

CBC Staff Selection

Environmental, Social and Governance Statement

At CBC Staff Selection, we are committed to upholding the highest standards of Environmental, Social, and Governance (ESG) principles in all aspects of our operations. Our dedication to ESG reflects our core values and our responsibility to our stakeholders, the communities we serve, and the environment.

Environmental Commitment

At CBC Staff Selection, we are committed to environmental stewardship, aligning with local and global sustainability targets. Our goal is to achieve net zero emissions by 2030 and support Queensland's targets of a 30% reduction from 2005 levels by 2030, and net zero by 2050.

Since joining the ecoBiz program in late 2021, we have participated in two coaching sessions and in 2024 we earned a Star Partnership for water by reducing our water intensity by 44% through low-flow fixtures and dual-flush toilets. This achievement highlights our ongoing dedication to sustainability.

Our energy efficiency efforts include installing advanced management systems and switching to LED lighting throughout our office. We also ensure that all electronic devices are turned off outside operating hours and are committed to using over 50% renewable energy.

In waste management, we aim for zero landfill waste by 2030. We have comprehensive recycling programs for batteries, old pens, and eligible containers, and are transitioning to a paperless environment by moving all business processes online.

These initiatives reflect our commitment to environmental targets and set a benchmark for the local business community. Our Environmental Policy and Sustainability Policy guide our continuous efforts to enhance environmental performance and raise staff awareness.

Social Responsibility

At CBC Staff Selection, our dedication to social benefits is integral to our support for the communities in FNQ, NQ, and Regional Queensland. As a locally owned business, we prioritise engaging with and investing in the regional economic landscape, aligning with the State Government's "When you Go Local, you Grow Local" philosophy.

We procure over 90% of our outsourced services locally, including marketing and website services (Forte), printing (Lotsa Printing), IT support and office technology (True North Technology), client and candidate gifts (Simply Hampers), and office maintenance (Just the Man), payroll services and bookkeeping, all inhouse with a Cairns Local, etc.

This local sourcing approach sustains jobs, stimulates the local economy, and strengthens our community's commercial fabric, demonstrating our genuine commitment to regional economic growth and community well-being.

For over 20 years, CBC Staff Selection has actively contributed to the local community by creating employment opportunities and supporting career development initiatives. Through our

partnership with the Business Liaison Association, we have sponsored two school leavers annually, since 2004, (over \$50,000) helping them transition into the workforce. We provide free-of-charge Work-Ready workshops and mentoring for ATSI youth, in collaboration with Dee Consulting, and career transition workshops for veterans through Oasis Townsville. Additionally, we support self-employment empowerment via workshops with YEP Business and offer training to over eight schools annually. Our commitment extends to working with local disability employment services like ARC Disability and Worklink, helping job seekers with special needs to secure employment.

To benefit the local SME business community, we are members of local organisations such as the Cairns Chamber of Commerce since 2004. Sally Mlikota served on the board for 4 years, 2 of these as President during COVID, and continues today as the Chair of FARG; all on a pro-bono basis. We have sponsored the Chamber BEX Awards annually since 2019 and are current corporate partners of both the CCoC and the Cairns Young Chamber. Supporting such organisations ensures that Cairns SME's and Young Business Leaders are heard and supported.

Our involvement with the Cairns Businesswomen's Club is extensive; we have been corporate members since 2004, and Sally served as President from 2015 to 2018, we value and support female empowerment within Cairns. During her presidency, Sally organised and sponsored over 12 events, workshops, and training sessions that supported and empowered local female professionals and entrepreneurs. Her ongoing participation with the Award Committee and sponsorship of the awards for over 10 years, continues to advocate for female recognition and advancement in the business community.

To ensure that FNQ and NQ receive localised, up to date trend data on employment and job seeker numbers, we have partnered with Pete Faulkner at Consus Consulting since 2018, a financial and pro-bono commitment to provide data for the regions SME's.

Additional sponsorships in the last two years include: AHRI conventions in 2023 and 2024 based here in Cairns to support the development of HR Professionals in the region; The International Women's Day Lunch (2023 and 2024) hosted by Cape York Partnerships, promoting gender equality and DE&I; Also for last 5 years, sponsors of the Aurukun Shire Council's annual photo competition; Sponsorship of the Salvation Army Ruby Ball in June 2024, and charitable donations include \$8,500 donation to the Hospital Foundation for the DaNi surgical robot campaign.

Sally Mlikota is currently gaining accreditation as a Refugee Coach through Glow Up Careers and is providing pro-bono employment coaching to refugees through an informal arrangement with Centacare.

Our social responsibility extends to promoting diversity, equity, and inclusion within our workforce, ensuring professional growth opportunities, and maintaining rigorous work health and safety standards. Through these efforts, CBC Staff Selection actively contributes to a thriving, inclusive, and resilient local community.

Governance Excellence

We undertake business in a transparent and accountable manner. All financial and business agreements are adequately and objectively documented to satisfy statutory requirements and rules of evidence. We work collaboratively with our expert advisers to manage financial risk, build contingency plans and form strategic direction to provide for financial sustainability. Our leadership is committed to making decisions that prioritise long-term sustainability and uphold the highest ethical standards in everything we do.

Our leadership is dedicated to making decisions that prioritise long-term sustainability while upholding the highest ethical standards across all aspects of our operations. We have implemented robust risk management processes, detailed in our Business Continuity Plan, to proactively identify and mitigate potential risks. This structured approach ensures resilience and stability in the face of uncertainties.

Our commitment to compliance is demonstrated by our Quality Accreditation to AS/NZ ISO 9001:2015, which we achieved in 2018. This accreditation validates our adherence to rigorous standards in our systems, internal processes, and external delivery. We undergo annual audits to ensure continued alignment with these standards, reinforcing our dedication to excellence in governance and operational integrity.

Continuous Improvement

We are dedicated to continuous improvement across our ESG initiatives. By regularly reviewing and refining our practices, we aim to set benchmarks for excellence in our industry and contribute positively to the broader community and environment.

Our ESG commitments are integral to our identity and guide us in making decisions that create long-term value for all stakeholders. We are proud to align our business practices with principles that promote sustainability, social responsibility, and governance excellence.

CBC Staff Selection is committed to advancing ESG principles in the healthcare industry and beyond, driving positive change and fostering a brighter, more sustainable future.

ISO 9001:2015 REQUIREMENTS

Clause: 7 Support	9.1.1 General
7.1 Resources	9.2 Internal audit
7.1.1 General	9.3 Management review
7.1.2 People	9.3.1 General
7.1.3 Infrastructure	9.3.2 Management review inputs
7.1.4 Environment for the operation of the processes	9.3.3 Management review outputs
7.4 Communication	
7.5 Documented information	Clause: 10 Improvement
7.5.1 General	10.1 General
7.5.2 Creating and updating	10.2 Nonconformity and corrective action
7.5.3 Control of documented information	10.3 Continual improvement
Clause: 9 Performance evaluation	
9.1 Monitoring, measurement, analysis, and evaluation	

