

# CBC Staff Selection

## CBC-POL-001 Environmental, Social and Governance Statement

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### 1. INTRODUCTION

At CBC Staff Selection, we are committed to upholding the highest standards of Environmental, Social, and Governance (ESG) principles in all aspects of our business operations and activities. Our dedication to ESG reflects our core values and our responsibility to our stakeholders, the communities we serve, and the environment. Feedback relevant to ESG matters is considered as part of the business commitment to continual improvement.

### 2. OBJECTIVE & SCOPE

The objective of this policy is to define and demonstrate CBC Staff Selection's ESG principles and initiatives within the scope of providing quality recruitment services and customer satisfaction and applies to all operations, employees and business activities.

### 3. ESG PRINCIPLES AND INITIATIVES

#### 3.1 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 evolving target of a 30% reduction from 2005 levels by 2030, and net zero by 2050.

Since 2021 CBC Staff Selection has participated in Business Chamber Queensland's ecoBiz Sustainability Program; undertaking three coaching sessions and three partnership assessments. This program is designed to reduce carbon emissions, resource use, and manage climate change risks. CBC Staff Selection has successfully achieved Star Partnership for Energy and Waste through reducing our energy intensity by 25.5% and water intensity by 21.6% in 2026, exceeding our target of 10% year on year. 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, lights and air conditioning units are turned off outside operating hours.

In waste management, we aim for zero landfill waste by 2030. We have comprehensive recycling programs for batteries, empty pens, and eligible 10c containers, plastic bottle caps, medication blister packs 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.

#### 3.2 Social Responsibility

At CBC Staff Selection, our commitment to social responsibility 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 Marketing), printing (Lotsa Print & Signage), IT support and office technology (True North Technology), client and candidate gifts (Simply Hampers and Gift of the Gab), and office maintenance (Cairns Cleaning Contractors, Zanlec and Acacia Plumbing Cairns), payroll services and bookkeeping is completed inhouse by a Cairns local.

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. CBC Staff Selection have sponsored the Business Liaison Association for over 25 years, meaningfully contributing to fostering connections between education and industry across Far North Queensland; most notably the Aspire Awards, Excellence in Business Award and Keith Goodwin Memorial Scholarships in Business & Accounting. We provide free of charge work ready workshops and mentoring to local tertiary schools and high education providers, and groups like the Department of Defence Member and Family Support Branch and Launch Y(E)P.

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's BEX Awards annually since 2019 and Sally Mlikota is an active Mentor for the Emerging Leaders Program. CBC Staff Selection have been a corporate sponsor of both the Cairns Chamber of Commerce and the Cairns Young Chamber for several years, Sally Mlikota recently receiving a life membership award; 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 SMEs.

Additional sponsorships and charitable donations in the last two years include:

- ▲ Australian HR Institute Conventions
- ▲ Aurukun Shire Council's Annual Photo Competition
- ▲ Cairns Rotary Lift the Lid on Mental Health
- ▲ Cairns Show Association Wine Awards
- ▲ Centacare FNQ School Savvy Programme
- ▲ COUCH Cancer Hub
- ▲ International Women's Day Luncheons hosted by Cape York Partnership and Cairns Business Women's Club
- ▲ Far North Queensland Hospital Foundation DaNi Surgical Robot Campaign



- ▲ FNQ Law Association Carbolic Smoke Ball
- ▲ FNQ Salvation Army Ruby Ball
- ▲ James Cook University Inter Alia Law Society
- ▲ Let's Chalk About It
- ▲ Mother's Day Classic
- ▲ She Shed Cairns
- ▲ Torres Cape Indigenous Council Alliance
- ▲ Wheels of Wellness
- ▲ Young Animal Protection Society
- ▲ Zonta Club Cairns

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.

### 3.3 Governance Excellence

CBC Staff Selection is a Corporate Partner of Recruitment, Consulting & Staffing Association (RCSA), peak recruitment body for recruitment and staffing industry in Australia and New Zealand. Our partnership with the RCSA demonstrates our commitment to upholding the highest standards of professional conduct, ethical practice, and regulatory compliance within our industry. Sally Mlikota is a Fellow of the RCSA, recognised for her significant and sustained contribution to the both the RCSA and recruitment industry.

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.

Leadership at CBC Staff Selection drives a consistent focus on sustainability and ethical practice across the Company. This is supported by a proactive approach to risk management, designed to strengthen stability and safeguard operations in line with our Business Continuity Plan. ESG principles and initiatives are integrated into planning and decision-making processes, shaping priorities and guiding the development of policies, objectives and daily operations.

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.

## 4. RESPONSIBILITIES

CBC Staff Selection management are responsible for the implementation of ESG principles and initiatives. All employees are responsible for supporting ESG objectives in their roles.

## 5. CONTINUAL IMPROVEMENT

CBC Staff Selection is committed to the continual improvement of our ESG initiatives and performance. ESG performance is monitored through our participation in the ecoBiz program



and local procurement outcomes. Ongoing review and refinement of enables us to identify improvement opportunities, set benchmarks for excellence and deliver positive outcomes for the broader community and environment. Where ESG related non-conformities or deficiencies are identified, corrective action will be implemented to address root cause and prevent reoccurrence.

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 recruitment industry and beyond, driving positive change and fostering a brighter, more sustainable future.

## ISO 9001:2015 REQUIREMENTS

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