



ESG REPORT

2025



WARATAH
GROUP
SERVICES

Landscape Maintenance • Arboriculture
Tree Planting • Landscape Construction



Message

FROM OUR FOUNDER AND MANAGING DIRECTOR

At Waratah Group Services (WGS) we have maintained our commitment to better environmental, social and governance (ESG) outcomes. We are pleased to report that we are nearing or exceeding the ESG targets we set for ourselves the previous year.

It has been a positive period of development and expansion for the Waratah Group, despite challenging economic conditions, and we are confident about further growth. This puts us in a positive position to support our ESG activities and achieve our targets for the years ahead.

While we continue to learn about improving our ESG impacts, we are very proud of our recent achievements. By tracking our progress we show our team, customers, industry and broader community what Australian companies can achieve. We are pleased to provide more details of our ESG work and commitments in this report.

Geoff Timpson
Founder and Managing Director

We acknowledge the Traditional Owners of the land on which we work and recognise their continued custodianship and connection to the land, waters and community.



“

Our commitment to sustainability and responsible growth has never been stronger. Our second report acknowledges our benchmarks for environmental stewardship, social impact, and governance excellence. We continue to drive meaningful change, ensuring that our business practices contribute positively to the world around us.

”

OUR *Business*

Established for more than 25 years, servicing greater Sydney

ISO Certification: 9001, 14001, 45001



90 qualified Horticulturalists, Arborists, Greenkeepers, Bush Regenerators, Landscape Tradespeople and Field Staff

Clients: Local Councils & Government, Strata Properties, Community & Social Housing, Centennial Parklands and Sydney Royal Botanic Garden, Consulates, Corporate Properties

Award-winning Landscape Maintenance, Arboriculture Services, Landscape Construction



Business Partner membership of the NSW Indigenous Chamber of Commerce and actively working with the organisation to forge stronger ties with Indigenous businesses.



Environmental

		YEAR 1 GOALS 2023	PROGRESS 2024	YEAR 3 GOALS 2026
Vehicle Emissions	Implementation of vehicle management protocols with 100% of staff driving vehicles aware of protocols at time of writing report	100% achieved	100% achieved	100% achieved
	Vehicle maintenance with 100% of vehicles serviced on due dates	100% achieved	100% achieved	100% achieved
	Vehicle pooled assisting efficiencies achieved through job scheduling 40%	60% target	50% achieved	100% achieved
	1.25% switch to electric vehicles and equipment	5% target	2%	12.5% target
	1.25% transition to battery pack operated leaf blowers and chainsaws	5% target	7%	12.5% target
Air particle pollution reduction	1 annual tree planting activity with partner organisation	100% achieved	100% achieved	100% achieved
	Supplied and maintained over 5,225 trees and shrubs to support client carbon sequestration activities and targets with a 5% attrition rate	100% achieved	100% achieved	100% achieved
Recycling	15% of paper, plastics, cartridges, batteries, electronic tags and metals recycled	20% of total waste	25% of total waste	40% of total waste
	40% of tree mulch recycled across various worksites	60% recycled	58%	80% recycled
	40% of soil recovered from spoil after sifting	50% recovered	55%	70% recovered
Chemical usage reduction	Reduced use of chemicals across all divisions by 5%	10%	5%	30% reduction
	Replaced 5% of chemical usage with non-toxic alternatives	20% usage	5%	50% usage
Mains water conservation	Used bore water on 35% of work sites and properties	35% usage	35%	45% usage
	60% of equipment fitted with water saving fittings	70% of equipment	60%	90% of equipment
Energy and Fuel Reduction	Increased solar power collection and usage by 15%	25% target	15%	35% target
	Increased solar panel energy usage at sites 10%	25% target	10%	35% target
	Vehicle pooled assisting efficiencies achieved through job scheduling 40%	60% target	50%	100% achieved
	1.25% switch to electric vehicles and equipment	5% target	2%	12.5% target
	1.25% transition to battery pack operated leaf blowers and chainsaws	5% target	7%	12.5% target
Sustainable procurement	Products sourced within Australia	8% target	10%	15% target
	Consumables sourced locally	8% target	10%	15% target
Urban tree canopy expansion support	WGS supports local council 'Greening our cities' projects to increase urban tree canopy	Pilot program with Randwick Council in progress	Pilot program with Randwick Council in progress	Supporting 2-3 local councils with schools 'Greening our cities' projects p.a.
Environment educational activities	WGS conducts tree planting activity at a school, donating trees, giving a talk with demonstration and encouraging student artworks	2 schools tree planting educational programs p.a.	2 schools tree planting educational programs p.a.	5-10 schools tree planting educational programs p.a.
Koala Strategy support	In support of NSW Koala Strategy, WGS has developed plans to donate, plant, and maintain tubestock plants that could be used to support and sustain Koala populations during major environmental events.	Pilot program at Western Sydney Regional Park approved	Pilot program at Western Sydney Regional Park approved	5,000 plants p.a.

Social

		YEAR 1 GOALS 2023	PROGRESS 2024	YEAR 3 GOALS 2026
Living Wage	100% of our staff receive remuneration that is above National Employment Standards and their relevant award rates (Gardening and Landscaping Award 2010, Horticultural Award 2010, Clerical Award 2020).	100% achieved	100% achieved	100% achieved
Diversity, inclusion & EEO	EEO Policy reviewed and updated	100% achieved	100% achieved	100% achieved
	60% of staff have undertaken regular training and development in diversity and inclusion	80% of staff	60%	100% of staff
	30% of staff were consulted in the development of the EEO policy	100% of staff	100% achieved	100% of staff
	Staff development achieved through internal promotions	10% of staff	10%	25% of staff
	Current makeup of cultural diversity: 12% of employees currently identify as women 2% of full time employees currently identify as an Indigenous person, including a landscaping team staff member engaged in the NRL School To Work (S2W) Programs and future community programs that provide opportunity for youth development	15% 5% 1 program	12% 2% Working on new program	25% 10% 2 programs
Reconciliation Action Plan (RAP)	WGS is currently scoping and developing relationships with Aboriginal and Torres Strait Islanders stakeholders, and building our vision for reconciliation, as well as exploring our sphere of influence. We are currently at the Reflect phase of the process.	Continue Reflect Phase	Developing RAP in reflect phase	Innovate – implement next phase of RAP
Gender pay	We are currently capturing data to put in place processes to alleviate the gender pay gap. Analysis finalised. Pay gap issues identified and rectified where relevant.	Analysis finalised	From review women in similar roles to men are paid 99% of the men's rate	Pay gap issues identified and rectified where relevant
Employee Engagement and Assistance	80% of staff attending formal meeting per annum	90% of staff	80%	100% of staff
	80% of staff attending informal gatherings per annum	90% of staff	80%	100% of staff
	10% of staff accessing Employee Assistance Program	30% of staff	10%	40% of staff
Training and reskilling opportunities	97% of staff undertook induction training	100% of staff	100%	100% of staff
	70% of training gaps identified and addressed	80% identified	80%	100% identified
	15% of staff are Apprentices	20% of staff	19%	25% of staff
	7% of staff were promoted internally within the organisation	15% of staff	19%	20% of staff
Antislavery measures	Currently reviewing existing suppliers and analysing supply chain	80% reviewed	90%	100% identified
	Currently reducing exposure to risk by assessing and engaging new suppliers with supply chain transparency	30% engaged	40%	60% engaged
	Currently incorporating modern slavery risk into the organisation's standard risk management practices and reporting standards	90% developed	100%	100% achieved
Responsible sourcing	Currently reviewing existing suppliers and analyse supply chain. WGS is a member of the NSW Indigenous Chamber of Commerce.	80% reviewed and policy drafted	Review in Progress	100% identified and policy finalised
	Target is to incorporate more Indigenous businesses into our supply chain	5 Indigenous businesses	Review in Progress	10 indigenous businesses
Charity	Worked with stakeholders to establish 5 charity programs and activities	8 programs	6 programs	10 programs
	Assisted 20 vulnerable people with employment opportunities, resulting in two people employed	4 people employed	2 people employed	8 employed
	Currently identifying one charity partner for regular financial donation	1 partner established	not yet identified	3 partners established

Governance

		YEAR 1 GOALS 2023	PROGRESS 2024	YEAR 3 GOALS 2026
Company structure and operations oversight	Held 1:1 performance reviews with 80% of senior team members Currently reviewing central principles of business operations	90% reviewed and changes implemented	80%	100% reviewed and changes implemented
Management Team	Conducted annual review of the management team and adjusted roles and responsibilities as relevant	2 reviews p.a.	1 review p.a.	4 reviews p.a.
Certifications	Monitored adherence to our ISO Certification requirements. ISO 9001, ISO 14001, ISO 45001	Annual review and adjustment	Annual review and adjustment	Annual review and adjustment + additional ISO certifications obtained
Employee support, conduct and values awareness	70% of direct employees aware	85% employees	100% employees	100% employees
	70% of contractors aware	85% contractors	90%	100% contractors
	Reviewed Code of Conduct	2nd review	Every 12 months	5th review
	Surveyed 100% of staff to ensure they understand Code Of Conduct and analysed finding	100% achieved	100%	100% achieved
Safety / WHS	97% staff compliance with relevant licensing and ticketing	100%	100%	100%
	70% of training gaps identified and addressed	80% identified	80%	100% identified
	Vehicle safety improvements implemented across the company	95%	95%	100%
Risks reviews	Documented risk matrix developed, and measurements identified	Developed	Developed	Reviewed & implemented
Cybersecurity measures	Cyber risks identified and addressed	Annually	Annually	Bi-annually Consultant engaged for training and awareness
Disaster contingencies and continuity planning	Pandemic contingencies updated to reflect changed work practices	Annually or as required	Annually or as required	Bi-annually or as required

Key Impact STORIES



TREE ARTWORK PROJECT

As part of our service delivery to the Randwick Council Tree Planting project, we developed an outreach program focused on a tree artwork project. We met with local schools, spoke to them about the importance of our tree canopy and engaged them to create artwork that was placed on newly planted trees in the local government area.



SHOWCASING LARGE TREE EXPERTISE

Andreasens Green Wholesale Nurseries approached Waratah Group Services to conduct a demonstration of a 200L tree installation. Waratah's team gave a talk on tree planting requirements and equipment, as well as techniques for both above and below ground, including root pruning. The team demonstrated the skills needed to move the 200L tree into a tight spot at the Kemps Creek Trademart.



INDIGENOUS EDUCATION AND EMPLOYMENT

Promoting Indigenous employment opportunities is a key focus for WGS. Our targeted employment program and involvement in the NRL Indigenous School to Work Program helps to achieve this. We have had employees finish Certificate III's in Horticulture and Landscape Trade while working for WGS, becoming licensed tradespeople.

Environmental IMPACTS

Waratah Group Services remains deeply committed to reducing environmental impacts. Through our focused efforts, we continue to seek out and integrate environmental initiatives into our standard operating procedures and integrated management system. WGS has not only maintained its momentum but has also met targets and implemented measurable improvements to enhance our environmental performance further.

Key impacts focus areas:



EXCESS SOIL REPURPOSING

Our excavation work generates quantities of soil and rock material that we reuse on that project wherever possible. Excess soil material is taken back to our depot to be sifted and repurposed for other projects. We add botany humus to the soil mix to create a useful recycled fill product.



TREE MULCH RECYCLING

Our tree work is another significant generator of organic material for recycling. Leaf clippings, twigs, tree branches and bark are collected. They are transformed on-site into garden mulch by our machines. Mulch coverings slow down moisture loss and improve the soil structure, and appearance, of the gardens. We donate excess mulch, for example to local schools and pony clubs.



ENVIRONMENT EDUCATION ACTIVITIES

We are in a great position to inspire the next generation to care for trees and plants, and teach them practical skills in environmental stewardship. Our team works with schools for our educational tree planting programs. Activities incorporate talks on the benefits of trees and teaching tree planting techniques with the saplings we donate to the school.

Environmental

IMPACTS

Reducing emissions

We have fully complied with vehicle management protocols and servicing.

We have also developed vehicle management protocols to ensure staff minimise idling times when driving and for depot activities. Our scheduled vehicle maintenance program ensures optimum vehicle performance, minimising emissions due to poor performance.

To reduce vehicle usage, we used vehicle pooling. We also scheduled job runs to maximise efficiency and decrease unnecessary vehicle usage.

Progress toward electric vehicles is slower, with only 2% achieved against a 5% target after one year, but a more substantial increase (12.5%) is targeted within three years. We plan to continue to switch from fuel-based to electric vehicles and equipment by 2026 for more sustainable energy usage. The goal is for the majority of our fleet of ride-on mowers to be electric and to increase the number of hybrid trucks to 12.5% of our fleet.

Battery-powered equipment has surpassed its one-year target (7% vs. 5%), suggesting a positive shift toward more sustainable practices. Following our successful introduction of battery-pack operated leaf blowers and chainsaws, we will increase the number of battery-pack units for small fleet uses.



Environmental

IMPACTS

Reducing air particle pollution

Our tree planting and maintenance goals were met consistently, indicating strong environmental stewardship. An ongoing key area of focus is the reduction of particle matter in the air – such as wood, dust, dirt, smoke or sulphur dioxide – when working.

Our everyday activities support our focus on utilising plants to reduce air particle pollution. We work with our clients to assist them with carbon sequestration activities and targets.



Increased recycling

Our recycling efforts have increased, with the recycling rate for paper, plastics, and other materials reaching 25% of total waste in just one year. We remain on track to achieve our target of 40% within three years. Across all operations, we continue to prioritise recycling wherever possible, including cartridges, batteries, electronic tags, metals, paper and plastics.

Soil recovery and tree mulch recycling initiatives are also progressing strongly, with most targets for the first year being met or surpassed. Our tree work sites generate significant amounts of mulch, which we recycle for use in our landscaping projects. This mulch is also donated to schools and community organisations that can benefit from it.

In addition, our excavation works generate spoil, primarily soil matter. Soil that cannot be reused onsite is transported back to our depot for sifting and reuse. This recycled landscaping product is versatile, serving as fill or soil for plantings when mixed with botany humus. We are proud to have exceeded our soil recycling target, with 55% of soil recovered from spoil and successfully reused after sifting.

Reducing plastics consumption

In 2024 we monitored our use of plastics and identified where we can use alternative materials. This included replacing plastic containers for garden plants, seedlings and shrubs with options that are biodegradable or made from renewables where possible. We used other items made from renewable or biodegradable materials, such as wooden tree stakes and hessian ties. We also recycled any plastic containers we work with to ensure they are used multiple times.

Environmental IMPACTS

Limiting chemical usage

We continue to aim to reduce the use of chemicals in our working practices. Across all divisions, we chose the environmentally sensitive option, where available for our products, including cleaning products, paper and some synthetic oils.

Conserving mains water

We have almost reached our targets for introducing water saving fittings throughout the office and depot.

We met our target to source our water from bores for watering turf and garden plants and maintaining young trees. To boost our bore water supply, we have arrangements with some council and parkland clients to use bores to fill our water tanks.

This bulk water supply from bores instead of mains water is vital for essential care and maintenance of newly planted trees.



Environmental

IMPACTS

Reducing energy and fuel consumption

We are making progress in our goal to increase solar power collection and usage at our office and on worksites. This will reduce energy consumption and minimise fossil fuel usage. We have solar panels collecting solar energy at one contracted maintenance site and plan to implement solar panels at another site.

We are also making progress towards our targets for vehicle management, scheduled maintenance and vehicle pooling which will reduce fuel consumption.

With a recent switch to two hybrid vehicles we have commenced the first phase of our plan for gradual replacement of fuel-based vehicles and equipment with electric or hybrid vehicles, where practical, for more sustainable energy usage. The plan is for most of our fleet of ride-on mowers to be electric and to have more hybrid trucks.

We have begun the transition to battery-pack operated leaf blowers and chainsaws and will increase our battery-pack units for small fleet uses.

Prioritising sustainable procurement

Our company's efforts to prioritise sustainable procurement have seen us surpass our one-year targets. All our plants, trees and shrubs are sourced within Australia. Our protocols ensure the country of origin is checked. Where available, local suppliers for plants, trees and shrubs are preferred. We also choose local suppliers for consumables, where available, and 10 % of consumables were sourced locally.



Environmental

IMPACTS

Supporting Indigenous businesses and native plants

As a key part of our strategy to prioritise local supply chains, we are members of the NSW Indigenous Chamber of Commerce (NSWICC). We have plans to actively source goods and services from more Indigenous-owned enterprises through our membership of NSWICC, including local suppliers of native plants and seeds such as IndigiGrow native plant nursery.

Expanding our urban tree canopy

WGS is committed to helping expand Greater Sydney's urban tree canopy. WGS takes pride in supporting local councils and communities as they embark on tree-planting initiatives to enhance the tree canopy in Sydney and its related benefits for the environment, air quality, local ecology and carbon sequestration. WGS assist with planning, procuring plants, landscaping, and maintenance, in addition to planting the trees. We spend a lot of time focusing on proper watering, as this allows these trees to become significant environmental assets in years to come. WGS has worked in conjunction with local councils on programs to boost the city's tree canopy, such as the Five Million Trees for Greater Sydney program. We also support the NSW government 'Greening Our Cities' program.



Environmental IMPACTS

Engaging in environmental education activities

We work with schools in the Sydney region to engage students in caring for the next generation's tree canopy – teaching tree planting skills and educating them on the environmental benefits of trees. Our environment educational activities focus on tree planting programs, where WGS donates trees to a school for planting, talks to students about trees in the environment and encourages the creation and placement of student artworks to highlight their tree plantings. The programs can be supported by local councils or private enterprise.

Supporting the Koala Strategy

WGS is addressing the impact of climate change and urban development on koalas in NSW by contributing to the actions of government, NSW zoos, and sanctuaries to support the NSW Koala Strategy. We are committed to planting and maintaining tubestock plants annually at Western Sydney Regional Park and we are working on a strategy to develop partnerships in this area. This initiative aims to provide an emergency food source for koalas during disasters similar to the 2019–2020 bushfires and to support their long-term survival.



Social IMPACTS

WGS is committed to providing a safe and healthy working environment where all workers are treated fairly, with dignity and respect, free from unlawful discrimination, harassment, and vilification, defining minimum standards of behaviour and conduct for workplace participants, safe use of company vehicles, and ensuring, so far as it reasonably can, that workplace participants are not subjected to any form of bullying while at work.



RECONCILIATION ACTION PLAN

We are developing a Reconciliation Action Plan (RAP). Through our RAP we will be taking meaningful steps to advance reconciliation through relationships, respect and opportunities. As well as providing job opportunities we are developing stronger business relationships with Indigenous suppliers.



OUR APPRENTICES

We provide apprenticeships that contribute to Australia's skilled workforce and secure employment and training pathways for those new to the workforce. We continue to support Certificate III apprenticeships in Parks and Gardens; Horticulture; Landscape Trade; and Carpentry. A group from Waratah recently celebrated completion of their apprenticeships.



SUPPORTING A HEALTHY WORK ENVIRONMENT

To foster a supportive and healthy work environment, we have implemented employee assistance and counselling programs, offering confidential professional support and introducing staff wellbeing days to help our team manage their physical and mental health effectively.

Social IMPACTS

Supporting a living wage for employees

We are pleased to report that 100% of our staff continue to receive remuneration that is above National Employment Standards and their relevant award rates (Gardening and Landscaping Award 2010, Horticultural Award 2010, Clerical Award 2020), ensuring that staff have a living wage.

Within our industry we are still one of the best remunerators. Fair remuneration is an inclusive practice that also benefits our business. It puts us in a better position to attract staff from a wider pool of candidates, and to retain high-quality staff who provide great customer service and consistently high standards of work.

Upholding Diversity, Inclusion & EEO

We have successfully updated our documented Equal Employment Opportunity (EEO) policy, which supports diversity and inclusion. The development of this updated policy involved consultation with 100% of our staff. This policy ensures equitable access to career development opportunities based on an individual's skills, knowledge and experience, including training, promotion and other job opportunities. It applies to all staff members, including casual employees, student placements, subcontractors and volunteers, and extends to our interactions with clients and the public.

We continually adapt our work practices to align with our EEO policy, actively identifying and removing unnecessary barriers to employment to ensure that all employment decisions are made based on merit.

As part of our Reconciliation Action Plan (RAP), we are committed to achieving a target of 10% of our workforce identifying as Aboriginal and Torres Strait Islander people.



Social IMPACTS

Progressing our Reconciliation Action Plan (RAP)

WGS is currently at the Reflect phase of the Reconciliation Action Plan process. We have been scoping and developing relationships with Aboriginal and Torres Strait Islander stakeholders, and building our vision for reconciliation, as well as exploring our sphere of influence.

More equitable gender pay

We monitored our Recruitment Policy to ensure that recruiting leaders base their decisions on assessing applicants' skills, knowledge and experience and set appropriate pay levels which are not influenced by gender.

Encouraging parental leave

Two of our male employees took parental leave in the past year. We remain committed to affirmative action by supporting parental leave requirements and maintaining contact with our employees while they are on parental leave, encouraging and supporting them on their return with flexible employment options.



Social IMPACTS

Fostering employee engagement and communications

Staff communications include our engaging staff newsletter, which allows staff to give feedback on content and suggest business improvements, as well as providing monthly updates from the company and timely reminders on WHS matters.

Employees have been receptive to being consulted and appreciative of the extra support we provide.



Supporting employee assistance and counselling

To enhance worker participation, we undertook processes for the consultation and participation of workers through formal and informal meetings. Workers are protected from reprisals when reporting incidents, hazards, risks and opportunities.

To support staff in managing their physical and mental health, we have introduced two staff wellbeing days per year, allocated against personal sick leave accrual.

Staff can also access free, professional counselling from our employee assistance program as required. The service is entirely confidential and staff can seek counselling support for personal or work-related matters.

We aim to provide a harmonious and safe workplace for our employees, which is conducive to keeping our staff content and achieving our operational goals. Our many long-term staff and low staff turnover rates indicate that we are performing this.

Expanding Training and Reskilling Opportunities

We surpassed our targets for internal promotions, achieving a 19% promotion rate within WGS. Every new staff member undergoes a comprehensive induction into Waratah Group's safe systems of work, along with a general company induction.

Operations Managers consistently identify and log training gaps in our IMS system, ensuring that gaps are promptly addressed in collaboration with relevant registered training organisations.

We have emphasised continuous training throughout the past year through planned intermittent secondments. Field staff were seconded to different divisions, providing them with a broader range of on-the-job training and opportunities to obtain relevant licences.

Youth development and mentoring

To support youth development, we actively enrolled trainees and apprentices. Our mentoring process helped create a consistent culture and ethos throughout the business and ensured our younger staff members continued learning.

Our clients have benefited by receiving high-quality work from our trained and engaged employees.

Social IMPACTS

Promoting Workplace Safety awareness

At WGS, we are dedicated to fostering a safe and healthy working environment for all participants by actively promoting workplace safety. Our safe work methods are specifically designed to ensure that all staff are fully aware of their Work Health & Safety (WHS) responsibilities.

Every new employee is thoroughly inducted into Waratah Group's safe work systems, including safe work method statements (SWMS), safe operating procedures (SOPs), and a general company induction. We maintain detailed records of these inductions within our Integrated Management System (IMS) training matrix.

We also ensure that all staff maintain the necessary licences and training to operate machinery and access worksites safely. To further reinforce safety awareness, we conduct regular toolbox meetings on all sites, promoting open discussion and continuous learning.

Upholding antislavery measures

We have fully incorporated antislavery measures into our risk management practice and reporting. Our current antislavery statement reports on the steps WGS has taken to address the risk associated with modern slavery.

We have been able to mitigate modern slavery risks as we procured materials in Australia, preferably in NSW. When sourcing materials from overseas, we exercised due diligence to ensure that we use traceable supply chains and suppliers that share our commitment to preventing modern slavery practices.

We continued to review our operations and supply chain to avoid the risks of modern slavery. Our slavery risks are reduced as we provide services in Australia, predominantly in NSW, and we employ local people. To foster inclusivity and wage security, we ensure all staff are paid above their relevant award rates.

Respecting human rights is inherent in our operations, and is embedded in our values.



Social IMPACTS

Integrating responsible sourcing

WGS actively integrates responsible sourcing into its supply chain. We regularly review and monitor our sourcing, educate suppliers, and set standards for our engagement and procurement processes.

Tree training sessions for the industry

The Waratah team take part in 'advanced tree training sessions' for the industry, where they impart the skills needed to plant and nurture large trees successfully. As more organisations participate in mass plantings of trees to enrich the natural landscape and boost the city's tree canopy and carbon sequestration goals, they are seeking our professional help. Waratah's team provides the tree experience, especially for planting the larger advanced tree specimens that require particular skills and equipment, such as cranes.

Creating community memorial gardens

WGS is experienced with providing gardening and landscaping services on memorial sites that have historical and cultural significance for local communities. As well as observing regulations that apply to heritage sites, our conduct and approach respect community values. We have worked on memorial gardens, landscaping and garden maintenance services for cemeteries, peace gardens or Anzac Day Memorial sites.



Governance

IMPACTS

Although Waratah Group Services is a private company, we follow the eight central principles of corporate governance closely, as advised by the Australian Securities Exchange Ltd (ASX), and adapt these to our requirements. Multiple long-term and renewed contracts with many of our clients are evidence of our commitment to customer focus and sound operations. We have been awarded ISO certifications for our emphasis on good governance.



STRATEGIC PLAN FOR OUR BUSINESS

We have developed a strategic plan to ensure that Waratah Group Services continues to develop as a successful, growing company. Led by our Managing Director and senior management team, we continue to identify new goals and meet our strategic objectives.



ISO CERTIFICATIONS

We have been awarded ISO certifications in Landscape Maintenance (including Cleaning), Landscape Construction and Arboriculture Services; across effective quality and environmental management systems; and OH&S.



RISK MONITORING

Our employees, including our team of Arborists, work in high-risk environments at times. During our regular risk reviews we assess the risks, update the relevant insurances we require and plan to mitigate future risks. We identify the professional standards and certifications our employees need and the risk profiles of customers and sectors we work with to mitigate our company's risks.

Governance

IMPACTS

Achieving strategic objectives

Good management and oversight of strategic objectives underpin all business decisions.

For more than 25 years, Waratah Group Services (WGS) has witnessed steady, manageable growth. Currently we employ more than 90 fully trained, full-time permanent staff between our three divisions: Landscape Maintenance, Landscape Construction and Arboriculture services. We have grown our workforce in the past year and developed the company to align with our strategic objectives.

We also set strategic business goals for the long-term viability of the company. We hold strategic planning sessions to be open to future possibilities outside regular business. The team participate in goal-setting days so they can contribute ideas and feel invested in the future. The leadership team monitor and track progress towards our strategic goals.

To encourage strategic planning in different areas, we have taken actions such as the ESG target setting in this report. We also follow planning models offered by third parties, such as the Reconciliation Action Plan.

Overseeing performance and company structure

In the past year, our Managing Director carried out regular 1:1 performance reviews with 80 per cent of senior team members to ensure that the management team are performing in line with our strategic goals,

We continue to follow eight central principles advised by the ASX and adapt these to our requirements. The principles are: lay solid foundations for management and oversight; structure the management team to be effective and add value; instil a culture of acting lawfully, ethically and responsibly; safeguard the integrity of reporting; make timely and balanced disclosure; respect the rights of the owners; recognise and manage risk; and remunerate fairly and responsibly.



Governance

IMPACTS

Developing our management team

We conducted an annual review of the management team, defining roles and responsibilities. This has enabled us to maintain our clients' highest level of service. We used an integrated management system (IMS) to ensure consistent good governance.

Our diverse and talented management team includes those who have been with WGS for a significant length of time and understand the culture and history of the business, along with newer senior staff who bring fresh ideas.

Our group structure is set up in a very shallow manner. This allows all stakeholders to have access to the senior levels of our management team, from all staff (both junior and senior) to clients and suppliers.

Pursuing ISO certifications

We continued to adhere to certification requirements in our business operations. Our ISO Certifications are hard-won and highly valued achievements. These include: ISO 9001 Certification for Quality management system for our Landscape Maintenance (including Cleaning), Landscape Construction and Arboriculture Services; ISO 14001 in recognition of our effective environmental management systems; and our ISO 45001 accreditation in OH&S. We are cognisant of review timelines for re-certification.

Supporting secure employment

WGS prioritises offering secure employment rather than a casualised workforce. We engage our team as employees instead of using labour hire or sub-contractors to fill contract requirements. We only use sub-contractors for traffic control services and crane hire when required. We employ more than 90 staff members, including those with expert qualifications as arborists, horticulturists, landscape tradespeople and skilled grounds staff. We are one of the best remunerators in our industry.



Governance

IMPACTS

Giving guidance on conduct and values

Throughout 2024 we were able to surpass our targets and ensure 100% of direct employees are aware of our code of conduct, values and support. We provide our employees with a code of conduct to help instil a culture of acting lawfully, ethically and responsibly.

Our company values continue to underpin our culture. Our chief aim is to build long-term relationships with all the stakeholders by:

- Doing a good job, first time and not cutting corners.
- Reacting quickly when issues happen. When they do occur and if an error was of our judgement we own it, react to correct any issues quickly and then we review to ensure that they do not happen again.

Upholding WHS standards

We can report 100% compliance among our staff with all relevant licensing and certifications. All new employees undergo a comprehensive induction, which includes familiarisation with Waratah Group's safe systems of work, SWMSs, and SOPs, alongside a general company induction.

We regularly verify that staff maintain up-to-date industry licences and certifications to ensure ongoing compliance. During the initial engagement and induction process, Operations Managers proactively identify gaps in training or ticketing and address them as needed.

In addition, vehicle safety remains a top priority. Our obligations have been reviewed and any breaches have been thoroughly investigated, with corrective actions implemented promptly. Preventative measures have also been introduced to avoid future non-conformances.



Governance

IMPACTS

Risk management and business development

Our Managing Director and CFO regularly review the risk profiles of customers and the sectors in which WGS operates, enabling proactive management of potential risks and opportunities. To drive growth, we continually explore new business opportunities and stay informed on industry developments, identifying both potential threats and promising prospects.

To maintain our high standards, Operations Managers conduct regular internal audits, ensuring that all work consistently meets our quality benchmarks. Additionally, we have reviewed and updated all insurances in response to evolving business needs, ensuring our coverage aligns with current operations.

Investing in technological resilience and data security

We have implemented robust technological systems and data security measures to ensure that our operations can continue seamlessly in the face of various disruptions. By adopting cloud-based solutions and secure remote access protocols, we have enhanced our ability to maintain business continuity, protect sensitive information, and support our workforce, regardless of their location. These investments not only safeguard our operations during unforeseen events but also contribute to our overall operational efficiency and resilience.



POLICIES

WGS adheres to a number of documented policies and guidelines. These are regularly reviewed and updated.

- Waratah Code of Conduct for Employees 2024
- Waratah Product Safety Guide
- Waratah EEO and Diversity Policy
- Waratah Accessibility Guidelines for Employees and Clients (to be developed)
- Waratah Responsible Sourcing Policy
- Waratah WHS policy

ACCREDITATIONS

ISO certification

9001

14001

45001

Conserve

CM3



AWARDS

Gold, Best in Category and Bronze at the 2021 Landscape Excellence Awards

Bronze at the 2022 Landscape Excellence Awards





Conclusion

Our focus on attaining Environmental, Social and Governance targets continues to provide a foundation for the development and success of Waratah Group Services.

In daily routines as well as the delivery of special projects, WGS takes proactive steps to reduce adverse environmental impacts, enhance social impacts and ensure good governance.

As this report demonstrates, we have a genuine and wide-ranging commitment to improving ESG impacts. We have posted results in the areas we set out to address and in this first year of ESG reporting we have frequently exceeded our targets.

We will continue to pursue improved results. By taking this journey, we put our company, our community and environment in a better position.



WARATAH
GROUP
SERVICES

Landscape Maintenance • Arboriculture
Tree Planting • Landscape Construction