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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 2024 Achievement

Pillar	Dimension	Metric / Target	Notes	Achieved 2023	Achieved 2024
Planet	Less Energy	► 50% reduction in non-renewable energy used by our operations per tonne of product (2030 vs 2017)	1	-32%	-32%
	Less Waste	► 50% reduction of waste disposal from our operations per tonne of product (2030 vs 2017)		-23%	-67%
	Less Packaging	► 95% of product is sold in packaging that is recycled, recyclable or reused (by 2030)		95%	95%
		► 85% of product is sold in packaging that is reused (by 2030)		82%	80%
	Less Water	► 20% reduction in the use of water by our operations per tonne of product (2030 vs 2020)		-4%	6%
	Better Feedstocks & Products	► 95% of eligible palm kernel oil based products from certified environmentally responsible sources		56%	53%
		► 55% of plant-based or other renewable feedstocks (by 2030)		41%	39%
► 100% of products entering waterways are bio-degradable (by 2023)			100%	100%	
► 0% of products that contain substances of high concern		2	0.03%	0.03%	
People	A Better Workplace	► 90% reduction in occupational workplace accidents (2030 vs 2020)		-44%	-8%
		► Gender parity throughout non-production roles (50% female by 2030)		46%	47%
		► Gender distribution throughout management roles (% female)		17%	17%
		► 8 hours of personal development per employee each year (by 2030)		4 hours	5 hours
	Social Supply Chain	► 0% of modern slavery high-risk materials are sourced from assessed suppliers (by 2027)		new	10%
		► 95% of eligible palm kernel oil based products from certified socially responsible sources		56%	53%

Performance	Customer & Business Performance	► 98% Dispatched in-full and on-time		97%	98%
		► Customer Complaint Rate of less than 0.5%	3	1%	1%
		► Sustainable earnings and cash-flow		achieved	achieved

Notes

1. includes reduction of energy and use of renewable energy
2. PFAS or REACH substances of very high concern are considered in accordance with relevant thresholds as defined under the REACH regulation.
3. per sales order

2024 – How Are We Delivering

Less Energy

Reported in our 2023 Sustainability report, in 2023 we installed an economiser and oxygen trim to improve the thermal efficiency of our main steam boiler and reduced it to 1 instead of 2 boilers. However, the economiser was temporarily removed in 2024 pending an engineering upgrade of the boiler exhaust system. This has led to an increase in gas consumption, which will be reduced upon reinstallation of the economiser.

Additionally, we installed speed controls (VSD) to optimise our largest electrical motor. Reducing our electricity consumption in 2024. Therefore, energy consumption in 2024 remained consistent with 2023 level.

Less Waste

At Albright & Wilson, we are committed to reducing our environmental impact through our waste management strategy, which follows the "3 R's" approach: Reduce, Reuse, and Recycle.

In 2024, we successfully implemented one of the two key waste reduction projects identified in 2023, aimed at transforming waste into reusable products, and we have made significant progress on the second initiative.

- As part of our commitment to sustainability, we invested in and installed new tanks and pipework, enabling the recovery of liquid waste from our fume scrubbers. This innovation has reduced the amount of waste sent to off-site liquid treatment disposal by 55 tons in 2024. As we continue to refine this novel method, we anticipate reducing our overall waste disposal by 28%.
- Our project to develop a new product in collaboration with our customers, incorporating solid waste from our NSF process, is ongoing. Throughout 2024, our project team has continued to fine-tune the process to ensure it meets both process feasibility and customer product requirements. Capital expenditure approved to install reprocessing equipment in 2025.

In another important development, Albright & Wilson identified and removed 26 tons of historical waste previously generated in our processes. This waste was classified and disposed of using appropriate methods based on its classification. To further enhance our waste management, we have implemented a new system to clearly track and manage the waste lifecycle.

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 users.

Food Packaging

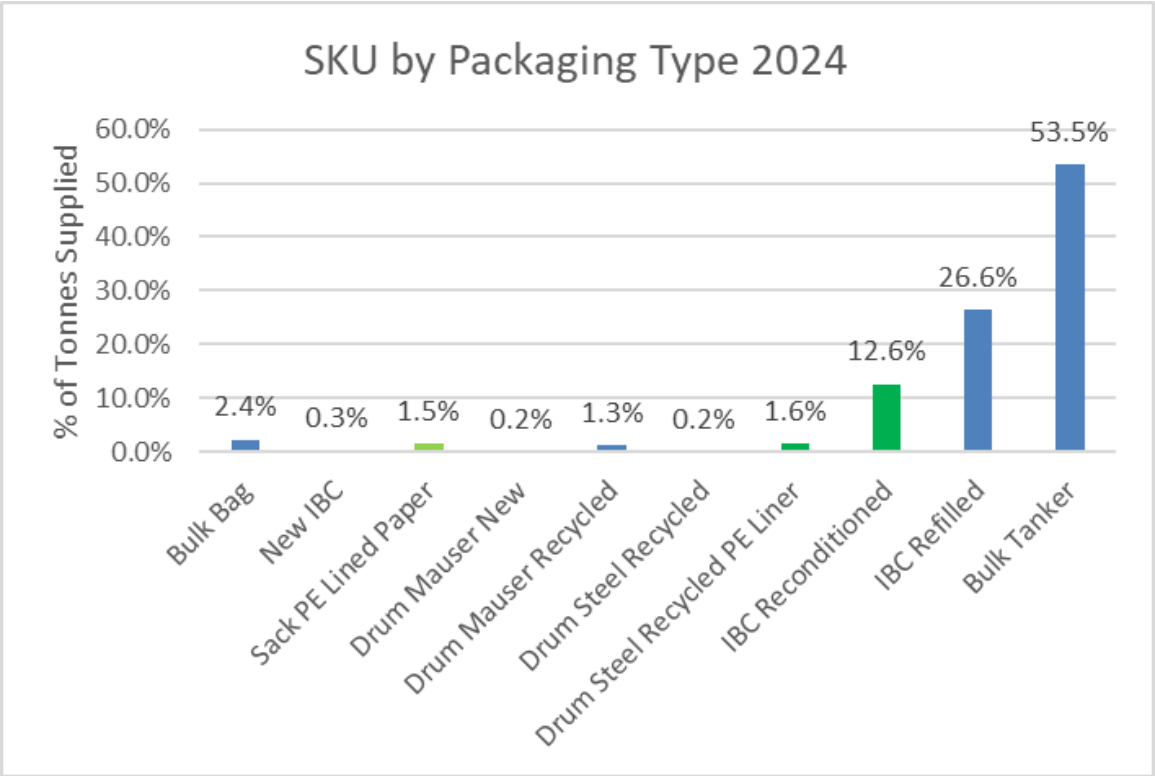
All food grade products are supplied in new packaging. The types of packaging are:

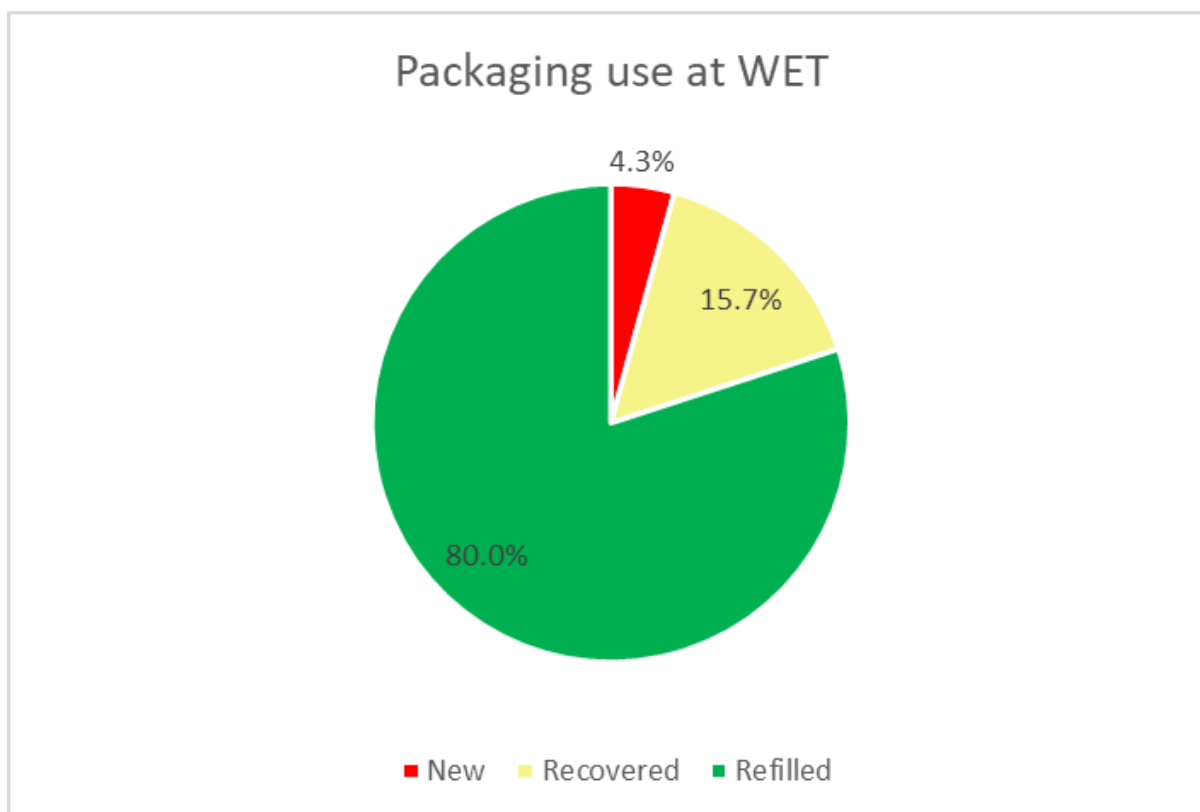
- Polyethylene pails up to 20kg
- Polyethylene lined multiwalled paper sacks
- Polyethylene sacks
- Steel drums

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:





Less water

Water usage per tonne of product in our operations increased by 4pp in 2024 compared to 2023. While the exact cause is not fully confirmed, we have identified two likely contributing factors:

1. Increased frequency and intensity of cleaning and sanitising of storage equipment and process lines to improve product quality consistency.
2. Several leaks, now repaired, which may have contributed to elevated water consumption during the period.

Albright & Wilson is implementing improvement projects aimed at enhancing process efficiency and reducing water waste. We are also continuing to identify and address potential leaks or equipment inefficiencies that may be contributing to increased water usage.

Better Feedstocks & Products

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

Albright & Wilson became a formal member of the Roundtable on Sustainable Palm Oil (RSPO) in 2012. By 2015, we achieved RSPO Mass Balance certification, which allows us to demonstrate that our raw materials derived from palm oil are sourced from responsible and sustainable suppliers.

Since then, we have made significant progress. The supply of RSPO Mass Balance certified palm derivatives increased from 22% in 2021, to 54% of volumes supplied. The reported 76% that our palm oil derived ingredients were RSPO Mass Balance certified in 2023, was updated to 56% (2023) in this report. This is result of an update in the calculation methodology which resulted in a new baseline.

We are committed to transparency and sustainability in our supply chain. Albright & Wilson actively participates in Palm Trace activities, such as Earthworm and Action for Sustainable Derivatives, as well as conducting detailed customer surveys and audits. These initiatives focus on mapping our supply chain back to palm plantations to ensure that there is no deforestation, no peatland destruction, and that human rights are respected throughout the palm oil and derivative supply chain.

In 2023, Albright & Wilson also published a deforestation policy to further reinforce our commitment to sustainable practices in sourcing palm oil. We remain dedicated to continuous improvement in this area, ensuring that our supply chain meets the highest environmental and ethical standards.

We have identified on product in our range that contains a substance of high concern. Nonylphenol Ethoxylated, which accounts for approximately 15 tonnes of annual sales. Furthermore, PFAS is recognised as a high-concern chemical group. Based on our understanding, PFAS is not expected to be present in Albright & Wilson (Australia) Pty Ltd products.

A Better Workplace

Safety First

At Albright & Wilson, under the leadership of our dedicated team, we are fully committed to achieving an accident-free workplace.

Unfortunately, 2024 did not meet our expectations in terms of safety performance. However, we remain steadfast in our commitment to improving workplace safety. Every incident was thoroughly investigated, and the findings were shared with all employees through "lessons learned" reports and various communication channels, such as toolbox talks, company meetings, and events.

The number of safety inspections and employee interactions increased significantly in 2024, reflecting our enhanced focus on safety. We have also implemented the Momentum system, training all employees to use this tool for managing incidents and hazard identification. The system has enabled us to track actions taken to improve safety and facilitate up-to-date communication across the organization. We are pleased with the engagement and uptake of the system after its implementation, which indicates the strong safety awareness of Albright & Wilson's employees.

We firmly believe that by continuing to identify and eliminate hazards, as well as building a strong safety culture, we will achieve our goal of providing a safe and secure workplace for all employees.

Employee Health and Personal Development

At the heart of our sustainability strategy is a commitment to our people. We recognise that a healthy, supported, and continuously developing workforce is critical to our long-term success.

Health and Wellbeing

We continue to promote physical and mental wellbeing across the organisation through targeted initiatives, including:

- Access to an Employee Assistance Program (EAP)
- *Healthy You* directory – supporting physical activity, nutrition, and positive mental health
- Annual flu vaccinations offered onsite to reduce illness and promote workplace health
- Fatigue management education and resources
- Ergonomic awareness to encourage safe and healthy working practices
- Monthly wellbeing communications, including intranet posts such as *Converge International – Flourish* and *Well at Work*, covering topics like mental health, stress management, and physical activity

Learning and Development

We are dedicated to fostering a culture of lifelong learning and professional growth. In the past year:

- Employees committed to 30 minutes of online training each week through our Learning Management System (LMS)
- Compliance training was delivered to ensure safety, ethical conduct, and regulatory alignment
- Tailored development plans were created to support individual career goals
- Team-based learning initiatives and toolbox talks promoted knowledge sharing and continuous improvement

Engagement and Feedback

We believe personal development is strengthened through two-way communication. We conduct yearly employee surveys and bi-annual appraisal and development discussions with direct managers. One-on-one catch ups with the CEO and HR, along with probation reviews, help ensure every team member feels heard, valued, and supported.

Our approach to employee wellbeing and development reflects our values of care, integrity, and continuous improvement, and it will remain a focus as we grow responsibly and sustainably.

New and Updated Policies

- **Written Communication Etiquette Policy** – This policy is to aid and promote the effective use of written communication, both within the Company and beyond.
- **Reward & Recognition Policy** – This policy is to provide a framework to recognise and reward all employees employed at Albright & Wilson and attract the best talent. It provides details of formal and informal mechanisms for rewarding and recognising achievements.
- **Right to Disconnect Policy** - This policy is to make provisions enabling employees to disconnect from work and technology at the end of their working hours. This policy forms part of Albright & Wilson’s approach to attracting and retaining employees by offering suitable working arrangements to help employees balance work and life commitments. This policy is about empowering our managers and employees to have permission to disconnect and have realistic and practical expectations in a hybrid and flexible working environment.
- **Conflict of Interest Policy** - This policy details Albright & Wilsons position on avoiding any conflict of interest by employees, specifying what actions are expected of employees if a possible conflict of interest arises. Albright & Wilson expects that all Employees conduct themselves ethically and with integrity in the course of their employment. This Policy provides information about how to identify potential conflicts of interest, how to manage them, as well as how and when to disclose them. Handling potential conflicts of interest in accordance with this Policy will help Employees to protect their integrity and that of Albright & Wilson
- **Recruitment Policy** - Albright & Wilson (Australia) Pty Ltd is committed to conducting fair, ethical, and transparent recruitment practices that adhere to the principles of social and environmental responsibility. This Recruitment Policy outlines our commitment to embracing diversity, ensuring equal opportunities, and complying with applicable laws and regulations.
- **Time Management Policy** - The Time Management Policy is to set up a standard for accurate recordkeeping and payroll. This policy is intended to promote accurate and orderly maintenance of employee timesheets and records, in accordance with governing regulators such as Fair Work Australia and the Australian Taxation Office. Albright & Wilson (Australia) Pty Ltd. and its subsidiaries will also use the time record keeping system to have an accurate account of employees present on site during an emergency, meeting our obligations to ensure the safety of our employees.

- **Responsible Procurement Policy** - Albright and Wilson and all its relevant employees at all levels are committed that our Responsible Procurement Policy will become an integral part of our procurement process. This policy will help ensure that AWAL sources its raw materials and other goods and services in a responsible and sustainable way. This policy aims to drive adherence to all laws, regulations and recognised standards and push for continuous improvement in our procurement practices. The policy focused on 4 key principles:
 - **Health & Safety**
 - **Environmental Protection**
 - **Human Rights**
 - **Fair & Ethical Business Practices**

Gender Equity and Inclusion

Albright & Wilson updated our Recruitment Policy in 2024 to reinforce our commitment to fair, ethical, and transparent hiring practices, with a strong focus on embracing diversity and aligning with our core employee objectives.

- Build a sustainable, diverse, talent pipeline, and continuously improve our development programs 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.

In 2024, with female representation in non-production roles increased from 46% to 47.2%, it marks a positive step toward our goal of achieving 50% female representation by 2030

Social Supply Chain

Risk of Modern Slavery

Albright & Wilson submitted our first report for the year 2022 to the Australian Modern Slavery Register, marking an important step in our commitment to transparency and ethical business practices. In 2023, we conducted various activities to engage with our suppliers, sharing our ethics and compliance objectives, and assessing risks within our supply chain. See details in our report.

In late 2023, we successfully completed our first Sedex SMETA 4-Pillar audit. Following this achievement, Albright & Wilson communicated the principles of the Ethical Trading Initiative (ETI) Base Code to all employees through multiple channels. This code, which

underpins our ethical standards, has also been communicated to all our suppliers and is now an integral part of our purchasing documents.

We remain committed to upholding these high ethical standards and ensuring that they are consistently reflected throughout our operations and supply chain.

Customer & Business Performance

In 2024, Albright & Wilson are proud to have achieved our target of a 98% dispatch in-full and on-time rate, demonstrating our commitment to delivering products efficiently and reliably to our customers.

Our goal for customer complaints is to maintain a rate of less than 0.5% (1 in 200 deliveries). In 2024, we achieved a complaint rate of 1%, which is the same as in 2023. Throughout the year, we undertook several projects to address complaints related to out-of-spec products. We have made good progress in identifying potential causes and have implemented corrective measures to mitigate these issues. Monitoring these control measures is ongoing to ensure continued improvement. As a result, we saw a reduction in complaints in the latter half of 2024, maintaining the 1% complaint rate in line with our 2023 performance. The most frequent complaints continued to be related to packaging damage.

Additionally, we are pleased to report that the company has met its sustainable earnings and cash-flow targets, reinforcing our financial strength and commitment to long-term growth.

Outlook 2025

In 2025, we remain committed to enhancing our performance across the eight sustainability dimensions.

A key area of focus will be accident reduction. The team is broadening the scope of safety inspections and placing greater emphasis on behavioural-based safety. The rollout of our new HSE system via the Momentum platform will strengthen how we manage safety incidents and hazard identification. In addition, a range of safety training programs will be delivered through both our internal training platform and external providers.

We achieved solid progress on the NSF filter cake project in 2024. In 2025, we will receive new drying equipment and anticipate significant advancements as a result.

Our supplier risk classification has been reviewed and updated. Moving forward, we aim to increase sourcing from low-risk suppliers.

Personal development remains a key priority. All position descriptions have been refreshed, enabling more tailored development opportunities through our internal training platform or external training providers.

The employee Rewards & Recognition program was warmly received in 2024, and we will continue to recognise outstanding contributions in 2025. Furthermore, we will expand 1:1 two-way feedback session with all staff to support ongoing engagement and development.