.

Our stakeholders expect us to do the right thing and to act ethically and responsibly with respect to the social and environmental issues that matter most to our people, our communities and our environment.

We will continue to engage and listen to all our stakeholders, demonstrate our understanding of, and focus on addressing, the most material social and environmental issues facing our industry.

The [Group's Reportable Misconduct and Whistle-blower Policy](#) outlines the internal and external reporting channels that are open to our team members and/or suppliers to alert us to significant issues of concern that they may become aware of. All disclosures are taken seriously and assessed to determine the appropriate action that may be required.



ABOUT THIS REPORT

This is the JB Hi-Fi Group's fifth Sustainability Report and serves as a review of our sustainability performance covering the reporting period 1 July 2023 – 30 June 2024. It also outlines our approach to managing each of the material issues, the progress made during the financial year, and identifies areas for improvement, including our FY25 commitments.

In developing this Report, we have drawn upon the reporting principles for defining report content and quality provided by the Global Reporting Initiative 101 Foundation Standard. We recommend that this Report be read in conjunction with the JB Hi-Fi Limited 2024 Annual Report which provides further information about the Group's businesses, performance and governance.

GOVERNANCE OF OUR SUSTAINABILITY PLAN

The Group's Audit and Risk Management Committee (ARMC) has been delegated responsibility by the JB Hi-Fi Limited Board of Directors for review of the Group's plans, actions and reporting in relation to sustainability.

A Group Sustainability Team exists to develop and support execution of the Group's Sustainability Plan. This team is part of a broader Group Business Improvement and Risk Management Function, which is responsible for the design and execution of Group's Risk Management and Assurance Framework. The Team provides the ARMC with a detailed sustainability update on a bi-annual basis, which includes the actions being undertaken to progress the Group Sustainability Plan.

MATERIAL ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) TOPICS

Both the content of this Report, and the Group's Sustainability Plan, have been developed following a materiality assessment, designed to identify the most relevant environmental and social issues for our businesses. The issues identified were informed by:

- the application of globally recognised materiality tests¹;
- the views and expectations of our stakeholders, including our team members, investors, suppliers, and customers;
- the principles contained within our Risk Management Framework; and
- consideration of both current and emerging areas of focus for the retail industry.

Feedback from a variety of stakeholders (such as our team members, suppliers, investors, government, and non-governmental organisations) is taken into

consideration when determining the significance for the Group of each of the material topics identified. The approach to assessing the impact of each material topic involves an analysis of the following factors:

- Scale: How significant the potential impact is;
- Scope: How widespread the impact is (e.g. how many people could be affected or the extent of the potential environmental impact);
- Irremediability: The effort required to counteract the impact on people or the environment; and
- Likelihood: How likely the impact is to occur.

The feedback from our stakeholders helps us prioritise our management of each material topic and is used to update and inform the Group Sustainability Plan.

¹The Five-Part Materiality Test, AccountAbility; Harvard University's Initiative for Responsible Investment; and the Global Reporting Initiative's materiality guidance



The table shown below outlines the material topics² that our stakeholders have identified as being most important for the Group to address, with cross reference to where in this Sustainability Report we have provided further information on how these issues are being managed.



<p>STRONG GOVERNANCE, BUSINESS ETHICS AND COMPLIANCE</p> <p>This includes the issues covered by the Group's Code of conduct (including anti-bribery, fraud, corruption, and awareness around whistleblowing), and the requirement to conduct its businesses with integrity and transparency, whilst complying with all relevant laws and regulations. This also refers to the governance and oversight provided by JB Hi-Fi's Board of Directors and Audit & Risk Management Committee.</p> <p>PAGE 6</p>	<p>EMPLOYEE SAFETY, WELLBEING, AND ENGAGEMENT</p> <p>Creating and maintaining a safe and healthy workplace that strives to prevent fatalities, minimise physical injuries, and illnesses, whilst promoting good mental health and wellbeing.</p> <p>PAGE 11</p>	<p>DIVERSITY AND INCLUSION</p> <p>The fostering of diversity, inclusion, gender equality, non-discrimination, and equal opportunities across the workforce.</p> <p>PAGE 18</p>	<p>LABOUR PRACTICES</p> <p>Relates to the Group's operations and supply chain adhering to ILO (International Labour Organisation) conventions. This includes but is not limited to fair living wage, safe working conditions, and freedom of association.</p> <p>PAGE 23</p>	<p>RIGHTS OF FIRST NATIONS PEOPLES AND RECONCILIATION</p> <p>This refers to rights of First Nations Peoples (Australian Aboriginal and Torres Strait Islander peoples) including representation across JB Hi-Fi's operations and supply chain, and First Nations reconciliation.</p> <p>PAGE 23</p>	<p>COMMUNITY ENGAGEMENT AND INVESTMENT</p> <p>The impact, engagement, and involvement within the communities in which JB Hi-Fi Group operates (inclusive of the Group's workplace giving programs) and providing an inclusive environment for all community members when visiting JB Hi-Fi or TGG stores, warehouses and office locations.</p> <p>PAGE 25</p>	<p>ETHICAL SOURCING AND MODERN SLAVERY</p> <p>The Group's commitment to sourcing its products and services in an ethical and responsible manner, and in doing so ensure that minimum standards concerning labour, health and safety, environmental management and ethics are maintained across its supply chain. This includes the Group taking action to assess and address the risks of modern slavery in its operations and supply chain.</p> <p>PAGE 32</p>
<p>PRODUCT DESIGN, QUALITY, AND SAFETY</p> <p>Working with suppliers to maintain and improve product safety and compliance, durability and sustainability.</p> <p>PAGE 45</p>	<p>DATA SECURITY AND PRIVACY</p> <p>JB Hi-Fi Group's policies and processes to ensure data privacy and cybersecurity for all relevant stakeholders (e.g. customers, suppliers, and employees).</p> <p>PAGE 46</p>	<p>CLIMATE-RELATED RISKS</p> <p>Identification and assessment of JB Hi-Fi Group's physical and transition climate-related risks and opportunities, and the associated impacts on JB Hi-Fi Group's strategy and operations, and the implementation of mitigating actions.</p> <p>PAGE 54</p>	<p>ENERGY CONSUMPTION AND EMISSIONS REDUCTION</p> <p>Monitoring and reduction of energy consumption and carbon emissions. This includes Scope 1 emissions relating to fuel emissions from company operated vehicles and the use of natural gas to heat a small number of our stores; Scope 2 emissions relating to purchased electricity to power our stores and warehouse locations, and Scope 3 emissions, relating to emissions generated across the Group's value chain.</p> <p>PAGE 58</p>	<p>SUSTAINABLE PACKAGING</p> <p>The Group's work in making continuous improvements to packaging design in order to lessen the impact of packaging on the environment. This may include reducing use of unnecessary packaging materials, increasing the proportion of recycled content, using renewable raw materials, and improving recyclability of packaging for stock on-shelf and in-transit.</p> <p>PAGE 64</p>	<p>OPERATIONAL WASTE AND RECYCLING</p> <p>Responsible management of waste generated by the Group's operations, and optimisation of recycling (e.g. recycling of cardboard, paper, soft plastics, expanded polystyrene etc.).</p> <p>PAGE 72</p>	

²Material topics have been ordered alphabetically and this order does not represent the order of importance that the Group places on these topics. All material topics are deemed of high priority for the Group to address.



HEALTH, SAFETY & WELLBEING

OUR APPROACH

Our Group Safety Strategy prioritizes the safety of our team members and customers to create a safe workplace and shopping environment.

The strategy is reviewed and updated on an annual basis to ensure our actions effectively address current and emerging safety risks facing our businesses. New initiatives are planned and executed as part of our annual strategy update.

Led by our Group Safety team and supported by our occupational health and safety systems, we systematically embed a safety focused culture throughout the organisation by rigorously managing incidents and mitigating risks. Our goal is to empower our team members to consistently maintain high standards of safety throughout our operations.

Our Group Safety team includes skilled allied health professionals, such as physiotherapists and a psychologist. Our team works proactively to prevent injuries, assist team members with physical and mental health and wellbeing, minimize injury impact and enhance return-to-work outcomes.

To ensure comprehensive safety integration across the Group, we have established an annual training program that has a different safety-related focus each month. Each year we review the content for this

program which ensures our training remains up-to-date and relevant.

Safety Committees have been established for each of our Group's retail brands and supply chain operations to oversee and ensure the effective implementation of health and safety practices across our operations. These Committees, which include members of senior management, meet regularly to understand and mitigate health and safety risks.

The Group utilises Key Performance Indicators (KPIs) to measure safety performance, enabling early identification of incident trends and facilitating proactive management and ongoing improvement. These KPIs guide the setting of annual targets aimed at reducing incident frequency and enhancing the overall safety and well-being of our team.

We maintain robust governance and oversight of our targets and KPI performance through routine reporting to the Group's Audit & Risk Management Committee, a sub-committee of the Board of Directors, and directly to the Board itself.



Our People

The JB Hi-Fi and The Good Guys retail brands, and the JB Hi-Fi and The Good Guys commercial businesses are defined by their unique cultures and our 15,300+ team members who are crucial to the success of our businesses. We are committed to supporting our people and ensuring a safe, inclusive and respectful workplace, whilst always looking for ways to provide them with flexibility and opportunities to grow and develop.





Our Group National Safety Strategy comprises the following four key pillars

 <p>Employee Wellbeing</p> <p>Having an organisation-wide focus on positive physical and mental health and wellbeing</p>	 <p>Injury Prevention</p> <p>Reducing the risk of work related injuries across the organisation through a proactive and evidenced based approach to both physical and psychological risks</p>	 <p>Safety Culture</p> <p>Embedding a safety culture across the organisation that reinforces the importance of our safety beliefs, values and attitudes</p>	 <p>Safety Compliance</p> <p>Maintaining proactive and systematic safety systems, reporting, processes and training to meet our Health & Safety responsibilities and legislative requirements</p>
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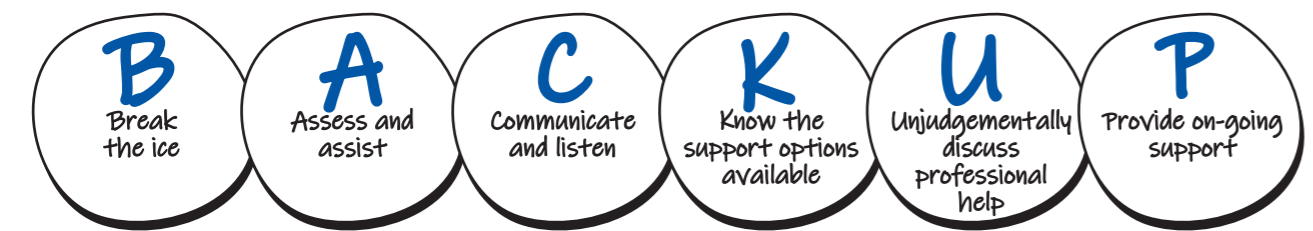
OUR PERFORMANCE AND PROGRESS

Throughout FY24 the Group implemented the following planned initiatives from our Group Safety Strategy.

PSYCHOSOCIAL MANAGEMENT

The Group recognises the growing prevalence of psychosocial hazards within the retail sector, and broader community. In response, our Safety Strategy includes specific measures to mitigate psychological injuries and enhance the mental health and well-being of our team. We develop and implement new and ongoing initiatives designed to heighten awareness and empower team members with essential knowledge and skills to effectively manage their and their teams' mental health.

A key focus in FY24 was developing and commencing the roll out of psychosocial hazard identification and management training for store managers. This training was designed to upskill managers for early identification of psychosocial hazards in their stores and implement appropriate controls. This training will continue into FY25.



Throughout the year, we continued to build on our mental health training program focusing on training all levels of our store management teams, human resources and senior operational management. Our Day 1 and Day 2 B.A.C.K. U.P. mental health training program offers a structured approach to enhance the awareness, knowledge, and confidence of our managers in supporting their teams' mental health. Managers who have undergone the training consistently provide positive feedback, noting significant increases in their ability to manage and support mental health issues effectively.

Each year, we hold two Mental Health and Wellbeing "focus months", with the first taking place in September to coincide with "RUOK? Day". During this month, our store and support office teams actively promote this message through team talks, team huddles, and morning teas. In addition, an online webinar was held this year featuring an external speaker who shared their personal experience with mental health challenges, offering valuable insights into effective coping strategies.

The second mental health and wellbeing focus month occurs in January, aiming to enhance both the physical and mental wellbeing of our team members. This year, we provided education through team talks and online resources focused on "overall wellness" and hosted a webinar covering topics such as self-care, gratitude, and maintaining healthy sleep habits.

The Group has embraced the focus on mental health and wellbeing, recognising its positive impact on our teams, both within and beyond the workplace.



EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) offers a free wellbeing support service to our team members, enabling them to access resources and support services across seven different wellbeing streams relating to personal as well as work-related issues.

Team members are able to access this service anonymously, with all consultations kept private and confidential³.

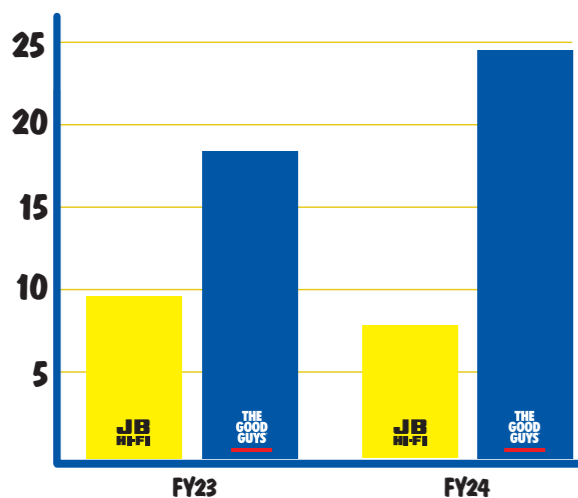
In FY24 we saw utilisation rates of 5.1% (JB Hi-Fi) and 5.0% (The Good Guys) of our team members, compared with the industry utilisation rate of 2.3%. We have seen increased usage of the wellbeing streams as we continue to promote and encourage team members to proactively manage their wellbeing through our focus months and the B.A.C.K. U.P. training.

³The only exceptions being instances where a team member may be considering self-harm or harming someone else, or issues which may involve illegal acts.

Total recorded injuries

Total Recorded Injury Frequency Rate (TRIFR⁵) records total recordable injuries, regardless of whether the injury resulted in an absence from work.

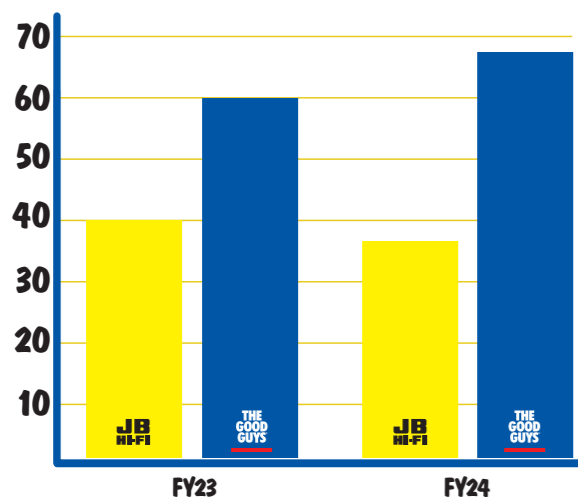
TOTAL RECORDABLE INJURY FREQUENCY RATE



JB Hi-Fi (Australia and NZ) achieved a decrease of 13% in TRIFR compared to the previous year. This improvement is the result of a commitment made by the business to implement a number of changes to store operations, which were suggested by store teams in last year's peak trade safety survey. Six working groups were established based on the survey results with the objective of improving the health and safety of our store teams during our peak trading period. Implementation of the initiatives developed by these groups was completed in October, and has resulted in a reduced number of safety incidents for the remainder of the financial year.

The Good Guys' have experienced an increase of 19% in TRIFR compared to the previous year. There are a number of factors which have contributed to this result including increased stock volumes, product weights and sizes, the introduction of new managers into the business who are still building their skills in best practice of injury management, and increased aggravation of pre-existing conditions (with injuries occurring as result of general tasks as opposed to specific incidents). We will continue to focus on the early reporting of injuries to enable early intervention, and in FY25 this will be further supported with an additional allied health professional joining the team, which will increase our capacity to provide a high standard of injury management to the business.

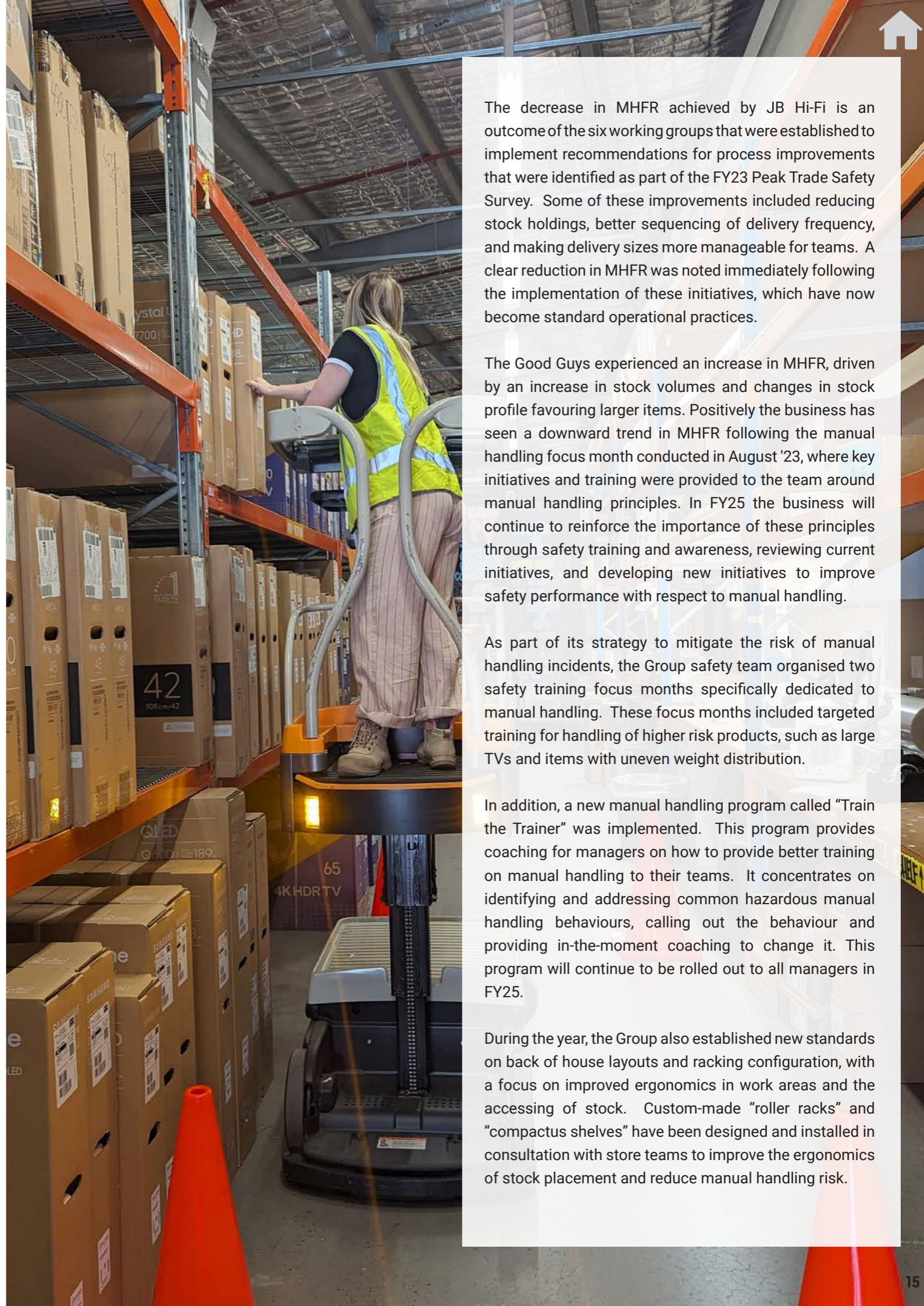
MANUAL HANDLING FREQUENCY RATE



Manual Handling

The Manual Handling Frequency Rate (MHFR⁶) relates to any manual handling incident reported, regardless of whether the incident or injury required medical treatment. Manual handling incidents remain the predominant incident type for both of the Group's businesses and remain a priority for the Group's Safety Strategy.

In FY24 we saw a 12% decrease in MHFR for JB Hi-Fi and a 9% increase for The Good Guys.



The decrease in MHFR achieved by JB Hi-Fi is an outcome of the six working groups that were established to implement recommendations for process improvements that were identified as part of the FY23 Peak Trade Safety Survey. Some of these improvements included reducing stock holdings, better sequencing of delivery frequency, and making delivery sizes more manageable for teams. A clear reduction in MHFR was noted immediately following the implementation of these initiatives, which have now become standard operational practices.

The Good Guys experienced an increase in MHFR, driven by an increase in stock volumes and changes in stock profile favouring larger items. Positively the business has seen a downward trend in MHFR following the manual handling focus month conducted in August '23, where key initiatives and training were provided to the team around manual handling principles. In FY25 the business will continue to reinforce the importance of these principles through safety training and awareness, reviewing current initiatives, and developing new initiatives to improve safety performance with respect to manual handling.

As part of its strategy to mitigate the risk of manual handling incidents, the Group safety team organised two safety training focus months specifically dedicated to manual handling. These focus months included targeted training for handling of higher risk products, such as large TVs and items with uneven weight distribution.

In addition, a new manual handling program called "Train the Trainer" was implemented. This program provides coaching for managers on how to provide better training on manual handling to their teams. It concentrates on identifying and addressing common hazardous manual handling behaviours, calling out the behaviour and providing in-the-moment coaching to change it. This program will continue to be rolled out to all managers in FY25.

During the year, the Group also established new standards on back of house layouts and racking configuration, with a focus on improved ergonomics in work areas and the accessing of stock. Custom-made "roller racks" and "compactus shelves" have been designed and installed in consultation with store teams to improve the ergonomics of stock placement and reduce manual handling risk.

⁴Key performance indicators are reported on a brand basis for JB Hi-Fi and The Good Guys. Safety KPI's relating to the Group's home delivery centres (HDC's) have been incorporated into brand results based on each brand's utilisation of the HDC's.
⁵TRIFR is calculated by the number of Total Recordable Injuries / number of Worked hours multiplied by 1,000,000. A Total Recordable Injury is defined as a work-related injury that required prescribed medication, >4 sessions of allied health treatment, stitches, lost time or certified changes in capacity.
⁶MHFR is calculated by the number of Manual Handling Incidents Reported / number of Worked hours multiplied by 1,000,000



Supporting our teams to effectively manage aggressive customer behaviour

Consistent with trends across the broader retail industry, the Group continued to encounter elevated levels of aggressive customer behaviour across the store network. The physical and mental health and wellbeing of our team members are of paramount importance to us, and as a Group, we have zero tolerance for any form of abuse or aggression.

To best prepare our team members to mitigate these risks, we had a dedicated focus month on aggressive customer behaviour. Throughout this month we provided training on how to appropriately manage aggressive customers and shoplifters, as well as training on the relationship between customer service and escalation / de-escalation of difficult situations. This training includes best practice approaches and de-escalation techniques and, in addition to the focus month, it is regularly completed by all our store, HDC network and call centre team members.

As a result of the training, we consistently see challenging situations being managed well by our team members at an early stage, thereby preventing escalation to aggressive behaviour. Feedback from team members after the training indicates that they feel more confident in their ability to safely manage and de-escalate situations. In addition, they feel more empowered to assert that the business will not tolerate aggressive customer behaviour.



Promoting a culture of safety

The Group continues to promote an overall culture of safety throughout its businesses through ongoing training and awareness initiatives.

In FY24, we further developed programs that encourage proactive safety behaviours in our business including:



The JB Hi-Fi Safety Heroes Program: This program continues to grow and is a core part of celebrating JB Hi-Fi's safety culture. It aims to recognize proactive safety behaviours and initiatives within JB Hi-Fi's store network. Teams share and celebrate "safety wins" and complete proactive safety activities, such as team talks,

wellness days, and hazard reporting. All these efforts contribute to the overall awareness and improvement of the safety culture in the store network. Since launching this initiative 18 months ago, we have seen a significant reduction in safety incidents and injuries with high engagement with the program.

The Good Guys Warehouse Safety Squad: This squad meets each quarter and includes team members from inventory, logistics, safety, and store operations. The aim of this initiative is to ensure our warehouse operations team members have an opportunity to discuss safety concerns with other relevant areas of the business as and when they occur.

The Good Guys Safety Champion Program: This program involves monthly meetings between store management teams from each state or territory and the Group Safety Team, enabling safety advocates from each jurisdiction to help drive engagement on health and safety.

Safety Compliance

Throughout the year, safety compliance training continues across the Group. Refresher training is completed yearly on high-risk incident types, such as manual handling, aggressive customers, injury management, emergency training (including emergency evacuation and immediate threat), incident and hazard reporting, and mobile plant & equipment.

Additionally, compliance tasks such as fire warden training, first aid training, and evacuation drills are completed. All training and programs are designed to ensure our team is best prepared to manage all risks they may be exposed to and understand the procedures to follow to ensure our teams are kept safe.

OUR HEALTH, SAFETY AND WELLBEING COMMITMENTS FOR FY25

- Continue to develop and expand our mental health and wellbeing strategy.
- Further upskilling of our team on early identification and management of psychosocial hazards in the workplace.
- Enhance and develop relevant safety training content that is reflective of current and emerging safety issues, ensuring it is delivered in a timely manner during our dedicated safety training focus months.
- Monitor high risk incident trends and respond with appropriate training to mitigate the risk.
- Review and revise current, and implement new, initiatives aimed at improving Health and Safety performance across measurable targets with a focus on manual handling and aggressive customers.



DIVERSITY AND INCLUSION

The Group continues to recognise the importance of diversity and understands that, by adapting to the differing needs of our teams, we will build a stronger more inclusive culture, and create value for our customers and shareholders.

OUR APPROACH

JB Hi-Fi and The Good Guys are focused on creating the best experiences for our customers. This starts with our ongoing commitment to protecting and strengthening our unique culture, and ensuring we continue to make JB Hi-Fi and The Good Guys an even better place to work for our team members.

Our Group-wide commitment to building a diverse and inclusive culture will help us achieve higher levels of innovation, encourage different perspectives, and ensure we attract and retain talent.

The Board has set measurable objectives to advance gender diversity including increasing the proportion of women in leadership positions, and these continue to be a key priority for our business. Regular reporting on progress toward these objectives is provided to the Board, which provides ongoing governance and oversight over the actions we are taking.

In FY24 the Group continued to deliver on the Group Diversity and Inclusion Strategy that contributes to the long-term success and sustainability of our businesses.

Our Diversity and Inclusion Strategy includes the following key pillars and supporting initiatives:

SPEAK UP	<p>Speak Up is listening, connecting, and learning from our teams to identify barriers and build a safe “speak up” culture. We do this by:</p> <ul style="list-style-type: none"> ensuring everyone feels respected, included, and safe at work every day. encouraging team members to call out any issues that make them feel uncomfortable or unsafe. listening and providing support whenever team members bring forward a concern or raise any issue that impacts their feelings of respect, inclusion, and safety at work.
LEVEL THE PLAYING FIELD	<p>Level the playing field is using performance and skills-based criteria to identify and develop diverse talent. We do this by:</p> <ul style="list-style-type: none"> a competency-based framework and enhanced processes to identify and develop talent, providing increased transparency and access to career opportunities. providing our team members with flexible working options where possible, to attract and retain the best talent and further reduce potential barriers to progress into leadership roles.
UNLOCK POTENTIAL	<p>Unlocking potential includes building confidence and sharing growth opportunities to promote an inclusive culture, helping everyone achieve their full potential. We do this by:</p> <ul style="list-style-type: none"> building understanding and promoting a culture of inclusive leadership, through training and awareness workshops. enabling our people leaders to have more open and transparent development discussions to support and grow their team. supporting our talent with development planning.



Embracing a diverse and inclusive culture

We know we're better together, so we're committed to creating a diverse and inclusive culture. Our customers and our communities are diverse and we believe it's important that our teams reflect that diversity.

Diverse organisations

- Think differently and innovate
- Attract and retain talent
- Collaborate with fresh perspective
- Perform better

How we'll do it

Speak up:
We'll connect, listen and learn from our teams to identify barriers and build a safe, speak-up culture

Level the playing field:
We'll apply meaningful criteria to identify and grow diverse talent, increasing visibility and access to career opportunities

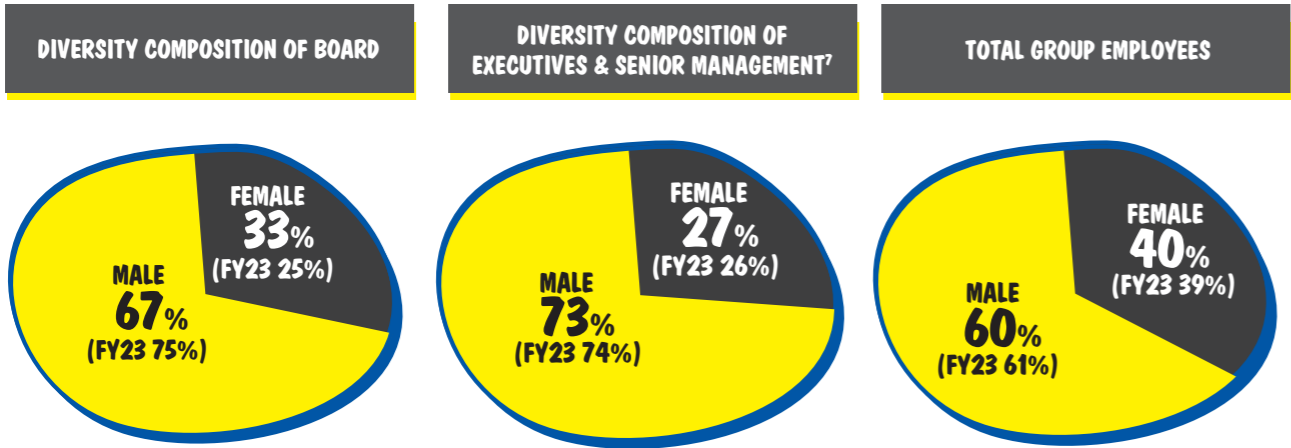
Unlock potential:
We'll build confidence and share growth opportunities to promote an inclusive culture, helping everyone reach their full potential





OUR PERFORMANCE AND PROGRESS

The following charts provide (1) an overview of the gender composition as at 30 June 2024 across certain levels of the Group, and (2) progress being made against each of the measurable objectives that have been set by the Board:



OBJECTIVE	2024	2023	2022	2021	2020
To have not less than 30% of its directors of each gender by June 2024	33%	25%	25%	29%	29%
To increase the percentage of female to male Executive and senior managers	27%	26%	21%	18%	18%
To increase the percentage of female to male store managers	28%	27%	24%	20%	17%
To increase the percentage of female to male territory/area managers	28%	28%	17%	14%	17%
To maintain or increase the percentage of female to male team members in the workplace generally	40%	39%	40%	41%	40%

We are pleased to report an increase in the number of women in leadership positions across our business. This is the result of our targeted efforts to understand the barriers women experience in progressing into leadership roles, and actively working to remove these barriers, and increase access to opportunities to progress within our business.

We continue to align our policies and processes that will bring even greater diversity and representation of women in leadership roles across our business. This includes further embedding our competency framework across the organisation to identify high potential talent, strengthening and equalising recruitment and selection practices, and developing succession and development plans for high potential talent.



⁷'Executives and Senior Management' means the 9 Group Executives and the 57 next most senior managers of the Group.

SPEAK UP

Speak Up is a key part of our Group-wide strategy to create a workplace where our team members feel confident in bringing forward any concern relating to inclusion, respect, and safety in the workplace. We listen, support and take action when team members share their experiences of inclusion at JB Hi-Fi and The Good Guys through regular surveys and listening sessions.

This year we conducted two team engagement surveys inviting our team members to share their experiences working in our businesses. We also conducted an annual inclusion survey measuring progress on the actions taken to make JB Hi-Fi and The Good Guys an even better place to work.

The feedback from our team members has continued to increase our understanding of their experiences of inclusion in the workplace and, together with quantitative analysis of key diversity indicators, informs our diversity and inclusion action planning and identifies future opportunities for improvement.

Now in its third year, we continued to promote Speak Up to ensure our team feel confident to raise concerns relating to any experience of negative behaviours from team members and customers.

Our people leaders are critical in setting the tone, building a respectful inclusive workplace and effectively addressing any issues that arise. In FY24

84%
of our team agree their manager would act to stop harassment, bullying and discrimination if it occurred.

UNLOCK POTENTIAL

We continue to provide growth opportunities to support the talent within our teams. This year, we have launched new programs to support the development of current and future leaders.

Women in Leadership

Our Group Women in Leadership program has been developed for our store, sales and merchandise managers to support their growth, training and development, and build a pipeline of talent for future

we delivered training to over 300 (current and new) managers to ensure they understand the important role they play in continuing to create a workplace that is safe, respectful and inclusive.

We know that our actions are having a positive impact, and we will continue to focus on communicating about Speak Up, and continue to use the feedback from team member surveys to understand the progress we are making and where we need to do more.

Each year, we deliver training on the Group Equal Opportunity and Workplace Behaviour Policy to ensure all team members are aware of behavioural expectations, their obligations, and the process for escalating any concerns. We also recognise the importance of our people leaders in effectively preventing and dealing with any instance of sexual harassment, including their role in the escalation and intervention process to support our team members in dealing with instances of inappropriate behaviour from customers.

Level the playing field

We have continued to take action to 'level the playing field' which is helping to develop diverse talent across our business.

We use our competency framework to assist our managers to identify and develop diverse talent in a structured and standardised way. Our competency framework is now embedded in all people processes from recruitment, through to training and succession planning across the Group.

This year
92
team members completed one of the Group's Women in Leadership Training Programs.



Leadership Programs

JB Hi-Fi Australia

The JB Leadership program (JBLP) supports our current and emerging leaders in the JB Hi-Fi business. This year, the program was expanded to include more team members as part of our ongoing commitment and investment to building a future talent pipeline for our business. In FY24, the JBLP was offered to 400 of our team coordinators for the first time.

JB New Zealand

JB Hi-Fi New Zealand delivers a program called 'Aspire' designed to positively impact, upskill and empower our people leaders to enhance communication and work successfully together. This year, 55 team members across the New Zealand support office and store network completed the program.

The Good Guys

"Leading at The Good Guys" leadership program is a new initiative for our store and support office team leaders, that is helping to build our pipeline of talent. It combines retail training with our competency framework and training on other interpersonal skills that are necessary for effective leadership. This year 31 team members completed the Good Guys program.

Flexible work

As part of our Group-wide commitment to building a diverse and inclusive culture, and to attract and retain talent, JB Hi-Fi and The Good Guys have implemented the Group's Flexible Work Policy.

In FY24, we continued to provide a wide range of leave options that include emergency services leave, family and domestic violence leave, and flexibility to take leave at half pay in certain circumstances.

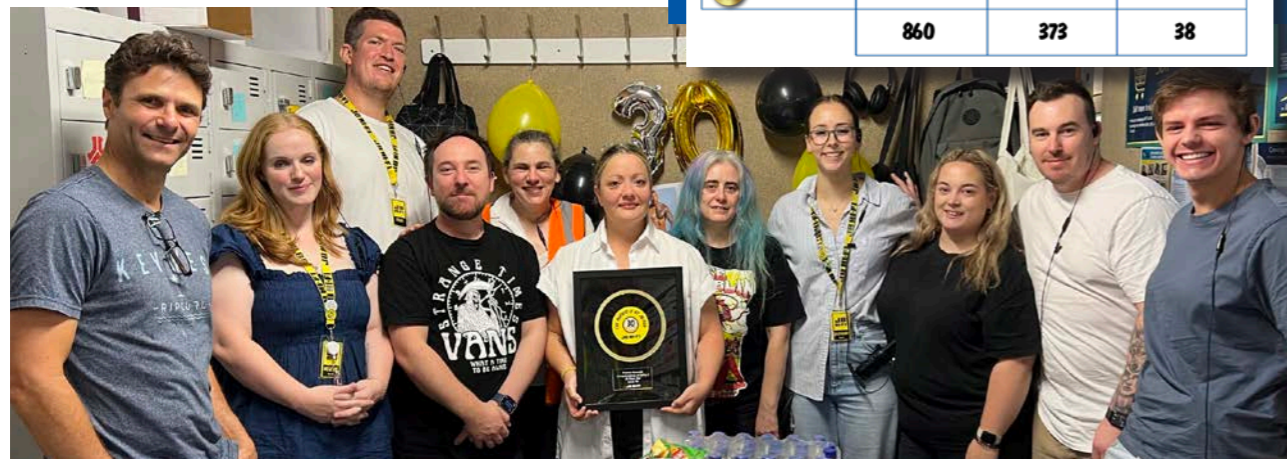
Our Support Office team members have continued to work with their managers to find the right balance between their individual flexibility needs and the operational needs of the business.

This year we introduced a flexible working framework for our JB Hi-Fi Store Management teams. We recognise that to retain talent and improve diversity, we need to provide flexibility in order to accommodate our team's needs.

EMPLOYEES WHO CELEBRATED LONG SERVICE MILESTONES DURING THE YEAR

The Group has service recognition awards to celebrate each five-year milestone that is passed by an individual team member. Team members that achieve 20 years of service receive a special award and a \$2,000 gift card. For team members that achieve 30 years and 40 years of service, they receive gift cards valued at \$3,000 and \$4,000 respectively.

YEARS OF SERVICE	#JB AU EMPLOYEES	#TCG EMPLOYEES	#JB NZ EMPLOYEES
5	457	195	25
10	214	86	3
15	133	54	8
20	41	35	-
25	2	3	2
30	10	-	-
35	2	-	-
40	1	-	-
	860	373	38



Labour Practices

The Group employs over 15,300 team members. Most of the Group's team members are employed directly and on permanent or part-time contracts. During the peak trading periods such as Black Friday and Christmas, the Group employs additional team members on a casual basis to meet increased consumer demand in our stores.

Our 14,700+ Australian team members are employed on individual employment agreements. Team members may be covered by one of the Modern Awards set out below, and otherwise are Award-free (such as senior management).

- General Retail Industry Award 2020
- Clerks Private Sector Award 2020
- Commercial Sales Award 2020
- Storage Services and Wholesale Award 2020
- Graphic Arts, Publishing and Printing Award 2020
- Professional Employees Award 2020

Our 600+ New Zealand team members are employed on individual employment agreements underpinned by national legislation.

The JB Hi-Fi Group works with a vast network of domestic and international third-party suppliers, which employ workers from all over the world. The Group has an Ethical Sourcing Policy which affirms our commitment to respecting human rights and outlines the minimum standards we expect of our suppliers' labour, health and safety, environmental and ethical practices. It is informed by internationally recognised frameworks including the United Nations Guiding Principles on Business and Human Rights, the Ethical Trading Initiative (ETI) Base Code, and the International Labour Organisation (ILO) fundamental conventions concerning rights at work. For more information on our Ethical Sourcing Policy and processes refer to [page 32](#) of this report.

Rights of First Nations Peoples and Reconciliation

Last year, following feedback from both internal and external stakeholders, the Group added the Rights of Aboriginal and Torres Strait Islander Peoples and Reconciliation as an area of focus for our Sustainability Plan. As a Group we recognise there is an opportunity for us to make a positive impact on this issue within our organisation and within the communities that we operate in.

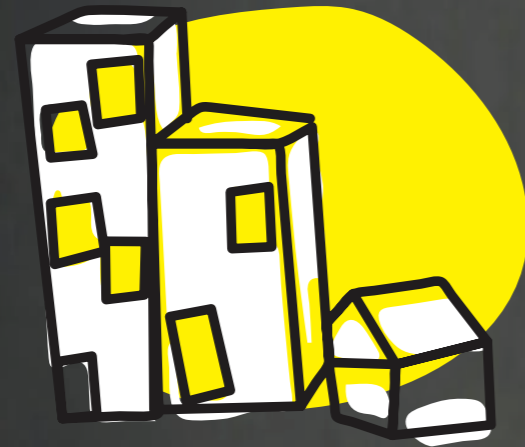
During the past 6 months we engaged an external First Nations consultant to deliver a workshop involving executives across the business, where we clarified and aligned our understanding of and commitment towards Reconciliation. A reconciliation working group has now been formed to help identify and pursue opportunities across the Group where we can make a positive impact for Aboriginal and Torres Strait Islander Peoples.

OUR DIVERSITY AND INCLUSION COMMITMENTS FOR FY25

- Continue the Group's progress towards achieving its measurable objectives for gender diversity.
- Continue to embed our Group Diversity and Inclusion Strategy.
- Continue regular engagement surveys of our team and take meaningful actions based on the results.
- Deliver annual equal opportunity and workplace behaviour training.
- Continue to roll out our Women in Leadership program throughout the JB Hi-Fi and The Good Guys businesses.
- Continue to embed our Speak Up program and culture.
- Continue to develop and implement our approach to Reconciliation and addressing the rights of Aboriginal and Torres Strait Islander Peoples.



COMMUNITY INVESTMENT



Our Communities

We believe it is important to make a positive impact in the communities where we live and work. We will also work with our partners to protect and further human rights, improve working conditions, and strive to ensure what we use and sell is sourced ethically.

In FY24 we continued to help our charity partners make a positive impact in our community and the environment thanks to the generous donations of our team members and customers. The creative ways that our teams build engagement and get behind the causes and campaigns that we care about continues to be inspiring, and something the Group is proud of.

OUR APPROACH

Our community investment approach is underpinned by our workplace giving programs, JB Hi-Fi Helping Hands and The Good Guys Doing Good. We believe workplace giving is a simple and efficient way to generate regular and reliable funding for charities.

Our workplace giving programs invite team members to make regular pre-tax donations to one or more of our charity partners. Every donation made is matched dollar for dollar by the Group and there is no cap on matched funding.

JB HI-FI HELPING HANDS



Helping Hands supports a range of social and environmental issues that are important to our team members. We select charity partners and enter into multi-year partnerships (circa 5-10 years) to achieve mutually agreed social and environmental goals.

Our Helping Hands Advisory Committee includes representatives from across our business and is chaired by a member of the Group Executive team. The Committee meets regularly to consider the feedback from our team members, review program performance, and plan communications and fundraising campaigns to engage our team members and customers.

THE GOOD GUYS DOING GOOD



The Good Guys Doing Good workplace giving program aims to address important social causes that our team care about. Our donations support our 12 Doing Good charity partners in their work to make a positive and sustainable impact on the community and environment.

In FY24 we refreshed our program to ensure the charity partners we support reflect the social issues that are important to The Good Guys' team. We introduced two new charity partners focusing on environmental action and mental health. We have also made further progress to increase awareness and engagement with our team members in relation to the program.

POSITIVE SOCIAL AND ENVIRONMENTAL IMPACTS

Donations from the Helping Hands and Doing Good workplace giving programs have contributed to our community partners achieving a broad range of positive outcomes and impacts for the most vulnerable in communities across Australia, New Zealand and overseas.

JB HI-FI HELPING HANDS AUS



COMPANION ANIMAL NETWORK AUSTRALIA
Cared for 28,173 new companion animals and rehomed 24,438.



EARTH SQUAD - CARBON8
Earth Squad is our Helping Hands environmental category and this year we supported Carbon8, which enabled 360 farmers to participate in 13 sustainable farming outreach events across Australia and worked directly with 50 farmers to support the regeneration of 25,050 hectares of agricultural land.



FRED HOLLOWES FOUNDATION
Screened 13,321 patients and performed 3,095 sight-saving operations & treatments, contributing to The Foundation's goal to end avoidable blindness and improve the health of Aboriginal and Torres Strait Islander Peoples.



KIDS UNDER COVER
Installed 6 new studios in South Australia and funding for Village 21 'Moorumbina Mongurnallin' in Frankston to provide independent living for 6 young Aboriginal people as they leave supported home care.



MCAULEY
Continued to support women and children experiencing family violence and/or homelessness through accommodation and extended services.



OXFAM
Helped local partners in more than 90 countries, supporting communities to deliver a sustainable world without the inequalities that keep people in poverty.



REACHOUT
Supported over 2 million young people and their families to get support for their mental health when life doesn't go as planned.



REDKITE
Delivered 799 hours of counselling to ensure emotional well-being and paid 689 essential household bills to families facing childhood cancer.



SUPPORT ACT
Paving the way for more culturally intelligent and safer spaces for 800+ First Nations music workers within the Australian music industry, whilst also aiming to increase access to crisis relief services and to provide increased First Nations mental health support.



THE SONG ROOM
Created positive impacts for over 14,308 of Australia's most vulnerable children, 418 teachers, and 41,504 digital education subscribers across Australia (59% from regional and remote communities) this year.

JB HI-FI HELPING HANDS NZ



FORREST & BIRD
Undertook major campaigns to protect conservation and marine areas, native land and eco-systems, to help protected species to thrive.



KENZIES GIFT
Helped 128 kiwi families and young people affected by cancer with 942 counselling sessions and 546 support kits to support the mental health and well-being of young people



MUSICHELPS
Distributed financial grants and provided 24/7 helpline and counselling services to support music and entertainment industry workers.



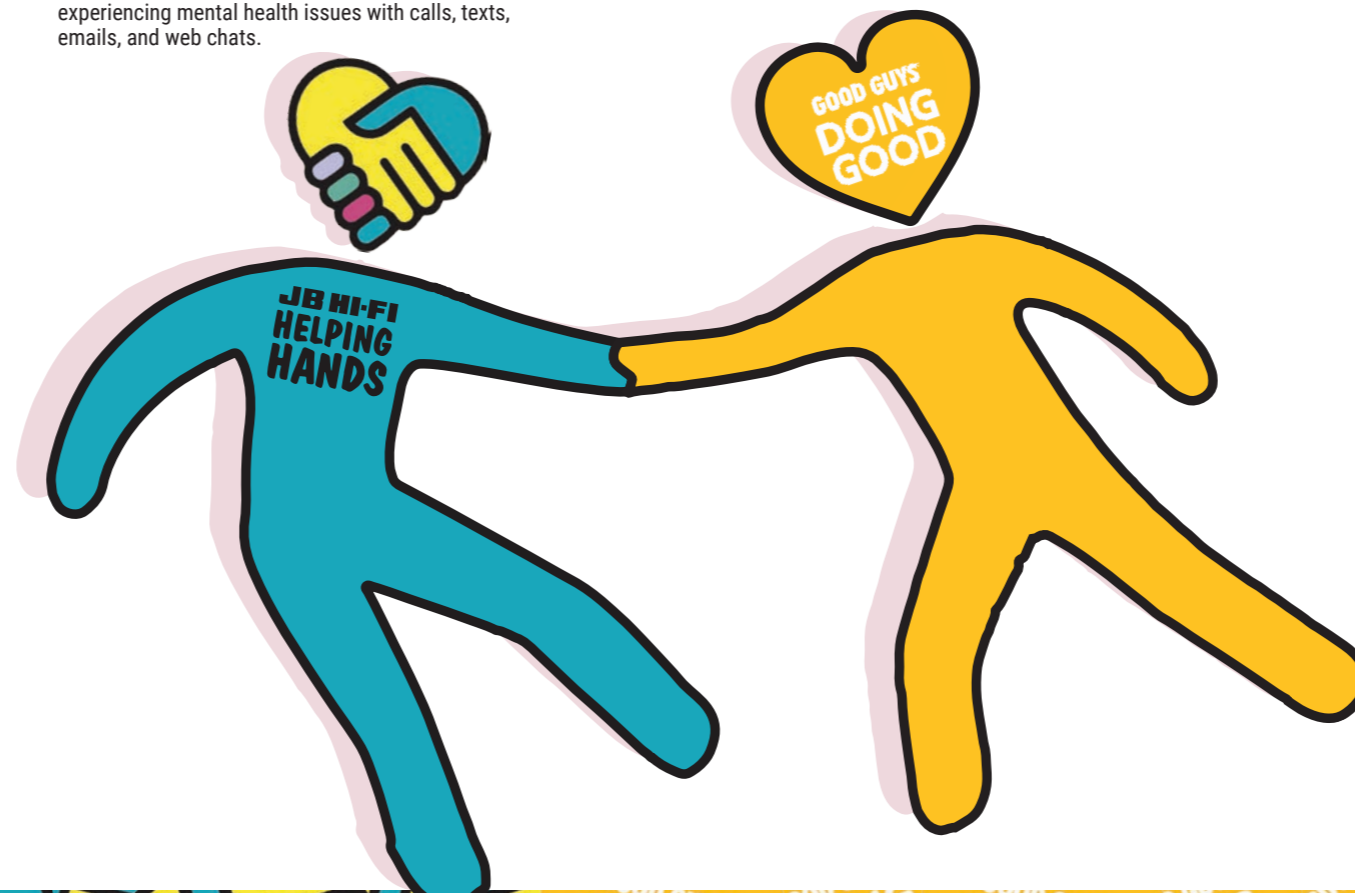
PLUNKET
Whānau Āwhina Plunket offers health and wellbeing services for young children and their families to thrive.



SHELTER BOX
Helped ShelterBox aid packages to more than 65,000 people following the major disasters in Morocco, Pakistan, Libya, Chad, Cameroon, Somalia, and Ethiopia.



YOUTHLINE
Provided a 24/7 helpline responding to young people experiencing mental health issues with calls, texts, emails, and web chats.



THE GOOD GUYS DOING GOOD



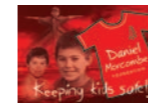
BERRY STREET
Provided support to 16,000 victim-survivors to rebuild after family violence, and 1,300 children and young people to regain a safe home, free from trauma, abuse, and neglect.



BLACK DOG INSTITUTE
Helping to drive positive and evidence-informed change in mental health where it's needed most.



CLEAN UP AUSTRALIA
Helping to supply 170 schools across Australia with free clean up materials and school lesson plans to encourage young people to be waste warriors.



DANIEL MORCOMBE FOUNDATION
More than 550,000 students watched Australia's Biggest Child Safety Lesson live in 2023 which was all about consent.



EDCONNECT AUSTRALIA (Exited the Doing Good Program in February 2024)
Supported 963 volunteers and 19,750 students in 263 schools in Victoria, New South Wales, and Western Australia.



HEARTKIDS
Provided in-hospital support and financial assistance to over 4,200 children, families and adults affected by congenital heart disease.



KICKSTART FOR KIDS
Enabled 900 disadvantaged primary school kids to attend Camp Kickstart school holiday program.



MCGRATH FOUNDATION
Expanded their support with 223 McGrath Breast Care Nurses providing free specialist care for individuals and their families affected by breast cancer.



ORANGE SKY AUSTRALIA
Funded 1,286 loads of clean laundry and 856 hours of non-judgemental conversation with people experiencing homelessness across 38 locations across Australia.



PERTH CHILDREN'S HOSPITAL FOUNDATION
Contributed to the Wal-yan Respiratory Research Centre and the mission to prevent and cure respiratory illness in children



PROSTATE CANCER OF AUSTRALIA
Launched the Prostate Cancer Future Fund to support research that delivers near-term benefits for men affected by prostate cancer.



RSPCA
Responded to more than 87,000 animals in need of assistance and investigated over 58,000 reports of animal cruelty.



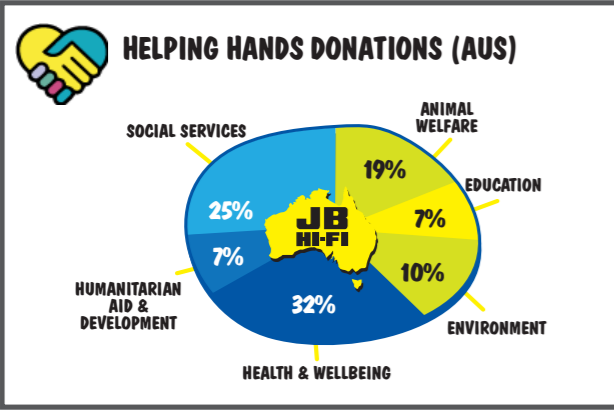
SOLDIER ON
Supported 11,924 serving Australian Defence Force personnel, veterans and family members to access mental health services, build community connections, and employment support to secure meaningful employment.



WHITELION (Exited the Doing Good Program in February 2024 - now known as Kids First Australia)
Provided intensive case support for 1,145 young people, with 1,139 build family and communications connections and pathways to work.

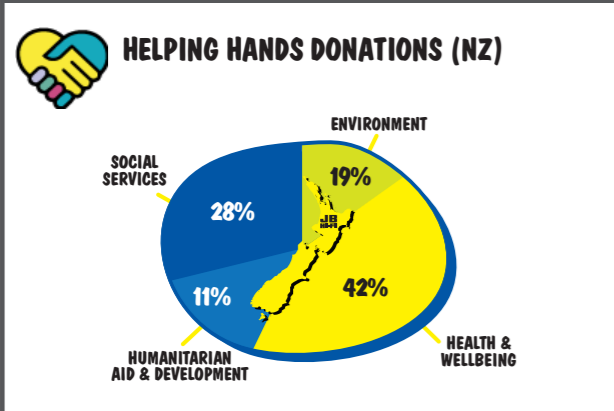


OUR PERFORMANCE AND PROGRESS



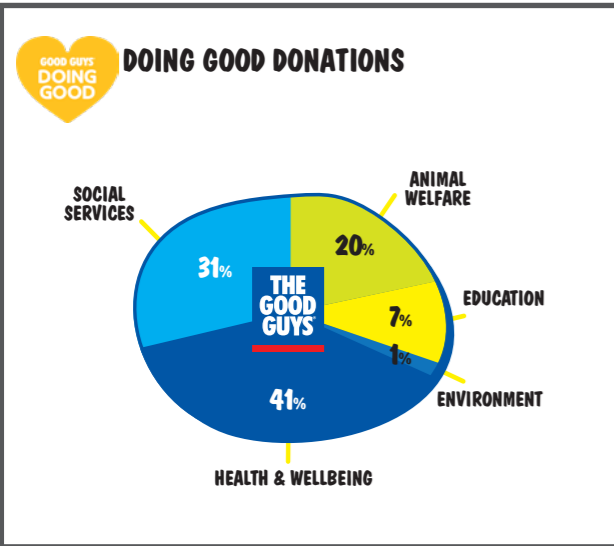
In FY24 Helping Hands (Aus) raised **\$3,417,796**
\$36,188,419 million donated since inception
 65% team member participation

This year, JB Hi-Fi Helping Hands was recognised at the Annual Workplace Giving Excellence Awards as the Workplace Giving Program of the Year. This is the eighth consecutive year Helping Hands has received an award at the annual workplace giving excellence awards.



In FY24 Helping Hands (NZ) raised **\$167,743NZD**
\$1,329,516 NZD donated since inception
 39% member participation

The generosity of our team in New Zealand has helped the program raise in excess of one million NZ dollars since inception and provided much needed support to our six charity partners. The ongoing commitment of our team to donate has continued to enable our workplace giving strategy to focus on long term partnerships to support charities and causes that our team identify with and care about.



In FY24 The Good Guys Doing Good raised **\$594,136**
\$2,441,544 million donated since inception
 41% team member participation

This year, Doing Good welcomed two new charities to the program. Clean Up Australia was established in 1990 by Ian Kiernan AO, and over its 30-year history, has inspired and mobilised communities across Australia to improve and conserve our environment, eliminate litter and end waste. Black Dog Institute is an independent not-for-profit medical research institute affiliated with the UNSW Sydney focusing on areas of mental health, including suicide prevention and youth and workplace mental health. The addition of these charities to our program was in response to team member feedback in wanting to support both the environment and mental health awareness.

HELPING HANDS AUSTRALIA PROGRAM AND CHARITY UPDATE



Sleepbus

In FY24, we celebrated the completion of a new Sleepbus, funded by a one-off donation in FY23 from Helping Hands, to help more people at risk of homelessness. On its journey from Melbourne to Sydney, the latest Sleepbus visited our national support office and a several JB Hi-Fi Stores along the way to thank our team for the funds to purchase and refurbish the bus. We provided Sleepbus with a one-off donation of \$50,000 to support the annual running costs of the vehicle.

Building team member engagement

A key focus in FY24 was to build the JB Hi-Fi team's engagement with the Helping Hands program. This has been achieved through organised activities with our charity partners to deepen engagement, as well as through presentations in-store or at company conferences to increase awareness of how our teams' contributions have had a positive impact in both local and international communities.

Set out below are some of the initiatives undertaken by our teams to build team member engagement during the year:



Guest speakers from our charity partners were invited to speak at some of the meetings for our store network and support office team members. In May 2024, a representative of School of Life (a not-for-profit organisation providing education, vocational training and community development in rural Uganda) provided an update on our donation of \$50,000, which has funded the school to install a 250,000 litre water tank to provide clean drinking water for 550 students and 40 teachers, and the installation of solar power and battery storage to provide access to affordable, reliable and clean energy.

One of our JB store teams helped plant trees at the new Kids Under Cover Village 21 precinct (Moorumbina Mongurnallin) that is providing housing and support services for young aboriginal people leaving out-of-home care.



One of our JB Hi-Fi store teams visited McAuley House (Melbourne) and completed a working bee to help with a range of general maintenance works to ensure the women and children who have sought refuge enjoy a space that provides safe, supported accommodation.



This year, all JB Hi-Fi store teams got behind our Helping Hands partner Support Act and their annual Ausmusic T-Shirt day that raises urgently needed funds for music workers in crisis. As part of the day, a special edition Homegrown T-Shirt was designed to celebrate some of our best Australian music talent. The T-Shirt was sold exclusively online and proceeds donated to Support Act.





HELPING HANDS NEW ZEALAND PROGRAM AND CHARITY UPDATE

This year, we have helped our charity partners by donating products and running special campaigns to raise funds.



The annual JB NZ Day Out roadshow is an opportunity for our suppliers to showcase their products ranging from tech, computer accessories, entertainment, gaming and home appliances. We donated these products to our charity partners to use in their annual fundraising events and activities.

The JB Hi-Fi NZ and Supplier Annual Quiz raised **\$34,684** for Musichelps' work to support artists and workers in the NZ music and entertainment industry.

Habitat for Humanity received donations of second-hand items including cabling, electrical items, cabinets, and phone cases for use in its Home Repair Program. The program offers homeowners affordable access to home repair and maintenance services through a team of tradespeople.



Our annual NZ Christmas wrapping paper initiative raised \$11,147, which will be shared across our charity partners in FY25.



DOING GOOD PROGRAM AND CHARITY UPDATE



In September, together with our customers, we raised **\$19,580** in donations for Prostate Cancer Foundation Australia (PCFA). The funds will further PCFA's work in prostate cancer research, awareness, and support.



The Good Guys donated **\$2,000** to launch the campaign, and our team members and our customers raised **\$35,901** to help families at risk of violence in the home.

In May, we ran a Mother's Day campaign to raise funds for Berry Street, an organisation that helps those experiencing poverty, violence and abuse.



In March, we supported Clean Up Australia and their national effort to encourage people to keep their local communities clean and clear of rubbish. Our team members put to use the Clean Up Australia Kit and took part in a clean-up around our stores and support office.



JB HI-FI AND THE GOOD GUYS CELEBRATE WORKPLACE GIVING MONTH TO INCREASE OUR IMPACT

In June 2024 JB Hi-Fi and The Good Guys celebrated Workplace Giving Month with a campaign encouraging our team members to be part of Helping Hands or Doing Good. Throughout the month, our team members could make a one-off donation, join the program for the first time, or increase their regular donations. We then asked them to share their story about how they hope to increase their impact and the cause that is important to them. The Group committed to "double match" all one-off donations, and "triple match" the first month of team member donations who are joining the program for the first time.

OUR COMMUNITY INVESTMENT COMMITMENTS FOR FY25

- Continue to engage team members with our Workplace Giving activities through internal communications and creative campaigns.
- Continue to communicate the impact of The Helping Hands and Doing Good Programs and support greater levels of team engagement.



ETHICAL SOURCING

The Group recognises the importance of sourcing responsibly and the potential social and environmental impacts that our purchasing decisions can have.

We continued to improve how we responsibly manage the risks in our supply chain. Our aim is to work with our suppliers to protect and further human rights, improve working conditions, minimise environmental impacts, and ensure that what we use and sell is sourced ethically.

OUR APPROACH

The Group works with a vast network of domestic and international suppliers that has evolved over many years. Maintaining productive relationships with all our suppliers is one of the key elements to the success of our business.

We group our supply chain into the following five categories to help us manage and prioritise our ethical sourcing work:

- trade suppliers of branded products and services, consisting of manufacturers and service providers that the Group contracts with directly for the supply of goods and services for resale within our retail and commercial businesses;
- trade suppliers of JB Hi-Fi owned private label products, consisting of a limited number of Australian-based suppliers for the sourcing and manufacture of products for our XCD, Flea Market and Terminal 2 brands;
- indirect trade suppliers, consisting of suppliers that contribute to the construction of products that we resell;
- non-trade suppliers, consisting of suppliers of goods and services not for resale that are integral for the running of our businesses; and
- service providers and outsourced sub-contractors, engaged for installation and set-up services for some of the products we sell.

Our approach to ethical sourcing involves developing an understanding of each of these supply chain categories and adopting a risk-based approach to assessing and addressing ethical sourcing risks. Some of the risks that the Group may be exposed to from a human rights perspective include:

- contributing to, or being directly linked to, modern slavery in the supply chain as a result of the operations of our trade suppliers or indirect suppliers (e.g. deceptive recruitment practices and trafficking of migrant workers or the use of forced labour/child labour by direct or indirect suppliers in the assembly of products, component parts or the sourcing of raw materials);
- within our domestic supply chains, there is a potential for the Group to contribute to, or be directly linked to, modern slavery practices in industries and sectors which utilise low-skilled workers, young workers, migrant workers, or

outsource work to sub-contractors. Such industries and sectors include (but are not limited to) cleaning and maintenance, security, waste management and logistics; and

- contributing to, or being directly linked to, modern slavery through its network of service providers and sub-contractors. For example, if a small business engaged to provide installation services for televisions purchased at either JB Hi-Fi or The Good Guys exploits young apprentice workers with little or no pay.

Aside from human rights risks, the Group's approach to ethical sourcing also includes environmental considerations. The Group's goal is to build a supply chain that is not only free of forced labour, but also pro-actively reduces greenhouse gas emissions and improves the sustainability of products and packaging.

Our Group Ethical Sourcing Policy

- Outlines the minimum standards we expect of our suppliers' labour, safety, environmental and ethical practices;
- Is designed to uphold worker rights, minimise unnecessary adverse impacts on the environment, and foster ethical operations through the supply chain;
- Is informed by the Responsible Business Alliance (RBA) Code of Conduct, and internationally recognised frameworks, including the United Nations Guiding Principles on Business and Human Rights, the Ethical Trading Initiative (ETI) Base Code, and the International Labour Organisation (ILO) fundamental conventions concerning rights at work; and
- Takes into account consultation with key stakeholders such as suppliers and specialists within the area of human rights.





OUR PERFORMANCE AND PROGRESS

POLICY GOVERNANCE AND COMPLIANCE

A cross functional Ethical Sourcing Working Group, involving members of senior management and the Executive team provides strategic direction and oversight over the implementation of the Group's Ethical Sourcing Policy.

The operational responsibility for ethical sourcing sits with the Group Sustainability and Ethical Sourcing Team, which works in collaboration with business units across the Group. The Group Chief Financial Officer has accountability and ownership of the framework at an Executive level.

the requirement for all new suppliers to complete our Group ethical sourcing questionnaire, and (3) reducing the number of social compliance audit methodologies the Group accepts from 6 to 5. Our revised policy will be provided to suppliers in the first quarter of FY25.

During the year, the Group reviewed and updated its Ethical Sourcing Policy to ensure it remains in line with the Responsible Business Alliance Code of Conduct and other relevant international frameworks relating to rights at work. The key changes to our policy include (1) the addition of the minimum standards we expect from suppliers for the provision of sustainable packaging, (2) formalising

Compliance against our Ethical Sourcing Policy, as well as the actions we are taking to assess and address the risks of modern slavery, are reported to the Audit & Risk Management Committee (a sub-committee of the Board) twice a year. The Board of Directors also reviews and approves JB Hi-Fi Limited's Modern Slavery Statement each year.

BUILD CAPABILITY AND AWARENESS

The RBA is a global non-profit industry coalition comprised of companies committed to supporting the rights and wellbeing of workers, communities and the environment. As members of the RBA, we access thought-leadership, industry advocacy, training and assessment tools that support and inform our Ethical Sourcing Framework.

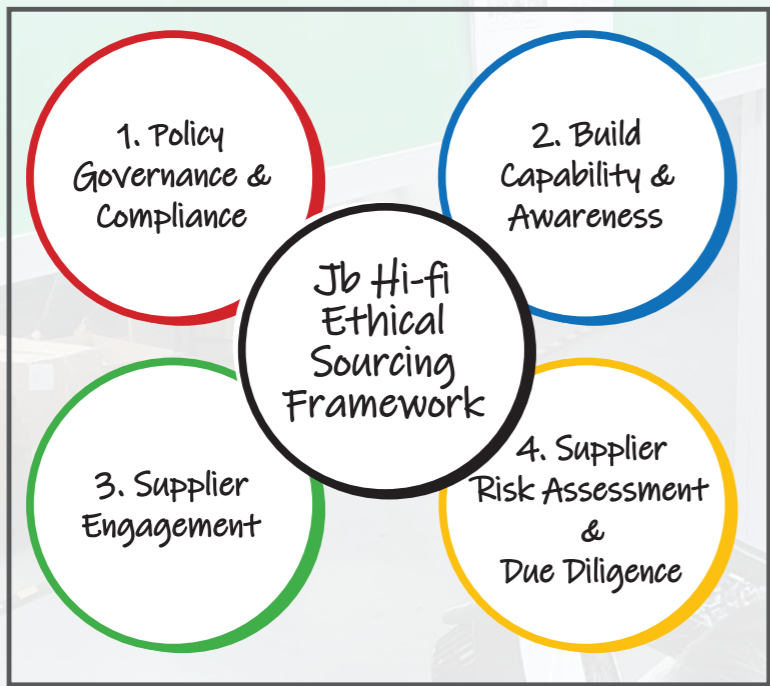
engagement, factory visits, and structured training. The RBA Learning Academy has an extensive library of training modules, which we utilise to provide bespoke training on key topics (such as recognising forced labour, effective management of working hours, and correctly administering employee social insurance payments) to both our team members who engage with our private label suppliers as well as our private label suppliers themselves.

We continue to monitor and review the output of the RBA's Responsible Labor Initiative (RLI), where RBA members, suppliers, recruitment partners and stakeholders use their collective influence and the application of due diligence to drive the transformation of recruitment markets, reduce the risk of forced labour and provide remedies in global supply chains at all stages of recruitment and employment.

This year, the Group developed and implemented an additional ethical sourcing questionnaire which all new and potential suppliers complete as part of the supplier on-boarding process. The implementation of this questionnaire has enabled the Group Sustainability and Ethical Sourcing Team to conduct due diligence more efficiently on new suppliers that are deemed higher risk from labour or environmental perspectives. Outcomes from this process are discussed regularly with merchandise buying teams, to determine any impacts on trading relationships.

Internally, our Group Sustainability and Ethical Sourcing Team builds capability and awareness on key issues through social compliance audits, supplier

To support the implementation of our Ethical Sourcing Policy, the Group established an Ethical Sourcing Framework. This framework draws upon the United Nations Guiding Principles on Business and Human Rights, as well as the Government Guidance to Reporting Entities on the Australian Modern Slavery Act.



We adopt a risk-based approach to supplier due diligence that considers supplier category, country of origin, type of product or service, spend level, degree of our reliance on the supplier, characteristics of the supplier's operations, and the level and effectiveness of supplier oversight concerning its operations and supply chain. This approach helps us prioritise effort and resources in aiming to achieve our ethical sourcing objectives.

SUPPLIER ENGAGEMENT

Our suppliers range from large multinational 'big brand' companies to smaller product and service providers, each with varying maturity of processes and controls to manage social compliance risk in their operations and supply chain. Our Ethical Sourcing Policy emphasises our desire to engage constructively with all suppliers on these issues, and to support continuous awareness and improvement in the pursuit of positive social and environmental outcomes.

We take a risk-based approach to understanding the country of origin and the conditions and work practices in the factories where our products come from. Whilst we expect all our suppliers to have adequate controls to assess and address the risk of modern slavery, factories operating in countries which are more susceptible to human rights violations and with lesser levels of worker protection and governance are considered higher risk.

In FY24 we continued to expand on the work that we have done since FY20 to map the supply chain of our largest trade suppliers, by furthering our understanding of country of final assembly across our trade supply chain. In FY24 we engaged an additional 68 suppliers (FY23: 107 suppliers), asking them to provide information relating to: (1) country of origin for their final assembly facilities; (2) whether any of these facilities utilised foreign migrant labour; and (3) the types of social auditing conducted on the final assembly facilities identified.

Of the 175 suppliers engaged so far, 147 have responded with the requested information on modern

slavery risk. In FY24 we used the information to prioritise due diligence with 39 of these suppliers whose responses either indicated use of foreign migrant labour, or that the supplier was unsure if foreign migrant labour was used in their final assembly facilities.

In April 2024, our Group Sustainability and Ethical Sourcing Team and Chief Financial Officer conducted on-site factory visits of 5 factories in China that produce our private label (XCD) bracket, cabling, and headphone products. The site visits involved conducting interviews with factory management, observing a third-party BSCI audit and worker interviews, reviewing the implementation of grievance mechanisms on the factory floor, observing factory production lines, and getting a better understanding of on-site dormitories and communal living areas. Observations and learnings from the site visit increase our team's ability to assess and provide feedback on the findings within the social compliance audits provided by suppliers, as well as allowing us first-hand opportunity to review factory protocols and ask questions relating to compliance with our Ethical Sourcing Policy.

Whilst a large proportion of our suppliers have proactively engaged with our Ethical Sourcing Policy and due diligence processes, we have experienced challenges with some suppliers in progressing our ethical sourcing work. We continue to advocate for cooperation and engagement on this issue with these suppliers and, where possible, utilise the networks provided through our membership with the RBA to open lines of communication.



SUPPLIER RISK ASSESSMENT AND DUE DILIGENCE

The Group has adopted a 3-tiered risk-based approach to supplier due diligence to assess ethical sourcing risks within our supply chain:



Level 1 involves a risk assessment using our Group ethical sourcing questionnaire in combination with the supply chain analytics capability of the RBA. The risk assessment takes into consideration characteristics associated with a suppliers' operations, such as the country of final assembly, use of foreign migrant labour, the sector within which they operate, and the products or services that are provided to the Group.

Level 2 involves completion of an ethical sourcing self-assessment questionnaire (SAQ) by our supplier. The result of this self-assessment helps us assess a supplier's organisational policies, procedures, and risk profile across each pillar of our Ethical Sourcing Policy.

Level 3 involves our review of an independent social compliance audit specific to a supplier location to assess compliance against our Ethical Sourcing

Policy. Our policy outlines the type and frequency of audits that we expect our suppliers to undertake.

We utilise a supplier watchlist to prioritise due diligence and monitoring of suppliers that we deem as higher risk due to their product category, country of manufacture, or risk of non-compliance against the requirements of our Ethical Sourcing Policy.

Our watchlist consists of suppliers identified through our Level 1 due diligence process as well as key suppliers of JB Hi-Fi's private label branded products, or products that are ranged exclusively through JB Hi-Fi or The Good Guys. Other suppliers are added to the watchlist when information comes to our attention indicating a high risk of non-compliance with our Policy which warrants investigation, for example media allegations or the inclusion of a supplier on government watchlists.





LEVEL 1 LEVEL 2 LEVEL 3 **SUPPLIER ETHICAL SOURCING INHERENT RISK ASSESSMENT**

A supplier's 'inherent risk' is based on specific characteristics associated with their operations including country, sector, and the products being manufactured.

Our Level 1 due diligence process involves completion of an ethical sourcing inherent risk assessment using our Group ethical sourcing questionnaire, as well as the supply chain analytics capability of the RBA.

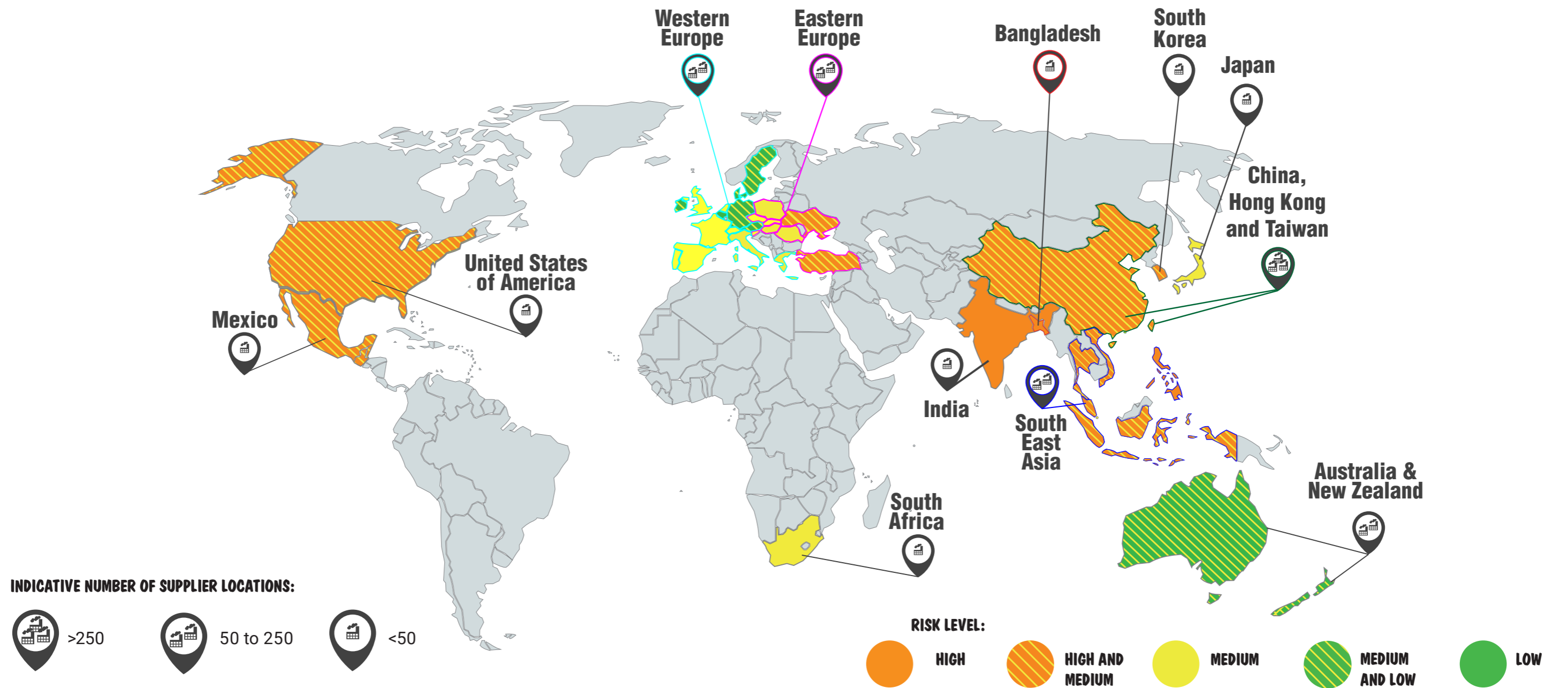
The Group ethical sourcing questionnaire was developed and implemented this year and is used to assess the inherent risk of all new and prospective suppliers. Our ethical sourcing questionnaire asks questions relating to modern slavery, emissions reduction, and sustainable packaging. All suppliers that use (or are unsure whether they use) foreign migrant labour in their final assembly supply chains are prioritised for Level 2 due diligence. Suppliers that do not have emissions reduction or sustainable packaging targets aligned with our Ethical Sourcing Policy are also identified for follow up discussion.

The other aspect of our Level 1 assessment is risk-scoring our suppliers using the RBA analytics tool. The tool assigns a score based on aggregated social compliance audit data and publicly available indices developed by governments, not-for-profit organisations and other organisations such as the United Nations, the World

Bank and leading universities. It uses this data to assess the inherent risk associated with each of our ethical sourcing pillars, being labour, health and safety, environment, ethics, and management systems. A risk score is then assigned to each supplier based on its inherent characteristics and the underlying source data. The map below provides a high-level overview of the output of our Level 1 inherent risk assessments conducted to date, an indication of the number of supplier locations, and level of risk by geography. This Level 1 inherent risk assessment acts as a foundation that informs how we prioritise suppliers for our Level 2 and Level 3 due diligence processes.

In FY24 we engaged with an additional 68 suppliers and requested information on geographic location, number of final assembly facilities, whether foreign migrant labour is utilised, and the types of social compliance auditing frameworks they employ and/or may be members of. We have used responses to help us to prioritise further engagement with suppliers that may be at a higher risk of modern slavery.

Changes in our inherent risk assessment this year are the result of updated data within the RBA analytics tool being applied to supplier risk scores, as well as new information received from the suppliers we engaged during the year.



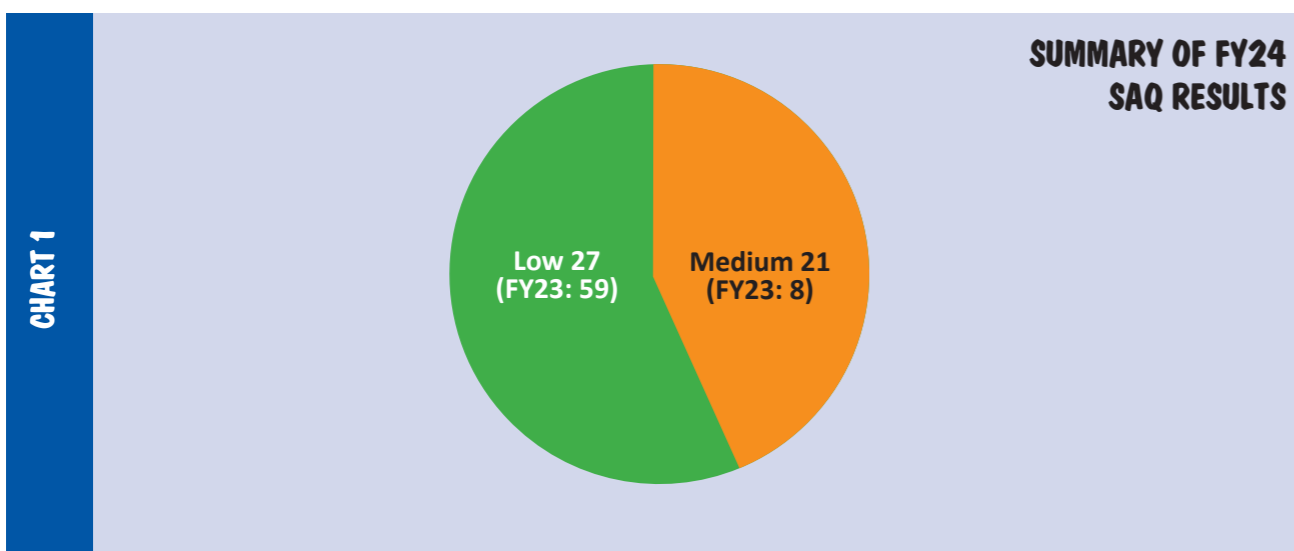


SUPPLIER ETHICAL SOURCING SELF-ASSESSMENT QUESTIONNAIRE (SAQ)

Our Level 2 due diligence process utilises the supplier Self-Assessment Questionnaire (SAQ) format and methodology developed and provided by the RBA. The result of the self-assessment helps us develop an understanding of the supplier’s organisational policies, procedures, and risk profile across each pillar of our Ethical Sourcing Policy.

Many of our suppliers who are members of the RBA, complete RBA self-assessment questionnaires as part of their member compliance requirements or their own due diligence processes. We also require all new factories on our supplier watchlist to complete self-assessments if they do not already do this.

Chart 1 provides a summary of the SAQ results received from suppliers (by risk rating) during the 12 months ended 30 June 2024 in comparison to the prior year. We did not receive any “High Risk” self-assessment questionnaires from any suppliers in FY24. In the event that any high-risk ethical sourcing self-assessments are received, these are immediately discussed with the relevant supplier and we require them to provide us with a copy of their most recent social compliance audit (or conduct one if they have not done so recently), in order to determine if any of the risk factors arising in the questionnaire have resulted in non-compliance with our Ethical Sourcing Policy.



SOCIAL COMPLIANCE AUDITS AND CORRECTIVE ACTIONS

Our Ethical Sourcing Policy outlines the Group’s requirements for suppliers to engage an independent party to conduct regular social compliance audits to assess and address the environmental, social and ethical risks at the supplier’s manufacturing facilities. We may request a supplier to undertake an additional and/or specific social compliance audit at any time, for the purposes of assessing compliance with our Ethical Sourcing Policy.

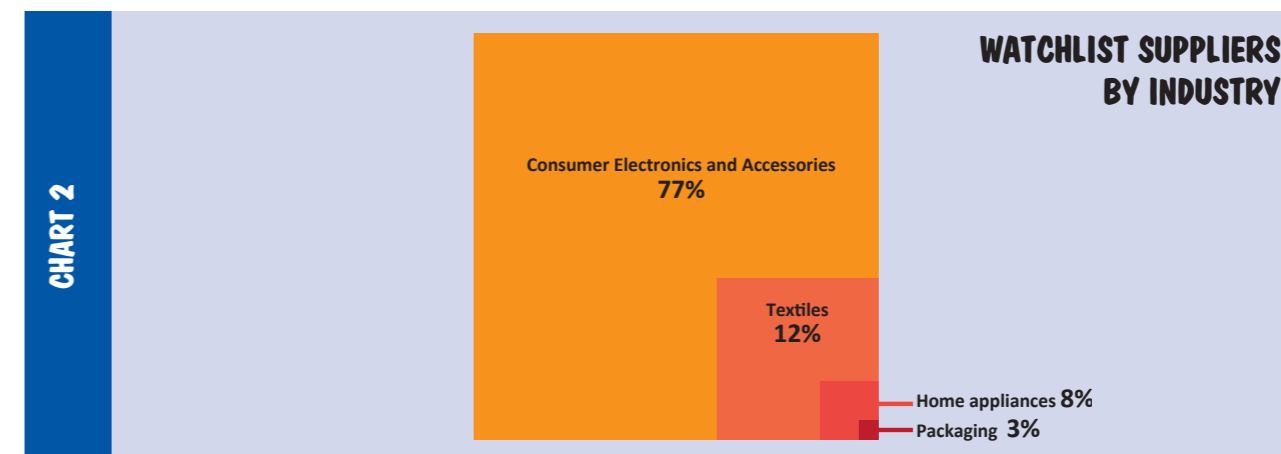
Social compliance focuses on systems and controls in place that seek to protect the health, safety, and rights of workers and the environment, as well as upholding the overall ethics of an organisation’s operations and its supply chain. Social compliance auditing is a means of checking that organisations are operating in a way that complies with acceptable standards in these areas.

Given the inherent limitations of a self-assessment, Level 3 of our approach supplements our Level 2 SAQ due diligence with a detailed analysis of independent social compliance audits.

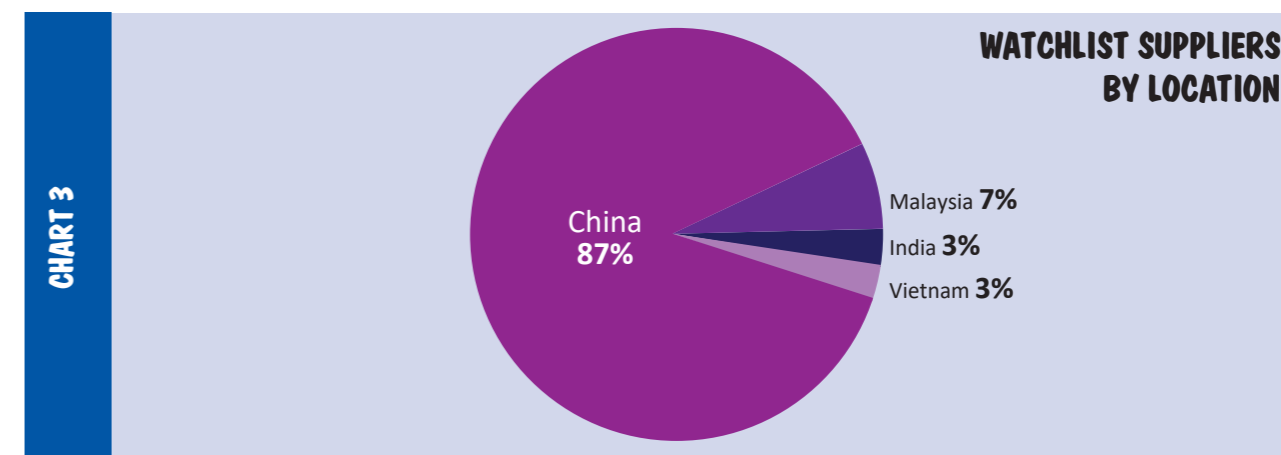
FY24 Social Compliance Audit Observations

We use a risk-based approach to prioritise the review of supplier social compliance audit reports, and in FY24 we reviewed 74 social compliance audits across the manufacturing facilities on our watchlist (FY23 72 audits). These facilities represent a range of final assembly manufacturing sites, some of which are owned by our direct suppliers and others which are owned and operated by third parties which have been engaged by our direct suppliers.

Chart 2 provides the industry split of the suppliers on our watchlist across consumer electronics, home appliance, garment, and packaging manufacturing suppliers.

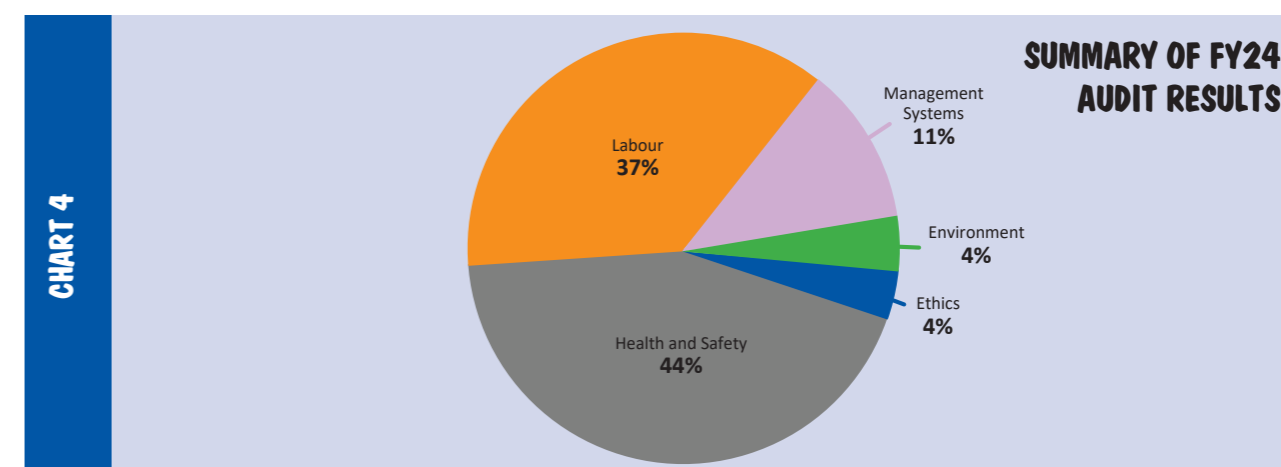


The majority of the facilities on our watchlist are located in mainland China with the remainder in Vietnam, Malaysia, and India. Chart 3 provides the percentage breakdown by location.



Implementing a process to review the social compliance audit reports of the suppliers’ facilities on our watchlist has helped us develop a deeper understanding of the ethical sourcing risks within our supply chain and provides us clearer visibility around how suppliers are responding to the issues identified.

Chart 4 provides a summary of the proportion of audit findings raised under each of the key pillars of our Ethical Sourcing Policy.





Management assigns a major or minor rating to each of the social compliance audit observations that resulted in non-compliance with any one of the minimum standards contained within the Group's Ethical Sourcing Policy. The categorisation of a major vs minor finding is based on the RBA's Verified Audit Program audit ratings methodology.

A major finding is defined as:

- a violation of an applicable law;
- system failure (i.e. recurrent findings); or
- findings raised that impact \geq 20% of the total population affected.

A minor finding is defined as:

- a one-off incident; or
- findings raised that impact $<$ 20% of the total population affected.

Using the RBA ratings methodology, we also utilise the concept of a 'priority' finding to our review process, which is defined as:

- an egregious ethical breach (for example, a finding such as debt bondage that is prohibited by our Ethical Sourcing Policy) or multiple

major findings that in aggregate are determined to be egregious; or

- an activity that occurred which resulted in significant impact on life, limb, facility, environment, or community.

The implementation of these ratings helps us prioritise supplier engagement on major issues, and those that are recurring where corrective action plans are not working effectively.

This year we identified priority findings across 3 suppliers relating to working hours exceeding 60 hours per week, and/or more than 7 days of work without rest. We fed back our concerns relating to these issues to our suppliers and have paused any future orders with one of these suppliers that did not provide evidence of corrective actions for these issues.

The majority of non-compliance with our Ethical Sourcing Policy in FY24 continues to be associated with labour, and health and safety practices. In particular, we are seeing recurring issues relating to working hours and payment of social insurances not being compliant with local laws for several suppliers

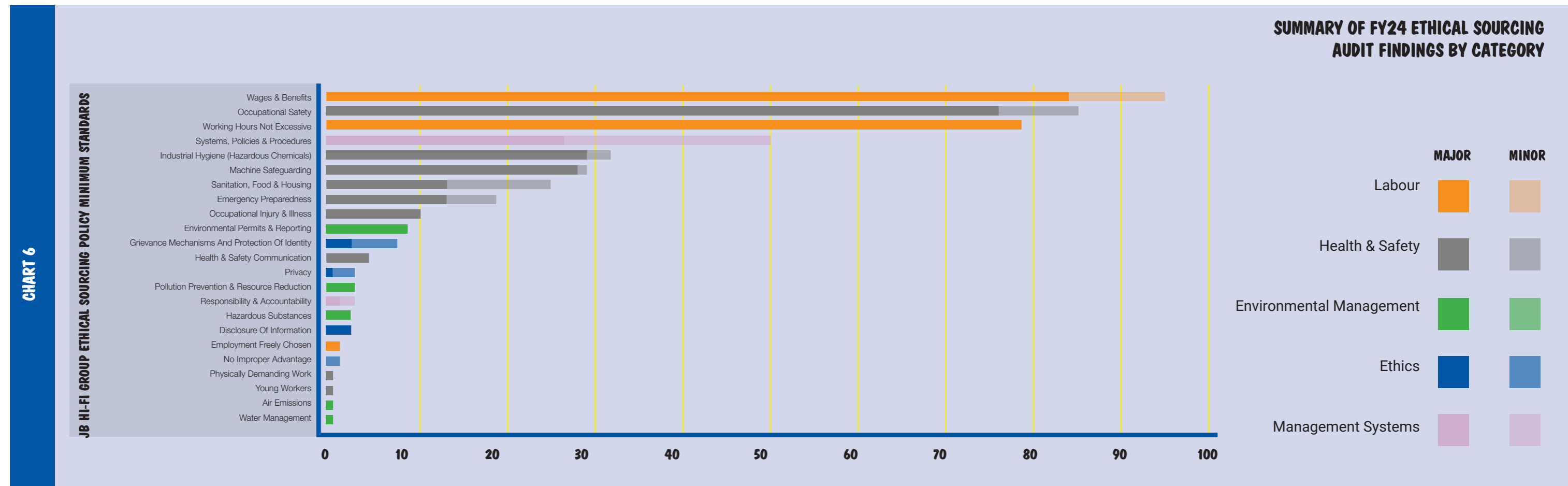
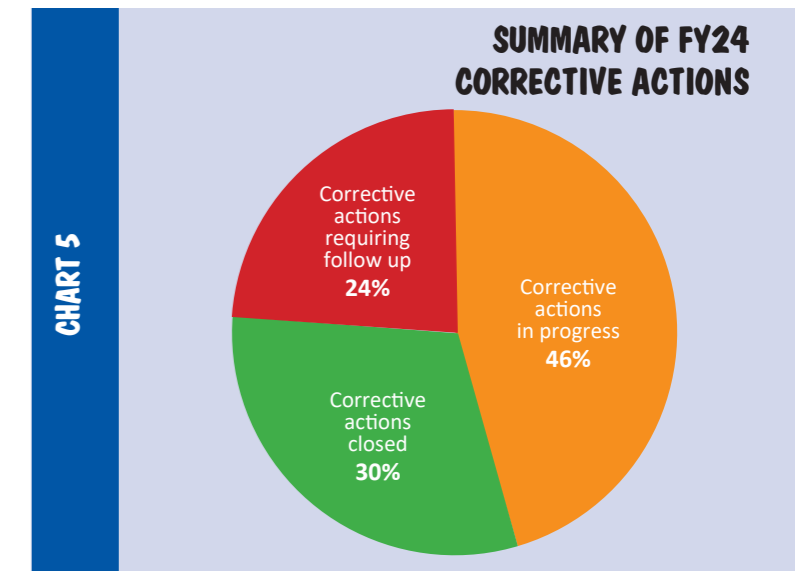
in mainland China. We understand these two issues to be systemic across industries and suppliers that have manufacturing facilities in this region, and we are continuing to work with our suppliers to drive progress and continuous improvement in these areas.

Chart 6 below provides a more detailed breakdown of the individual findings, classed as major or minor, against each requirement of our Ethical Sourcing Policy.

Following review of a social compliance audit, we run feedback sessions with our direct supplier to discuss any areas of non-compliance with our Policy. As part of this process, we request suppliers to implement corrective actions that are commensurate with the severity of the issues identified. All priority and major findings result in immediate engagement with suppliers to discuss the nature and timing of corrective actions. All open findings are monitored to determine ageing (i.e. calculation of number of days since the issue was raised) with any potential impacts on orders discussed with senior management for long outstanding items.

Chart 5 provides an overview of the status of the

corrective actions arising from the audits reviewed during the period. Corrective actions requiring following up relate to actions that were unable to be completed prior to the agreed due date, and which require further action from the factory. Corrective actions in progress relate to actions which are in the process of being undertaken, and which are not yet due.

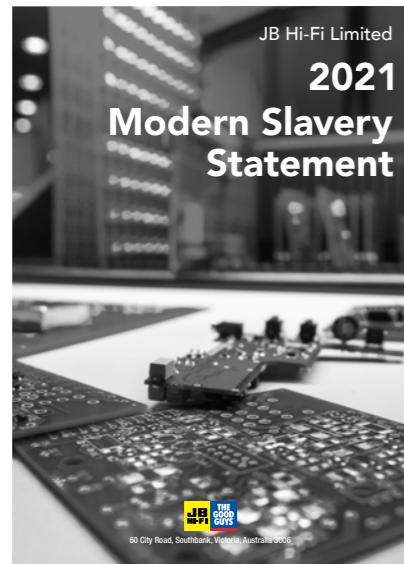




In FY24 we also continued to have detailed discussions with one of our branded trade suppliers following reports in FY22 about potential forced labour in their supply chain. During discussions in FY24 our supplier confirmed that instances of debt bondage associated with recruitment fees were identified in previous financial years across final assembly facilities operated by its third-party contract manufacturers. Our supplier confirmed that all affected workers have now been repaid fees associated with their recruitment that were previously deducted from their salaries. We also understand that all third-party manufacturers engaged by our supplier have now implemented zero recruitment fee policies and disseminated these policies to all third-

party labour agencies responsible for the recruitment of migrant labour. From the audits conducted in FY24 by our supplier, no additional instances of debt bondage were identified. However, given the high proportion of migrant labour associated with the supplier's final assembly supply chain and the previous issues identified, this supplier remains on the Group's watchlist.

Further information on the actions the Group is taking to assess and address modern slavery in our operations and supply chain is provided in our JB Hi-Fi Limited Modern Slavery Statements located on the [JB Hi-Fi investor website](#)⁸.



Cleaning Suppliers

The Group does not employ any cleaners directly and engages third-party cleaning contractors either directly, or indirectly through landlords, to conduct cleaning of stores, warehouses, and office locations. We expect all cleaning contractors to comply with the Group's Ethical Sourcing Policy. Our approach to assessing cleaning contractors' compliance with the Group's Ethical Sourcing Policy has been focused on assessing supplier compliance with the Contract Cleaning Award Wage⁹.

Our review this year involved a sample of 9 cleaning contractors. Using a combination of supplier information and team member feedback, we sought to confirm that the payments made by the Group to these suppliers were sufficient to cover the award wages required to be paid to employees of the contractors. In doing this we considered the nature and scope of cleaning services, the number of workers used to carry out these services, and the hours worked. We are currently reviewing and validating our analysis of these 9 suppliers and upon completion of our review will contact any suppliers where we believe our payments are not sufficient to cover the cleaning award wage requirements. Going forward, we will take a risk-based approach to expanding the number of cleaning suppliers subject to our review.

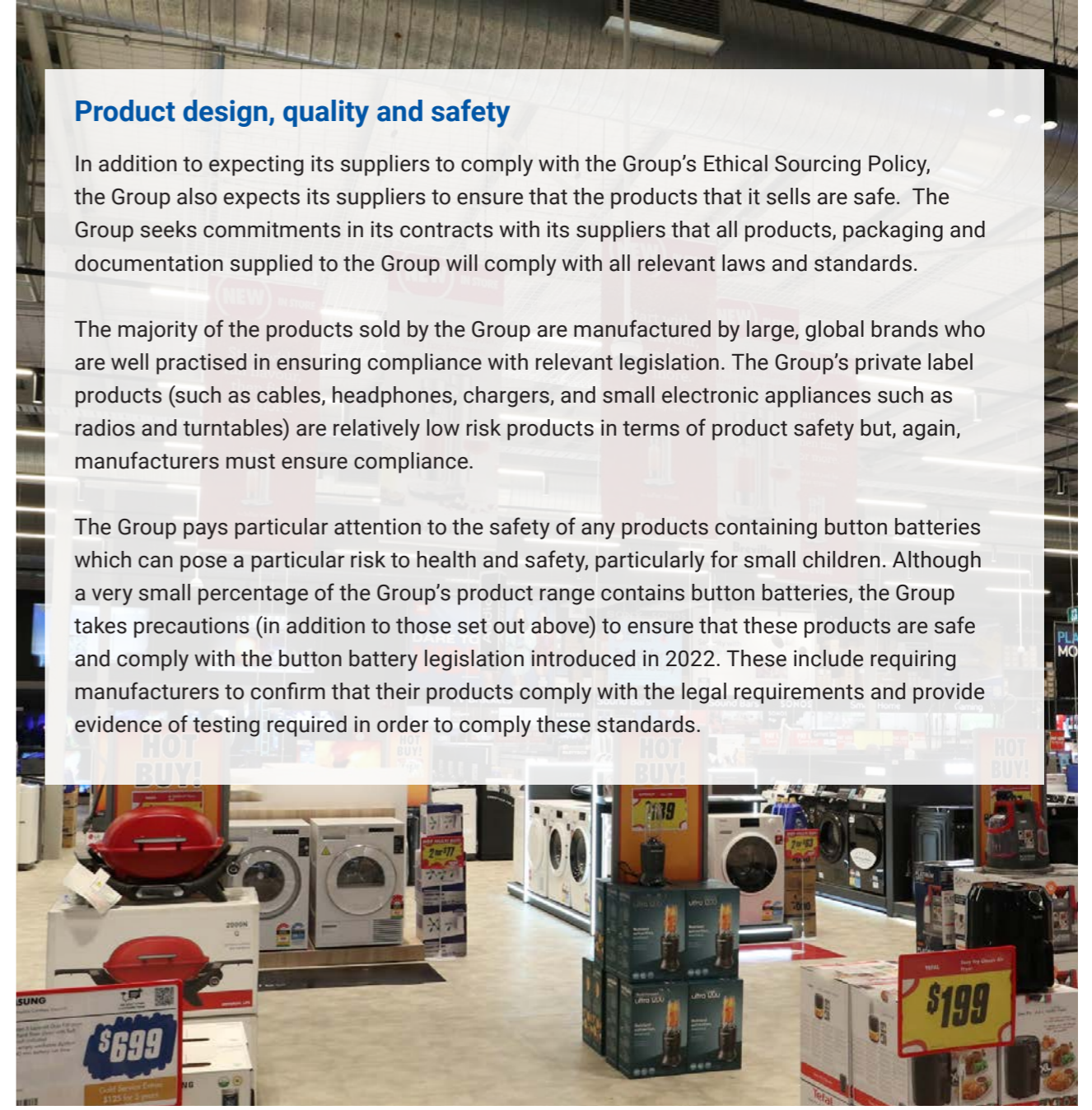
⁸JB Hi-Fi Limited's 2024 Modern Slavery Report will be submitted to the Federal Government by 31 December 2024.
⁹The Cleaning Award is a legal document administered by The Fair Work Ombudsman outlining the minimum pay rates and conditions relating to workers in the contract cleaning services industry

Product design, quality and safety

In addition to expecting its suppliers to comply with the Group's Ethical Sourcing Policy, the Group also expects its suppliers to ensure that the products that it sells are safe. The Group seeks commitments in its contracts with its suppliers that all products, packaging and documentation supplied to the Group will comply with all relevant laws and standards.

The majority of the products sold by the Group are manufactured by large, global brands who are well practised in ensuring compliance with relevant legislation. The Group's private label products (such as cables, headphones, chargers, and small electronic appliances such as radios and turntables) are relatively low risk products in terms of product safety but, again, manufacturers must ensure compliance.

The Group pays particular attention to the safety of any products containing button batteries which can pose a particular risk to health and safety, particularly for small children. Although a very small percentage of the Group's product range contains button batteries, the Group takes precautions (in addition to those set out above) to ensure that these products are safe and comply with the button battery legislation introduced in 2022. These include requiring manufacturers to confirm that their products comply with the legal requirements and provide evidence of testing required in order to comply these standards.



OUR ETHICAL SOURCING COMMITMENTS FOR FY25

- Continue to embed ethical sourcing within business operations through process improvements and relevant stakeholder training and awareness programs.
- Continue to seek collaboration and share knowledge with industry peers and suppliers.
- Ensure suppliers conduct quality and independent social compliance audits in line with our Ethical Sourcing Policy, and appropriately manage corrective action plans to resolve any issues raised.
- Progress the review of our cleaning supply chain to identify risks and improvement opportunities and work with suppliers to enhance practices where required.
- Continue to build knowledge of ethical sourcing risks in different countries and product categories and engage with suppliers to better understand and manage these risks.



DATA SECURITY & PRIVACY

The Group recognises the need to take appropriate action to secure its information systems in order to reduce the risk of customer, employee or company information being stolen or otherwise accessed by unauthorised persons. We recognise the threat landscape and sophistication of actors perpetrating cybercrime is continually evolving and these incidents are becoming more common.



CYBER SECURITY

The Group's Technology Director is responsible for coordinating the security of the Group's information systems and has established a dedicated cybersecurity function that monitors the environment, responds to events, assesses risk, and implements new capabilities, both preventative and reactive, in a constantly changing landscape. In addition, relevant team members throughout the Group's businesses receive regular privacy, cybersecurity and PCI-DSS training.

The responsibilities delegated by the JB Hi-Fi Limited Board to the Group's Audit & Risk Management Committee include responsibility for assessing whether management has developed and implemented effective systems to manage the Group's cybersecurity risks and the Committee receives detailed bi-annual updates from the Group Technology Director and head of the cybersecurity team.

PRIVACY OF CUSTOMER PERSONAL INFORMATION

The Group holds certain personal information of employees and some customers, and recognises the need to protect this information.

Whilst many customers are able to transact with us anonymously, there are times where we need to collect personal information from some customers in order to provide goods and/or services to them, to market our products and services, to deal with requests and enquiries, and to provide other customer-service related activities. This information usually includes all or some of the customer's name, address, email address and phone number. Our Group Privacy Policy outlines the types of personal information we may collect and how customers can request to access and amend their personal information. We do not hold financial information or

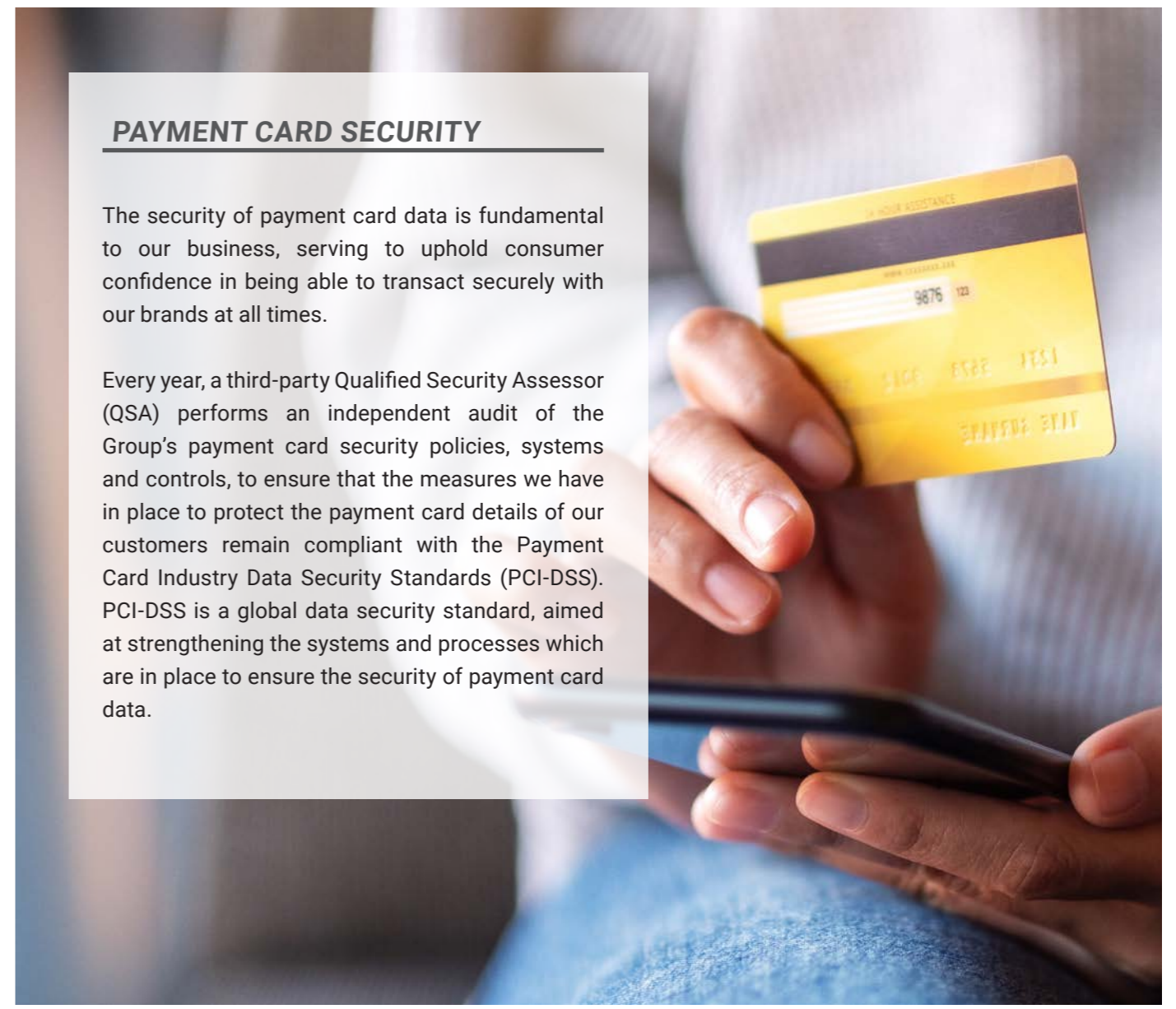
payment details. Generally, we do not hold details or copies of customer identification documents such as passports or driving licences. The only exception to this is the collection and holding of certain identification details where we acquire second-hand goods, as required by law.

A number of third parties used by the Group hold personal information of the Group's customers and employees in order that the Group can conduct its business. The Group works with these third parties to mitigate the risk of unauthorised access to such information, including by reviewing the IT security arrangements of such parties and limiting the period in which they retain this information. The Group seeks appropriate contractual obligations from such third parties regarding data security.

PAYMENT CARD SECURITY

The security of payment card data is fundamental to our business, serving to uphold consumer confidence in being able to transact securely with our brands at all times.

Every year, a third-party Qualified Security Assessor (QSA) performs an independent audit of the Group's payment card security policies, systems and controls, to ensure that the measures we have in place to protect the payment card details of our customers remain compliant with the Payment Card Industry Data Security Standards (PCI-DSS). PCI-DSS is a global data security standard, aimed at strengthening the systems and processes which are in place to ensure the security of payment card data.





CLIMATE ACTION

We will monitor and reduce our energy consumption and carbon emissions, with the goal of achieving net-zero (scope 1 and 2) carbon emissions by 2030. We also recognise that climate change and the action that we take to combat it has impacts on our strategy, operations, and supply chain, and are working to ensure our business is well-prepared to operate within a low carbon economy.

OUR APPROACH

The Group has established a target to achieve net-zero (scope 1 and 2) carbon emissions by 2030. This involves reducing emissions from scope 1 sources (direct emissions from our company-owned vehicles and usage of natural gas in our stores), and scope 2 sources (purchased electricity to power our stores, warehouses and support offices). This target has been informed by our company values, risk appetite, stakeholder expectations, the current climate landscape, and developments in technology and the regulatory environment.

Transitioning towards more renewable energy across our store network, energy efficiency upgrades, and looking for ways to reduce our consumption are key to our efforts to reduce carbon emissions. The Group has developed a roadmap of emission reduction initiatives which are prioritised based on strict assessment criteria to ensure they assist the Group in achieving net-zero (scope 1 and 2) carbon emissions by 2030.

During the year, management established a net-zero steering committee involving team members from across different areas of the business. The role of this working Group is to oversee and support the Group's

progress towards its 2030 net-zero (scope 1 and 2) carbon emissions target.

'Scope 3' emissions relate to 'indirect' greenhouse gas emissions from the activities of the Group, which occur from sources that we do not own or control (for example, purchased goods and services, use of products by consumers, business travel and employee commuting).

While scope 3 emissions do not currently form part of the Group's net-zero (scope 1 and 2) carbon emissions target, Management has undertaken an estimate of the Group's FY23 scope 3 emissions using the Greenhouse Gas Protocol Scope 3 Corporate Value Chain Accounting and Reporting Standard¹⁰. Going forward we will continue to develop and refine our scope 3 emissions calculations in preparation for mandatory reporting under the Australian Sustainability Reporting Standards which are expected to come into effect in the near future. Management will also begin to use our scope 3 information to enhance our understanding of category specific emission impacts, and identifying opportunities to work with stakeholders on emission reduction across the value chain.

¹⁰The Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standards provides requirements and guidance for companies that wish to publicly report greenhouse gas emissions from value chain activities (i.e. scope 3 emissions). The goal of the standard is to provide a standardised step-by-step approach for companies to prepare a true and fair scope 3 greenhouse gas emissions inventory, help companies develop strategies to reduce their scope 3 emissions, and support consistent and transparent public reporting of scope 3 emissions.



Our Environment

The Group recognises the growing urgency for climate action and the importance of limiting global temperature increases in line with the Paris Agreement. We will minimise the impacts that our operations may have on the natural environment and will be pro-active in reducing our waste, energy consumption and carbon emissions.



In addition to the initiatives set out above, we also recognise that climate change has a broad range of impacts across our operations, teams, supply chain and customers. In order to understand the nature and extent of these impacts on our business, management have established an annual review of material risks and opportunities arising from climate change and the actions taken to combat it, and have integrated climate considerations into our enterprise risk management and strategic planning processes. Our goal is to ensure the Group is climate resilient and develops a transition plan to operate competitively and efficiently within a low carbon economy.

CLIMATE-RELATED FINANCIAL DISCLOSURES

The Group supports the Australian Government’s commitment to ensure large businesses provide sufficient information to stakeholders outlining the impact of climate change on business strategy and operations. It is expected that the Federal Government will introduce new climate reporting standards in the near future, and we understand that these will be aligned to climate reporting standards developed by the International Sustainability Standards Board, and the disclosure framework suggested by the Taskforce for Climate Related Financial disclosures (TCFD).

Once issued, the Group will ensure its climate disclosures comply with the new Australian reporting framework. In the meantime, management continue to utilise the TCFD framework to base its climate disclosures around four key thematic areas: Governance, Strategy, Risk Management, Metric and Targets.

We will seek to continuously improve and take feedback on our climate disclosures, as the new standards are implemented.



GOVERNANCE

Audit & Risk Management Committee (ARMC)

The ARMC has been delegated responsibility by The Board to assess the Group’s programs and plans in relation to sustainability (including climate action) and monitor the effectiveness of programs in place. The ARMC is provided with a Sustainability update on a bi-annual basis, which includes the actions being taken in managing the Group’s material climate risks and opportunities, and the progress against our 2030 net zero (scope 1 and 2) emissions reductions target.

Group Chief Financial Officer (Group CFO)

The Group CFO has responsibility at an executive level for integrating the effects of climate change into the Group’s strategic planning and risk management processes.

Executive Management teams

The Group and brand executive management teams have operational responsibility for managing material climate-related risks and opportunities, and for developing plans and actions to transition the business to operate competitively within a low carbon economy.

The Group operates a variable reward plan incentive scheme, under which key executives are assessed against a scorecard of performance measures. Twenty-five percent of the scorecard is based on strategic measures approved by the Board and aligned with the Group’s long term corporate plans, including the performance against the Group’s sustainability initiatives and progress toward achieving its 2030 net zero (scope 1 and 2) emissions target. Further information on the VRP incentive can be found within the JB Hi-Fi Limited Annual Report.

Group Sustainability team

The Group Sustainability Team keeps management informed of climate-related issues and emerging regulation and supports management in the identification of material climate related risks and opportunities.

Where necessary, the Group Sustainability Team will engage third party experts on specific areas of climate risk in order to better understand the nature of specific risks and potential mitigations. The Group Sustainability Team is part of a broader Group Business Improvement and Risk Management Function, which is responsible for the design and execution of the Group’s Risk Management and Assurance Framework.

The Group also reports on how climate issues are addressed by our governance, strategy, and risk management processes through its annual response to the CDP’s Climate Change Questionnaire. This Questionnaire collects climate-related data from the world’s largest companies on behalf of over 590 institutional investors and is aligned with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).



CLIMATE STRATEGY

Climate risk has been identified as one of the key issues facing our industry sector and has the potential to impact our business, as well as creating new opportunities for the Group.

The Group and brand executive management teams are responsible for identifying and addressing both transition and physical risks (and opportunities) that may impact the Group's strategy in the short, medium and long term. This includes expanding our offer of products and services that our customers may need or want in the future, accessing new markets and customers, responding to changes in the regulatory environment, improving the resilience of our stores, warehouses, and supply chains, and continuing to reduce the environmental impacts of our business operations.

Our goal is to ensure our business and supply chain is climate resilient, and that we are pro-actively responding to the climate-related risks and opportunities that are most material to the Group.


The Group's strategic planning processes are driven by the Group Chief Executive Officer, and Group Strategy Director, in collaboration with members of the Group and brand executive teams. We recognise that climate risk can have broad impacts on our business and have integrated consideration of climate risks and opportunities into the Group's strategic planning and risk management processes.



CLIMATE SCENARIO ANALYSIS

The Group applies climate scenario analysis to evaluate how the most material physical and transition risks arising from climate change will impact the Group under three differing climate scenarios. These scenarios are described as follows:

**SCENARIO 1:
LIMITING OF GLOBAL
TEMPERATURE INCREASES
TO
1.5 DEGREES**




Global warming is limited to 1.5°C above pre-industrial levels, and the transition to a low carbon economy will be supported by significant market and regulatory reform. This will include increased demand for sustainable products and services and significant reallocation of capital towards the low carbon economy. This will create market risks for companies that fail to adapt and create stranded assets across emissions intensive industries. There will also be a rapid proliferation of climate policy and regulation globally including the introduction of carbon pricing globally.

**SCENARIO 2:
BASE CASE
(BUSINESS AS USUAL)
GLOBAL TEMPERATURE
INCREASE EXCEEDS
2 DEGREES**



Under a business as usual (BAU) scenario, emissions will continue to increase, driving increased frequency and severity of climate change impacts in line with an above 2-degree temperature increase trajectory. While global emissions will increase, this will be slower than historical year-on-year trends as recent mitigation efforts and legislated policies come into action. These efforts however will not be enough to meet global climate goals and prevent the most catastrophic climate impacts in some regions. As such, the business-as-usual case reflects a middle of the road scenario combining transition risks associated with recent policy and regulatory developments in progressive markets and physical risks associated with climate impacts in vulnerable regions. Impacts will be unequally distributed affecting emerging economies more severely and creating political instability, conflict, and migration.

**SCENARIO 3:
GLOBAL TEMPERATURE
INCREASE EXCEEDS
3 DEGREES**



In a scenario where global warming exceeds 3°C above pre-industrial levels, climate change impacts could be severe and far-reaching, including widespread displacement, food and water insecurity, and loss of biodiversity. There may be increased political instability, conflicts, and humanitarian crises as a result of these impacts. In this scenario, business as usual may be largely unsustainable, and businesses may need to adapt to new realities by shifting to more sustainable and resilient business models and developing new products and services that align with a changing world. There may also be increased health impacts from air pollution and the spread of vector-borne diseases.

RISK MANAGEMENT

Climate risk is integrated into the Group's broader enterprise risk management process. The processes of identifying, assessing, evaluating and treatment of climate risk, closely aligns with the risk management processes that have been established within the Group's Risk Management Framework.

Both transition risk and physical risks are considered, when evaluating the impact of climate change on our business.

Transition risks relate to policy, legal, technology and market changes that may arise as a result of markets transitioning to a low carbon economy. For example, in the retail sector this may mean changing consumer demand for more sustainable and eco-friendly products and services, or increased government regulation around emission reduction.

Physical risks relate to either one-off (acute) weather events such as flash flooding or bush fires, or longer term (chronic) changes in weather patterns brought about by climate change (for example, consistent elevated temperatures during the hotter summer months). Both types of physical risks may have differing impacts on our operations and supply chain, depending on frequency and severity.

The types of physical and transition risks and opportunities that are considered as part of the Group's approach to climate risk management are summarised below:

TRANSITION RISKS

LEGAL AND REGULATORY RISK



New legal and regulatory requirements imposed either directly on our business, or indirectly through our supply chain, which may impact our business operations and/or the products and services that we use or sell

MARKET RISK



Changing consumer preferences and / or supplier behaviour that may impact demand and supply dynamics within our industry sector

TECHNOLOGY RISK



Emergence of new technology to support the transition to a low carbon economy may affect our cost of doing business (for example, new clean technology used in freight and logistics which may impact freight and logistics costs)

REPUTATIONAL RISK



Potential negative stakeholder sentiment associated with our retail brands if we fail to meet stakeholder expectations on climate action

PHYSICAL RISKS

ACUTE PHYSICAL RISKS



Increasing severity of severe weather events such as heavy rain and floods which disrupt our store and warehouse network and ability to service customers

CHRONIC PHYSICAL RISKS



Longer-term changes in weather patterns resulting in structural changes or disruptions to our supply chain or business operations

OPPORTUNITIES

MARKET OPPORTUNITIES



Changing consumer preferences in how they want to shop with us, and increasing demand for products and services which will help consumers live more sustainably

PRODUCTS AND SERVICES



Increasing levels of product innovation, new technology and use of circular economy principles by our suppliers, resulting in new product and service categories for our business

BUSINESS RESILIENCE



Enhancing the resilience of our supply chain, store, and warehouse network to withstand both acute and chronic physical impacts of climate change

ENERGY SOURCES



Integrating renewable energy sources (such as solar power) into our store, warehouse, and support office network, which will decrease our carbon footprint and energy costs over time

RESOURCE EFFICIENCY



Reducing our energy consumption and use of raw materials within our store, warehouse, and support office network, which will decrease our costs over time

WORKFORCE



Increasing employee engagement and retention, by continuing to reduce the Group's carbon emissions, and by placing the health and safety of our team members as our top priority

REPUTATION



Increasing consumer sentiment and awareness toward our retail brands, by continuing to progress the work we are undertaking to reach net zero (scope 1 and 2) carbon emissions by 2030, and increasing the range of sustainable eco-friendly products and services on offer

The Group maintains a Climate Risk and Opportunities Register, which outlines the most material physical and transition risks (and opportunities) affecting the Group. The establishment of the climate register (in FY23) was facilitated by an environmental consultant which provided technical support in the Group's adoption of climate scenario analysis into our review of climate risk.

The likelihood and impact of each risk (and opportunity) is rated in accordance with the Group's risk rating criteria, prioritised, and assigned to a relevant member of the Executive Team for on-going review and management, in line with the Group's broader Risk Management Framework. The table below outlines the six most material climate-related risks and opportunities maintained on the Group's Climate Risk Register, noting that there have been no changes from the prior year.

Risk or Opportunity Description	Climate Risk or Opportunity Type	Likelihood Rating:	Time Period	Potential Financial Implication	How we will respond
Increased disruption of our operations and supply chain, due to increase in severity and frequency of acute weather events (e.g. flood)	Physical Risk (Acute Physical)	1.5 Degree Scenario Risk:		Potential decrease in revenues as a result of temporary store disruption / closures, delays to freight and logistics and potential inventory shortages	<ul style="list-style-type: none"> Establish business continuity and disaster recovery response plans across the Group's store, warehouse and support office network, outlining roles, responsibilities and actions required for acute weather events Review business continuity and disaster recovery response plans on a regular basis to ensure they continue to address the risks in geographic locations prone to acute weather events Work with key suppliers to understand the plans in place to respond to the impacts of acute weather events on stock availability and logistics
		Possible	Short Term		
		2+ Degree Scenario Risk:			
		Likely	Short Term		
Increased property and stock damage due to increase in severity and frequency of acute weather events (e.g. flood)	Physical Risk (Acute Physical)	1.5 Degree Scenario Risk:		Potential increase in property and inventory damage / write-offs and increased costs to insure fixed assets and stock	<ul style="list-style-type: none"> Review flood risk on an annual basis to understand potential stores which are at heightened risk of flood, and the associated insurance costs to mitigate these risks The Group takes out Industrial Special Risks insurance to protect physical assets (insurance for stock / fixtures / fittings) Improve weather resilience of stores, develop business continuity and disaster recovery plans, aimed at minimising stock and property damage in locations that may be exposed to acute weather
		Possible	Short Term		
		2+ Degree Scenario Risk:			
		Likely	Short Term		
Consumer demand and expectations change, in favour of circular economy, low carbon, eco-friendly products and services, second hand products and repair	Market Opportunity and/or Transition Risk (Market)	1.5 Degree Scenario Risk:		Potential increase in revenues, as the Group expands and diversifies its business lines toward new products and services, as a result of changes in consumer demand	<ul style="list-style-type: none"> Integration of sustainability into our business strategy and operations Monitoring and responding to the increase in consumer demand for more sustainable products and services within our industry sector Testing and implementing new product and service offerings (such as product trade-ins and recycling) Working with suppliers and looking for new opportunities to extend category range toward more sustainable and eco-friendly products and services Engaging suppliers on sustainability and environmental requirements within the Group's Ethical Sourcing Policy
		Almost Certain	Short Term		
		2+ Degree Scenario Risk:		Conversely this could also be viewed as a transition risk, if changes in demand reduces demand for the products and services that we sell, or if second hand products reduce demand for new product	
		Likely	Medium Term		
Cost of goods sold and other operating costs increase due to changes to global carbon pricing and other emerging legislation (that impose requirements to accelerate decarbonisation across the Group's value chain)	Transition Risk (Regulation)	1.5 Degree Scenario Risk:		Potential increase in direct and indirect costs if suppliers pass on price increases as result of new carbon pricing / taxes or other emerging climate regulation	<ul style="list-style-type: none"> Work with suppliers to develop an understanding of potential price increases for products and services that may be most at risk of price increases as a result of changes in global carbon pricing regimes Develop mitigation strategies to offset and mitigate price increases Ensure supplier base is sufficiently diversified in order to minimise impact Monitor emerging legislation that may impact the Group
		Likely	Short Term		
		2+ Degree Scenario Risk:			
		Likely	Medium Term		
Increased price and supply volatility of electricity	Transition Risk (Market)	1.5 Degree Scenario Risk:		Potential increase in operating (electricity) costs	<ul style="list-style-type: none"> Implementation of solar power generation within the store network, to maximise self-reliance on power generation Work with energy advisors to monitor the energy market, and to ensure risks and opportunities with respect to energy procurement are managed appropriately Identifying opportunities to reduce consumption through monitoring of power consumption Improving energy efficiency of store, warehouse and office locations through continual review of LED lighting and heating and cooling systems Increase proportion of green power within the Group's energy mix whilst managing impacts on operating costs
		Possible	Short Term		
		2+ Degree Scenario Risk:			
		Possible	Short Term		
Competing retailers develop stronger brand reputation for being more sustainable	Transition Risk (Reputation)	1.5 Degree Scenario Risk:		Potential decrease in revenues if shoppers favour other retailers based on stronger sustainability credentials and reputation	<ul style="list-style-type: none"> Integration of sustainability into our business strategy and operations Monitoring and responding to the increase in consumer demand for more sustainable products and services within our industry sector Testing and implementing new product and service offerings (such as product trade-ins and recycling) Working with suppliers and looking for new opportunities to extend category range toward more sustainable and eco-friendly products and services Engaging suppliers on sustainability and environmental requirements within the Group's Ethical Sourcing Policy Minimising the risks associated with Greenwashing through governance and oversight over environmental claims Integration of sustainability and environmental requirements into the Group's Ethical Sourcing Policy
		Possible	Short Term		
		2+ Degree Scenario Risk:			
		Possible	Medium Term		
		3+ Degree Scenario Risk:			
		Unlikely	Long Term		
		Unlikely	Long Term		

LEGEND

Likelihood	Quantative
Almost Certain	Expected to occur in most circumstances
Likely	Will probably occur in most circumstances
Possible	Could occur at some time

Likelihood	Quantative
Unlikely	Unlikely in the foreseeable future
Rare	Occurrence requires exceptional circumstances

Time Period
Short Term: 0-5 years within the given climate scenario
Medium Term: 5-10 years within the given climate scenario
Long Term: 10+ years within the given climate scenario



TARGETS AND METRICS

The Group has established a target to achieve net-zero (scope 1 and 2) carbon emissions by 2030. This involves reducing emissions from scope 1 sources (direct emissions from our company-owned vehicles and usage of natural gas in our stores), and scope 2 sources (purchased electricity to power our stores, warehouses and support offices).

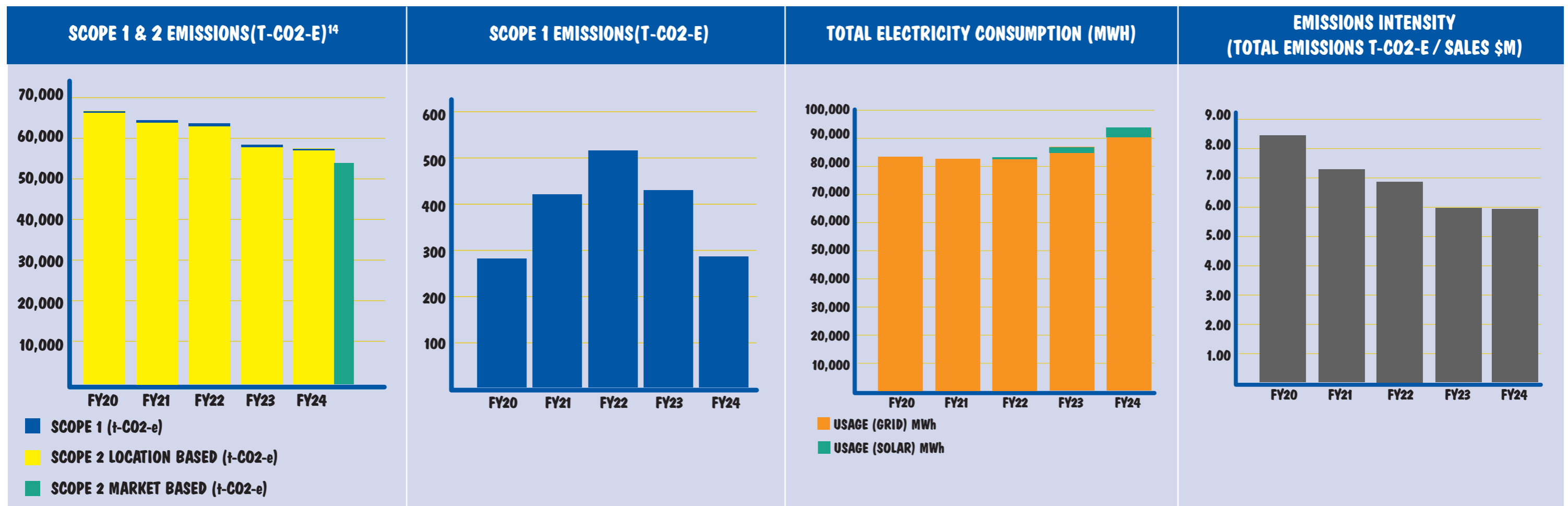
The Group measures and monitors emissions from scope 1 and scope 2 sources, and reports annually via the Australian Government's National Greenhouse and Energy Reporting Scheme (NGERS), as well as voluntarily through the CDP's Climate Change Questionnaire.

The majority (circa 99%) of our operational carbon emissions come from the electricity used to power our stores, warehouses and support offices (scope 2), with the remainder (circa 1%) associated with fuel to run our company-owned car fleet and a limited amount of natural gas to power stores (scope 1).

The charts below provide a summary of the Group's emissions over the last five years. The decrease in emissions is attributable to continued grid decarbonisation, implementation of solar power generation into our store network and the impact of improved energy efficiency and reduction initiatives. In FY24 our combined scope 1 and 2 emissions were 56,832¹¹ t-CO₂-e (FY23: 57,599 t-CO₂-e) using the location-based method of emissions accounting¹², and 53,748 t-CO₂-e using the market-based method¹³. Scope 2 emissions in FY24 under the market-based method are 3,084 t-CO₂-3 (5.3%) less than under the location-based method, as a result of GreenPower being added to the Group's energy mix in Australia for the first time. This is the first year in which the Group has calculated its scope 2 emissions using the market-based method.

An additional 7 stores were equipped with on-site solar power generation in FY24 (9 in FY23), bringing the total number of stores with solar power up to 30 sites. In total, these solar powered stores contributed to a reduction of approximately 2,242 tonnes of CO₂-e during the year.

Scope 1 emissions have decreased by 33%. The decrease is attributable to a reduction of 30 fleet car vehicles, representing a 31% drop in the number of fleet cars in operation across the Group, as well as two less stores this year utilising natural gas.



¹¹8% of FY24's total emissions of 56,832 t-CO₂-e have been calculated using historical estimates relating to electricity invoices which the Group has not yet received from its energy providers. The Group's scope 2 location-based and market-based emissions calculations in FY24 have been prepared in accordance with the Greenhouse Gas Protocol, National Greenhouse and Energy Reporting (Measurement) Determination 2008 and have been subject to an external audit undertaken by a registered energy auditor.

¹²Scope 2 emissions calculated through the location-based method accounts for electricity the Group physically consumes through the operation of its store, warehouse, and support office locations. Emissions calculated under this method utilise an average emissions intensity factor of the local grid from where the electricity is sourced. The location-based method does not factor in any contractual arrangements between the Group and its energy providers, for the purchase of renewable energy.

¹³Scope 2 emissions calculated through the market-based method enables the Group to quantify the impact on emissions, of any contractual arrangements entered into for the purchase of renewable energy.

¹⁴Emissions from FY20-FY23 have been restated to include the Group's NZ operations and exclude JB Hi-Fi airport stores as well as the Group's third-party reverse logistics warehouse, on the basis that the Group does not have operational control over these sites. The effect of these changes is less than 0.5% of the Group's total scope 2 emissions.

Scope 3 emissions

'Scope 3' emissions relate to 'indirect' greenhouse gas emissions from the activities of the Group, which occur from sources that we do not own or control, and that do not form part of scope 1 or 2.

Management's approach to estimating the Group's scope 3 GHG emissions is based on the Greenhouse Gas Protocol Scope 3 Corporate Value Chain Accounting and Reporting Standard. This standard provides requirements and guidance for companies that wish to publicly report greenhouse gas emissions from value chain activities (i.e. scope 3 GHG emissions). The goal of the standard is to provide a standardised step-by-step approach for companies to prepare a true and fair scope 3 GHG emissions inventory, help companies develop strategies to reduce their scope 3 GHG emissions, and support consistent and transparent public reporting of scope 3 GHG emissions.

Our approach to estimating our scope 3 GHG emissions involves the following three steps:

1. Consideration of the following factors in developing an organisational emissions boundary and identifying the Group's most material scope 3 GHG emissions categories, as defined by the Greenhouse Gas Protocol:
 - size: the relative contribution of the emission source to the Group's total anticipated scope 3 emissions (e.g. emissions relating to product manufacture);
 - influence: potential emissions reductions that could be undertaken or influenced by the Group (e.g. emissions relating to use of products);
 - risk: contribution of the emission source to the Group's overall risk exposure (any physical or transition risks that may arise as a result of the emission source);
 - stakeholders: emission source relates to a significant stakeholder to the Group (e.g. team members commuting); and
 - outsourcing: emissions from outsourced activities that were previously performed in-house, or activities outsourced that may be typically performed in-house by other companies in our sector.
2. Establishment of carbon accounting principles and an activity data hierarchy in order to obtain the best available data upon which to estimate the Group's scope 3 GHG emissions, whilst also being transparent with respect to any data limitations; and

3. Applying the most relevant emission factors to the best available activity data in order to convert activity data into estimated greenhouse gas emissions. For example, product-specific emission factors applied to actual sales volumes or units sold, in order to estimate emissions relating to the manufacture of purchased goods and services.

The Group estimates its FY23 scope 3 emissions to be approximately 7,300,000 t-CO₂-e, with 97% of these emissions coming from emissions relating to product manufacture and electricity consumption from use of sold products.

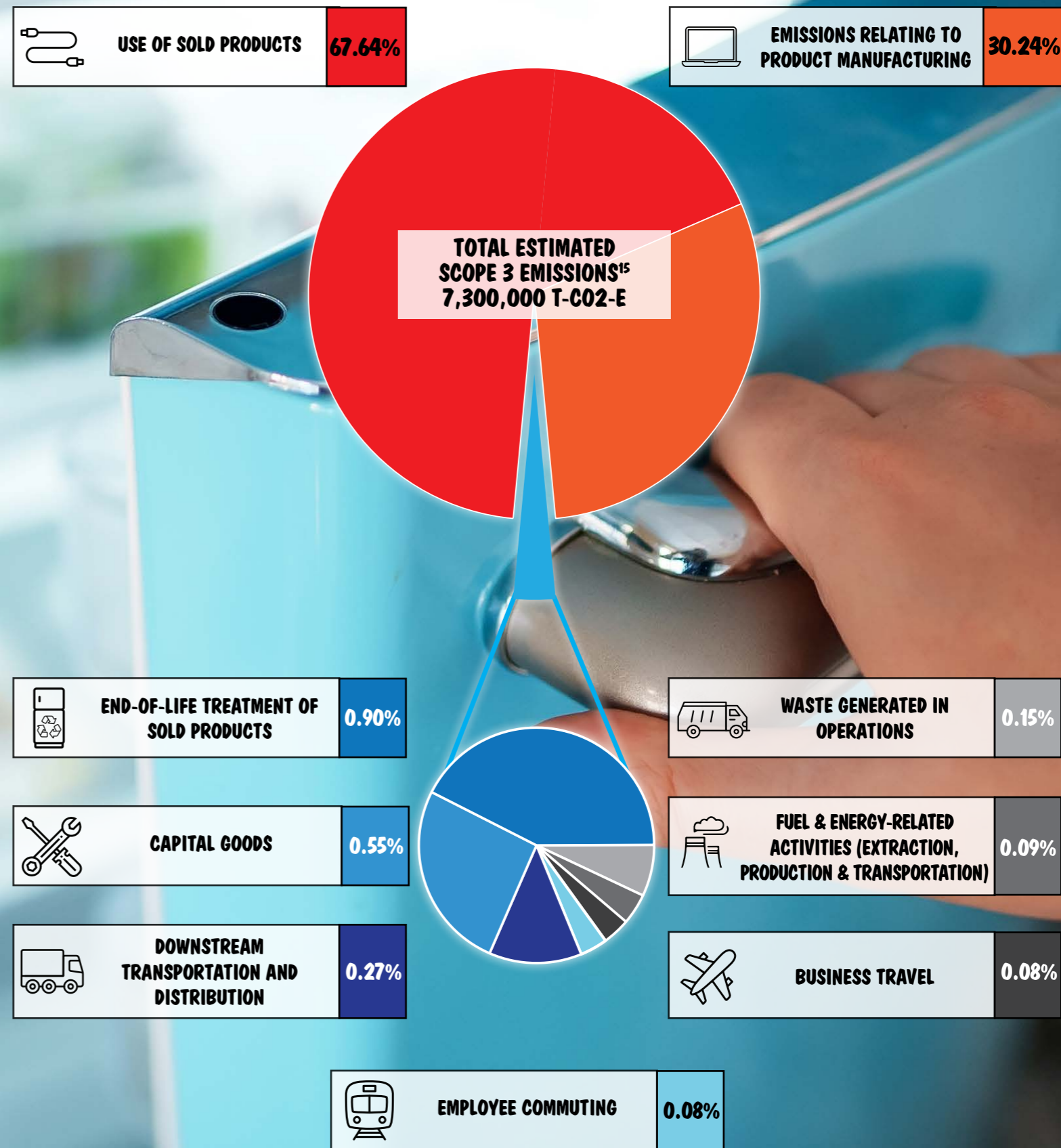
The Group engaged a third party environmental consultant to help calculate these estimates in line with the standards set out in the Greenhouse Gas Protocol. A number of assumptions were utilised in developing the Group's scope 3 estimates. For example, assumptions relating to the useful life and average energy consumption of products sold were used to estimate the emissions relating to the use of sold products. Proprietary scope 3 emission factors (obtained from globally recognised emission factor databases - Ecoinvent or the Industrial Ecology Virtual Laboratory CO₂-e database) were used to estimate the level of emissions relating to product manufacturing. Where available, supplier-specific emission factors were sourced and utilised to improve accuracy.

Going forward, management will continue to refine the calculation of the Group's scope 3 emissions with the view to increasing the proportion of supplier-provided emissions data over time, using this information to enhance our understanding of category-specific emission impacts, and identify opportunities to work with stakeholders on emission reduction across the value chain.

The Group's ethical sourcing policy requires our suppliers to measure, monitor and reduce their greenhouse gas emissions. During the year, the Group issued a survey to 153 suppliers to ascertain the proportion of suppliers that had either established an emissions reduction target or were in the process of doing so. As at 30 June 2024, 88 suppliers had responded to our survey, with 33 indicating that they had targets in place or were in the process of developing targets, and 49 indicating that they had no plans to develop any targets. In FY25, management will follow up suppliers who have yet to respond to our survey and continue working with our supply chain with the aim of increasing the proportion of our suppliers with emissions targets.

JB HI-FI LIMITED SCOPE 3 EMISSIONS

The chart below shows the Group's total estimated scope 3 emissions (7,300,000 t-CO₂-e) split by emissions category.



¹⁵The Group's scope three emissions have been estimated using certain assumptions (e.g. average energy consumption, useful life of products, estimated e-waste recycled and product specific emissions factors). The estimates may change in the future as further information becomes available and/or accepted methodologies for calculating scope three emissions change. The total amount of scope 3 emissions that have been estimated and the relative proportions attributable to each emissions category should be taken as indicative at this time. The Group will continue to review and refine its scope 3 estimates in line with the Greenhouse Gas Protocol and other appropriate methodologies, and replace estimates with actual emissions data provided by suppliers to the extent appropriate.

OUR PERFORMANCE AND PROGRESS

Solar Power Generation

The Group aims to reduce carbon emissions from its operations through the use of renewable energy and has been investing in on-site solar power generators across our store portfolio. In FY24 we completed 7 new solar installations (FY23: 9 new sites had solar power generators installed), which takes the total number of sites as of 30 June 2024 to 30 (FY23: 24¹⁶). The total installed capacity of these systems is 3.26 megawatts (FY23: 2.6 megawatts). In FY24 our stores consumed 3,242 MWh (FY23: 1,998 MWh) from the production of these systems, which contributed to a reduction of 2,242 Tonnes (FY23: 1,260 Tonnes) of CO2-e.

We have obtained landlord approval for an additional 4 stores where we will invest in on-site solar generation in FY25, and we will continue to work with landlords on this initiative to identify further opportunities across our store network.

Sourcing Renewable Energy

Our energy procurement strategy includes both on-site solar generation and the use of 'Green Power'. During the year, we added 'GreenPower' to the Group's energy mix. Scope 2 emissions in FY24 under the market-based method were 3,596 t-CO2-3

(6.3%) less than under the location-based method, as a result of GreenPower being added to the Group's energy mix for the first time.

The Group is actively working with its energy partners to increase the proportion of GreenPower moving forward.

Improving energy efficiency and reducing energy usage in our stores

The majority of our stores are now fitted with energy efficient LED lighting, and we continually look for opportunities to upgrade to more energy efficient lighting as we refurbish stores. LED Lighting is now a standard inclusion for all newly built, relocated, and refurbished stores.

The majority of our stores are fitted with smart meters, providing us with the ability to monitor and record energy consumption within a store, at short intervals. We use the energy consumption data from these smart meters to assist our stores to reduce their energy usage.

Management are continuing to explore how we can use smart meter data to identify further opportunities to either improve efficiency or reduce consumption where possible.

Product Energy Efficiency

A significant portion of the Group's scope 3 emissions are attributable to usage of the products that we sell.

Consumer electronics and home appliances offered for sale in Australia and New Zealand must meet Minimum Energy Performance Standards (MEPS) and energy rating labelling requirements, under the Greenhouse and Energy Minimum Standards (GEMS) Act in Australia, and the Energy Efficiency Regulations in New Zealand. MEPS help ensure that products which do not meet energy efficiency standards set out by the government do not enter the Australian or New Zealand marketplace.

Regulated products must also be displayed with an Energy Rating Label (or ERL), and we work with our suppliers to

ensure the correct labelling is affixed to each product. ERLs provide consumers with energy performance information at point of sale, and help consumers to compare the relative energy efficiency of similar products through the 'Star Rating' and estimated annual energy consumption.

Both our JB Hi-Fi and The Good Guys retail businesses provide information to customers on how new product technology can help reduce the amount of electricity they consume in their home. They approach this through a combination of online product information (such as buying guides and product reviews) as well as tailored product advice on the shop floor to explain the relative energy efficiency of different products.

¹⁶In FY24, one of our existing solar powered stores relocated to a site without solar.

Scope 3 Case Study – Samsung and Carbon Neutral Yarra Biodiversity Corridor

As mentioned in our previous Sustainability Reports, JB Hi-Fi assisted Samsung in its launch of an industry first initiative, partnering with Carbon Neutral (one of the longest standing carbon offset providers in Australia) to offset the first 12 months of electricity usage¹⁷ of selected Samsung QLED TVs purchased through JB Hi-Fi.

The initiative launched in October 2021 and concluded in November 2023, with Samsung funding 989,366 new trees (comprising over 50 Eucalyptus, Acacia and up to 40 other native species) which were planted during the year as part of the reforestation

of the Yarra Yarra Biodiversity Corridor in Western Australia (the largest biodiverse reforestation carbon sink in Australia). It is estimated by Carbon Neutral that these new trees will remove approximately 70,669 tonnes of CO2-e from the atmosphere.

Since its establishment in 2008, the Yarra Yarra Biodiversity Corridor reforestation project has resulted in more than 31 million mixed native species being planted over 16,000 hectares. Additional biodiversity benefits resulting from the reforestation include the creation of a sanctuary to protect endangered species.

OUR CLIMATE ACTION COMMITMENTS FOR FY25

- Continue to review and implement our emissions reduction initiatives across our store, warehouse and support office network in line with our 2030 net-zero (scope 1 and 2) carbon emissions target.
- Further refine our approach to quantifying our scope 3 emissions and explore opportunities to engage and collaborate on scope 3 emissions reductions across the supply chain.

¹⁷Calculation of the emissions from the TV consumption is based on model type, estimated energy usage, and state-based electricity emission factors, and was subject to an independent review.



PRODUCT AND WASTE RECYCLING

We understand that strong consumer demand for new technology, and replacement and upgrade of consumer electronics and home appliances, produces significant amounts of waste both from a product and packaging perspective. We also recognise the need to minimise the waste we generate within our operations.

Throughout FY24, we continued to review and improve our waste and recycling systems and processes across the JB Hi-Fi and The Good Guys store and warehouse networks and made further progress towards achieving our sustainable packaging targets.

OUR APPROACH

Our approach for managing and improving product and waste recycling combines packaging compliance to ensure we meet regulatory obligations, with collaborative supplier engagement to continually improve our practices.

Regulatory requirements for waste, recycling and packaging are dynamic and evolving quickly across both state and federal jurisdictions. The Group continually monitors the changing regulatory environment to understand our obligations and make timely adjustments to our operations where required.

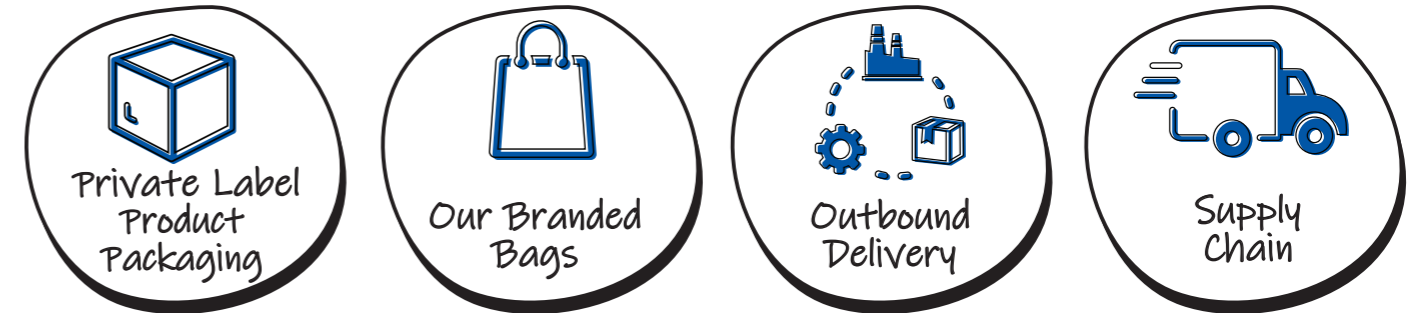
We engage regularly with suppliers, industry partners such as the Australian Retailers Association (ARA) and National Retail Association (NRA), the Australian Packaging Covenant Organisation (APCO) and federal, state and territory government departments to understand emerging regulations, potential risks and opportunities, and how industry is responding.

Australia's 2025 National Packaging Targets

The Group is a member of APCO and we have adopted the 2025 National Packaging Targets, which include:

Target	Description
100%	Of all packaging to be reusable, recyclable or compostable
70%	Of plastic packaging to be recycled or composted
50%	Average recycled content to be included across all packaging
PHASE OUT	Problematic and unnecessary single use plastic packaging

To achieve these targets the Group is working to optimise how we manage and recycle each of the primary waste streams which result from our store and warehouse network, and we are improving the sustainability of our packaging across the following areas of our operations:



The Group submits an Annual Report Action Plan to APCO (available [here](#) on our investor website) to report our progress toward the 2025 National Packaging Targets. Our report also details the challenges we are working on in order to achieve these targets. These include the ability of our suppliers to

source packaging materials made with sufficient levels of recycled content, and obtaining timely and accurate data on packaging and waste metrics for certain parts of our operations. We continue to work closely with our suppliers and providers on these issues, as we work toward our 2025 targets.

Cross industry collaboration

Many of the environmental issues facing the retail industry cannot be solved by any one company and require collaboration across the supply chain, to achieve broader industry impact. This year the Group joined two industry initiatives aimed at improving the environmental impact of some of the products that we sell.



The Group became a founding member of The Coalition for Sustainable Solutions (COFOSS), an industry not-for-profit organisation comprising some of Australia and New Zealand's leading consumer electronics and home appliance retailers and suppliers. The objective of the coalition is to reduce the environmental impact of consumer electronics and home appliance products and packaging across the industry by developing scalable and cost-effective industry-wide sustainability solutions. In FY24 COFOSS commenced discussion with a wide range of industry and government stakeholders and going forward will work closely with organisations such as the Australian Packaging Covenant (APCO), the Australian Retailers Association (ARA) and the Consumer Electronics Suppliers Association (CESA) with the view to minimising product and packaging waste within our industry. For more information, please visit: [Coalition For Sustainable Solutions](#)



The JB Hi-Fi retail business joined the Music Product Stewardship Alliance. Launched by Green Music Australia, the alliance unites 20 of Australia's leading labels, distributors, manufacturers, and retailers to reduce the environmental impact of physical music products such as vinyl and CDs in Australia. Supported by the NSW Environment Protection Authority and the City of Sydney, the project will see Green Music Australia conduct research and facilitate roundtable discussions with industry leaders to identify collective issues and solutions. For more information on this initiative and the progress being made by the working group, please visit: [Green Music Australia](#)



JB HI-FI AND THE GOOD GUYS STORE NETWORK

Each JB Hi-Fi and Good Guys store is equipped with the following waste and recycling infrastructure and is responsible for recycling as much product and packaging waste as practicable:

- cardboard and paper recycling;
- soft plastics recycling;
- small e-waste recycling;
- colour coded bins on the shop floor to enable different waste streams (general, co-mingled, and cardboard & paper) to be sorted at the source;
- co-mingled waste recycling; and
- access to recycling awareness and training materials to ensure waste streams are managed correctly.

In addition, certain stores with sufficient space are also equipped with expanded polystyrene (EPS) recycling facilities and dedicated recycling cages for large screen televisions and other e-waste items covered by the National Television and Computer Recycling Scheme (NTCRS).

HOME DELIVERY CENTRES (HDC)

The Group operates a network of 6 Home Delivery Centres in Melbourne, Sydney, Newcastle, Brisbane, Perth and Adelaide. Our Home Delivery Centres operate as storage and fulfillment hubs for “big and bulky” consumer electronics (e.g. large screen televisions) and white goods, and consequently generate large amounts of waste from daily operations. Each HDC is equipped with the following waste and recycling infrastructure and is responsible for recycling all scrap appliances, and as much packaging waste as practicable:

- industrial scale on-site cardboard compactors
- expanded polystyrene (EPS) recycling solutions
- e-waste collection facilities
- a dedicated scrap metal partner, responsible for:
 - reclaiming ozone depleting and synthetic greenhouse gas refrigerants
 - recycling metal and other components of scrapped home appliances reclaimed from customer premises.

Recycling of soft plastics waste collected as part of customer deliveries is currently being trialled and tested in our Sydney HDC. The Group also operates a Central Returns Centre (CRC) which receives and consolidates operational soft plastics, textiles and e-waste for recycling.

OUR PERFORMANCE AND PROGRESS

PRODUCT PACKAGING STRATEGY

JB Hi-Fi Private Label product packaging

JB Hi-Fi has three private label brands (XCD, Flea Market and Terminal 2) offering a range of consumer electronics products including TV brackets, headphones, cables, chargers, gifts and accessories. These products are manufactured by third party suppliers and management works closely with these private label suppliers to ensure that the product packaging associated with our core range¹⁸ of private label products is aligned with APCO’s 2025 National Packaging Targets.

JB Hi-Fi maintains a “Preferred Packaging Materials Listing” for our private label suppliers (reviewed independently by APCO) based on the Sustainable Packaging Guidelines. The Preferred Packaging Materials Listing was developed using a traffic light system so our private label suppliers can more easily identify which packaging items we prefer (green), those that we accept if there is no viable preferred alternative (amber) and those we no longer accept (red).

The Group’s Sustainability Team conducts packaging assessments on all products that are newly introduced or replenished into our core private label product range, to ensure the proposed product packaging is consistent with our packaging targets.

Based on assessments undertaken in FY24, 77% of our core private label range now has 100% recyclable packaging (up from 56% in FY23). In addition, we will continue our practice of including the Australasian Recycling Label (ARL) on all core range private label packaging to make it easy for consumers to understand how to responsibly discard of the packaging associated with our private label products.

In addition to recyclability of packaging, management is also looking to achieve utilisation of at least 50% recycled content in, and the phase out any unnecessary plastics from, our private label product packaging. As at the end of FY24, 66% of packaging for our core private label range now contains at least 50% recycled materials, with the removal of unnecessary plastics being achieved for 58% of the core range.

Management will continue to work with its private label suppliers to review and, where necessary change, the packaging for the rest of our core private label range in order to meet our sustainable packaging targets by the end of the 2025 calendar year.



¹⁸The JB Hi-Fi core private label product range is defined as established private label product which we continually range and seasonal private label product which we usually range at the relevant time each year.

JB Hi-Fi Private Label – Expansion of recycled materials for our XCD brand

Another aspect of JB Hi-Fi's private label strategy is to build a differentiated offer by expanding our range of products that include recycled plastics within the product itself. This requires working closely with our suppliers to conduct research and development to ensure products including recycled materials meet our durability, design and compliance standards. In FY24 we introduced 10 new products to our XCD range, including:

- 3 SKU's incorporating 100% recycled polyester to our range of XCD camera bags; and
- 7 SKU's incorporating 100% recycled polyester into our range of XCD laptop bags and sleeves

Our XCD product range now has a total of 18 SKU's containing recycled materials (up from 8 SKU's in FY23). We have plans to expand our range of private label cables, bags and accessories in FY25 and will continue to explore opportunities to expand our range of private label products that incorporate recycled content within the product design.



JB Hi-Fi and The Good Guys branded bags and gift cards

In August 2023, JB Hi-Fi removed all single use plastic bags from its store network and transitioned to offering customers small or large (50c user-pays) paper bags. As part of this transition, 47,250 plastic bags were recycled through our plastics recycler, with the recycled plastics being repurposed into bin liners and builders' film.

Both JB Hi-Fi and The Good Guys now only offer paper bags which are 100% recyclable and certified by the Forestry Stewardship Council (FSC) to be made from 100% recycled material, with JB Hi-Fi continuing to also offer a \$1 re-usable bag in Australia, and a \$2 NZD re-usable bag in New Zealand.

In FY24, JB Hi-Fi changed the material of its physical gift card to mixed FSC certified paper (sourced from responsibly managed forests under the FSC program) and ceased production of all JB Hi-Fi gift cards made from PVC. In 2025 we plan to update the material of The Good Guys gift cards to match the specifications of the new JB Hi-Fi gift cards.

Outbound Delivery

Outbound delivery includes fulfillment of online orders and delivery of stock to customers.

All cardboard shipping cartons utilised for online fulfillment contain a minimum of 50% recycled content, are 100% recyclable and are Certified FSC Mix, which means that materials used in its production come from responsible sources. In FY24, we continued to improve the sustainability of these cartons by optimising carton sizes to minimize unnecessary packaging and minimise surplus stock.

In addition to cardboard cartons, we utilise a range of plastic satchels for order fulfillment. This year we identified 100% recyclable paper-based alternatives to replace plastic-based CD & DVD satchels. During the year we undertook trials of the new paper-based packaging to confirm durability and performance. Based on the positive results of these trials, we expect to transition to the new paper-based CD and DVD packaging in late 2024.

During the year, we initiated a review of all other packaging consumables (such packaging tapes, stretch wraps, labelling, void fill etc.) utilised by our store network. This review led to a more streamlined selection of consumables, and we are now in the process of exploring and testing the use of alternatives that are aligned to our sustainable packaging targets.



Supply Chain

Supply chain includes transferring products between warehouse and store locations, and packaging of returned and unwanted stock to suppliers as part of our reverse logistics operations.

The Group engages a third-party reverse logistics operator to assist with the movement of returned, damaged and/or unwanted stock back to our suppliers. This involves palletisation of stock for return to suppliers utilising a combination of stretch wrap, security caps and packaging tape. These products rely on plastic materials to ensure their performance and we are currently working with our third-party reverse logistics operator to identify and trial more sustainable alternatives to be used in this process.

Our third-party branded suppliers are responsible for the content of the packaging for their products and for reporting under relevant state and or federal legislation. We recognise that our third-party branded suppliers are at differing stages of maturity in relation to sustainable packaging, with some suppliers pro-actively reviewing the design of their packaging to lessen the impact of packaging waste on the environment, and other suppliers being less progressed in this area.

In previous years, the Group has written to all its suppliers encouraging them to utilise the APCO Sustainable Packaging Guidelines and work toward achieving APCO's 2025 packaging targets. In FY24 the Group took steps to formalise this by including in its ethical sourcing policy requirements for suppliers to provide sustainable product packaging that is aligned to APCO's 2025 packaging targets. More information on the updated policy is contained on [page 32](#) of this report.

The Group also implemented a new sustainability questionnaire which includes a number of questions to ascertain the level of commitment a supplier has toward achieving APCO's 2025 sustainable packaging targets. The objective of the questionnaire is to identify suppliers that are not committed to meeting our packaging goals, and to engage and influence these suppliers to align with our sustainable packaging targets.

In FY24 we engaged 175 new and existing suppliers using the questionnaire, and to date have received 88 responses. Of these responses, 67 suppliers indicated that they had commitments or were in the process of establishing commitments to 100% recyclable packaging, with 58 suppliers indicating that they had commitments or were in the process of establishing commitments to integrate at least 50% recycled content into their existing packaging. Management will follow up suppliers that did not respond to our questionnaire and also engage suppliers that indicated they had no plans to commit to 100% recyclable packaging and 50% recycled content.

In FY24 we continued to be actively engaged with industry, government and our supply chain on the regulatory plastic bans being introduced across Australia and New Zealand to ensure that we understand and are compliant with our regulatory obligations. We have written to all suppliers reminding them of their obligations in relation to the removal of banned plastics (such as loose and moulded EPS) from our supply chain and continue to engage with our store operations teams to monitor compliance across our store network.



Battery and e-Waste Recycling

E-waste continues to be one of the fastest growing waste streams in Australia, with electrical and electronic products listed as a high priority by the Federal Government as a product category in need of product stewardship. In June 2023 the Federal Government issued discussion papers on a proposed regulatory approach for small electrical products (less than 20kg) and photovoltaic system waste. The Group provided feedback to both these papers through an industry-wide submission led by the Australian Retailers Association.

We recognise the importance of addressing the growing levels of e-waste within our community. Whilst e-waste is banned from landfill in many States, more needs to be done to increase the recycling and re-use of precious metals (such as gold, silver, copper, and iron) that are contained in many electronic

products, in order to reduce the need to mine more of these finite raw materials.

During the year, the Group completed implementing battery and small e-waste recycling drop off across all JB Hi-Fi Australia and The Good Guy Stores¹⁹. Each store is now equipped with a battery and mobile phone recycling kiosk on the shop floor, with all other small e-waste able to be handed to any team member on the shop floor for recycling.

Since launching this initiative, the Group has received

16 tonnes

of household batteries and e-waste for recycling, and we will continue to raise customer awareness around the importance of recycling e-waste when undertaking product replacements or upgrades.

Case Study – Telco contracts to go paperless in FY25

In February 2023, James, a passionate team member working in the Telecommunication Department at one of our JB Hi-Fi stores provided feedback on the amount of paper wastage resulting from the printing of contracts during the on-boarding process for a new telco customer account. As a result of this feedback, over the last 18 months our support office teams have been building and testing a new contract application aimed at fully digitising the on-boarding process for new telco customer accounts. The new application was implemented across all stores in June 2024 and will result in approximately 1.2 million fewer pieces paper being used per annum, as well as additional process efficiencies for store teams. Big shout out to James, and a great example of how our team members play an important role in helping our company operate more sustainably!

"It's a great feeling to see company-wide system and process changes considered, designed, and implemented from ideas that originate from team members working within our stores. With the new contract application, we're not just saving 1.2million pieces of paper, the new system also gives us back more time to focus on our customers! Stoked to have been a part of the change!" - James (JB Hi-Fi Telco Team Member)

¹⁹Excludes JB Hi-Fi airport stores and small format 'express' stores

Trade-in

Both JB Hi-Fi and The Good Guys offer customers the opportunity to 'trade-in' certain products (such as phones, tablets, smart watches, and gaming consoles) where they are looking to upgrade these items or purchase alternative products.

Customers wishing to 'trade-in' go online to get a trade-in quote for their old device and if eligible, will receive trade-in credit immediately which they can use in-store or online to purchase a new product. JB Hi-Fi Group's third-party partner ensures that the old device is given a second life following refurbishment, often outside Australia. The Group continues to work on expanding this offer to include more products going forward. In FY24, the Group expanded its trade-in offer, launching TV trade-in within New Zealand, whilst also increasing the types of products accepted for trade-in (within Australia and New Zealand) to include stick vacuums, personal care devices.



JB Hi-Fi Business Technology Buyback Program

JB Hi-Fi Business has partnered with a third-party to help its commercial customers recover value from end of life technology, by providing the opportunity for unwanted devices to be either re-used or recycled.

Commercial customers wishing to responsibly dispose of end of life technology request a Buyback quote through their JB Hi-Fi Business Account Manager. Devices with value undergo secure data erasure and are prepared for a second life, whilst devices with no value are recycled. Since launching this program during the year, JB Hi-Fi business has facilitated the re-use and/or recycling of 4,909 devices.

Operational waste

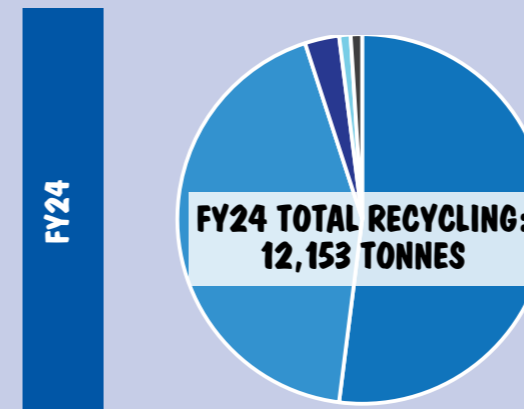
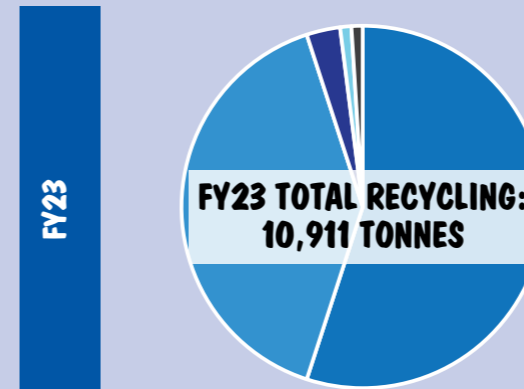
FY24 estimated diversion from landfill across the Group's operations is estimated to be 57% (FY23: 63%). A breakdown of the Group's key waste streams is set out on the following page, and is a combination of actual volumes reported to the Group by its waste and recycling providers, as well as estimated volumes (where actual volumes were not available from suppliers²⁰). The Group is working with its waste and recycling providers to improve the accuracy of its waste and recycling data, and decrease the reliance on estimates in calculating the Group's total waste and recycling volumes.

WASTE DIVERSION SUMMARY (TONNES)

	FY24	FY23
Landfill	9,511	7,008
Waste to energy	664	817
Recycled	12,153	10,911
Total Waste diverted from landfill	12,817	11,728
Waste diversion percentage	57%	63%

²⁰Approximately 20% of the Group's FY24 (and FY23) total waste volume is based on estimates relating to store development operations (which includes new store openings, closures, and refurbishments) and stores in embedded networks (such as shopping and home maker centres) which have been calculated using relevant activity data such as size and number of bins utilised, and sales volumes.

BREAKDOWN OF RECYCLING BY MATERIAL TYPE



	FY23	FY24
Cardboard	55%	52%
Scrap Metal & E-waste	40%	43%
Expanded Polystyrene	3%	3%
Mixed Recycling	1%	1%
Soft Plastic	1%	1%

The Group is currently working towards achieving a more consistent approach to waste and recycling across both the store and warehouse network, with the view to improving our waste diversion and recycling rates. This includes:

- establishing centralised oversight by our support office team;
- standardisation of waste management and recycling systems and processes;
- simplification of our waste supply chain;
- implementation of minimum standards; and
- Group-wide training and awareness to build a stronger and more consistent culture around waste management and recycling.

At the end of FY24, management were in the process of trialling two waste and recycling improvement initiatives aimed at improving waste diversion. One of the trials involves optimising the waste and recycling operating model across 4 test stores, which if successful will be rolled out across the store network. The other trial involves improving our EPS and soft plastics recycling capability at one of our home delivery centres.

OUR PRODUCT AND WASTE RECYCLING COMMITMENTS FOR FY25

- Continue to implement packaging improvements across private label, branded bags, outbound delivery, and our supply chain, in line with the 2025 National Packaging Targets.
- Promote battery and small e-waste recycling across our JB Hi-Fi and The Good Guys businesses.
- Continue to improve waste management and recycling processes, data quality, and improve waste diversion.





FY24 SUSTAINABILITY COMMITMENTS AND ACTIONS TAKEN



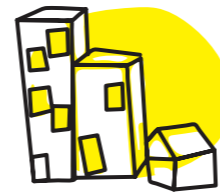
Our People & Culture

Health and Safety

Diversity and Inclusion

COMMITMENT	ACTIONS TAKEN
<input type="checkbox"/> Continue to develop and expand our mental health and wellbeing strategy.	<ul style="list-style-type: none"> • Provided Day 1 and Day 2 'B.A.C.K. U.P.' training to store management teams. • Continued to build on our mental health training program focusing on training all levels of our store management teams, human resources and senior operational management. • Held two safety training months dedicated to Mental Health and Wellbeing which included the provision of tools, resources, webinars and external speakers to help our teams improve their overall physical and mental wellbeing.
<input type="checkbox"/> Further build on and develop training content specific to management of psychosocial hazards in the workplace.	<ul style="list-style-type: none"> • Developed and commenced roll out of Psychosocial Hazard training with Store Managers.
<input type="checkbox"/> Enhance and develop relevant safety training content that is reflective of current and emerging safety issues, ensuring it is delivered in a timely manner during our dedicated safety training focus months.	<ul style="list-style-type: none"> • Developed and provided training to all store teams on how to best manage and prevent aggression from customers. • Provided training to managers on manual handling and how to best train and coach their team, as well as how to set up the store to reduce manual handling risk.
<input type="checkbox"/> Monitor high risk incident trends and respond with appropriate training to mitigate the risk.	<ul style="list-style-type: none"> • Monitored safety performance continuously using Key Performance Indicators (KPIs) to enable early identification of trends and enable proactive management and continuous improvement.
<input type="checkbox"/> Review and revise current, and implement new, initiatives aimed at improving Health and Safety performance across measurable targets.	<ul style="list-style-type: none"> • Reviewed and updated the Group Safety Strategy to ensure our actions effectively address current and emerging safety risks facing our businesses. New initiatives are planned and executed as part of our annual safety strategy update. • Provided training to managers on manual handling and how to best train and coach their team, as well as how to set up the store to reduce manual handling risk. • Developed and provided training to all store teams on how to manage and prevent aggression from customers.

COMMITMENT	ACTIONS TAKEN
<input type="checkbox"/> Continue the Group's progress towards achieving its measurable objectives for gender diversity.	<ul style="list-style-type: none"> • Achieved percentage increases for females at Board, Senior Management and Store Management levels.
<input type="checkbox"/> Continue to embed our Diversity and Inclusion Strategy.	<ul style="list-style-type: none"> • Continued to promote Speak Up to ensure our team feel confident to raise concerns relating to any experience of negative behaviours from team members and customers. • Delivered Speak Up training to over 330 (current and new) managers to ensure they understand their role and how to support their teams when they raise a concern.
<input type="checkbox"/> Continue regular inclusion and engagement surveys of our team and take meaningful actions on the results.	<ul style="list-style-type: none"> • Conducted annual full and pulse team engagement surveys which tell us how our team feel about working in our businesses. • Conducted our annual inclusion survey measuring progress on the actions taken to make JB Hi-Fi and The Good Guys an even better place to work.
<input type="checkbox"/> Deliver annual equal opportunity and workplace behaviour training.	<ul style="list-style-type: none"> • Delivered our annual equal opportunity and workplace behaviour training to all team members.
<input type="checkbox"/> Launch our new Women in Leadership program across JB AUS, JB NZ and TGG.	<ul style="list-style-type: none"> • Launched a new Women in Leadership program for 92 participants across JB Hi-Fi Australia and The Good Guys. • Delivered the Aspire leadership program to 55 JB Hi-Fi NZ support office and store managers.
<input type="checkbox"/> Develop an approach to address the Rights of First Nations People and Reconciliation.	<ul style="list-style-type: none"> • Engaged an external First Nations consultant to deliver a workshop involving executives across the business, where we clarified and aligned our understanding of and commitment towards Reconciliation. A reconciliation working group has now been formed to help identify and pursue opportunities across the Group where we can make a positive impact for Aboriginal and Torres Strait Islander Peoples.



Our Communities

Community Investment

COMMITMENT	ACTIONS TAKEN
<input type="checkbox"/> Continue to engage team members with our Workplace Giving activities through internal communications and creative campaigns.	<ul style="list-style-type: none"> Promoted team member engagement through workplace giving month, charity partner presentations, off-site excursions and in-store campaigns.
<input type="checkbox"/> Refresh the Helping Hands component of JB Hi-Fi's induction process to engage with all new team members.	<ul style="list-style-type: none"> Developed new content to introduce Helping Hands as part of the JB induction and on-boarding for all new team members.
<input type="checkbox"/> Continue to refresh The Good Guys Doing Good Program and introduce new cause areas and charity partners to support greater levels of participation and engagement.	<ul style="list-style-type: none"> Appointed Clean Up Australia and Black Dog Institute as two new Doing Good charity partners.

Ethical Sourcing

COMMITMENT	ACTIONS TAKEN
<input type="checkbox"/> Continue to embed ethical sourcing within business operations through process improvements and additional stakeholder training and awareness programs.	<ul style="list-style-type: none"> Integrated a new ethical sourcing questionnaire into the on-boarding of trade suppliers, enabling the ethical sourcing team to conduct due diligence more efficiently on new suppliers that are deemed higher risk from labour or environmental perspectives.
<input type="checkbox"/> Continue to seek collaboration and share knowledge with industry peers and suppliers.	<ul style="list-style-type: none"> Continued to leverage the RBA's Learning Academy which we utilise to provide bespoke training on key topics (such as recognising forced labour, effective management of working hours, and correctly administering employee social insurance payments).
<input type="checkbox"/> Ensure suppliers conduct quality and independent social compliance audits in line with our Ethical Sourcing Policy, and appropriately manage corrective action plans to resolve any issues raised.	<ul style="list-style-type: none"> Reviewed 74 social compliance audits across the manufacturing facilities on our supplier watchlist. All issues are tracked to completion and discussed with suppliers as required.
<input type="checkbox"/> Progress the review of our cleaning supply chain to identify risks and improvement opportunities and work with suppliers to enhance practices where required.	<ul style="list-style-type: none"> Reviewed nine cleaning contractors to validate the adequacy of disbursements made to these suppliers to cover award wage requirements. Going forward, we will take risk-based approach to expand the number of suppliers subject to our review.
<input type="checkbox"/> Continue to build knowledge of ethical sourcing risks in different countries and product categories and engage with suppliers to better understand and manage these risks.	<ul style="list-style-type: none"> Continued to map country of final assembly across more of our smaller trade suppliers. In FY24 we engaged with an additional 68 suppliers asking them to provide information relating to: (1) country of origin for their final assembly facilities, (2) whether any of these facilities utilised foreign migrant labour, and (3) the types of social auditing conducted on the final assembly facilities identified. During the year, the Group Sustainability and Ethical Sourcing Team and Chief Financial Officer conducted on-site factory visits of 5 factories in China that produce our private label (XCD) bracket, cabling, and headphone products. The purpose of the visit was to continue building our knowledge of factory practices in China, and how suppliers are addressing the requirements of the Group's Ethical Sourcing Policy.



Our Environment

Climate Action

Product & Waste and Recycling Commitments

COMMITMENT	ACTIONS TAKEN
<input type="checkbox"/> Continue to review and implement our emissions reduction initiatives across our store, warehouse, and support office network in line with our 2030 net-zero direct (scope 1 and 2) carbon emissions target.	<ul style="list-style-type: none"> Continued to roll out additional stores with solar power generation, and added 'GreenPower' to the Group's energy mix. Established a net-zero steering committee involving team members from cross-sectional areas of the business, to oversee and support the Group's progress towards its 2030 net-zero (scope 1 and 2) carbon emissions targets.
<input type="checkbox"/> Further refine our approach to quantifying our scope 3 emissions and explore opportunities to engage and collaborate on scope 3 emissions reductions across the supply chain.	<ul style="list-style-type: none"> Engaged a third party environmental consultant to assist with quantifying the Group's FY23 scope 3 emissions, in accordance with The Greenhouse Gas Protocol. Issued a survey to 153 suppliers to ascertain the proportion of suppliers that had either established an emissions reduction target or were in the process of doing so.
<input type="checkbox"/> Continue to integrate climate risk into our strategic planning and risk management processes.	<ul style="list-style-type: none"> Climate risk is integrated into the Group's broader enterprise risk management process. The processes of identifying, assessing, evaluating and treatment of climate risk, closely aligns with the risk management processes that have been established within the Group's Risk Management Framework.

COMMITMENT	ACTIONS TAKEN
<input type="checkbox"/> Continue to implement packaging improvements across our private label products, branded bags, outbound delivery, and our supply chain, in line with the 2025 National Packaging Targets.	<ul style="list-style-type: none"> Achieved sustainable packaging improvements across our private label products, branded bags and outbound delivery in line with the 2025 National Packaging Targets. Updated the Group Ethical Sourcing Policy to include requirements for suppliers to provide sustainable product packaging that is aligned to the 2025 National Packaging Targets. Engaged 175 suppliers on a new sustainability questionnaire to identify suppliers that are not aligned to meet our packaging goals, and to engage and influence these suppliers to align with our sustainable packaging targets.
<input type="checkbox"/> Implement more e-waste collection points across our JB Hi-Fi and The Good Guys store network.	<ul style="list-style-type: none"> Completed the implementation of battery, mobile phone and small e-waste recycling across all JB Hi-Fi and Good Guys stores (except for JB Hi-Fi airport and other small format stores). To date, the Group has received 16 tonnes of household batteries and small e-waste items for recycling.
<input type="checkbox"/> Continue to improve waste management and recycling processes across all Group locations.	<ul style="list-style-type: none"> Initiated the trialling of two waste and recycling improvement initiatives aimed at improving waste diversion and reducing waste costs.



OUR FY25 SUSTAINABILITY COMMITMENTS



Our People & Culture

Health and Safety

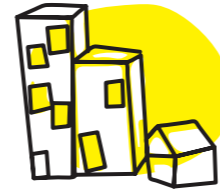
COMMITMENT

- Continue to develop and expand our mental health and wellbeing strategy.
- Further upskilling of our team on early identification and management of psychosocial hazards in the workplace.
- Enhance and develop relevant safety training content that is reflective of current and emerging safety issues, ensuring it is delivered in a timely manner during our dedicated safety training focus months.
- Monitor high risk incident trends and respond with appropriate training to mitigate the risk.
- Review and revise current, and implement new, initiatives aimed at improving Health and Safety performance across measurable targets.

Diversity and Inclusion

COMMITMENT

- Continue the Group's progress towards achieving its measurable objectives for gender diversity.
- Continue to embed our Diversity and Inclusion Strategy.
- Continue regular engagement surveys of our team and take meaningful actions based on the results.
- Deliver annual equal opportunity and workplace behaviour training.
- Continue to roll out our Women in Leadership program throughout the JB Hi-Fi and The Good Guys businesses.
- Continue to embed our Speak Up program and culture.
- Continue to develop and implement our approach to reconciliation.



Our Communities

Community Investment

COMMITMENT

- Continue to engage team members with our Workplace Giving activities through internal communications and creative campaigns.
- Continue to communicate the impact of The Helping Hands and Doing Good Programs and support greater levels of team engagement.

Ethical Sourcing

COMMITMENT

- Continue to embed ethical sourcing within business operations through process improvements and relevant stakeholder training and awareness programs.
- Continue to seek collaboration and share knowledge with industry peers and suppliers.
- Ensure suppliers conduct quality and independent social compliance audits in line with our Ethical Sourcing Policy, and appropriately manage corrective action plans to resolve any issues raised.
- Progress the review of our cleaning supply chain to identify risks and improvement opportunities and work with suppliers to enhance practices where required.
- Continue to build knowledge of ethical sourcing risks in different countries and product categories and engage with suppliers to better understand and manage these risks.



Our Environment

Climate Action

COMMITMENT

- Continue to review and implement our emissions reduction initiatives across our store, warehouse and support office network in line with our 2030 net-zero (scope 1 and 2) carbon emissions target.
- Further refine our approach to quantifying our scope 3 emissions and explore opportunities to engage and collaborate on scope 3 emissions reductions across the supply chain.

Product and Waste Recycling

COMMITMENT

- Continue to implement packaging improvements across private label, branded bags, outbound delivery, and our supply chain, in line with the 2025 National Packaging Targets.
- Promote battery and small e-waste collection recycling across our JB Hi-Fi and The Good Guys businesses. Continue to improve waste management and recycling processes.
- Continue to improve waste management and recycling processes, data quality, and improve waste diversion.



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