



Sustainability Progress Report

2021 – 2022

Our Commitment

This Report covers the activities of Winning Appliances Pty Limited (ABN 94 002 193 688), a company incorporated in Australia and headquartered in Sydney, and each of its related entities, including Appliances Online Pty Limited (ABN 19 151 833 546), Winning Services Pty Limited (ABN 34 152 213 039), Home Clearance Pty Limited (ABN 55 615 069 095), Andoo Pty Limited (ABN 49 115 622 172), Spence & Lyda (ABN 43 094 430 574) and ORA Restaurant Pty Limited (ABN 42 649 181 340) (collectively, the Winning Group) for the calendar years commencing 1 January 2021 and ending 31 December 2022.

This Report sets our commitment to mitigate negative impacts of our business on the environment and society and outlines our initiatives to meet our 2025 Sustainability Strategy targets, aligned to our mission to create the best experiences in the world, for the world—for our customers, for our people, our communities and the planet.

Content

Acknowledgement of Country	3
Message from the CEO	4
About Winning Group	5
Our Approach to Sustainability	7
Foreword from the Product Stewardship Centre of Excellence.....	9
Environment	10
Community	16
Awareness and Education	19
Responsible Sourcing	24
Next Steps	27



Acknowledgment of Country

In the spirit of reconciliation, the Winning Group acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

^ Western Australia

Message from the CEO

I am honoured to present Winning Group's inaugural Sustainability Progress Report for 2021/2022. The purpose of this Report is to highlight our activities from January 1, 2021 to December 31, 2022 that contribute to our 2025 Sustainability Strategy.

As a century-old, fourth generation family business we have continually adapted and innovated to create better experiences for our customers today and into the future. In 2020, the world felt the devastating effects of COVID-19 and environmental disasters including bushfires and floods on an individual and societal level and it brought to the forefront how businesses rely on healthy people, communities and the planet.

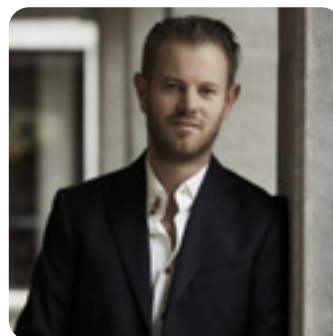
We recognise our responsibility to mitigate any harmful and negative social and environmental impacts, which occur as a result of our business activities. Importantly we also recognise the opportunity to future proof and transform our business to not only meet the increasing risks and regulations, associated with operating our business in a rapidly changing world, but also changing customer and team expectations.

We have placed sustainability at the core of our 10 year transformation strategy, with a mission to create the best experiences in the world, for the world—for our customers, for our people, our communities and the planet. We have developed an understanding of how environmental and social risks represent risks for our business through issues such as Modern Slavery, supply chain disruptions, changing legal and regulatory demands, and rising costs for energy and transportation.

Over the two year period, we have achieved major steps towards our 2025 goals including the introduction of a Take Back and Recycling Program for packaging waste and mattresses, the development and implementation of a Responsible Sourcing Roadmap and the launch of our Reflect Reconciliation Action Plan. We have implemented robust management processes and systems, which allow us to report on waste generation and recycling outcomes, we have also calculated our first carbon footprint baseline and developed a mitigation plan. Throughout 2021 - 2022 we helped our customers recycle over 23,000 tonnes of scrap metal and diverted 3,039 tonnes of packaging waste from landfill, representing an annual average of 70% landfill diversion for packaging waste in 2022, putting us well on our way to achieve our 2025 goal of 100% diversion of recyclable packaging waste.

While we are proud of our achievements and believe we can create meaningful impact within our ecosystem and industry, we acknowledge that we are only at the start of our sustainability journey.

We are committed to continuing to innovate new solutions and to influence changes in our industry, and customer behaviours, by creating awareness on social and environmental issues. We want to use our business and ecosystem as a force for good and do better for our customers, our team members, our families, our suppliers, and the broader world in which we engage.



John Winning
CEO, Winning Group

About Winning Group

The Winning Group at a Glance

Winnings

appliancesonline
legendary service

Winning Services

Winning
home

rogerseller

SPENCE & LYDA

HOME
CLEARANCE

andoo
feel good

heelix

DEEP SPHERE

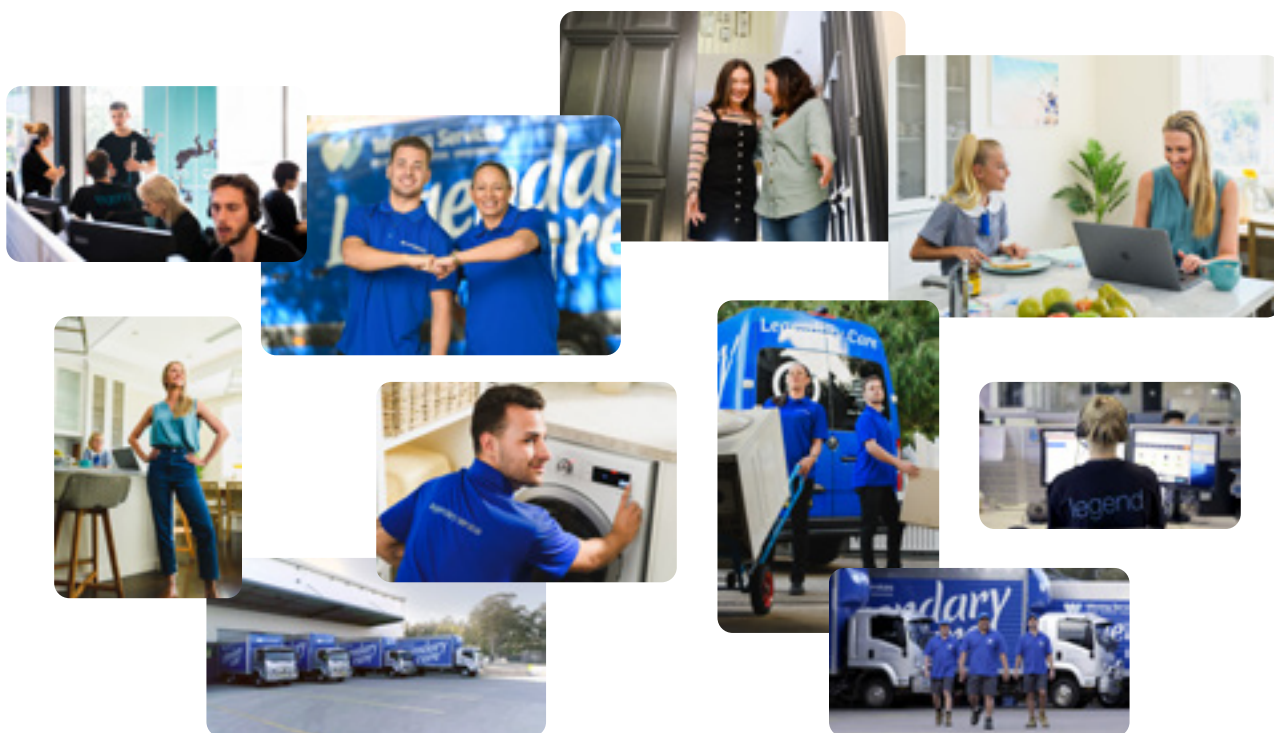
WINNING
LIFE. ELEVATED.

WINNING ACADEMY

ORA

We're an experience company, driven by people, science and our mandate to leave the world a better place.

From retail to service, technology, education, people and creativity, Winning Group is forging new pathways to redefine what the best experience in the world looks like.





Our Purpose

We deliver inspiration.

We're on a mission to create the best experiences in the world, for the world; for our customers, our people, our communities and the planet.

We bring homes to life.

It's what we've done for more than a century.

And as we've done this, we've grown close to our customers and learned the importance of every stage and experience of their journey. Our promise to them, to provide the best experience in the world, is so they can live their best lives at home.

But home isn't just the four walls in which we live, it's the bigger space we all share and everything in it; our customers, people, communities and the environment.

It's why we're driven by people, science and our mandate to leave the world a better place. We're doing this one experience at a time, using our business and ecosystem as a force for good to help reconnect people to themselves, each other and the planet.

The Group's Operation across Australia and New Zealand



During 2022, the Group acquired Spence & Lyda, a furniture retailer. In addition, the Group opened ORA, a Japanese restaurant in Sydney. We also expanded our e-commerce retail operation with the launch of Andoo in Australia and New Zealand. We have over 1000 team members across our business, including contractors. Our main core business functions are marketing, sales, buying, operations, legal, finance, sustainability, technology, customer service, and human resources.

Our Approach to Sustainability

Between December 2020 and April 2021, Winning Group completed a comprehensive review of the material social and environmental issues and opportunities for our business. To determine material topics for our business, we gathered data from a wide range of sources including:

- 12 deep dive executive and leadership interviews
- Field research
- Legislative review
- Policy review
- Winning Group team member survey with 325 surveys completed
- Customer survey with 22,687 surveys completed
- 10 cross-functional workshops
- Research collaboration with the University of Sydney focusing on circularity
- Carbon footprint analysis covering Scope 1, 2 and 3
- Industry benchmarking
- Review of consumer research on sustainability
- Two waste audits (one as part of the NSW Bin Trim Program)

Winning Group is a people-centric business that places customer satisfaction and advocacy (measured through Net Promoter Score) at the heart of decision making. As such, team members and customers are priority stakeholders for our business and the survey insights from customers and our team members were of critical importance to our business' criteria and determination of materiality. **Key insights from these surveys revealed:**

Team survey key insights:

80% of the team believe **sustainability is essential** to ensure the long-term success of our business.

Our teams are hungry for **information and education** on sustainability.

90% of the team considered **reduction of negative environmental impact very important** or rather important when thinking about which areas of sustainability are important for the Winning Group.

Recycling and waste management was the most prominent issue identified by our teams, closely followed by carbon management, supply chain sustainability and education.

The top four causes that the team identified as very important or rather important were:

- (97%)** Mental health
- (95%)** Vulnerable children and youth
- (94%)** Environmental protection
- (92%)** Diversity and equal opportunity

Appliances Online customer survey key insights:

Recycling of old appliances **(49.8%)** and carbon reduced/carbon neutral delivery **(33.2%)** are the **most important considerations for customers**.

71% of customers would be interested in receiving information about how to **best care for household appliances to extend their life**.

62% of customers would be interested in receiving information about how to use their household appliances in a **more energy-efficient way to minimise their environmental impact**.

Additionally, a key criteria for prioritisation of initiatives and inclusion in the strategy was, areas in which the business could realistically have a material impact within a 5-year strategy period. The review has informed our Sustainability Strategy and commitments, helping us identify where we can have the most positive impact and where we must mitigate any negative impacts, for our customers, our people, our communities and the planet.

From this we formulated the four sustainability pillars Community, Awareness and Education, Responsible Sourcing, and Environment and devised the CARE Strategy Framework 2021- 2025. The strategy and its commitments have been reviewed by internal stakeholders across the whole organisation, the leadership team and was approved by the Winning Group Board of Directors.

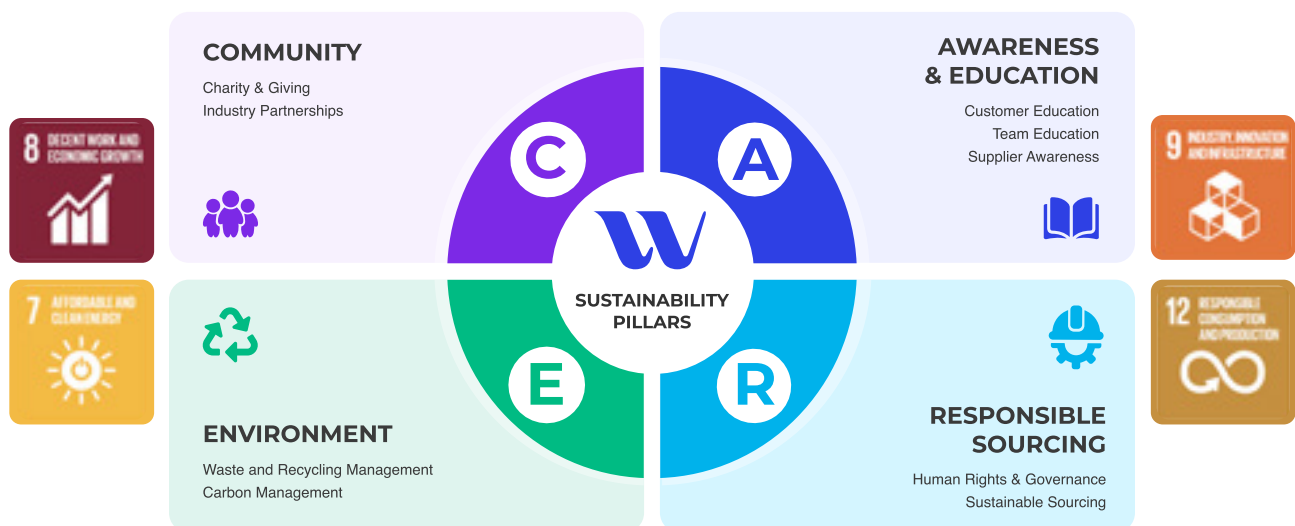
Alignment to UN Sustainable Development Goals

Our sustainability strategy and strategic plan have also been reviewed by an external sustainability consultancy against their alignment and contribution to the United Nations Sustainable Development Goals (SDGs) to a target and indicator level.

Through an initial filtering process, five SDGs were chosen to conduct a detailed review against using sources such as the SDG Compass Guide, the Global Indicator Framework - 2021 edition and Business Reporting on SDGs.

A framework was designed with four criteria to review the plan against, and under each criteria the SDG targets and indicators received a score from 1-5. This resulted in a score for Winning Group's performance for each of the initial 5 SDGs under about 50 indicators. Results showed very strong alignment with SDG 7 Affordable and Clean Energy, SDG 8 Decent Work and Economic Growth, SDG 9 Industry, Innovation and Infrastructure and SDG 12 Responsible Consumption and Production.

2025 CARE Strategy Framework



Foreword from the Product Stewardship Centre of Excellence

Product Stewardship – the key to implementing circularity principles

An authentic Product Stewardship approach demonstrates how businesses, such as the Winning Group, can take a proactive approach to protecting the planet and meeting consumer expectations. This includes genuine collaboration across the product life-cycle, to ensure that each stakeholder recognises and adopts their respective role.

Businesses, including manufacturers, brands, importers and retailers, hold primary responsibility for reducing their products' environmental and human health impacts across the product life-cycle from design and production through to consumption and post-consumption. Consumers also have an important role to play to maintain their appliances, IT equipment and other e-products, and to ensure responsible disposal, reuse, repair and recycling.

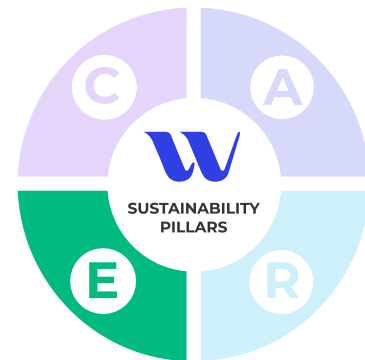
Product Stewardship not only drives ongoing environmental performance of electrical and electronic products, it can also provide a very practical pathway to implementing circular economy principles. This is directly relevant to designing-out waste and pollution, maximising durability and ensuring high levels of water and energy efficiency, while we strive to decarbonise the economy.

A good steward understands the significance of sourcing and delivering products that are environmentally responsive, economically sensible and socially desirable, whether it's a dishwasher, electric kettle, smartphone or laptop.



John Gertsakis

Director, Product Stewardship Centre of Excellence
Adjunct Professor, UTS Institute for Sustainable Futures



Waste, Recycling and Carbon Management

Statement

The Winning Group acknowledges that our businesses' operations have an impact on the environment through activities such as raw materials extraction, waste generation, fuel combustion, heating and cooling.

We recognise our responsibility to minimise negative environmental and climate impacts and are committed to implementing waste reduction, recycling and carbon management initiatives to fulfil this responsibility. We seek to innovate and improve waste management practices, stimulate recycling, and limit the use of landfilling. With tightening environmental regulations and rising costs for waste, accelerating our environmental sustainability initiatives also present an opportunity to decrease our waste costs, leverage our reverse logistics strength and future proof our business. We support the decarbonisation of our industry and seek to prepare our business for the risks and opportunities which come with a changing economy in a low carbon future.

Our 2021-2025 targets

- » Divert 100% of recyclable packaging, distribution centre waste and office waste from landfill.
- » Expand our voluntary product and packaging stewardship programs to further divert waste from landfill.
- » Reduce our operational emissions (Scope 1 and 2) and overall emissions in line with our 2030 target of 45% overall reduction (Scope 1, 2 and 3), against the 2020 baseline.

Our approach

Our assessment of material issues revealed two priority areas for immediate action: waste and recycling and carbon management. E-waste is Australia's fastest growing waste category and almost half of it still goes to landfill. We at the Winning Group have been pioneering whitegoods take-back and recycling schemes since 2005 and with this have been applying principles of product stewardship, to contribute to the circularity of materials and products. However, we identified that a renewed focus on effective management systems, processes, governance and investment into machines and packaging waste separation to increase our onsite recycling was an immense opportunity.

We also found that we needed to develop an understanding of how our waste management and recycling activities correlate with our climate impact and opportunity to manage carbon emissions. Over the course of 2021 to 2022, we have implemented robust management processes and systems which allow us to now report on waste generation and recycling outcomes. Waste reduction and landfill diversion percentages are now shared monthly with the leadership team and quarterly with the wider business. We also calculated our first carbon footprint baseline and developed a mitigation plan.

Our progress highlights

1 Develop carbon footprint analysis baselining calendar year 2020 emissions

The first step to managing our carbon emissions was to develop an understanding of our carbon impact. At the start of 2021, Winning Group engaged an environmental consultancy to develop our first carbon emissions footprint.

Scopes of emissions

Scope 1 emissions include all direct greenhouse gas emissions from sources that are within the responsible entity's operational control. These could be emissions from fuel use, refrigerants and on-site electricity generation.

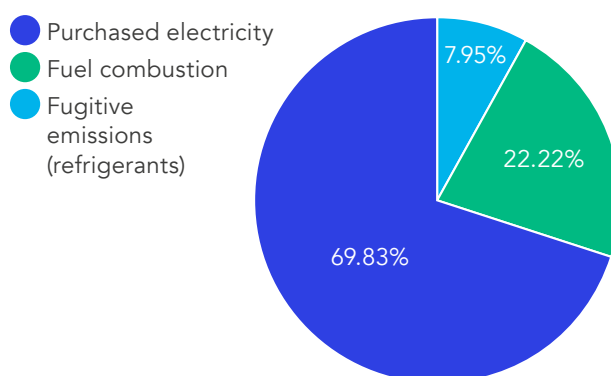
Scope 2 emissions include purchased electricity, heat, cooling and steam (i.e. energy produced outside the responsible entity's operational control but used by the responsible entity).

Scope 3 emissions are all indirect emissions that occur as a result of the attributable processes of the product or service, but occur from sources outside the responsible entity's operational control.

We provided data to calculate our operational greenhouse gas emissions (Scope 1 and 2) such as those resulting from the use of electricity and fuels. Where possible, all data analysis complied with the requirements of the Greenhouse Gas Protocol Accounting and Reporting Standard. The majority of our Scope 1 emissions come from the use of fuels in Winning Group operated vehicles. This does not include fuel use from delivery contractors. To calculate our Scope 2 emissions we included all electricity used at all our facilities across Australia. Our emissions footprint across Scope 1 and 2 is equivalent to almost 800 households.

Scope	Description	Total (tonnes CO ₂ -e)
Scope 1 emissions	Direct emissions from activities owned or controlled by Winning Group in the baseline year (e.g. fuel combustion from company vehicles, refrigerants)	1612.37
Scope 2 emissions	Indirect emissions associated with Winning Group's consumption of purchased electricity in the baseline year	3733.37

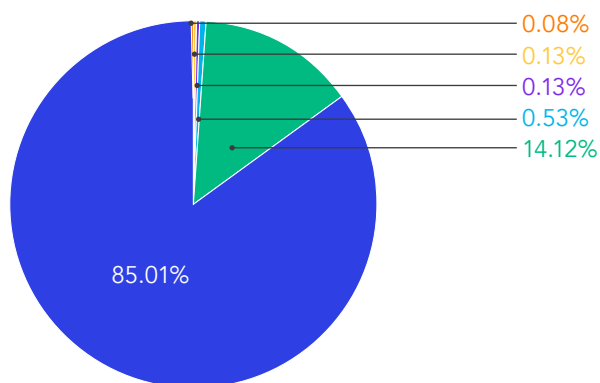
Scope 1 and 2 emissions breakdown



Measuring Scope 1 and 2 emissions is comparable to industry standard. However, as we aim to go above and beyond, we also want to develop an understanding of the emissions across our entire value chain which occur upstream and downstream. We therefore commenced estimating Scope 3 emissions in our sphere of influence.

We understand that the 'Use of sold products' is the dominant source of Scope 3 emissions, this includes the emissions associated with the use of sold products over their lifespan including manufacturing energy, use phase and end-of-life treatment. 'Waste generated in operations' also significantly contributes to the Scope 3 footprint due to our take back and recycling programs. Minor sources include employee commuting and business travel.

Scope 3 emissions breakdown



- Cat 1: Purchased goods and services
- Cat 3: Fuel- and energy-related emissions
- Cat 5: Waste generated in operations
- Cat 7: Employee commuting
- Cat 11: Use of sold products
- Cat 12: End-of-life treatment of sold products

Insights and opportunities identified:

- Continue to work on reducing Scope 1 and 2 emissions, where Winning Group has the most control over emissions management.
- Scope 3 emissions consisting of the manufacture, use and disposal of appliances accounts for the vast majority of our overall emissions. Carbon mitigation should therefore focus on how to improve procurement, supplier engagement and responsible end-of-life treatment of sold products to drive reduction in these emissions.
- Customer awareness and education campaigns will be key to reduce this largest share of our Scope 3 and overall emissions. A focus will therefore be on guiding customers to more energy efficient products and educate about the more efficient use of appliances, thereby reducing both Scope 3 emissions and household expenditure.

2 Carbon mitigation plan

To formulate our carbon mitigation plan we gathered the insights from the carbon footprint analysis, identified hotspots and key areas of opportunities. We then held multiple cross-functional workshops with key leaders across the organisation, discussing ten mitigation initiatives that we could feasibly take forward in order to mitigate our carbon impact.

We re-engaged the environmental consultancy to model these initiatives through the carbon footprint results and additional data, adjusting by key parameters such as business growth rate. Through this exercise, the abatement opportunity and efficiency of each initiative was projected to 2030 against Business As Usual the scenario.

3 Appliance recycling program

Since 2005, the Winning Group has helped to recycle more whitegoods than any other retailer in Australia. At no cost to our customers, we have been collecting and recycling old appliances to ensure that precious natural resources are diverted from landfill or reused and given a new life. We recognise that recycling is only one piece of the puzzle and are continuously striving to improve the ways in which we tackle the issue of waste at its source. We estimate that since the start of this program, Winning Group has helped our customers recycle more than 80,000 tonnes of electronics and appliances.

Winning Group's circular approach started in 2005 with the launch of Appliances Online when CEO and Founder John Winning, wanted to extend a truly legendary customer service proposition by offering the collection and recycling of appliances.

Appliances Online was the first e-commerce retailer in Australia to offer this service free of charge. Convenience (or lack thereof) is a huge barrier for consumers to participate in the circular economy. We take that barrier away by collecting old and broken appliances from our customers when we deliver the new one, so this take-back program even applies to products that have not been sold by the business. Our drivers will load the appliance, return it back to our distribution centres and we then work with metal recyclers to have the appliances recycled so that the precious materials can be extracted and reused. Steel especially is a valuable resource; recycling one tonne of steel saves 1,100 kg of iron ore, 630kg of coal, and 55kg of limestone.

4 Implemented waste reporting system

To monitor, manage and report on our waste and recycling initiatives, we implemented a monthly reporting system which would allow us to report on weights and volumes of each waste stream including steel, cardboard, expanded polystyrene, soft plastic, timber, TV recycling, as well as the volume of general waste and percentage of diversion from landfill across our NSW, VIC, QLD, WA and SA distribution centres. An externally managed reporting system was trialled mid-way through 2021, however the reporting was taken back in-house by December 2022 due to data gaps and to improve contractor performance visibility and reporting control.

5 Participation in the NSW Environment Protection Authority (EPA) Bin Trim program and purchase of Expanded Polystyrene (EPS) Densifier

The NSW EPA runs the Bin Trim Program, the largest business recycling program of its type in Australia, engaging with more than 38,000 businesses and collectively diverting over 260,000 tonnes of waste from landfill. This has resulted in an average increase in recycling of 15% for participating businesses.

At the start of 2021, Winning Services engaged a waste assessor to conduct a Bin Trim waste assessment of our packaging waste and assist with the application of the EPA Bin Trim rebate. The EPA offered Winning Services a rebate of \$50,000 on the purchase of a High Throughput Semi-Automatic EPS Densifier equipment (GreenMax M-C200 Automatic cutter/cooling/loading) enabling our NSW operation to densify the large volumes of expanded polystyrene. This machine melts the EPS into nuggets and reduces the problem of EPS breaking in the handling process and littering the environment.

6 Launch of packaging take back and recycling program

On the back of a successful implementation of the EPS densifier equipment in NSW, Winning Group was able to launch a recycling program for the packaging waste associated with the products we sell. This captures cardboard packaging, expanded polystyrene (EPS), and soft plastics. The program is free for customers and is particularly impactful as it tackles problematic

EPS associated with whitegoods and prevents this from going into landfill. There is currently no solution for the general public to recycle EPS at the kerbside, meaning most EPS goes into landfill. At each distribution centre, dedicated packaging sorting areas and teams were implemented to sort the waste into four main streams: soft plastic, EPS, cardboard and residual general waste. The cardboard and soft plastic is compressed, and the EPS melted (NSW) or compressed (VIC, ACT, QLD and WA). After checking and palletising the cardboard, plastic and EPS, Winning Services works with licensed recycling exporters. 100% of the EPS that we collect is sent to China, where it is used as a raw material to produce new items such as picture frames and skirting boards.

Over the timeframe of 2021 - 2022 we have helped our customers recycle approximately 23,230 tonnes of scrap metal and diverted 3,039 tonnes of packaging waste from landfill.

With the close of 2022, we are proud to have achieved an annual average of 70% landfill diversion for packaging waste, putting us well on our way to achieve our 2025 goal of 100% diversion of recyclable packaging waste.



7 Launch of mattress recycling program

Since 2020, when we started selling mattresses, we have engaged the social enterprise Soft Landing, to recycle old mattresses that we collect from customers. As Soft Landing deconstructs mattresses manually, they are able to achieve up to 75% diversion from landfill and are turning old mattresses into roof sheeting, carpet underlay, and more. Since the start of the program, through our NSW, WA and VIC distribution centres alone, we have collected a total of 4,282 mattresses with the program we run with Soft Landing whilst creating jobs for people experiencing hurdles to employment. For every 35 mattresses that Soft Landing recycles each day, a job is created for someone who needs it.

8 New Zealand mattress recycling trial

Currently, around 300,000 mattresses end up in landfill in New Zealand every year and cause a raft of additional issues as they clog machinery, are difficult to compact, and create large soft spaces that can turn into sinkholes after filling. Until now, despite efforts being made to create a Product Stewardship Scheme, there is no industry or government-led scheme currently in place. We identified this lack of offering and in staying true to our commitment to care for customers, communities and the planet, devised a solution in partnership with All Heart NZ, to offer an environmentally safe solution. At the end of 2022, the Andoo business funded a trial for All Heart NZ to dismantle mattresses that had been collected from customers and had been stored at their Auckland Distribution Centre. Following the successful trial in December, All Heart NZ were able to recycle 77% of mattress components, ensuring that a significant portion of a mattress does not need to end up in landfill. This success of the trial meant that the program will be offered to our customers on an ongoing basis from 2023.



9 Implementation of standardised waste management and source separation across stores, distribution centre offices and head office

At the start of 2022, all under-desk bins across our 17 stores, distribution centre offices and head office have been replaced with a three bin source separation system designed to separate general waste, mixed recycling, and organics. Prior to this all team generated waste went into landfill.

Through the introduction of this new bin system, we are now diverting 50% of waste from landfill allowing us to see a pathway to achieve our 2025 target of 100% landfill diversion of recyclable waste.



10 Development of waste policy

To support our commitment to further reduce waste and increase recycling, we developed a waste policy which communicates the approach, targets and expectations we have of our teams when it comes to waste management and recycling. The policy covers our expectation to continually increase the separation and elimination of waste at the source, legislative and reporting requirements and continuous improvement initiatives.

11 Electric vehicles

As a business, we fully support the transition to electric vehicles and have set up a working group to determine how we can make this a reality for our business. We are proud to share that we took delivery of the first three plug-in hybrid vehicles into the fleet. The cars will be based out of Head Office and piloted by the Winning Commercial team.

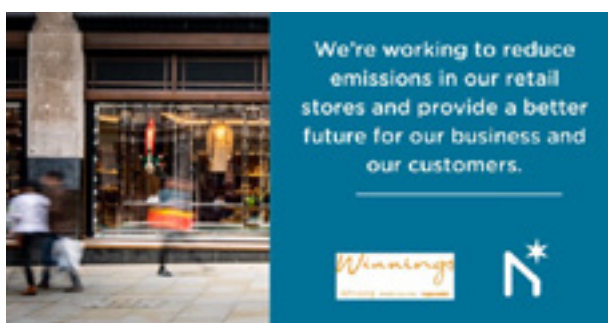


12 Sustainability fit-out process and brief

For our retail stores, brand partner displays and office spaces, Winning Group has developed a Sustainable Fit Out Process and Brief aligned to our 2025 sustainability goals and benchmarked to the Green Star Rating System to deliver best practice sustainable outcomes. Moving forward, this process will be utilised by our in-house Design Team to determine sustainability requirements for future renovations and inform end-to-end specifications for contractors. The Process and Brief incorporates principles of circularity through reuse and repurposing of existing materials, responsible raw material sourcing, waste management and design for operational efficiency. A governance framework has also been integrated within the process to ensure accountability at all key stages of the fit-out.

13 Winning Appliances participates in NABERS Accelerate program

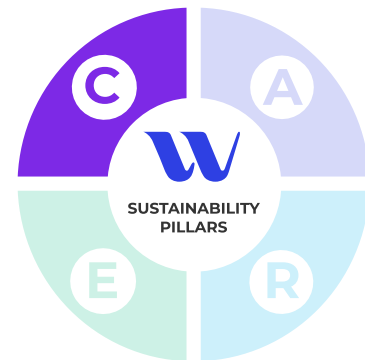
NABERS Accelerate is a program provided to new sectors to speed up the development and adoption of NABERS ratings. NABERS ratings for retail stores will quantify a site's energy and water performance. A NABERS rating can then identify areas for cost savings and improvements and promote the retail store's environmental credentials. Midway through 2022, Winning Appliances committed to being a part of the NABERS Accelerate program developing the rating tool for retail stores. Having a way to measure and manage our energy consumption means that we will be able to chart a path towards our 2025 net zero operational emissions target.



14 5 Star Green Star Accreditation

Altona North, our Victorian Distribution Centre has received its 5 Star Green Star Accreditation in building, design and construction, representing Australian excellence—a significant achievement for Winning Services. Green Star is Australia's trusted mark of quality for the design, construction and operation of sustainable building.





Statement

As a century old, family owned business, Winning Group has had a long history of philanthropy and establishing trusted relationships with its customers and communities, supporting charities and projects such as Birds of Passage, Cancer Council POSH Gala and AIME.

However, transparency and communication to employees, customers and external stakeholders about the positive social impact created through these projects needed to be improved. Community engagement is important to the Winning Group because the business recognises that it operates within communities and social structures that inherently define our people, customers and stakeholders. Our goal is to strengthen communities and social structures so that our people feel connected and supported, and our stakeholders including our customers continue to support our business and recognise our social licence to operate. Consumers will increasingly shop with their values and for us this means to be more transparent about the positive social impact the business is having. Additionally in a "war for talent" where employees are evaluating companies on their ESG scores, social impact credentials contribute to our business' ability to attract and retain high performing team members.

Our 2021-2025 targets

- » Develop a Charity Engagement Framework
- » Implement charity partnerships that meet our Framework
- » Develop volunteering opportunities for our teams
- » Implement the ability to articulate and measure our impact

Our approach

As part of our sustainability commitments, from 2021 the business decided to take a more strategic and holistic approach to community engagement and developed a charity engagement framework. To develop the framework, Winning Group conducted a group-wide impact survey in order to understand which causes our teams care about most. The intention was for the cause areas to be in strategic alignment to the business and our sustainability strategy. Homelessness, health, youth, reconciliation, and the environment were agreed upon as the prioritised cause areas of impact. Core considerations of the Charity Framework are:

- Aligns to our purpose, our core values and core brands
- Meets one of our priority cause areas of impact
- Charity provides opportunities to engage beyond financial such as volunteering, skills based giving, education and product donations
- Impact activation potential is national, provide multiple touch points per year and can be activated through our Winning Appliances stores
- Charity can demonstrate good governance

The framework resulted in fewer charity partners and more long-term engagement with various organisations, including Good360 and Dignity Homeless Services Australia.

Our progress highlights

1 Prioritised cause areas identified through the internal sustainability survey and cross-functional workshops.

2 Creation of a community roadmap with process implementation and governance structure on product donations.

3 Partnership with Good360

In October 2021, the Winning Group established a partnership with Good 360, which matches the right goods to the right people at the right time during times of need and disaster. In February 2022, after Australia was hit by some of the worst flooding ever seen, Winning Group donated \$10,000 to our charity partner Good360 Australia for immediate financial assistance, which enabled Good360 to deliver \$200,000 worth of essential products in need. During 2022, Winning Group also fulfilled a donation pledge of \$500,000 worth of brand new products including appliances, mattresses and furniture from Andoo. This donation was distributed to Good360 and local charities in impacted areas of the Northern River region and across NSW, to help people rebuild their lives. In total, through our partnership with Good360 we have supported 8 not for profits and schools, 14 cause areas, connected 1978 new items with people in need, donated \$10,000 directly to Good360 and donated products to a total value of \$507,000.



4 Partnership with Dignity Homeless Services Australia

In 2022, Winning Group committed to a gold partnership with Dignity, valued at \$50,000 to support their mission to prevent and end homelessness. We provided appliances to Dignity's temporary accommodation homes, including washing machines, dryers, fridges, freezers, and TVs. The partnership supports Dignity by replacing or upgrading appliances across their existing properties and by installing appliances when opening new Dignity homes. Our teams also had the opportunity to volunteer and help to set up a Dignity home. Winning Group's corporate sponsorship has supported Dignity to provide 23,000 nights of supported temporary accommodation for people experiencing homelessness over the last 12 months. Of those guests, 50.1% were men, 49.6% were women and 30.5 % were families. The partnership has enabled Dignity to open Ready To Work Housing, a longer-term pilot program with 42 residents having been supported to date and all residents employed within three weeks of joining the program.



5 Additional donations and charity engagements (2021–2022):

- \$10,000 donation support for AIME's National Hoodie Day
- \$1,000 donation to UN Women's International Women's Day
- \$20,370 donation to the Cancer Council
- \$3,580 donation to Feel the Magic
- \$10,650 donation to the Touched by Christopher Foundation
- St Vincent's Gadigal Room

Winning Appliances has proudly donated appliances to the new Gadigal Room at St Vincent's Hospital, a quiet and private space where First Nations patients, families and carers can take respite and support each other while a loved one is in hospital. The room was opened during NAIDOC week with Winning Group team members in attendance.



6 Reconciliation Action Plan

In September 2022, Winning Group released its inaugural Reconciliation Action Plan (RAP), which outlines our commitment to contribute to Australia's reconciliation with First Nations peoples. The RAP is publicly available on our Winning Group website. We are proud to commence our journey to further understand our nation's history, story and true heritage. We will use our first RAP to educate our team members and our customers on the significance of Aboriginal and Torres Strait Islander cultures, traditions and stories in a respectful manner. We will also create opportunities to work with First Nations peoples across our organisation, customers, brand partnerships and beyond. We have so far implemented:

- Mandatory consideration of Indigenous owned and operated organisations in non-stock procurement processes.
- Integration of native ingredients into the culinary menu for Winnings and Winning Appliances showrooms.
- Physical display of Reconciliation Action Plan and Acknowledgement of Country in all Winning Appliances stores and on all Winning Group websites.



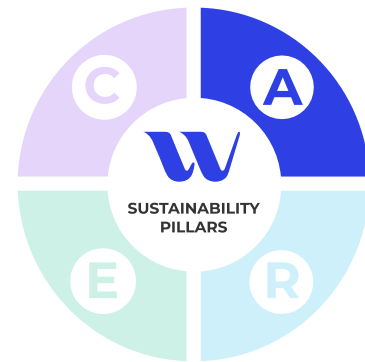
7 Work Placement Partnerships

As part of our commitment to community engagement, we've focused on creating opportunities for all through our hiring practices. Our results from the reporting period include:

- We engaged Max Employment and our business Winning Services employed nine individuals with a disability into roles across our national distribution centres.
- We worked with The Youth Partnership and placed four students into roles within our business.
- We engaged the Coder Academy, a private education college offering accelerated-learning bootcamps to help people transform careers at pace, and placed two students into roles within our business.



Awareness and Education



Statement

The Winning Group recognises the important role that awareness and education plays in influencing more conscious decision making, changing behaviours and influencing purchasing decisions to improve environmental and social outcomes.

As a business that employs over 1000 people and operates across Australia and New Zealand and with a customer base of over 2 million, we understand our responsibility and opportunity to mainstream and mobilise sustainability action by creating awareness on environmental and social issues and providing education on solutions. At the same time, we see an opportunity to provide additional value to our customers through highlighting sustainability aspects of products we sell such as energy and water efficiency. This in turn, strengthens our customer relationships, creating additional reasons for new and existing customers to shop from us and contributing to our brand USP. Investing into the education of our teams and giving them opportunities to participate in volunteering days helps us to attract, engage and retain talent.

Our 2021-2025 targets:

- » Provide education and create awareness for our teams on sustainability issues and solutions.
- » Create highly connected, high performing and motivated teams who feel aligned to our group purpose.
- » Provide education and create awareness for our customers on sustainability issues and solutions.
- » Implementing measures to understand how our customers respond to our sustainability initiatives such as sales trends towards more sustainable product choices.
- » Having our suppliers collaborate with us on sustainability initiatives and increasing product SKUs from suppliers with high ESG credentials.

Our approach

Education starts with our teams. Our Product Experts play an important role in helping customers find the right products and we leverage the strength of our in-house Winning Training Academy to create education programs tailored to specific roles within the business. We create a strong culture of social and environmental awareness amongst our teams by providing opportunities for training, engagement, self-knowledge and recognition. In a customer survey conducted as part of our materiality assessment at the start of 2021, our customers indicated that they have a strong interest in being educated on sustainability attributes of the products we sell. This contributed to "customer education" being included as a material topic for our company. Since 2021, we have implemented quarterly sustainability updates which are sent to all team members providing updates on our key initiatives and progress. We also recognise the opportunity that industry led forums and organisations play in driving collective action within industry or product segments and have increased our participation through memberships.

Our progress highlights

1 Team education / driver training

A key internal education initiative was kicked off in 2021 for all drivers from Winning Services to increase their understanding of the importance of recycling and resource recovery initiatives. The sustainability team ran workshops across the country and provided further educational tools for our drivers from Winning Services on the importance of recycling. Their contribution is crucial to the success of this initiative as they collect customers' old appliances from their homes and assist in presorting our packaging at our distribution centres. We noticed that once drivers had received training and gained an understanding of the impact and positive outcomes of the recycling initiatives, they felt proud to play a key part in it.

2 Sustainability education of product experts

To aid our store teams in confidently communicating with our customers, suppliers and other external stakeholders, we developed training materials on sustainability initiatives and goals across our four key pillars of community, awareness and education, responsible sourcing, and environment. We also educate our product experts on brands and products that have verified sustainability claims so that our team members can make product recommendations that align with customer values.

3 Team engagement activities

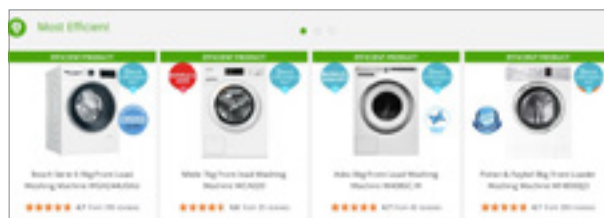
In 2021, we formed an Engagement Committee. The Committee meets monthly to organise and facilitate opportunities for team members across stores, distribution centres and head offices to dedicate time and raise awareness of the environmental and social topics that matter most to them. These include:

- International Women's Day
- Mardi Gras and Pride Month
- Australia's Biggest Morning Tea
- World Environment Day and Earth Day
- International E-Waste Day
- Australian Indigenous Mentoring Experience Hoodie Day
- September
- R U OK Day

4 Launch of Efficient Rows

Appliances Online participated in Green Friday (18th - 21st November 2022), Australia's first online sustainability-focused shopping event, and was the only appliance retailer to do so.

During Green Friday, we launched new product rows on the Appliances Online website which better highlight water and more energy-efficient products to our customers. Purchasing products that are more water- and energy-efficient can help customers choose the right products to help them reduce their water and energy consumption. These product rows are now featured permanently on the Appliances Online website. Since implementing our Energy Efficiency Rows, 192 of our more energy efficient products saw an increase of 16% more units sold each month.



We also launched a partnership with Guppyfriend, which produces washing bags designed to prevent microplastic pollution from synthetic textiles. This industry-first partnership enabled Appliances Online to provide a free Guppyfriend washing bag with the purchase of a more energy and/or water efficient washing machine. This campaign produced some great results with 13.6% more washing machines sold with the associated Guppyfriend washing bag compared to the previous week.

We are also pleased to receive the following testimonials from Green Friday shoppers on our offering:

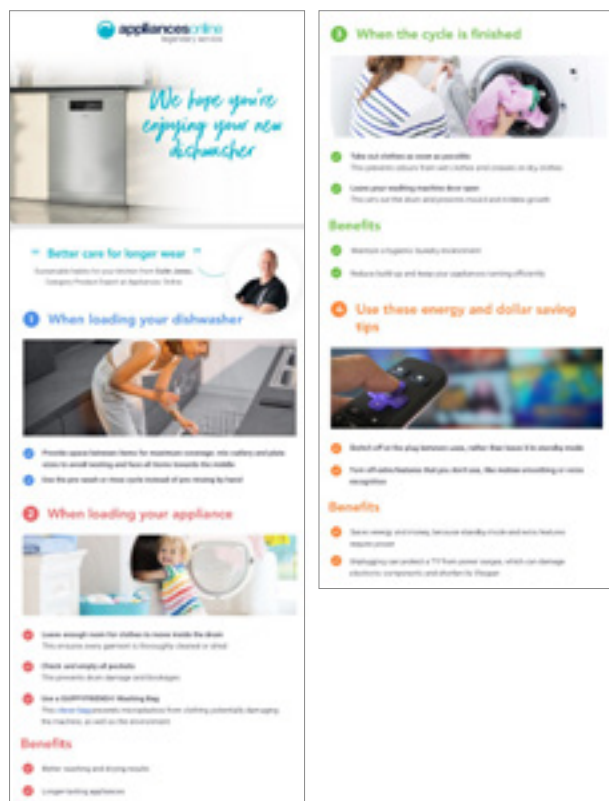
“Appliances Online appear to be going above and beyond for environmental sustainability by recycling a number of products, and also creating employment opportunities. It stood out to me that the work they are doing is very broad, and is actually happening, not only being talked about.”

“It is great to see that the retailer touches on sustainability goals to achieve by the period 2025. They are backing this up with their removal and ethical operations aligning with their Scope of objectives. This makes me feel that they are genuine.”

Whilst this is a significant first step in highlighting more sustainable products to customers, there are many other sustainable product attributes we had hoped to expand to and launch by the end of 2022. The robustness of the efficiency rows is dependent on the use of independent third-party verified data. When looking to expand we found that there was a lack of standardised testing to verify claims and inconsistency in data that precluded Appliances Online in going to market with an expanded version of the rows. We are continuing to work with our suppliers to overcome these challenges so that we can continue to accurately and clearly communicate sustainability claims to our customers.

5 Maintain Campaign

We identified that a key opportunity to facilitate more sustainable outcomes post-purchase was to educate our customers on how to care for and implement practices to maximise the lifespan of their new products. Approximately three months after purchase, customers are sent an email containing information on how to get the most out of washing machines, dryers, fridges, dishwashers, TVs, BBQs and mattresses, contributing to long-lasting sustainable habits and the longevity of their products.



6 Winning Appliances Design & Culinary Guide and Winning Magazine

Winning Appliances' Quarterly Design & Culinary Guides have featured practical advice on how to implement more sustainable practices into the day-to-day life of our readership. The last three issues have included guides on creating a more sustainable home by choosing more efficient appliances, as well as recipes that pay attention to sustainable culinary practices, such as reducing food waste and sourcing local produce.

The Winning Magazine, a quarterly lifestyle magazine sold nationally, particularly the recent Impact issue, profiled homes and properties that have implemented low-impact design, construction, and regeneration practices. The magazine provided a platform to discuss the climate crisis and solutions being implemented to address specific topics such as threats to the Great Barrier Reef, uptake of electric vehicles, and skincare focused on responsible ingredient sourcing and packaging.



Australian Packaging Covenant Organisation

(APCO): In 2021, Winning Group became a member of APCO, a non-profit dedicated to developing a circular economy by keeping packaging out of landfill and retaining maximum value of materials, energy and labour through industry collaboration. Whilst our existing end-of-life initiatives are one key element of the packaging waste solution and a positive step towards achieving Australia's 2025 National Packaging Targets, we must also stay across the opportunities and progress happening across packaging design, material selection and phasing out problematic plastics. Our focus moving forward will be assessing our own brand and in scope international suppliers' packaging components to identify and implement improvements.



Australian Bedding Stewardship Council (ABSC):

We have been working in partnership with Soft Landing since 2020, enabling the recycling of mattresses to directly contribute to the funding and creation of jobs for people experiencing barriers to employment. Following on from this partnership, we joined the ABSC, a not-for-profit organisation tackling the issue of mattress disposal with an industry-led voluntary product stewardship scheme. This participation confirms our commitment to the bedding industry and works towards the development and implementation of a circular economy for mattresses and bedding. The ABSC engages with mattress recyclers to maximise diversion outcomes, research new recycling opportunities, and support sustainable jobs. We are proud early adopters of the voluntary Bedding Stewardship Scheme and setting ABSC membership as a mandatory requirement for our mattress suppliers.



Australian Supply Chain and Logistics Awards (ASCL Awards):

The Sustainability Team attended the ASCL Awards in Melbourne, celebrating excellence in the supply chain and logistics industry. We were pleased to receive a High Commendation in the category of 'Environmental Excellence' for the expansion of our take-back and recycling program to include mattresses and customer packaging.



Commonwealth Bank Consumer Insights Report:

The Winning Group was included in Commonwealth Bank's latest Consumer Insights report as a case study, discussing our initiatives towards a circular economy. Inclusion in this thought leadership report is in line with our mission to create the best experiences in the world, for the world. The full report can be found [HERE](#)



A key focus of 2022 was working with our suppliers to understand which existing products had verified sustainable attributes we could highlight to customers and which specific actions our suppliers were taking, to develop and bring to market more products with sustainable attributes. Our current approach is to only highlight sustainability attributes that are verified by a third-party as many suppliers are still in the development and testing stages for bringing new technology and sustainable product features to market. We continue to work closely with suppliers to be able to communicate sustainable product attributes.



It is important that voluntary industry-led product stewardship schemes address consumer misconceptions about the sustainability or recyclability of products and shine a light on brands and businesses that are stepping up to take responsibility in a voluntary capacity."

– Vernon Fair, CEO of ABSC

Industry Commentary

The Bedding Industry Responds to Industry-led Voluntary Product Stewardship

The Australian Bedding Stewardship Council (ABSC) estimates that each year in Australia:

- 2.2 million mattresses are sold.
- 1.8 million mattresses are discarded onto our streets, waterways and landfill

Placed end to end these discarded mattresses would stretch from Darwin to Hobart. So, who is responsible for what happens to mattresses at the end of their useful life? Is it the consumer's call to figure out what to do with their old mattress when they get their new one delivered? Is it the council's job to pick up old mattresses with the kerbside waste and recycling collections? Do charitable organisations want them? Or is it the mattress producer's responsibility to design mattresses to be disassembled and recyclable and to invest in end-of-life solutions?

This is where product stewardship comes in. Product stewardship acknowledges those involved in designing, manufacturing, and selling products have a responsibility to ensure those products or materials are managed in a way that reduces their environmental and human health impacts, throughout the life-cycle and across the supply chain. It aims to drive environmentally beneficial outcomes through good design and clean manufacturing, including the use of components and materials that are easier to recover, reuse and recycle. Product stewardship provides an opportunity for businesses to do more, strive for more, and achieve more.

In late 2022, the Minister for the Environment and Water, the Hon. Tanya Plibersek, MP, placed the mattress industry on the Minister's Priority List for Product Stewardship. The Minister's Priority List identifies products and materials considered most in need of a product stewardship program due to environmental impacts.

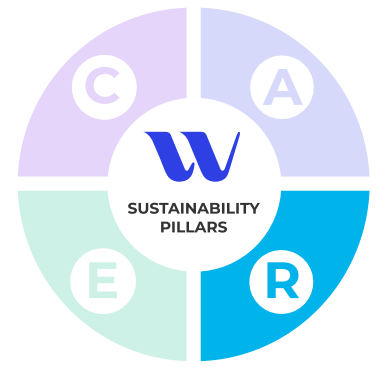
This was a positive endorsement of the work that has been done to date by the ABSC. Since 2020, the ABSC has worked with the bedding industry to develop a voluntary, industry-led product stewardship scheme that brings the sector together to find solutions to the mattress problem. Being on the priority list makes the Government's intentions clear – if industry does not act, the Government will.

With the support of Australian Government funding and ABSC industry membership from manufacturers, retailers (including the Winning Group), and their supply chains, the ABSC launched the Bedding Stewardship Scheme in March 2023. The Scheme is designed to give participants the option of passing the product stewardship fee on, through the sale of each mattress.

The ABSC is proud to have the Winning Group on board as an early adopter of the voluntary industry-led Bedding Stewardship Scheme. We commend the Winning Group's strong leadership position to only sell mattresses supplied from ABSC members and participants of the Scheme. This demonstrates true understanding of and commitment to extend producer responsibility and embeds sustainability into the customer experience.



Responsible Sourcing



Statement

We take our responsibility to understand and reduce the environmental and social impacts of our businesses operation and supply chain very seriously.

Responsible sourcing with a focus on human rights, governance, and sustainable sourcing has been incorporated as a core pillar of the sustainability strategy, with dedicated resourcing and investment. We have monitored regulatory changes coming into effect across the world and have welcomed the introduction of the Australian *Modern Slavery Act 2018* (Cth) ('Modern Slavery Act') as an opportunity to improve our businesses capability to understand the complex issue of modern slavery and to take steps to mitigate human rights and ethical supply chain risks. We want to go beyond compliance and use our influence to mitigate potential harm to people and the planet within our supply chain. We believe that working together with suppliers towards supply chain transparency strengthens supplier relationships, promotes innovation and reduces business' vulnerability in times of uncertainty and supply chain disruptions.

Our 2021-2025 targets:

- » Implement effective governance, systems and processes to provide oversight and management of Modern Slavery and sustainable sourcing risks.
- » Implement effective risk management and due diligence frameworks to identify risks.
- » Ensure adequate and effective grievance mechanisms including remediation processes are in place.
- » Implement training, awareness and education to support identification and management of risks.
- » Increase collaboration with suppliers and industry stakeholders to build capacity.

Our approach

Taking a risk-based approach, we engage with our suppliers to understand what practices and processes they have in place to manage and mitigate the risks of ethical supply chains issues, modern slavery, legal risks and environmental risks within their organisations and supply chains. A key part of our approach to responsible sourcing is to educate suppliers who are small and potentially unfamiliar with this approach by providing practical advice to further understand the risks of modern slavery in their supply chain, whilst improving transparency and due diligence measures. Whilst the path of supply chain transparency and traceability can be complicated, we are steadfast in our commitment, and have made significant progress over the last two years in our effort to identify, assess and mitigate the risks in our supply chain. We have published compliant Modern Slavery Statements from FY20 to FY22. For a comprehensive report on our responsible sourcing activities please view our latest FY22 Modern Slavery Statement available on the Winning Group website [HERE](#).

Our progress highlights

1 Development and implementation of Responsible Sourcing Roadmap FY20 to FY25

In 2021, an overarching responsible sourcing roadmap was developed with defined steps, milestones and outcomes including policies, governance, risk assessment and due diligence of modern slavery risks across our operations and supply chain.

2 Development of Supplier Code of Conduct

We developed our Supplier Code of Conduct and launched it to all suppliers in June 2021. The policy has also been made public through the Winning Group website and our brand websites. Suppliers are asked to acknowledge their compliance with the policy by providing a signature or submitting their equivalent policy for mutual recognition. In addition, our terms and conditions of supplier agreements were amended to reference the Supplier Code of Conduct as part of all agreements. We surveyed 88% of our trade supply chain by dollar spend, with approximately 90% of these suppliers demonstrating alignment with our supplier code of conduct.

3 Development of Modern Slavery Self-assessment Questionnaire (MSSAQ)

A critical component of our risk and due diligence approach is the comprehensive self-assessment questionnaire we developed to inform and engage with suppliers on the issue of Modern Slavery and ascertain their capacity to identify, assess and manage risks within their own respective supply chains. The MSSAQ has been developed to build an understanding on the areas of:

- Modern slavery training.
- Supply chain management.
- Modern slavery risk assessment.
- Modern slavery governance.
- Recruitment of workers.
- Auditing.
- Remediation.

The MSSAQ has been built to assess modern slavery risks across our entire supplier base and produce risk ratings ranging from:

Ideal performance.

Progress beyond general compliance.

Compliant with local laws, general good practice.

Non-compliant, situation improving.

No data, non compliant.

4 Development of Human Rights and Modern Slavery Policy

We developed and launched the Group's Human Rights and Modern Slavery Policy. The purpose of this policy is to support our actions to prevent and limit human rights violations and modern slavery in our business and supply chain. The policy underpins our commitment and supports our Modern Slavery Action Plan and our obligation to report under the Modern Slavery Act. The policy has been reviewed and endorsed by the Modern Slavery and Responsible Sourcing Committee and the Board of Directors. It is accessible to all team members via our intranet and provided to all new team members as part of the induction process.

5 Training of Internal Teams

We conducted one-to-one training sessions with all of our Buying team members to educate them on the newly developed supplier on-boarding process. We continued to conduct group refresher training on an ad hoc and as-needed basis throughout the period to ensure the Buying team was continually aware of emerging risks in the respective product categories and supply chains. We also conducted group training with our senior leadership and HR team. Prior to the launch of our lifestyle and furniture business Andoo and the acquisition of Spence & Lyda, the Winning Legal, Sustainability and Buying teams completed training on the specific modern slavery and environmental risks associated with timber products and the requirements of the *Illegal Logging Prohibition Act 2012* (Cth). The training was provided by an external consultant with expertise in timber legality and sustainability frameworks. A dedicated resource within the Sustainability team was included in the training and received further one-to-one coaching to be skilled for performing due diligence on our timber supply chain.

6 Development of Due Diligence Framework

A key focus of our actions has been to embed our due diligence framework into business as usual processes to ensure that we increase the visibility and transparency of our supply chain and develop an understanding of how modern slavery risks are managed by our suppliers. We prioritise high-risk categories, which are predominantly within our trade supply chain.

All suppliers within medium and high-risk categorisation are required to:

- Acknowledge Winning Group's Supplier Code of Conduct, which sets out the minimum expectations of suppliers in relation to health and safety, labour rights, modern slavery, business ethics, and environment.

- Complete a comprehensive Modern Slavery Self-Assessment Questionnaire (MSSAQ).
- Submit supporting documentation to enable verification of responses by our internal Sustainability Team.

High-risk suppliers may be required to undergo an independent third-party social compliance audit to ensure there are no practices which contravene the Winning Group requirements or relevant laws. We will continue to be committed to implementing and improving risk management systems and controls to mitigate modern slavery and human rights risks across our operations and supply chains.

Scenario:	Step 1:	Step 2:	Step 3:	Step 4:
1: Management Hierarchy for Low-Risk Suppliers	Share Supplier Pack including Code of Conduct	Receive commitment to Supplier Code Of Conduct	Request and review evidence of policies and certifications that demonstrate alignment to Code	
2: Management Hierarchy for Medium-Risk Suppliers	Send MSSAQ	Request and review Modern Slavery Statement	Request and review governance framework and policies	Review supplier annually
3: Management Hierarchy for High-Risk Suppliers	Research supplier's business history	Request or conduct social compliance audit	Conduct and review meetings and follow up on MSSAQ	Review supplier annually

7 Supplier Engagement and MSSAQ Assessment

A key focus of our actions was to engage with our suppliers through the MSSAQ which we developed in 2021. The majority of our suppliers had commenced the foundational work for mitigating the risks of modern slavery within their organisations and supply chains through developing policies, performing risk assessments and providing training to their internal team members. Our review revealed that many are still developing formal due diligence processes, likely to be implemented within the next reporting period. Many of our suppliers have head offices and sustainability teams located offshore which slowed the engagement process, in some instances taking up to three months to complete. It was crucial to the Winning Group that the correct internal stakeholders within each organisation were identified to ensure that accurate information was collated, suppliers were appropriately scored, and any required actions were communicated to the responsible individuals and teams. Through the

acquisition of new businesses, Rogerseller and Spence & Lyda, many smaller suppliers and individual makers became a part of the Winning Group supply chain and were therefore subject to due diligence. As a business that has historically worked with established appliance brands with dedicated sustainability resources, the approach to smaller suppliers needed to be revised. Whilst this tailored approach was more time-intensive, and hindered our ability to progress with due diligence at our intended rate, it was necessary to ensure we appropriately and fairly assessed their sustainability initiatives.

Throughout the FY22 reporting period, we completed the assessment of over 88.06% of suppliers (by sales) across the Winning Appliances, Appliances Online, Rogerseller, and Spence & Lyda businesses. For a detailed description of supplier scores please review our FY22 Modern Slavery Statement [HERE](#).

Next Steps

We are proud of what we have achieved over the timeframe of January 1, 2021 to December 31, 2022 at the Winning Group.

However, we know that this is only the start of our work and that we must continue to take fast and meaningful action, to reduce our social and environmental impact and create positive outcomes for people and the planet. We have learned a lot over the last two years and want to thank everyone who has contributed to our sustainability journey so far. Although it's only early days for us, we have already seen many positive outcomes generated through our sustainability efforts, from customers commenting on our take back and recycling programs, to team members feeling more connected through volunteering days, to strengthened supplier relationships and the creation of additional revenue streams. We are excited to continue our work across the four pillars of our sustainability strategy to help us achieve the targets we have set for 2025.

Next steps will include:



Environment

- Continue to improve customer packaging waste diversion from landfill to achieve 100% diversion of recyclable materials.
- Achieve higher waste hierarchy outcomes for old whitegoods through repair and repurpose initiatives.
- Improve head office and store waste management and landfill diversion from current 50% to 75% by the end of 2023.
- Continue to meet reporting requirements of the Australian Packaging Covenant Organisation and implement recommendations and actions in line with the 2025 packaging targets.
- Implement a carbon footprint emissions calculator to improve accuracy of emissions footprint calculations and track emissions reduction initiatives across Scopes 1, 2 and 3.
- Progress installation of solar panels on the roofs of select warehouses, having completed the feasibility study during 2022.
- Benchmark our individual store's energy efficiency against the newly developed NABERS Energy Rating Tool for Retail Stores and implement improvements to increase energy efficiency.
- Measure, manage and reduce Scope 1 and 2 emissions and implement upstream and downstream emissions reduction initiatives to reduce overall emissions by 45% by 2030.



Community

- Continue our partnerships with Good360, All Heart NZ and Dignity Homeless Services and conduct annual reviews on the effectiveness of impact created.
- Establish regular volunteering opportunities for our teams.
- Continue implementation of our Reconciliation Action Plan (RAP) initiatives and goals to contribute to Australia's reconciliation with First Nations peoples.
- Complete RAP Impact Measurement Questionnaire.
- Progress on our RAP journey by developing the Innovate RAP.
- Complete initial assessment for B Corp certification.



Awareness and Education

- Continue to roll out team engagement activities across significant social and environmental events and moments in time.
- Where possible increase the range of sustainable attributes highlighted on Appliances Online to customers that have the potential to reduce social and environmental impact.
- Continue to leverage our Winning Appliances Design & Culinary Guide and Winning Magazine editions to create awareness and educate customers on sustainability issues and opportunities.
- Continue to work closely with suppliers to be able to define and communicate sustainable product attributes to customers.



Responsible Sourcing

- Continue to develop robust governance structures through leadership team engagement, integration of role specific KPIs and continuous improvement of policy, frameworks and processes.
- Continue to meet reporting requirements under the *Modern Slavery Act 2018* (Cth) including publication of an annual Modern Slavery Statement.
- Increase collaboration with suppliers and other stakeholders to improve their capacity to address sustainability issues and modern slavery risk within their organisations and supply chains through both 1:1 and group sessions.
- Review and improve internal modern slavery training to increase capacity in identifying modern slavery risks.
- Support further development and implementation of responsible sourcing initiatives and effectively communicate Winning Group's actions in this area.
- Identify, manage and mitigate modern slavery risks in both the Winning Group trade and non-trade supply chains by periodically re-conducting risk assessments, continuing to assess supplier performance and recommending improvement opportunities.
- Ensure adherence to grievance mechanisms and remediation processes, and that such processes are continuously reviewed and aligned to global best practice.

Contact

If you would like to get in touch with us or provide feedback on the report, please send an email to [**sustainability@winning.com.au**](mailto:sustainability@winning.com.au)

