



# SUSTAINABILITY PLAN

CV SERVICES GROUP



SERVICES GROUP

delivering the edge



## EXECUTIVE SUMMARY

CV Services Group is committed to operating in a sustainable manner and increasing awareness and understanding of sustainability among our team members, customers, and suppliers.

This plan outlines our strategy, initiatives, targets, and roadmap for creating a more sustainable future across our four business divisions: Electrical Construction, Infrastructure Services, Media & Signage, and Asset Services.

Our approach is guided by our Environmental Policy, People Policy, Innovation and Sustainability Policy Standard, Social Responsibility Standard and our Sustainable Sourcing Policy Standard, which form the foundation of our sustainability efforts. Furthermore, our commitment to environmental management is demonstrated by our ISO 14001:2015 certification.

**Andrew McMaster**  
Chief Executive Officer

**Mushfiq Rahman**  
Managing Director

**Ian Norman**  
Commercial Director

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# ABOUT CV SERVICES GROUP

CV Services Group is a diversified trade services group dedicated to delivering the edge in technical services and visual solutions. Our company has grown to become a leader in our field, with a workforce of over 900 team members across multiple locations in Australia.

## OUR BUSINESSES

Our business is structured around four key divisions:

### ELECTRICAL CONSTRUCTION

We offer comprehensive electrical contracting services, delivering design and construct solutions across commercial, industrial, government, and residential sectors. Our services include electrical design, certification, and installation for projects ranging from high-rise developments to project housing.

### ASSET SERVICES

Our Asset Services team delivers comprehensive facilities maintenance services to commercial, industrial, and government clients. We specialise in critical infrastructure assets such as airports, ports, schools, hospitals, and defence facilities. Our technical services cover electrical, plumbing, pumping, building, fire protection, HVAC and security systems.

### INFRASTRUCTURE SERVICES

This division provides a wide range of electrical infrastructure services, including urban development, large customer connections, private HV infrastructure, airport works, and road and rail projects. We also offer a fully certified electrical planning and distribution design service.

### MEDIA & SIGNAGE

As a national provider of customised visual solutions, this division specialises in digital and static signage. We offer end-to-end services including in-house creative design, manufacturing, installation, and ongoing content management and maintenance.

## QUALITY, ENVIRONMENT & OHS

CV Services Group is committed to delivering exceptional customer service and maintaining the highest standards of quality and safety.

Demonstrating our commitment to best practices in all areas of our operations, we are certified to:

- **Quality** – ISO 9001:2015 standard
- **Environment** – ISO 14001:2015 standard
- **OHS** – ISO 45001:2018 standard



## OUR VALUES

Our company values Safety, Integrity, Teamwork, Accountability and Wellbeing, which guide our interactions with customers, employees, and the communities in which we operate.



**safety**  
everyone goes home safe



**integrity**  
do the right thing, the right way



**teamwork**  
working together, supporting each other



**accountability**  
take ownership



**wellbeing**  
balance – work, home, self



## OUR SUSTAINABILITY VISION

*To be a leader in sustainable trade services, delivering innovative and environmentally responsible solutions that create value for our customers, employees, communities and shareholders while constantly looking for better, smarter and more efficient ways of doing what we do.*

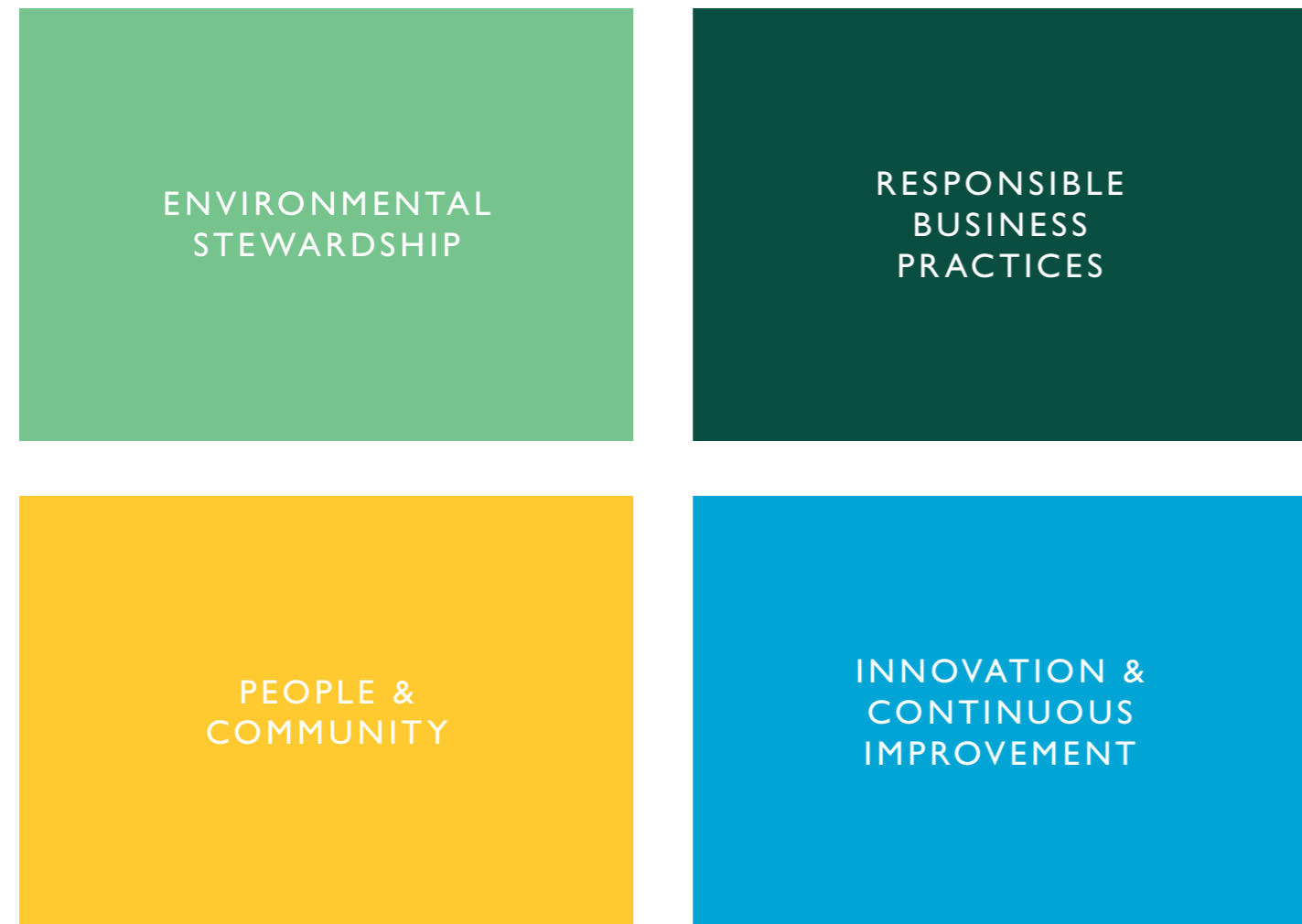
**ICV**  
Services Group





## CV SUSTAINABILITY PILLARS

Based on our company policies and commitments, CV's sustainability strategy is built on four key pillars:



These pillars guide our sustainability efforts and align with our core values and business objectives.

## ALIGNMENT WITH UN SUSTAINABLE DEVELOPMENT GOALS (SDGS)

CV's sustainability pillars and initiatives align with nine UN Sustainable Development Goals:



By aligning our sustainability pillars and initiatives with these SDGs, CV demonstrates its commitment to contributing to global sustainability efforts and creating long-term value for all stakeholders.

# SUSTAINABILITY OBJECTIVES

CV's strategy is based on the principles outlined in our Innovation and Sustainability Policy, which emphasises a broad and long-term view of sustainability through informed and balanced decision-making and processes. This strategy is further strengthened by our ISO 14001:2015 certified Environmental Management System.

## CV PILLAR

### ENVIRONMENTAL STEWARDSHIP

### RESPONSIBLE BUSINESS PRACTICES

## OBJECTIVE

Minimise our environmental footprint and contribute to climate change mitigation.

Ensure ethical and sustainable operations throughout our value chain.

## HOW WE WILL MEASURE SUCCESS

1. Maintain ISO 14001:2015 certification and pass all surveillance audits
2. Reduce Scope 1 & 2 emissions by 50% by 2030 (baseline year 2022)
3. Achieve 25% renewable electricity for our operations by 2028
4. Increase waste diversion rate to 50% by 2025 and 75% by 2030
5. Reduce water consumption by 30% by 2030 (baseline year 2022)
6. Achieve 50% of manager-level vehicles as EVs, PHEVs, or low-emission vehicles by 2028
7. Reduce average per vehicle fuel consumption by 20% by 2030 (baseline year 2022) through a combination of use of EV/PHEV vehicle upgrades, operational efficiencies, and driver behaviour improvements
8. Successfully complete an electric/hybrid work vehicle trial program by 2025 and develop a long-term fleet transition plan based on the results

1. Increase revenue from sustainable products and services by 50% by 2030
2. Achieve 100% compliance with our Sustainable Sourcing Policy by 2025
3. Implement a supplier diversity (including indigenous procurement) program and set targets for procurement from diverse suppliers by 2025

## CV PILLAR

### PEOPLE & COMMUNITY

### INNOVATION & CONTINUOUS IMPROVEMENT

## OBJECTIVE

Create a positive impact on our employees and the communities where we operate.

Drive innovation in our industry and continuously improve our sustainability performance.

## HOW WE WILL MEASURE SUCCESS

1. Achieve zero lost-time injuries by 2025
2. Achieve employee engagement score >85% by 2025
3. Achieve 20% women in leadership positions by 2030
4. Increase indigenous workforce participation from 2% to 4% by 2028
5. Contribute 2.5% of pre-tax profit to community initiatives annually
6. Ensure 100% of suppliers comply with our Supplier Code of Conduct by 2025

1. Improve service delivery time by 5% by 2025 and 10% by 2028
2. 100% of transactional processes automated 2028
3. Asset maintenance downtime reduced by 10% by 2028
4. First time fix rate of 95% by 2025

# SUSTAINABILITY INITIATIVES

## ENVIRONMENTAL STEWARDSHIP

1. Maintain and continually improve our ISO 14001:2015 certified Environmental Management System
2. Expand our solar energy program across all suitable facilities
3. Implement a comprehensive energy efficiency program
4. Implement a multi-faceted approach to reduce fleet emissions:
  - a. Introduce a financial incentive program for managers to choose electric vehicles (EVs), plug-in hybrid electric vehicles (PHEVs), or low-emission vehicles as part of their car allowance
  - b. Gradually introduce hybrid or electric vehicles for light-duty and urban operations or large static sites where feasible
  - c. Set up a trial program with a small number of electric or hybrid work vehicles to assess their viability for broader adoption
  - d. Implement a fleet management system to optimise routes and reduce unnecessary mileage
  - e. Provide eco-driving training to all drivers to improve fuel efficiency
  - f. Explore alternative fuels such as biodiesel or renewable diesel for existing diesel vehicles
  - g. Undertake a regular maintenance schedule to ensure all vehicles are operating at peak efficiency
5. Enhance our waste diversion and recycling program
6. Monitor and minimise greenhouse gas emissions and energy consumption from our operations

## RESPONSIBLE BUSINESS PRACTICES

1. Implement our Sustainable Sourcing Policy across all procurement activities
2. Develop and maintain ethical supplier relationships based on mutual benefit
3. Ensure compliance with our Supplier Code of Conduct
4. Integrate sustainability criteria into our supplier decision-making processes
5. Maintain transparency in our operations and reporting

## PEOPLE & COMMUNITY

1. Prioritise employee health, safety and wellbeing
2. Promote diversity, equity and inclusion in our workforce
3. Invest in employee training and development
4. Expand our community engagement programs
5. Support local sustainability initiatives

## INNOVATION & CONTINUOUS IMPROVEMENT

1. Encourage every team member to seek better and more efficient ways of working
2. Invest in research and development for sustainable technologies and practices
3. Implement sustainable design principles in our projects
4. Collaborate with industry partners to drive sustainability in the trade services sector
5. Regularly review and update our sustainability practices

# IMPLEMENTATION ROADMAP

1. Implemented waste diversion programs – 30% to recycle
2. Installed solar power capacity at Hendra office and manufacturing facility
3. Implemented IVMS in 100% of the fleet to better monitor driver behaviour and vehicle efficiency
4. Implemented site run-off control to minimise environmental impact
5. Introduced 100% recyclable substrate options for our signage business
6. Introduced energy efficient LED technology for our digital signage solutions
7. EcoStruxure software implemented to optimise power usage
8. Commenced partnership with Buildings Alive to provide integrated trades and utilities management solution

IMPLEMENTED  
(PAST 5 YEARS)

1. Expand solar energy installations to all suitable facilities
2. Develop and launch sustainable product and service offerings
3. Establish partnerships with key suppliers to reduce Scope 3 emissions
4. Implement a comprehensive data management system for sustainability metrics
5. Develop a supplier diversity program
6. Complete the electric/hybrid work vehicle trial program and develop a long-term fleet transition plan
7. Implement the fleet management system for route optimisation

MEDIUM-TERM  
(3-5 YEARS)

SHORT-TERM  
(1-2 YEARS)

LONG-TERM  
(5+ YEARS)

1. Leverage our ISO 14001:2015 certification to drive continuous improvement in environmental performance
2. Establish a Sustainability Steering Committee
3. Conduct a comprehensive baseline assessment of our environmental impact
4. Fully implement our Sustainable Sourcing Policy across all procurement activities
5. Launch an employee sustainability education program
6. Initiate pilot projects for energy efficiency and waste reduction
7. Begin supplier audits to ensure compliance with our Supplier Code of Conduct
8. Implement financial incentive program for manager-level low-emission vehicles
9. Start eco-driving training program for all drivers
10. Install EV charging facilities at Hendra and Maroochydore offices

1. Achieve carbon neutrality for Scope 1 & 2 emissions
2. Implement circular economy principles across all business divisions
3. Become an industry leader in sustainable trade services
4. Expand our influence to drive sustainability in our supply chain and customer base
5. Achieve full integration of sustainability principles into all business decisions and processes
6. Begin large-scale transition of work vehicle fleet based on trial program results and technological advancements





## MEASUREMENT & REPORTING

We will implement a robust system for measuring and reporting our sustainability performance:



Quarterly internal sustainability performance reviews



Annual sustainability report aligned with GRI Standards



Regular stakeholder engagement to gather feedback on our sustainability efforts



Third-party verification of key sustainability metrics through our ISO 14001:2015 certification audits



Regular supplier assessments and audits to ensure compliance with our Supplier Code of Conduct

## GOVERNANCE

To ensure effective implementation of our sustainability plan:



Establish a Sustainability Steering Committee led by a group executive leader



Integrate sustainability KPIs into performance evaluations for all managers



Regularly review and update the sustainability plan to reflect changing stakeholder expectations and emerging best practices



Ensure compliance with all applicable laws and regulations related to sustainability and ethical business practices



Maintain our ISO 14001:2015 certification and use it as a framework for continuous improvement

## INNOVATION & COLLABORATION

As stated in our Innovation and Sustainability Policy, we believe that to be a sustainable business, we need to constantly look for better, smarter and more efficient ways of doing what we do. We commit to:



Encouraging every team member to continually seek better and more efficient ways of working



Actively researching and driving innovation across the group



Collaborating with industry partners to drive sustainability in the trade services sectors



Participating in relevant industry associations and sustainability initiatives



Sharing best practices from our ISO 14001:2015 certified Environmental Management System with our partners and suppliers

# CERTIFIED AND ACCREDITED TO GET THE JOB DONE



CV systems are externally certified by SAI Global. Our certification covers:

- **Quality** certification to ISO 9001:2015 standard
- **Environment** certification to ISO 14001:2015 standard
- **OHS** certification to ISO 45001:2018 standard

CV is accredited to undertake underground and overhead work on ENERGEX assets. We are on the Ergon Energy Preferred Contractor Panel and are a Level I Approved Services Provider in NSW.

We are members of Master Builders, MEA (an accredited Master Electrician Australia), AI Group, the Plumbers Association, the Australian Sign & Graphics Association, the Facility Management Association and the National Fire Industry Association. We are a Telstra approved contractor and are Molex and CommScope certified installers.

## **CVSG Electrical Construction Pty Ltd**

Electrical Contractor Licence No: 68271

## **CV Infrastructure Services Pty Ltd**

Electrical Contractor Licence No: 71102

## **CVSG Asset Services Pty Ltd**

QBCC Licence No: 1232419

Electrical Contractor Licence No: 68870

## **CV Media & Signage Pty Ltd**

QBCC Licence No: 1061506



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