



# 2023 Sustainability Report

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## Albright & Wilson Sustainability Approach

In 2023, Albright & Wilson (Australia) Ltd have established a long-term Sustainability Approach that defines our Sustainability Targets. Our approach is based on our Company's Purpose and Mission and is organised to deliver improvements to the planet, our people, as well as people affected by our wider supply chain, while sustaining a level of customer and business performance that allows the company to stay in business successfully.

Recognising the importance of each of these objectives and keeping them in balance with the increasingly complex world is a focus for the Leadership Team. Our ability to act fast and involve everyone is embedded in the values of our company. As a company, we have committed to 12 Sustainability Commitments and Strategic Choices that guide our daily decision making.

Based on the three pillars Planet, People and Performance, we intend to deliver sustainability improvements along 8 dimensions:



**Less Energy**



**Less Waste**



**Less Packaging**



**Less Water**



**Better Feedstocks  
& Products**



**A Better Workplace**



**Social Supply Chain**



**Customer & Business  
Performance**

To make these actionable and measurable, we have defined 18 metrics and targets that we are actively working towards and tracking. Please refer to the table below for our Sustainability Targets.

More information about our Sustainability Approach is available at <https://www.albright.com.au/sustainability>.

# Albright & Wilson Sustainability Targets and 2023 Achievement

Pillar	Dimension	Metric / Target	Notes	Status 2023
Planet	<b>Less Energy</b>	▶ <b>50% reduction in non-renewable energy</b> used by our operations per tonne of product (2030 vs 2017)	1	-30%
	<b>Less Waste</b>	▶ <b>50% reduction of waste disposal to landfill</b> from our operations per tonne of product (2030 vs 2017)		-23%
	<b>Less Packaging</b>	▶ <b>95% of product is sold in packaging that is recycled, recyclable or reused</b> (by 2030)		95%
		▶ <b>85% of product is sold in packaging that is reused</b> (by 2030)		82%
	<b>Less Water</b>	▶ <b>20% reduction in the use of water</b> by our operations per tonne of product (2030 vs 2020)		-4%
	<b>Better Feedstocks &amp; Products</b>	▶ <b>95% of eligible palm kernel oil based products from certified environmentally responsible sources</b> (by 2027)		76%
▶ <b>55% of plant-based or other renewable feedstocks</b> (by 2030)			41%	
▶ <b>100% of products entering waterways are bio-degradable</b> (by 2023)			100%	
▶ <b>0% of products that contain substances of high concern</b>		2	0%	
People	<b>A Better Workplace</b>	▶ <b>90% reduction in occupational workplace accidents</b> (2030 vs 2020)		-44%
		▶ <b>Gender parity</b> throughout non-production roles (50% female by 2030)		46%
		▶ <b>Gender distribution</b> throughout management roles (% female)		17%
		▶ <b>8 hours of personal development</b> per employee each year (by 2030)		4 hrs
	<b>Social Supply Chain</b>	▶ <b>100% of modern slavery high-risk materials sourced</b> from assessed low-risk suppliers (by 2027)		new
▶ <b>95% of eligible palm kernel oil based products from certified socially responsible sources</b>			76%	
Performance	<b>Customer &amp; Business Performance</b>	▶ <b>98% Dispatched in-full and on-time</b>		97%
		▶ <b>Customer Complaint Rate of less than 0.5%</b>	3	1%
		▶ <b>Sustainable earnings and cash-flow</b>		achieved

## Notes

- 1 includes reduction of energy and use of renewable energy
- 2 PFAS or REACH substances of very high concern
- 3 per sales order

## 2023 - How Are We Delivering

The Albright & Wilson team delivered improvements in many of our objectives during 2023. Highlights we are proud to share include:

- Decreasing our total injury rate by over 20%
- Reduced gas consumption per ton of product by 27%
- Reduced our energy consumption per ton of product manufactured by 21.3%.
- More than 95% of our product is sold in packaging that is recycled, recyclable or reused
- 83% of our product is sold in packaging that we and our customers reusable

In the following sections, we are detailing the 2023 status as well as some of the measures we have implemented for each of the 8 dimensions of our Sustainability Approach.

### Less Energy



Natural gas and electricity are inherent in the production of our chemicals. We have invested in metering to collect information across the factory, allowing us to analyse consumptions on a regular basis. This information is used to track and report our energy performance, as well as identify opportunities for energy reduction projects.

Albright and Wilson will invest in viable projects to reduce both gas and electric consumptions. In 2022 we set up a 100kW solar farm.

In 2023 we installed an economiser and oxygen trim to improve the thermal efficiency of our main steam boiler. These changes improved our efficiency by over 10% (5,000 GJ p.a.; 10% of total site gas consumption). We reduced to operating 1 instead of 2 boilers, which saved 8000 GJ of gas p.a. (16% of total).

We installed speed controls (VSD) to optimise our largest electrical motor, sized at 200kW. This motor's speed is now controlled by our computer control system. This improvement has saved 25% of the electricity used by this motor (277,000 kWh p.a.; 5% of total site electricity usage).

In total, the 2023 measures reduced our non-renewable energy consumption per ton of product manufactured by 21.3%, compared to 2022.

## Less Waste

Albright and Wilson have adopted the 3 R's approach to minimise waste going to landfill: Reduce, Reuse and Recycle.

During 2023, Albright & Wilson identified two waste reduction projects. Both convert waste into products for reuse. When fully implemented, the combined waste saving will be up to 1,330 tonnes per year.



- Albright & Wilson R&D team developed a novel method for recovering liquid waste from our fume scrubber back into our process. The project scope includes capital investment of new tanks and pipework. This initiative saves 400 tonnes going to off-site incineration, reducing our overall waste disposal by 28%. The investment is underway and expected to be fully implemented during 2024.
- Working together with our customers, a new product has been developed that incorporates solid waste from our NSF process. By reusing this waste steam, the project will save up to 950 tonnes of solid waste going to landfill.

## Less Packaging

Albright & Wilson supply products for a variety of markets including Household Cleaning Products, Personal Care, Institutional Cleaning, Food as well as varied industrial uses.

### **Food Packaging**

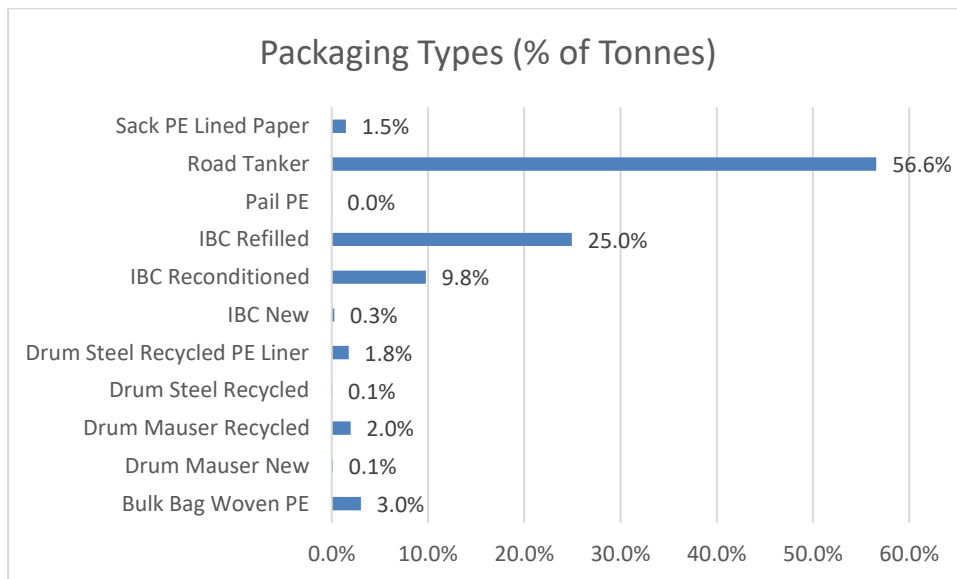
All food grade products are supplied in new packaging. The types of packaging are:

- Polyethylene pails up to 20kg
- Polyethylene lined multiwalled paper sacks.
- Polyethylene sacks
- Steel drums

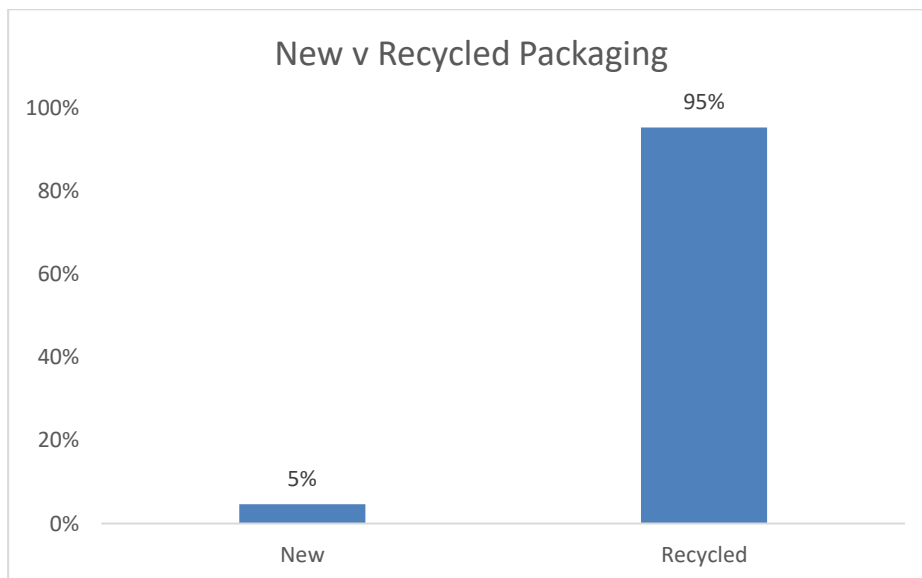
While these packages are new, all are capable of being recycled where suitable recycling facilities are available.

### Non-Food Product Packaging

The types of packaging are shown below:



All these packs can be recycled. In fact, 81.6% of packaging is reused and refilled. This is an achievement that only a local manufacturer can achieve. Road Tankers and 1,000 litre IBC's (portable tanks) are sent to customers who receive the product. The packages are then returned to Albright & Wilson to be refilled. Unless there is a specific customer requirement, all drums and IBC's are reconditioned. As shown in the graph below, 95% of product is sold in recycled packaging.



Albright & Wilson is a signatory to the Australian Packaging Covenant which has 4 targets:

- 100% of packaging being reusable, recyclable or compostable by 2025
- 70% of plastic packaging being recycled or composted by 2025
- 50% of average recycled content included in packaging by 2025
- The phase out of problematic and unnecessary single-use plastic packaging by 2025.

## Less Water



We are committed to reducing the use of water in our manufacturing processes by 20%. This will be achieved through the identification of water reduction and recycling opportunities. For example, all cleaning hoses are trigger activated with automatic cut-off and will be installed with water reduction nozzles. Reusing water in our manufacturing processes.

## Better Feedstocks & Products

Palm oil is a key ingredient of many of our surfactants used in home and personal care products. Surfactants derived from Palm Kernel Oil have a good balance between performance and mildness.

In comparison to other vegetable oils, palm oil is much more efficient in its land use. WWF's Palm Oil Scorecard shows that palm oil uses just 6% of the land required to produce the world's vegetable oil supplies but provides 40% of the overall yield of all vegetable oils.



In 2012 Albright & Wilson became a formal member of the Roundtable on Sustainable Palm Oil (RSPO). In 2015 Albright & Wilson achieved RSPO Mass Balance certification, meaning we can demonstrate our raw materials derived from palm oil are obtained from responsible and sustainable sources. In 2022, supply of RSPO Mass Balance certified palm derivatives increased from 22% to 54% of volumes supplied. In 2023 our customers and us have been able to further increase the share to 76%.

We have successfully completed our annual RSPO audit in November 2023.

Albright & Wilson participates in Palm Trace activities such as Earth Worm, Action for Sustainable Derivatives and detailed customer surveys and audits. These activities are focused on mapping the supply chain back to palm plantations to ensure No Deforestation, No Peat Destruction and Human Rights or all involved in the supply of Palm Oil and its derivatives.

In 2023 we committed to a new deforestation policy (<https://www.albright.com.au/wp-content/uploads/2023/07/1371-No-Deforestation-Policy.pdf>) which aims to ensure that our company's activities do not contribute to deforestation.

## A Better Workplace

### Safety First

Under Albright and Wilson leadership team, we are committed to attaining an accident-free workplace.

Our approach is to shape and define a safety culture at all levels throughout the organisation. Our safety metrics include leading and lagging indicators. These are used to drive our activities, so that we can provide high levels of protection for employees, customers, the public and other stakeholders. This includes frontline training to all our employees. Clear communication and messaging throughout the organisation.



We have implemented a new accident management system called “Velocity” to fulfill the following objectives:

- Record and manage hazards, near misses and incidents in the workplace. Including any actions to improve health and safety.
- Develop checklists to complete and record inspections, audits, chemical offloading, and other relevant activities.
- Document the management of changes.

Also, we have conducted Human Factor Risk Assessment (HFRA) for hazardous material offloading and developed new process and procedures for offloading. Following are the critical steps in the revised offloading process:

- Drivers are required to complete the offloading procedure training and pass a competency assessment.
- Drivers are required to complete offloading checklist during offloading process.
- The management team is responsible to conduct random inspection to monitor the process and identify areas for improvements.

In 2023, we have overhauled our Permit to Work and Lock Out Tag Out (PTW & LOTO) processes. Following are the main changes:

- A new A3 size General Permit to Work Template to capture more details and control measures.
- New excavation permit has been developed and implemented.



- New LOTO boards and tools have been provided. These best practice tools allow for greater isolation across the factory.

## Employee Health and Personal Development



Albright & Wilson has taken the first steps in expanding our workforce's knowledge and foster healthy lifestyles.

A new training platform has been rolled-out to all employees. It offers access to personal development courses including mental health, work-life balance, safety at work as well as development of numerous professional and technical skills. We achieved an average of 4 hours of personal development per employee, which is 50% of our 2030 target.

An Employee Assistance Program is offered to all employees free of charge.

Regular reviews of working arrangements are undertaken.

For most employees, this allowing flexible work arrangement including work-from-home. Albright & Wilson also offer a variety of employee participation activities to develop a teamwork culture amongst the workforce.

We have completed an employee survey and small group workshops to improve internal communication and continue building a culture of trust and teamwork.

## New and Updated Policies

Our policies support our governance to provide a supportive and respectful workplace that complies with ethically practices, integrity and is consistent with legislative and regulatory changes.

In 2023 we refreshed and developed the below policies to foster our commitment for a safe, inclusive and respectful workplace. We also provided training on several topics related to these areas.

- **Employee Code of Conduct** - We are committed to abide by a high standard of conduct, ethics and professionalism. The code of conduct outlines our expectations and guidelines for everyone's behaviour while working at our organisation.
- **Whistleblower Policy** -This policy encourages the reporting of any instance of suspected unethical, illegal, fraudulent, or undesirable conduct involving the business and provides protections and measures so that those persons who make a report may do so confidentially and without fear of intimidation, disadvantage or reprisal.

- **Modern Slavery Policy** - Committed to preventing modern slavery in all its forms and promoting responsible business practices throughout our operation and supply chains. We recognise that modern slavery is a global issue that affects millions of people and that businesses have a responsibility to respect human rights and take action to prevent modern slavery from occurring. This policy outlines our commitment to preventing modern slavery, our approach to managing risks in our operations and supply chains and our commitment to reporting on our progress towards compliance with the Australian Modern Slavery Act 2018 (Cth).
- **Child Labour Policy** - We do not employ children under the age of 18 and comply with the minimum age requirement for employment set by Australian labour laws. Before offering employment, we verify the age of the candidate.
- **Fitness for Work Policy**- We will ensure relevant employees complete a pre-employment medical to ensure they are not put at risk due to any physical requirements of their role. All workers have a responsibility to attend work fit for duty. We will provide education and training for all worker to ensure they understand their responsibilities in relation to maintaining their fitness for work. Where possible we will provide suitable duties for those workers who have sustained an injury.
- **Drug and Alcohol Policy** - This policy outlines the individual responsibilities of workers in order to meet its obligations for its employees, property and equipment, and the safety and efficiency of its operations.
- **Discrimination, Harassment and Bullying Policy** - This policy sets out the types of behaviours and conduct which will be taken to constitute discrimination, bullying, harassment and sexual harassment and establishes procedures for handling complaints of discrimination, bullying, harassment and sexual harassment in the workplace.
- **Leave Policy and Procedure** – This policy advises employees of their entitlements to leave and set out the procedure to be used by employees to apply for leave.
- **The Privacy Policy** – This policy informs employees about how their personal information will be collected, used and protected by Albright & Wilson in the appropriate handling of employee personal and records.
- **Email Etiquette Policy** – This policy promotes efficiency and effectiveness in communication and advises employees about the risks of written communication compared to face-to-face/verbal communication.

## Gender Equity and Inclusion

Whether in our business or our supply chain, we treat people fairly and equally. We have set some far-reaching targets to address equality in our business, including gender balance and diversity in departments.



Our core employee objectives

- Build a sustainable, diverse, talent pipeline, and continuously improve our development programmes to ensure we have the right people with the right skills in the right job at the right time.

- Strengthen leadership capability at all levels to help our leaders become role models, coach and develop their teams and lead the way in successfully driving our business strategy.
- Foster a workplace culture where our people feel valued and engaged.

## Social Supply Chain

### Risks of Modern Slavery



We're very aware that our supply chain needs a people focus just as much as our own organisation does. We do not tolerate modern slavery and human trafficking in any part of our business or supply chain. But we work in parts of the world where the risk of human rights abuse is higher than others.

To combat this, we have developed some ethics and compliance objectives, including delivering a plan to continuously improve our compliance framework, enhancing our risk assessment processes, further enhancing our compliance training and reviewing our Policies.

Albright & Wilson have submitted the first report for the year 2022 to the Australian Modern Slavery Register. In 2023, activities included an engagement letter to our suppliers, a mapping of all our suppliers which included an initial supplier risk and mitigation measures assessment and a detailed Modern Slavery survey to suppliers with higher residual risk. See details in our report.

In late 2023 we have successfully completed our first Sedex audit. The audit results can be reviewed on the Sedex website.

### Customer & Business Performance

In 2023, we have achieved a 97% dispatch in-full and on-time rate. This is 1 pp below our target of 98%. The main shortfalls are related to challenging transport availability in Queensland.

We aim to reach a customer complaint rate of less than 0.5% (1 in 200 deliveries). In 2023 we have achieved 1%. The most frequent complaint reasons were related to out of spec product and packaging damage.

The company has achieved its sustainable earnings and cash-flow target.

## Outlook 2024

In 2024, we will continue on our path to make improvements in our 8 sustainability dimensions. Examples of planned activities are as follows.

Accident reduction will be a major focus, with the aim to further reduce our accident rate by 30%. To work towards this objective, we will host a safety week for all staff in February, work further on our permit system, conduct hazard identification training with a focus on behavioral safety and expand our HSE audits. We also plan to improve our management of HSE critical instrumentation maintenance.

Waste and water reduction will be key improvement areas for 2024. This includes implementation of the NSF filter cake and scrubber liquor projects to reduce landfill waste by 1,330 tons p.a.

Based on the Modern Slavery supplier survey results, we intend to review and amend our initial residual supplier risk classifications. We also plan to amend our procurement terms & conditions to require Modern Slavery control measures at our suppliers and to add clauses to this effect to our purchasing agreements.

We will review and revise position descriptions and consider match of capabilities to tasks as well as overall workload in this. We are rolling out further external personal development options for our team and intend to increase the amount of personal development per employee from 4 to 6 hours. During the year we will roll out an employee Rewards & Recognition program and extend our 1:1 two-way feedback sessions to all staff.