



qbox

**IMPACT REPORT
FY2022**

INTRODUCTION

At qbox we believe in making wonderful things happen. We are dedicated to delivering the best technology and business outcomes, whilst creating a sustainable future through socially responsible business practices. We believe in promoting and joining causes that inspire positive change for our communities, our clients, and the world.

Our sustainability strategy guides our sustainability focus areas and priorities. Our primary areas of focus are taking action on **climate change** and improving our approach to **waste management**. We also seek to improve our social and environmental performance across the areas of:

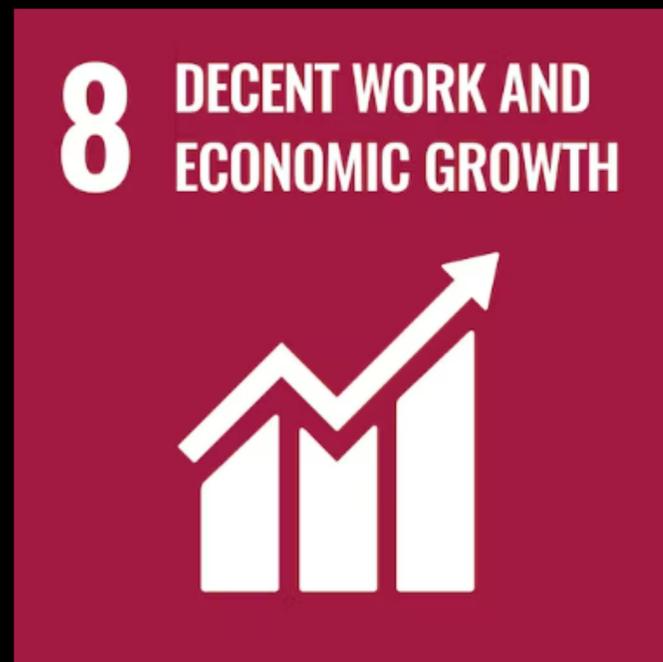
- Data privacy & security
- Employee wellbeing
- Governance & accountability
- Customer service
- Training & development
- Diversity, equity & inclusion
- Ethical marketing & advertising

This report highlights our annual progress in these areas, while keeping us on track with our targets and helping us to refine our focus moving forward.

SUSTAINABLE DEVELOPMENT GOALS

Developed by the United Nations, the Sustainable Development Goals (SDGs) are the world's shared plan to end extreme poverty, reduce inequality, and protect the planet by 2030.

Adopted by 193 countries in 2015, the SDGs emerged from the most inclusive and comprehensive negotiations in UN history and have inspired people from across sectors, geographies, and cultures. Achieving the goals by 2030 will require heroic and imaginative effort, determination to learn about what works, and agility to adapt to new information and changing trends.



We are currently working towards SDG's 8, 12 and 13

OUR SUSTAINABILITY PRINCIPLES

Proactivity – we are proactive about taking action on sustainability to reduce our environmental impact ahead of any future government regulation and/or other external drivers and pressures.

Practicality – while we seek to be ambitious about the opportunities ahead of us to reduce our environmental impact, we are realistic about what we can achieve in different timeframes and want to make sure our sustainability goals are attainable.

Growth – we are creative-thinkers and always look for ways to do things differently by testing new ideas and ways of working.

Responsibility – we do the right thing, because it is our responsibility to do so for future generations and the wider community.

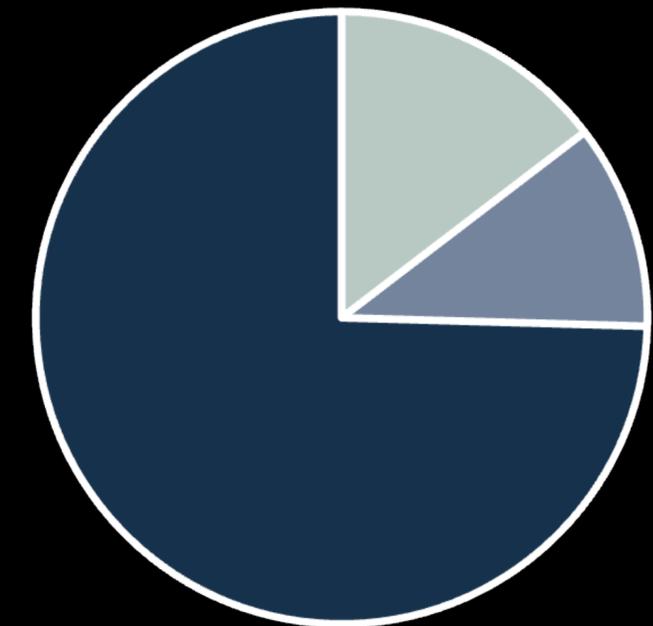
These principles guide our approach to sustainability as a business and act as the anchor for all our impact initiatives and targets.

MEASURING PROGRESS - ENERGY & CLIMATE

We demonstrate climate leadership as a business by acting responsibly.

KEY PERFORMANCE INDICATOR	FY22 IMPACT	FUTURE TARGET(S)
FY22 GHG Emissions Baseline (Scope 1, Scope 2 And Scope 3 Emissions)	59.80 Tco2-E	Achieve a 10% reduction by FY24 against our FY22 base year. Achieve a 50% reduction by FY30 against our FY22 base year.
GHG emission reductions achieved since FY22	NA – TBC post FY23 concluding	N/A
Average % of renewable energy used	54% (through on-site solar generation)	Increase this to 100% by FY24.
Carbon intensity p/employee	11.96 Tco2-E P/Employee	Reduce by 15% by FY24.
High-quality carbon offsets purchased to cover 100% of our annual emissions	70 tonnes purchased	Maintain purchasing offsets to cover 100% of emissions.
Number of additional trees planted through tree planting partnership with Carbon Neutral	23	409

Qbox FY22 GHG Emissions Inventory



■ Scope 1
 ■ Scope 2 (market-based)
 ■ Scope 3

- Scope 1: Direct emissions from company-owned and controlled resources.
- Scope 2: Indirect emissions from the generation of purchased energy from a utility provider.
- Scope 3: Emissions are all indirect emissions - not included in scope 2 - that occur in the value chain of the reporting company and are linked to the companies operations

MEASURING PROGRESS - WASTE & WATER

Our focus is to implement a paper, cardboard, plastic, glass, metal, and composting recycling program in addition to developing a process to ensure all hazardous waste is disposed of appropriately.

KEY PERFORMANCE INDICATOR	FY22 IMPACT	FUTURE TARGET(S)
Volume of E-Waste diverted from landfill	1,110 kg (as of January, 2023)	Increase this by 15% by the end of FY23.
% of E-Waste diverted from landfill that was reused	61.8%	Increase this to 70% by FY24.
% of total waste diverted from landfill	55%	N/A – Attain more accurate data in FY23.
Estimated total annual water usage	~125 KI	N/A – Attain more accurate data in FY23 (i.e. invoices covering all periods).
Water intensity p/employee	25 KI/Employee	Aim to reduce this to 20 KL/employee by FY24.

MEASURING PROGRESS - SOCIAL IMPACT

There are a number of social and governance issues identified as being material for our company.

KEY PERFORMANCE INDICATOR	FY22 IMPACT	FUTURE TARGET(S)
Employee Satisfaction Rating	n/a – ESAT platform currently being implemented	85%
Customer Satisfaction Rating	n/a – CSAT platform currently being implemented	85%
Total quantity of charitable donations	\$1,526.50	Aim to increase by 10% each year, when feasible for the business.
% of female team members	20%	Aim to maintain and improve on this over time where possible. No specified target currently in place.
Number of meals donated to SecondBite through our PonyUp for Good partnership	5,256	Increase this by 15% by the end of FY23.



Our e-waste collection program delivered

5000+

fresh meals via PonyUp and SecondBite





FY23 INITIATIVES

- We have an e-waste partnership with social enterprise PonyUp For Good to ensure our electronic waste and batteries are managed safely, and diverted from landfill. This collaboration extends beyond our own e-waste as we collect retired and decommissioned computer equipment from our customers so that we can manage e-waste responsibly on their behalf.
- We are currently working on implementing an improved cardboard recycling solution at qbox HQ and plan to continue evaluating potential partners to assist with this during FY23.
- We have implemented a tree-planting program with Carbon Neutral as an incentive for our clients to provide feedback on their customer experience. Customer satisfaction is incredibly important to us, as is giving back to the community and the environment, hence this idea was sparked! We plan to continue rolling it out across FY23 and beyond.
- In FY23 we are also exploring more collaboration opportunities with charitable organisations in our local area, particularly those in need of second-hand computers. We look forward to sharing more on this later in FY23.



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