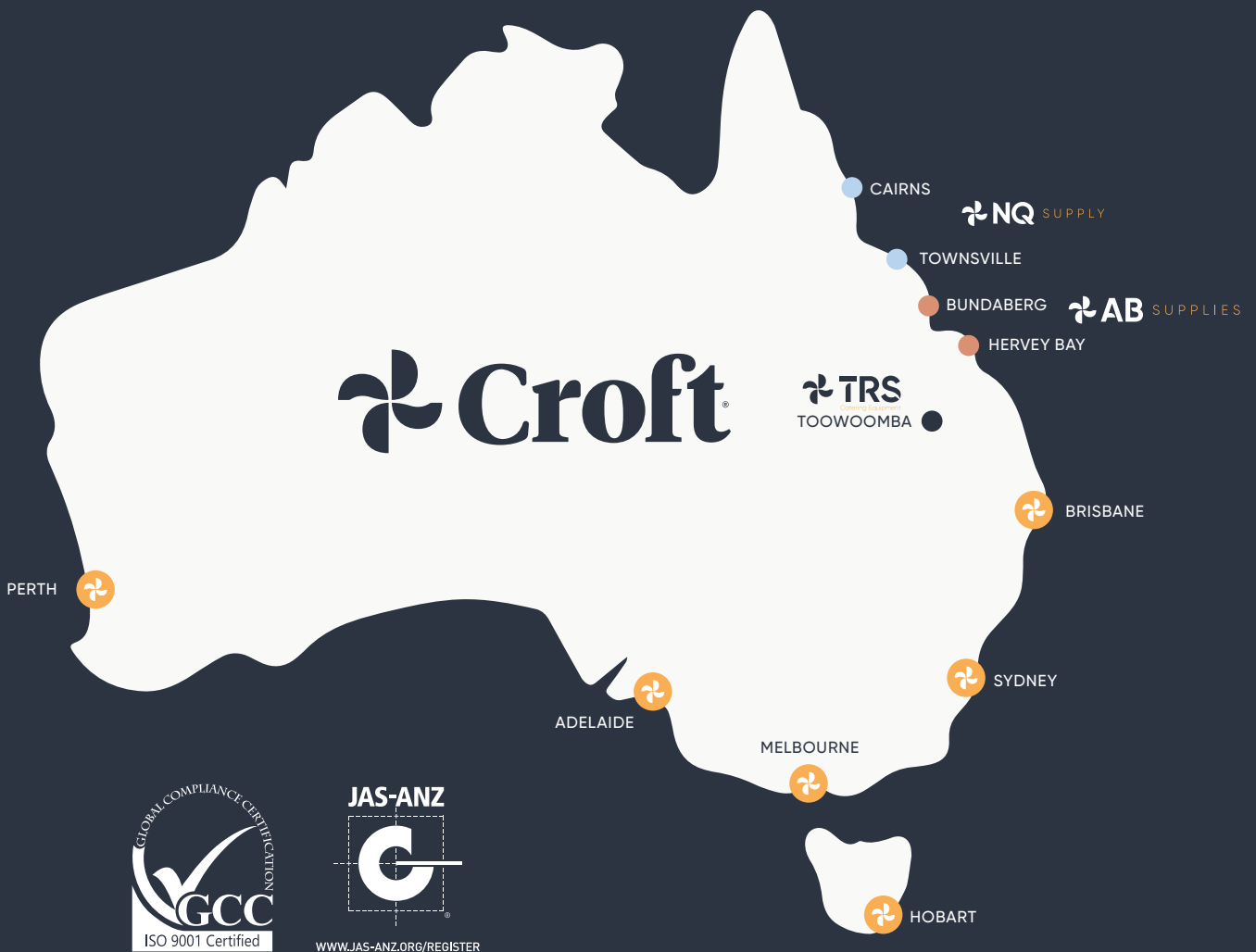


# Building a stronger *community*

care, impact, influence

We have *Australian businesses'*  
supply needs covered



# Croft

## ESG initiatives



Building a Genuinely Strong, Safe and Diverse Team



Indigenous Engagement & Support



Establishing Socially Conscious Supply Chains



Providing Sustainable Solutions to our customers



Do our part for the climate



Creating Safer Workplaces : ISO9002



Our Philosophy

*'We are small enough to care, big enough to make an impact,  
and strong enough to influence change'*

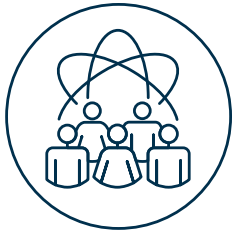


As a third generation, values based, family business, it is important to us that we make a stand and address the problems facing society. Family always comes first and is part of the Croft fabric.

We know that the actions we take today as a business can have dramatic impact on our children's future. We are big enough to make an impact, small enough to care and strong enough to influence change.

This is the start of our impactful mission and ESG initiatives. We welcome feedback and growth through the journey. We all must start somewhere with achievable goals that make a difference.

*David Croft*



## Building a Genuinely Strong, Safe and Diverse Team

Our purpose is to unconditionally support each other, no matter what. We believe if we do this our customers will be the direct beneficiary. This support extends into the growth of our teams, safety in the workplace, increasing diversity and our commitment to invest in our people.

Activity	Measurement	Objective	Reporting
Gender Equality	Women in executive leadership team	50%	Annually
	% women in the workplace	40%	Annually
Workplace Safety	Number of incidents	0%	Annually
	% of audits	32 Audits	Annually
Team Engagement	NPS Scores	66%+	Quarterly

*"The safety of our people and the communities where we operate must always come first."*

*'Generations of Croft females have played integral roles in shaping the business to what it is today. It is important that this legacy continues in key roles across the organisation.'*

*The ability to be able to protect our teams, knowing they will return home safely each day drives our safety culture. The safety of our people and the communities where we operate must always come first.'*

*Our great relationships with our customers and teammates make life simply, better!! Connecting with people is key, never are they a number or colleague.'*

*David Croft*



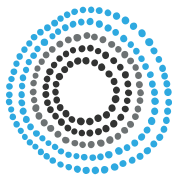
# Indigenous Engagement & Community Support

We are committed to respecting and supporting the first people of Australia, the Aboriginal & Torres Strait Islander's. We will continue to explore genuine ways we can respectfully engage and work with Aboriginal & Torres Strait Islander peoples across all line of our business.

What has started with Maranirra Consumables, a legitimate First Nation majority owned joint venture, will only grow over the next period.

Activity	Measurement	Objective	Reporting
Indigenous Business Support & Growth	Maranirra Consumables Growth # of first nation owned products distributed	20% 50 SKUs	Annually Annually

*"Maranirra" comes from the Wiradjuri Language meaning "to make good, or to make well"*



**MARANIRRA**  
CONSUMABLES

Maranirra Consumables Managing Director, Lane Stockton is a proud Indigenous man belonging to Wiradjuri country, with decades of experience in the construction, building and maintenance industry working in and with a multitude of Queensland and Australia's leading building and maintenance companies.

*'Through this partnership we have grown our community engagement and allowing a greater opportunity to give back to Indigenous communities through sports and local community events'*

*Lane Stockton*



*care  
impact  
influence*



## Establishing Socially Conscious Supply Chains

We understand the need to protect our teams, equitable rights for all and are firmly against modern slavery in our supply chains. We have built a robust Supplier Code of Conduct which we strongly police. We have our modern slavery statement which we are passionate about enforcing.

Our team continues to work towards ensuring that the products we sell always have a positive impact on the community where they are produced.

Activity	Measurement	Objective	Reporting
Supplier Audit	# Suppliers Audited Seeking proof of ethical supply chain accreditations	80%	Annually

*"We always aim to have a positive impact on the community through both customers and suppliers"*

As an industry leader, and international wholesale business we work with suppliers across multiple countries.

Our products team work closely with all suppliers to ensure they are working within our Croft ESG Initiative guidelines and Supplier Code of Conduct.



## Providing Sustainable Solutions to our customers

We are committed to seeking alternative products that deliver the lowest environmental impact for our customers. We will continue to guide our customers and be an authority in this space as we collaborate with our manufacturers to identify innovative sustainable product solutions.

Activity	Measurement	Objective	Reporting
Sustainable Products	# new sustainable products Increasing the number of sustainable products available	5 new ranges	Annually

*"We aim to deliver sustainable products that have the lowest environmental impact possible."*

We are constantly searching and sourcing products for our customers that offer a better, more sustainable solutions at all levels.

Sustainable goods we supply are certified through manufacturers including GECA Certification, Environmental Credentials Scheme ACCORD, ISO9001, ISO14001 and others as specified through each suppliers production and supply chain.

We also work closely with many of our suppliers integrating their Sustainability and Environmental Criteria's into our own practices and workflows.



*care  
impact  
influence*



## Do our part for climate & environment

We cannot ignore the impact climate change is having on us all. The concern for us is our children's generation and the effect it will have on them.

We must act, even in small ways. We plan to be Carbon Neutral by 2030. We are only beginning our journey, but we have set a base line and a clear path.

Activity	Measurement	Objective	Reporting
Reduce Scope 1 & 2 emissions	% of Scope 1 & 2 CO2 reductions	Carbon neutral by 2030	Annually



As part of the Croft ESG initiatives we have partnered with Pangolin Associates who are conducting a full sustainability report and assessment for Croft Australia to set a baseline and ensure we achieve our sustainability and environmental goals.

This year Croft has set a sustainability goal and Carbon Offset strategy which will aim at being Carbon Neutral by 2030.





# Creating a safer workplace and business for customers

ISO 9001:2015 certification is measured against everything we do on a daily basis whether it be for staff, customers or suppliers and we have a dedicated team to ensure these certifications are not only met but exceeded now and into the future.

Activity	Measurement	Objective	Reporting
Product Logistics	ISO 9002 External Audit	100%	Annually
Business Systems	ISO 9002 External Audit	100%	Annually
Customer Satisfaction	NPS Survey	NPS Score >66	Quarterly
Team Satisfaction	NPS Survey	NPS Score >75	Quarterly
OHS Team Safety	NPS Scores	66%+	Quarterly

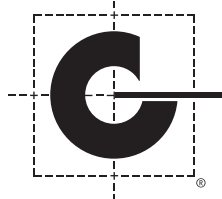
*"ISO Certification ensures we are achieving our delivery goals for both our team and our customers"*

As an industry leader, we are constantly looking for ways to grow our customers confidence, increase community involvement and ensure we are working towards a better future.

This Certification shows our commitment to ensuring we have industry leading systems and procedures in place across all regions to support our customers, improve our business and grow our team through globally recognised systems.



**JAS-ANZ**



[WWW.JAS-ANZ.ORG/REGISTER](http://WWW.JAS-ANZ.ORG/REGISTER)

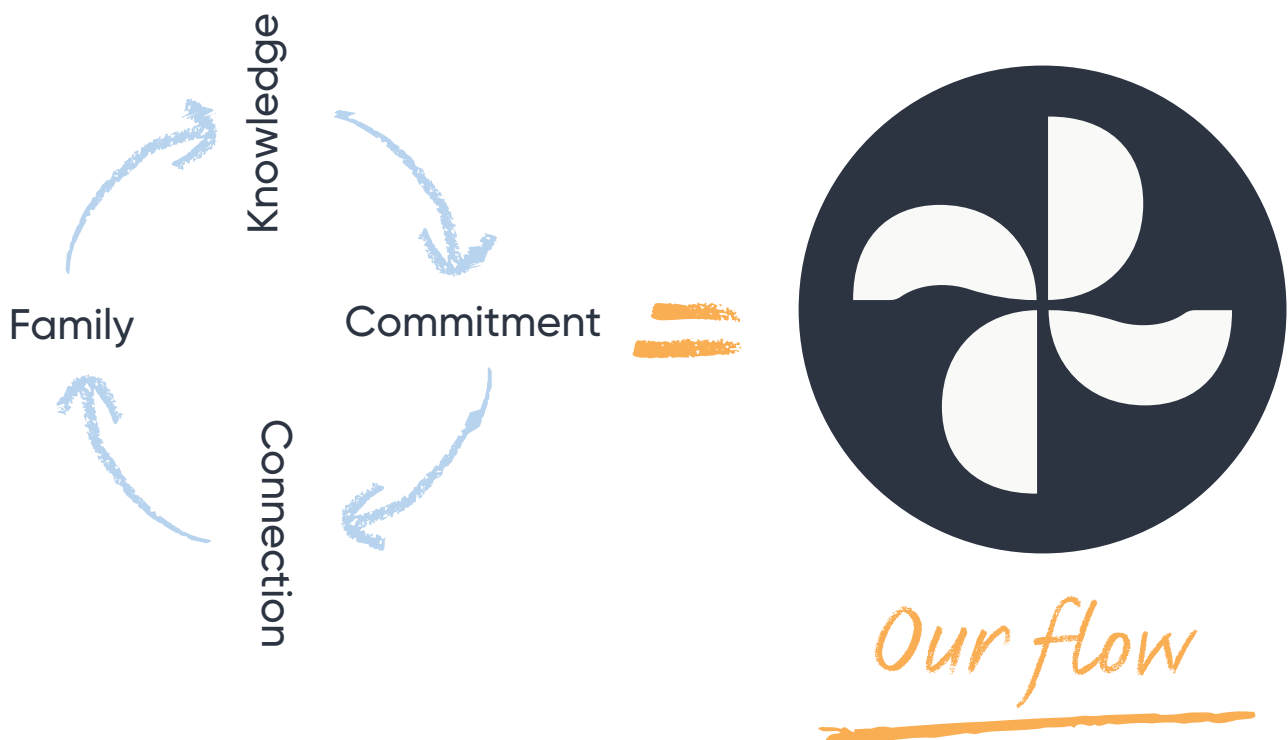


*care  
impact  
influence*

A personal approach

# Our Philosophy

**Our Purpose** Is to unconditionally support each other (family) and our customers *no matter what!*



*Family* – Our work team is a family and we strive to unconditionally support each other for the further benefit of all of us and our customers.

*Knowledge* – We guide and direct our customers to create safer and more efficient workplaces. Seeking ways to improve ourselves and customers is our true strength.

*Commitment* – Having the courage to persevere when things get tough and always find a way. We say something, we do it! We never let our customers or our team mates down.

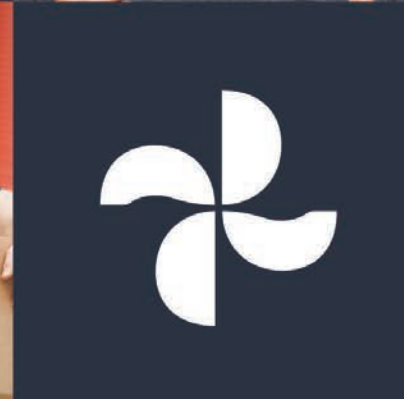
*Connection* – Our great relationships with our customers and teammates make life simply, better!! Connecting with people is key, never are they a number or colleague.



 **Croft**  
Essential products, exceptional care



 **NQ**  
SUPPLY



## Our Core Values – Our Heart

**Accountability**

*Own it and deliver!*

**Communication**

*Get off your bum and talk to each other!*

**Teamwork**

*Family...always comes first!*

**Integrity**

*Take a look in the mirror*

**Passion**

*Love what we do and never take ourselves too seriously!*

**Commitment**

*We find a way!*

**Essential products, exceptional care**



# Croft<sup>®</sup>

Essential products, *exceptional care*

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[croft.net.au](http://croft.net.au)

 Croft

 NQ

SUPPLY

 AB

SUPPLIES

 TRS

Catering Equipment

 CroftCare

BRISBANE, TOOWOOMBA, BUNDABERG, FRASER COAST, TOWNSVILLE, CAIRNS, SYDNEY, MELBOURNE, ADELAIDE & PERTH