



Sustainability Report

Sustainability Databook 2024

This includes data points aligned with the Global Reporting Index (GRI), as well as other metrics relevant to the industry and Smartgroup.



Organisational Profile

Material topic	GRI indicator	Data point	Measurement	FY24	FY23	FY22
Organisational profile						
GRI 2: General Disclosures	2-1	Revenue	AUD \$m	305.8	251.6	224.7
	2-1	Statutory NPAT	AUD \$m	75.6	61.9	58.8
	2-1	Dividends paid (AUD)	AUD \$m	65.8	58.9	87.7
	2-1	Salary packaging				
	2-1	Total number of customers	(#)	445,000	396,000	379,000
	2-1	Novated leasing				
	2-1	Total number of new cars leased in year	(#)	26,662	22,079	17,138
	2-1	EVs (not including PHEVs)	(%)	23	17.9	1.5
	2-1	All other cars	(%)	77	82.1	98.5
	2-1	Fleet management solutions				
	2-1	Fleet vehicles under management	(#)	32,154	30,422	27,510
	2-1	Customer per sectors				
	2-1	Salary packaging customers	(%)	445,000	396,000	379,000
	2-1	Not-for-profits	(%)	46%	49%	45%
	2-1	Hospital	(%)	19%	22%	25%
	2-1	Government	(%)	26%	19%	20%
	2-1	Education	(%)	6%	6%	7%
	2-1	Corporate	(%)	3%	3%	3%

¹Footnote

Environment

This includes the standard environmental metrics as required under the GRI and reported by companies with Smartgroup's profile.

Material topic	GRI indicator	Data point	Measurement	FY24	FY23	FY22
Energy						
Material topic: Energy and emissions	302-1	Energy consumption				
	302-1	Total electricity sold	kwh	NA	NA	NA
	302-1	Total heating sold	kwh	NA	NA	NA
	302-1	Total cooling sold	kwh	NA	NA	NA
	302-1	Total steam sold	kwh	NA	NA	NA
	302-1	Total energy consumption	kwh	368,172	353,738	350,871
	302-3	Energy intensity				
	302-3	Non-renewable electricity usage	kwh	77,555	129,695	350,871
	302-3	Carbon neutral electricity usage	kwh			
	302-3	Renewable electricity usage	kwh	290,617	224,044	
	302-3	Total electricity consumption	kwh	368,172	353,739	350,871
	302-3	Total energy intensity	kwh per \$ revenue	0.0012	0.0014	0.0016
	302-4	Reduction of energy consumption				
	302-4	Total change in energy consumption to previous year	kwh	4%	1%	
	303-5	Water consumption	Megalitres	9.036	8.4521	
Emissions						
Material topic: Energy and emissions	305	Emissions				
	305-1	Scope 1 emissions	tonnes CO2e	97.62	114.99	107.12
	305-2	Scope 2 emissions	tonnes CO2e	50.91	88.64	204.49
	305-3	Scope 3 emissions	tonnes CO2e	10,815.46	8,178.34	12,690.49
	305	Total emissions	tonnes CO2e	10963.99	8381.97	13002.1
	305-4	Emissions intensity				
	305-4	Scope 1 emissions intensity	tonnes CO2e/\$ revenue	0.00000032	0.00000046	0.00000048

	305-4	Scope 2 emissions intensity	tonnes CO2e/\$ revenue	0.00000017	0.00000035	0.00000091
	305-4	Scope 3 emissions intensity	tonnes CO2e/\$ revenue	0.00003537	0.00003251	0.00005648
	305-4	Total emissions intensity	tonnes CO2e/\$ revenue	0.00003585	0.00003331	0.00005786
	305-5	Reduction of GHG emissions				
	305-5	Total emissions change compared to the previous year	tonnes CO2e	31%	-36%	
Waste						
	306-1	Waste generation and significant waste-related impacts		Waste generated through operations represents less than 1% of total emissions and comprises office waste.	Waste generated through operations represents less than 1% of total emissions and comprises office waste.	Waste generated through operations represents less than 1% of total emissions and comprises office waste.
	306-3	Waste generated	Tonnes	80.4	248.7	331.5
	306-4	Waste diverted from disposal	Tonnes	45.7	158.9	238.1
	306-5	Waste directed to disposal	Tonnes	34.7	89.8	93.4

¹ Footnote: We have maintained our methodology in accordance with the latest guidance from the GHG Protocol. Scope 3, category 5: waste generated from operations, where we allocated zero emissions to recycled waste in CY23 as this lies beyond the reporting threshold for Smartgroup. The waste recycling organisation bears responsibility for emissions resulting from recycling. Another improvement was made for Cat 7 Employee commute, where we now use statistical data from the population census to estimate commuter distance and mode of transport for each facility in its state of operation. Finally, emission factors were updated in CY23.

² Footnote: All greenhouse gases are included in our calculations, expressed in tonnes of CO2 equivalent (t CO2 eq). Our base year is calendar year 2020, which was chosen as the most recent year of complete data available when our sustainability strategy was developed in 2021. Our greenhouse gas emissions are calculated in accordance with the Greenhouse Gas Protocol using the operational control consolidation approach.

³ Footnote: Scope 3 categories included in calculation – Category 1: Purchased goods and services, Category 2: Capital Goods Spend, Category 3: Fuel- and energy related emissions, Category 5: Waste generated in operations, Category 6: Business travel, Category 7: Employee commuting.

Social

This includes the standard social metrics as required under the GRI and reported by companies with Smartgroup's profile.

Material topic	GRI indicator	Data point	Measurement	FY24	FY23	FY22
Employee profile						
	2-7	Total employees	(#)	772	780	785
	2-7	Total female employees	(#)	388	387	
	2-7	Total male employees	(#)	384	393	
	2-7	Total other employees		0	0	
		Permanent full time employees	(#)			
	2-7	Female	(#)	329	331	328
	2-7	Male	(#)	376	375	342
	2-7	Other	(#)	0	0	0
	2-7	Total	(#)	705	706	670
		Permanent part time employees				
	2-7	Female	(#)	45	43	78
	2-7	Male	(#)	4	7	12
	2-7	Other	(#)	0	0	0
	2-7	Total	(#)	49	50	90
		Max term full time employees				
	2-7	Female	(#)	12	13	
	2-7	Male	(#)	4	7	
	2-7	Other	(#)	0	0	
	2-7	Total	(#)	16	20	
		Max term part time employees				
	2-7	Female	(#)	2	0	
	2-7	Male	(#)	0	2	
	2-7	Other	(#)	0	0	
	2-7	Total	(#)	2	2	
		Casual (non-guaranteed hours)				
	2-7	Female	(#)	0	0	
	2-7	Male	(#)	0	2	
	2-7	Other	(#)	0	0	

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	2-7	Total	(#)	0	2	
Workers who are not employees						
GRI 2: General Disclosures	2-8	Workers who are not employees	(#)	98	109	
		Philippines nearshore team		61	77	
	2-8	members	(#)			
	2-8	Agency temp	(#)	9	25	
	2-8	Third-party contractor	(#)	23		
	2-8	Independent contractor	(#)	5	7	
New employee hires and employee turnover						
Material topic: Employee engagement and development						
	401-1	New employee hires and employee turnover				
	401-1	Total headcount growth	(%)	-0.90%		
	401-1	Overall turnover rate	(%)	29.10%		
	401-1	Overall retention rate	(%)	70.90%		
	401-1	Number of new hires				
	401-1	Philippines	(#)	7	65	
	401-1	Australia	(#)	167	182	
	401-1	Total	(#)	174	247	
		Breakdown of new hires in Australia				
	401-1	Female	(#)	84	102	
	401-1	Male	(#)	83	80	
	401-1	Total	(#)	167	182	
		Breakdown of new hires in Australia				
	401-1	Under 30	(#)	42	63	
	401-1	30-50 years old	(#)	106	100	
	401-1	Over 50	(#)	19	19	
	401-1	Total	(#)	167	182	
	401-1	Total number of terminations by region				
	401-1	Australia	(#)	227	207	
	401-1	Australia	(%)	100	26	
Parental leave						

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Material topic: Employee engagement and development	401-3	Employees entitled to parental leave				
	401-3	Total	(#)	772	780	711
	401-3	Female	(#)	388	387	366
	401-3	Male	(#)	384	393	345
	401-3	Employees that took parental leave				
	401-3	Total	(#)	69	67	76
	401-3	Female	(#)	40	42	50
	401-3	Male	(#)	29	25	26
	401-3	Employees that returned to work in reporting period after parental leave ended				
	401-3	Total	(#)	66	46	49
	401-3	Female	(#)	37	24	29
	401-3	Male	(#)	29	22	20
				Returned in 2023 or 2024 and employed 12 months after last date of leave		
	401-3	Employees that returned to work after parental leave ended that were still employed 12 months later				
	401-3	Total	(#)	37	32	32
	401-3	Female	(#)	17	22	13
	401-3	Male	(#)	20	10	19
	401-3	Return to work and retention rates of employees that took parental leave				
	401-3	Total	(#)	96% / 56%	96% / 70%	
	401-3	Female	(#)	93% / 46%	96% / 92%	88%/72%
	401-3	Male	(#)	100% / 69%	96% / 45%	100%/83%
Work related injuries						
Material topic: Employee health, safety, and wellbeing	403-9	Fatalities from work-related injury				
	403-9	Employees and workers	(#)	0	0	0
	403-9	Employees and workers	Rate	0	0	0

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	403-9	Number of non-employees	(#)	0	0	0
	403-9	Number of non-employees	Rate	0	0	0
		High consequence work-related injuries (except fatalities)				
	403-9	Employees and workers	(#)	0	0	0
	403-9	Employees and workers	Rate	0	0	0
	403-9	Non-employees	(#)	0	0	0
	403-9	Non-employees	Rate	0	0	0
		Recordable work-related injuries				
	403-9	Employees and workers	(#)	3	2	9
	403-9	Employees and workers	Rate	1.9464	1.3415	
	403-9	Non-employees	(#)	0	0	0
	403-9	Non-employees	Rate	0	0	0
		Type of work-related injury				
	403-9	Employees and workers	List Injury	Psychological injury: 4	Injury 1: Stress Injury 2: Trip injury	Slips and trips
	403-9	Non-employees	List Injury	0		
	403-9	Movement in LTIFR year on year	(%)	-46%		
	403-9	Lost time injuries (LTI)	(#)	3		
	403-9	Movement in LTI year on year	(%)	50%		
		Lost time injury frequency rate (LTIFR)	(#)	1.9464	1.3415	
	403-9	Occupational health and safety system coverage (employees, percent)		772 / 100%	780 / 100%	
	403-9	Occupational health and safety system coverage (non-employees, percent)		36 / 4.6%		
	403-9	Percentage of workers excluded from an occupational health and safety system		83 / 9.6%		
	403-9					
Training and education						

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Material topic: Employee engagement and development	401-1	Average hours of professional training undertaken per employee				
	404-1	Female	(#)	5.66		
	404-1	Male	(#)	6.77		
		Role hires that were internally sourced				
		Female	(%)	22%		
		Male	(%)	20%		
		Employee engagement				
		Engagement survey participation (of total employees)	(%)	76%	81%	84%
		Overall engagement score (of participating employees)	(%)	55%	61%	58%
Diversity of governance bodies and employees						
Material topic: Diversity, equity, and inclusion	405-1	Total number of board members		7	8	8
	405-1	Board members by gender				
	405-1	Total female board members	(%)	42.86	42.86	
	405-1	Total male board members	(%)	57.14	57.14	
	405-1	Board members by age				
	405-1	Under 30	(%)	0%	0%	0%
	405-1	30-50 years old	(%)	14.20%	0%	0%
	405-1	Over 50	(%)	85.80%	100%	100%
	405-1	Employees by gender				
	405-1	Total female	(#) / (%)	388 / 50.3%	387	51%
	405-1	Total male	(#) / (%)	384 / 49.7%	393	48%
	405-1	Total other	(#) / (%)	0	0	1%
	405-1	Permanent full time employee				
	405-1	Female	(#) / (%)	329 / 42.6%	331 / 42%	49%
	405-1	Male	(#) / (%)	377 / 48.8%	375 / 48%	51%
	405-1	Other	(#) / (%)	0		
	405-1	Total	(#) / (%)	706 / 91.3%		

405-1	Permanent part time employee				
405-1	Female	(#) / (%)	45 / 5.8%	43 / 5.5%	87%
405-1	Male	(#) / (%)	4 / 0.5%	7 / 0.9%	13%
405-1	Other	(#) / (%)	0	0	
405-1	Total	(#) / (%)	49 / 6.3%	50 / 6.4%	
405-1	Max term full time employee				
405-1	Female	(#) / (%)	12 / 1.6%	13 / 1.6%	
405-1	Male	(#) / (%)	4 / 0.5%	7 / 0.9%	
405-1	Other	(#) / (%)	0	0	
405-1	Total	(#) / (%)	16 / 2.1%	20 / 2.5%	
405-1	Max term part time employee				
405-1	Female	(#) / (%)	2 / 0.3%	0	
405-1	Male	(#) / (%)	0	2 / 0.3%	
405-1	Other	(#) / (%)	0	0	
405-1	Total	(#) / (%)	2 / 0.3%	2 / 0.3%	
405-1	Casual (non-guaranteed hours)				
405-1	Female	(#) / (%)	0	0	
405-1	Male	(#) / (%)	0	2 / 0.3%	
405-1	Other	(#) / (%)	0	0	
405-1	Total	(#) / (%)	0	2 / 0.3%	
405-1	Employees by age group				
405-1	Total under 30	(%)	15.80%	19.2%	
405-1	Total 30-50 years old	(%)	67.70%	65.3%	
405-1	Total over 50	(%)	16.90%	15.5%	
405-1	Grand total	(%)	100.00%	100%	
405-1	Permanent full time employee				
405-1	Under 30	(%)	16.60%	17.8%	
405-1	30-50 years old	(%)	67.00%	59.1%	
405-1	Over 50	(%)	17.00%	13.6%	
405-1	Grand total	(%)	90.60%	90.5%	
405-1	Max term full time employee				
405-1	Under 30	(%)	0.60%	1.2%	
405-1	30-50 years old	(%)	1.00%	1%	
405-1	Over 50	(%)	0.40%	0.4%	

	405-1	Grand total	(%)	2.10%	2.6%	
	405-1	Permanent part time employee				
	405-1	Under 30	(%)	0.10%	0%	
	405-1	30-50 years old	(%)	5.30%	5%	
	405-1	Over 50	(%)	0.90%	1.4%	
	405-1	Grand total	(%)	6.30%	6.4%	
	405-1	Max term part time employee				
	405-1	Under 30	(%)	0.10%	0.3%	
	405-1	30-50 years old	(%)	0.00%	0%	
	405-1	Over 50	(%)	0.10%	0%	
	405-1	Grand total	(%)	0.30%	0.3%	
	405-1	Casual				
	405-1	Under 30	(%)	0.00%	0%	
	405-1	30-50 years old	(%)	0.00%	0.1%	
	405-1	Over 50	(%)	0.00%	0.1%	
	405-1	Grand total	(%)	0.00%	0.3%	
Diversity and equal opportunity						
Material topic: Diversity, equity, and inclusion						
	405-2	Base salary (Woman to Men)				
	405-2	Organisational ratio	Ratio	0.96	0.94 (\$87,718 to \$93,374)	
	405-2	Full time	Ratio	0.96	0.93	
	405-2	Part time	Ratio	1.47	1.19	
	405-2	Permanent	Ratio	0.95	0.93	
	405-2	Max term contract	Ratio	1.22	1.4	
	405-2	Remuneration (Women to Men)				
	405-2	Organisational ratio	Ratio	0.96	0.94 (\$97,373 to \$103,645)	
	405-2	Full time	Ratio	0.96	0.93	
	405-2	Part time	Ratio	1.47	1.19	
	405-2	Permanent	Ratio	0.95	0.93	
	405-2	Max term contract	Ratio	1.22	1.4	
	405-2	WGEA gender pay gap				
	405-2	Average (mean) total remuneration)	(%)	9.50%		

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	405-2	Median total remuneration	(%)	10.10%		
	405-2	Average (mean) base salary	(%)	6.90%		
	405-2	Median base salary	(%)	0.10%		
Incidents of discrimination and corrective actions taken						
Material topic: Diversity, equity, and inclusion	406-1	Total instances of discrimination and harassment reported	(#)	1	0	
Local communities						
Material topic: Community investment	413-1	Operations with local community engagement, impact assessments, and development programs				
	413-1	Smartgroup Foundation total value of grants	AUD	249,750	249,416	243,820
	413-1			21	19	17
	413-1	Smartgroup Foundation total number of charitable projects	(#)	418		
	413-1	Employee volunteering hours	(#)	None	None	None
	413-2	Operations with significant actual and potential negative impacts on local communities				
Supplier social assessment						
Material topic: Sustainable and ethical procurement	414-1	New suppliers that were screened using social criteria				
	414-1			100% of tier 1 and tier 2 suppliers screened using social criteria		
	414-1	Total percentage of suppliers screened				
	414-1	Supplier by category				
	414-1	Bcorps		N/A		
	414-1	female-owned companies		N/A		

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	414-1	Aboriginal and Torres Strait Islander businesses		N/A		
	414-1	SMEs		N/A		
	414-1	Not-for-profits		N/A		
	414-1	All others		N/A		
		Supplier spend				
		Aboriginal and Torres Strait Islander businesses		N/A		
		All others		N/A		
	414-2	Negative social impacts in the supply chain and actions taken		N/A		
Supplier environmental assessment						
Material topic: Sustainable and ethical procurement		New suppliers that were screened using environmental criteria				
	308-1			All new Tier 1 Suppliers onboarded in 2024 were screened using environmental criteria		
	308-1	Total percentage of suppliers screened				
	308-2	Negative environmental impacts in the supply chain and actions taken				
	308-2	Suppliers assessed for environmental impacts				
	308-2	Suppliers assessed as having significant negative environmental impacts		None identified	None identified	None identified
Procurement practices						

Material topic: Sustainable and ethical procurement	204-1	Proportion of spending on local suppliers	(%)	95.4		
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¹Footnote

Governance

This includes the standard governance metrics as required under the GRI and reported by companies with Smartgroup's profile.

Material topic	GRI indicator	Data point	Measurement	FY24	FY23	FY22
Economic performance						
	201-4	Financial assistance received from government	AUD	0		
Anti-bribery						
Material topic: Ethics and integrity	205-1	Operations assessed for risks related to corruption	Provide response	100% of operations are covered by the Risk Management Framework which includes risk assessments for corruption		
	205-2	Completed mandatory training	(%)	85.25%	100%	
	205-3	Confirmed incidents of corruption	(#)	0	0	0
	205-3	Confirmed incidents of corruption where employees were dismissed	(#)	0	0	0
Anti-competitive behaviour						
Material topic: Ethics and integrity	206-1	Legal actions pending or completed regarding anti-competitive behaviour	(#)	0	0	0
Public policy						

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Material topic: Ethics and integrity	415-1	Political donations	AUD	13,300		
Customer privacy						
	418-1	Complaints from outside parties and substantiated by the organisation	(#)	8		
	418-1	Complaints from regulatory bodies	(#)	0		
	418-1	Reportable breaches of customer privacy	(#)	1		