

Winc's Social Agenda

# Working towards a more sustainable future.

January 2024 Progress Update





## Introduction from Peter Kelly.

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It has now been more than two years since we first created and published our Winc Social Agenda. In this, our fourth published progress report, we document the real and meaningful progress we have made against all six priority areas as of 31 December 2023 as well as our targets for 2024.

I'm very pleased to report that we met or exceeded the primary targets for five of our six pillars, which represents significant and meaningful improvement since we commenced this journey in September 2021. Consistent and sustainable change has been achieved to reduce our impact on the environment by implementing more efficient and more sustainable ways of working. This is serving to drive down carbon emissions (both Scope 1 and Scope 2) while reducing waste and increasing diversion from landfill to be recycled. We also continue to drive more value creation for our stakeholders in the areas of First Nations economic and social empowerment, safety, ethical sourcing and gender equality.

I am particularly proud of the progress that the Tier 1 First Nations owned and controlled business Mandura has made in its second full year of operation. With profits increasing five-fold, so too has the social impact delivered for young First Nations Australians.

Transparency and accountability lie at the heart of our commitment to social responsibility. This report serves to publicly document our commitments, programs and performance as we work to build a more sustainable future.

Thank you to the large cross-functional team who has worked hard over the last two years to make this progress possible.

I look forward to updating you on our performance again in August 2024.

A handwritten signature in black ink that reads "PN Kelly". The signature is written in a cursive, flowing style.

**Peter Kelly**  
CEO, Winc Australia Pty Ltd

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## About this progress update.

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Winc's Social Agenda was first developed in September 2021. We aligned our priorities and commitments with the UN Sustainable Development Goals (SDGs) and we are committed to reporting our progress on a bi-annual basis.

In 2024, our focus is to accelerate progress in the areas of carbon emission reductions, the minimisation of waste, the introduction of more sustainable packaging and the economic and social empowerment of First Nations Peoples. This is our fourth progress report and outlines the progress that has been made up until the end of December 2023.

If you have any questions or comments about Winc's Social Agenda, please email us at [csr@winc.com.au](mailto:csr@winc.com.au).

## Six areas where Winc can make a difference.

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01



### Safe Work Practices

Be proactive to keep our people safe ensuring they go home unharmed, every day

02



### First Nations Peoples Support & Empowerment

Take action to address the imbalance in opportunity for First Nations Peoples

03



### Climate Change

Reduce carbon emissions from Winc's business activities

04



### Responsible Packaging / Management of Waste

- Improve the sustainability of our Own Brand packaging
- Improve Winc's recycling rates and reduce waste to landfill
- Make deliveries of our 45,000 Winc Boxes every working day more efficient in the amount of cardboard used
- Facilitate the move away from single use plastic products

05



### Gender Equality

Ensure inclusiveness and equality is expected and valued at Winc

06



### Ethical Sourcing

Trade ethically and take action to protect human rights in the supply chain

# 01



## Safe Work Practices.

Be proactive to keep our people safe ensuring they go home unharmed, every day.

At Winc, our people's physical safety and mental health are our top priorities. Establishing safe work practices where everyone goes home unharmed starts with an uncompromising, organisation-wide commitment to safety and wellbeing.

### Primary Target 1 2023:

Reduce Total Recordable Injury Frequency Rate (TRIFR\*) to 5.0 or less. This is a 17% reduction in our target versus 2022.

#### Result

Achieved. As of December 2023, our TRIFR was 5.0, which represents a strong 72% reduction since in April 2020. A TRIFR of 5.0 is best in class for our industry peer group.

\*TRIFR: External medical treatment injuries per million hours worked on a rolling 12-month basis.

We remain vigilant to ensure the Winc team is well supported with training, that they are clear on our Lifesaving Rules and that feedback and reporting mechanisms are in place to maintain open lines of communication and corrective action to address hazards.

Total Recordable Injury Frequency Rate (Employees + Contractors)



There has been a 3.6 times reduction in injuries requiring medical treatment since April 2020.

## Key drivers to achieve our Primary Safety Target.

### 1. Proactive Safety Interactions (PSIs)

This covers activities that build awareness and skills to reduce the risk of injury such as toolbox talks, safety committee meetings and safety walks.

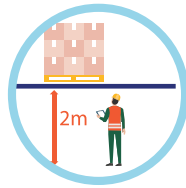
### What we delivered

The number of Proactive Safety Interactions delivered in 2023 was 7,334, bringing to total number of PSIs delivered in the last two years to 16,350. Every one of these interactions has helped to reinforce Winc's strong safety culture, supporting the significant reduction in TRIFR.

### Winc's five Life Saving Rules



Separate People and Mobile Plant



Secure Objects and Safe Racking



Secure People Working at Height



Keep People Clear of Loading Zone



Safe Loads Safe Driving



Our monitors run across our sites sharing wins, celebrations, business updates and information important to getting the job done. Here is video of Winc's five Life Saving Rules being screened in our WA Distribution Centre.





According to Winc's latest employee engagement survey, **90%** of team members believe their manager has a genuine care for their safety and wellbeing.

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## 2. Safety and Wellbeing Training Hours

Building the capability of our people and leaders to work safely at Winc. This includes Mental Health Mastery for all Winc people leaders.

### What we delivered

In 2023, 5,052 safety and wellbeing training hours were delivered, equipping both leaders and their people with the skills and knowledge they need to ensure everyone at Winc goes home safely.

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In 2023, a further 30 Winc leaders have undertaken Mental Health Mastery Training. This is in addition to the 192 Winc people leaders already trained in Mental Health Mastery across 2021 and 2022. This has equipped these leaders with the skills to recognise and support team members experiencing mental health issues and to create and promote psychological safety at Winc.

### Other proactive steps Winc has progressed to improve our safety culture:

1. 345 random and for cause Drug & Alcohol tests have been conducted across our sites in 2023 with a zero-tolerance approach. This is in addition to pre-employment testing conducted for all new warehouse operations team members and casuals.
2. The continued development and training of 12 Authorised Manual Handling Equipment (MHE) Trainers as we further embed our National Manual Handling Equipment (MHE) Framework at all Winc sites.
3. The training of 32 Accredited Mental Health First Aiders across eight sites since 2021. These team members are trained to provide initial mental health first aid to assist colleagues until professional help arrives. Developed with

the Blueberry Institute, this course builds the necessary skills and competency to recognise the signs and symptoms of common and disabling mental health problems in adults and how to provide mental health first aid in a crisis situation using a practical, evidence-based action plan.

4. Free flu and COVID booster vaccinations offered onsite in five locations during 2023 with vaccination vouchers offered to all other employees. In all 335 free flu vaccinations were facilitated.
  5. During our biannual employee engagement surveys, we test the impact of our efforts. Our people consistently rate Safety and Psychological Safety as being key drivers of positive engagement for them at Winc.
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### Collaborating with suppliers to reduce the risk of manual handling injuries

To help reduce the risk of injury to our team members when receiving and unloading goods, we are currently working with our suppliers to evaluate the weights, formats and sizes of deliveries to our Distribution Centres.

As part of this project, we are also introducing the use of slip sheeting with attachments to reduce the need for manual handling. Slip sheets are used to unitise and stabilise loads of goods in the same way as pallets, but help reduce risk by allowing greater use of forklifts for the movement of goods.

By improving the way goods are packed and delivered to our Distribution Centres, we also anticipate less waste by minimising the risk of damage during transit.



## Marking National Safe Work Month

At Winc, National Safe Work Month provides an opportunity to come together to reinforce our focus on safety across our workforce. In October 2023, five guest speakers were welcomed to Winc sites across the country to share their personal stories of workplace related injuries.

Among them were James Wood and Michelle Rath. In 2013, Michelle suffered the devastating loss of her youngest son to a workplace accident. Michelle shared her son's story with our SA Distribution Centre team to help them understand the difference smarter choices can make, not only for themselves, but for their colleagues.

James Wood, who's workplace accident left him in hospital for three months, then in full-time rehabilitation for another six months, visited our VIC Distribution Centre. His injury, which changed his life, was the result of making some wrong choices while doing a simple job.



James Wood with Melissa Torcia, HSW Manager, at our VIC Distribution Centre.



## Separating People and Plant

Winc's Life Saving Rule No 1 promotes separating people and mobile plant. New barricades and gates have been installed in our VIC and NSW Distribution Centres to achieve just that.

### 2024 Primary Targets for Safe Work Practices.

- Total Recordable Injury Frequency Rate (TRIFR) of less than 5.0.

To achieve this, we will be continuing our focus on delivering quality Proactive Safety Interactions (PSIs) and dedicated Safety Training Hours.



# First Nations Peoples Support and Empowerment.

Take action to address the imbalance in opportunity for First Nations Peoples.

Winc is committed to the First Nations reconciliation effort in Australia and believes that the economic advancement of First Nations Peoples is critical to creating positive social change and equality for First Nations communities. We look to achieve this by becoming an employer of choice for First Nations Peoples, supporting the growth and development of First Nations businesses, and making investments in First Nations mental health, employment and education activities.

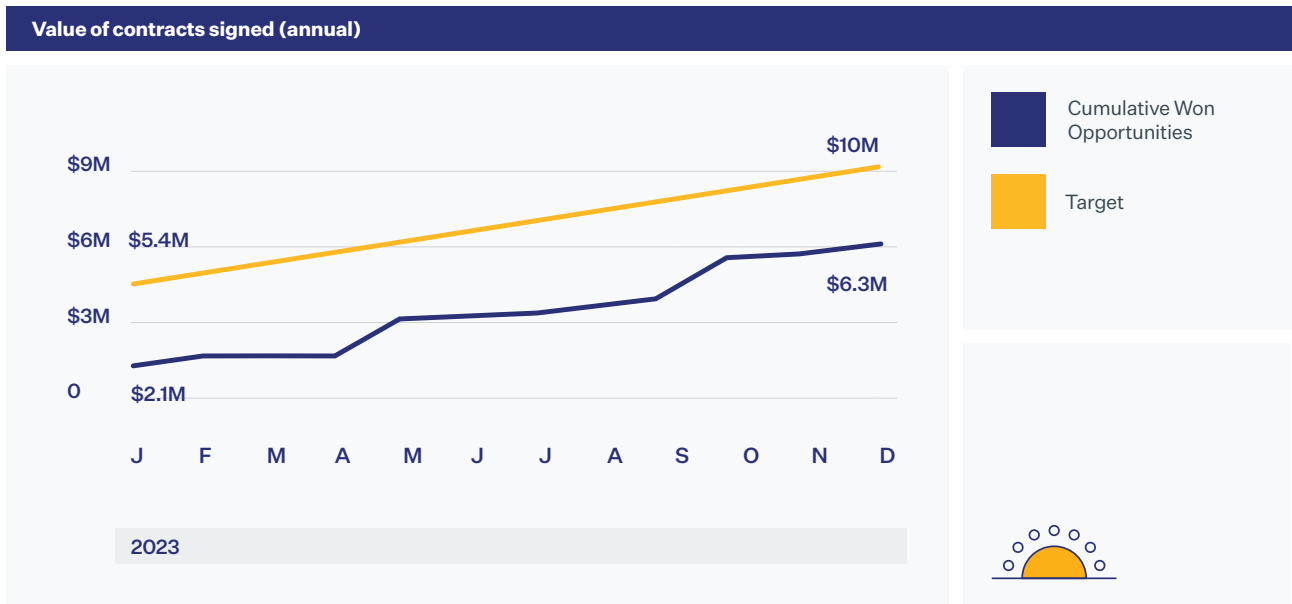
## Primary Target 1 2023:

Build the economic success of Mandura, a First Nations majority owned workplace supplies company, by winning customers contracts totalling at least \$10 million by the end of 2023.

### Result

Mandura’s strong growth trajectory against a big goal has continued in 2024. As of the end of December 2023, Mandura has formally signed contracts to the value of \$6.3M+ and has a strong pipeline of prospective accounts to convert in 2024.

Throughout 2023, Mandura experienced week on week revenue growth as new customers came onboard. In its second full year of operation, returns to its First Nations owners increased five-fold.



Mandura, which translates as ‘trading place’ in the Jaithmathang Nation language, commenced trading in late September 2021. As a separate, self-determining organisation, Mandura is led by Jaithmathang Senior Elder Roderick McLeod (Chairman) and Scott Allen. Scott Allen is a descendent from the Awabakal Worimi Nations and a non-executive board member of the NSW Indigenous Chamber of Commerce. Mandura is a Supply Nation certified joint venture with Winc.



Mandura continues to grow supported by an impressive list of trading customers. In the second half of 2023, Mandura won its biggest customer yet, national commercial property management firm Investa Property Group.

Other important customers won by Mandura in the second half of 2023 include Fulton Hogan, Linkforce, Rock Drill Services, Royal HaskoningDHV and Ooh! Media.

In 2023, CSR joined Western Sydney Airport and Clayton Utz in the Mandura Founding Customer Program. By partnering with Mandura, organisations have an opportunity to become part of the evolution of a genuinely different and innovative workplace supplies company. The Mandura Founding Customer Program was established to recognise organisations committed to First Nations reconciliation and partnering with Mandura to achieve meaningful change. There are only a handful of places on the Mandura Founding Customer Program.



▲  
Scott Allen meeting Ramon Dobb, Fulton Hogan's National Procurement Manager at the Supply Nation Connect Trade Show.



**Mandura  
Founding  
Customer**



**CLAYTON UTZ**



As one of Australia and New Zealand's leading infrastructure businesses, Fulton Hogan has a particular focus on increasing employment and educational opportunities for First Nations Australians and incorporating more First Nations businesses into its supply chain. We're delighted to be supporting the Fulton Hogan team and working together to make a meaningful difference."

**Scott Allen**  
CEO, Mandura

### Mandura branded products

During the second half of 2023, Mandura continued to expand its product portfolio by introducing Mandura archive boxes made in Australia from 100% recycled materials. They are also 100% recyclable – which is great news for Mung Tyerr (which means Mother Earth in the Jaithmathang Nation Language).

There are now more than 50 Mandura branded products available for sale exclusively to both Winc and Mandura customers across the office products, furniture, cleaning & hygiene and kitchen categories delivering another income stream for Mandura's First Nations shareholders.



In early 2024, Mandura will launch a range of Spring Waters. As a product of Australia, this Spring Water has been sourced from natural springs on Gundungurra and Tharawal land.



## Primary Target 2023:

Deliver tangible support and change for young First Nations Australians by donating 20% of profits from Mandura to the Pauline E. McLeod Foundation. The donation target for 2023 was \$170,000.

### Result

During 2023, \$145,000 has been directly donated to the Pauline E. McLeod Foundation bringing the total donated to the Foundation since September 2021 to \$177,000. This has

enabled the Foundation to deliver real and sustainable social impact for young First Nations Australians in the areas of First Nations mental health, education and employment.



**Pauline E. McLeod**  
FOUNDATION

### Working together to create real sustainable change for young First Nations Australians.

The Pauline E. McLeod Foundation has donated \$93,000 of the funds raised in 2023 to the Westerman Jilya Institute for Indigenous Mental Health to fund six psychology scholarships for First Nations students. These scholarships help with study, living and transport costs, affording vital financial assistance to students who are studying an undergraduate or postgraduate degree.

By eliminating the very real financial barrier for students to study, these scholarships aim to facilitate the training of more psychologists skilled in Indigenous-specific mental health, suicide prevention and intervention programs.



When it comes to these students, we are not just investing in the development of one individual, we investing in the high-risk communities to which these students will return once they graduate, making a real difference to the many lives they will influence – not just their future patients, but their patient’s children, brothers, sisters, parents, aunts and uncles. And that continues for a lifetime.

**Roderick McLeod**

Founder of the Pauline E. McLeod Foundation.



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## Meet the students.

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### **Daniel McDougall**

Daniel is a proud Barkindji man, husband and father of two, currently living, working and studying on Ngunnawal Country in Canberra. Daniel is a First Class Honours student now in the first year of his Clinical PhD in Psychology at the University of Canberra.

Daniel is also the very first The Westerman Jilya Institute for Indigenous Mental Health psychology scholarship recipient to be supported by the Pauline E. McLeod Foundation. The Foundation is now entering its third year of supporting Daniel, with a scholarship amount that has increased three-fold.

With the benefit of increased financial assistance, the very real need to work to help support his family is reduced, allowing Daniel to focus more fully on his studies in order to progress at a faster pace.

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### **Amber Briggs**

Amber is a proud Yorta Yorta/Wemba Wemba/ Dhawurd Wurrung woman.

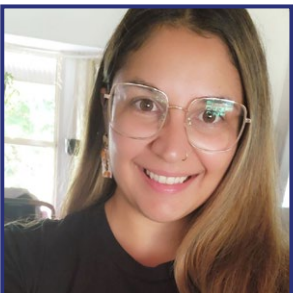
Amber has extensive experience working with people and has developed her skills in relationships and deep listening. Accessibility to mental health services in regional Victoria, where Amber is based, is challenging. It's even more challenging to find a psychologist with lived Aboriginal or Torres Strait Islander experience.

When Amber graduates, she'll be applying a culturally centred approach on-country, to psychological services within the community where she resides.

This scholarship means a lot to Amber, not only is it providing important financial assistance in order to focus on studies but also the important connections with other Indigenous psychological students that increases motivation to succeed.

Amber is currently an Honours student at Swinbourne University of Technology.

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### **Kairee Sheppard**

Kairee is a proud Butchulla and Munanjali Bundjalung woman who lives in regional Queensland and is now in her second year of her Bachelor of Psychological Sciences, majoring in Forensics (Criminology), at Deakin University. She also happens to be a new mum.

Kairee is an experienced hand having worked in the education, employment and youth support sectors for many years. In fact, she already has a Certificate IV in Community Services Work under her belt.

Coming from an area where there is very little mental health support for her people, Kairee hopes to change all that by becoming a clinical or forensic psychologist.

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## Meet the students.

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### **Tammy Hatherill**

Tammy Hatherill is a proud First Nations woman of Palawa/Pakana bloodline (Tasmania) raised in the Northern Territory.

Tammy is a registered psychologist working part-time with the Aboriginal Danila Dilba Health Service in Darwin. This year, Tammy has commenced her PhD studies in the area of First Nations traditional healing and its integration into mainstream healthcare, including psychology, with the University of Queensland.

Tammy is a big believer in health being a multidimensional concept including connection to mind and emotions, family and kinship, community, culture, country, body, and importantly to spirit, spirituality, and ancestors.

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### **Jada Briggs**

Jada Briggs is from Shepparton, Victoria. She's an extremely motivated and hardworking second year student studying Psychological Science (Honours).

Throughout her lived experiences, Jada has noticed a growing gap between Indigenous peoples and access to mental health services. She has witnessed Indigenous people go down paths they never needed to, if only they could address the underlying factors.

Her goal is for Indigenous people's voices to be heard and their struggles to be addressed. She wants them to be understood. She wants Indigenous people to be able to talk to someone who understands them, and has similar lived experiences, like her.

Jada's dream is to become a Clinical Psychologist and assist her people in becoming the best versions of themselves. With the support of Avery Products, the Pauline E. McLeod Foundation is helping to make that dream a reality.

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### **Kurtis Makuru**

Kurtis is a proud Wilman Minang Noongar with family who are survivors of the Stolen Generation. Kurtis grew up in Kinjarling country and lives in Whadjuk country (WA) studying Psychology.

Now a second year Bachelor of Psychology student, Kurtis is driven by a strong desire to give back and plans to commence a Masters in Counselling Psychology after graduating.

Addressing and combating the immense trauma Indigenous people specifically face to create better outcomes for our youth is what Kurtis is incredibly passionate about.



## Mandura's profit donation for its second full year.

In December 2023, Mandura was able to make its second profit donation to the Pauline E. McLeod Foundation which was a five-fold increase on the previous year. The Pauline E. McLeod Foundation Board, chaired by Roderick McLeod, agreed that these well-earned funds would be channelled through to the Clontarf Foundation.

These funds are being used by Clontarf to cover the costs associated with 10 boys going through the program for one year. All of the students are located at one of two Clontarf Academies – the Dunheved Academy, based at the Dunheved Campus of Chifley College (Mt Druitt, NSW), or the Belmont Academy, in Perth, WA.



## Nescafé Blend 43 Mandura Instant Coffee.

Nestlé Professional generously donates a percentage of the cost of goods sold to the Pauline E. McLeod Foundation on this limited-edition product to help create opportunities for the next generation.



## Avery Limited Edition Labels.

For the second year running, in 2023, Avery Products partnered with the Pauline E. McLeod Foundation to create a limited-edition range of stickered Avery Address Labels where \$1 from each pack sold is donated to the Foundation. The Pauline E. McLeod Foundation directs 100% of these funds to the Westerman Jilya Institute for Indigenous Mental Health.

## Primary Target 3 2023:

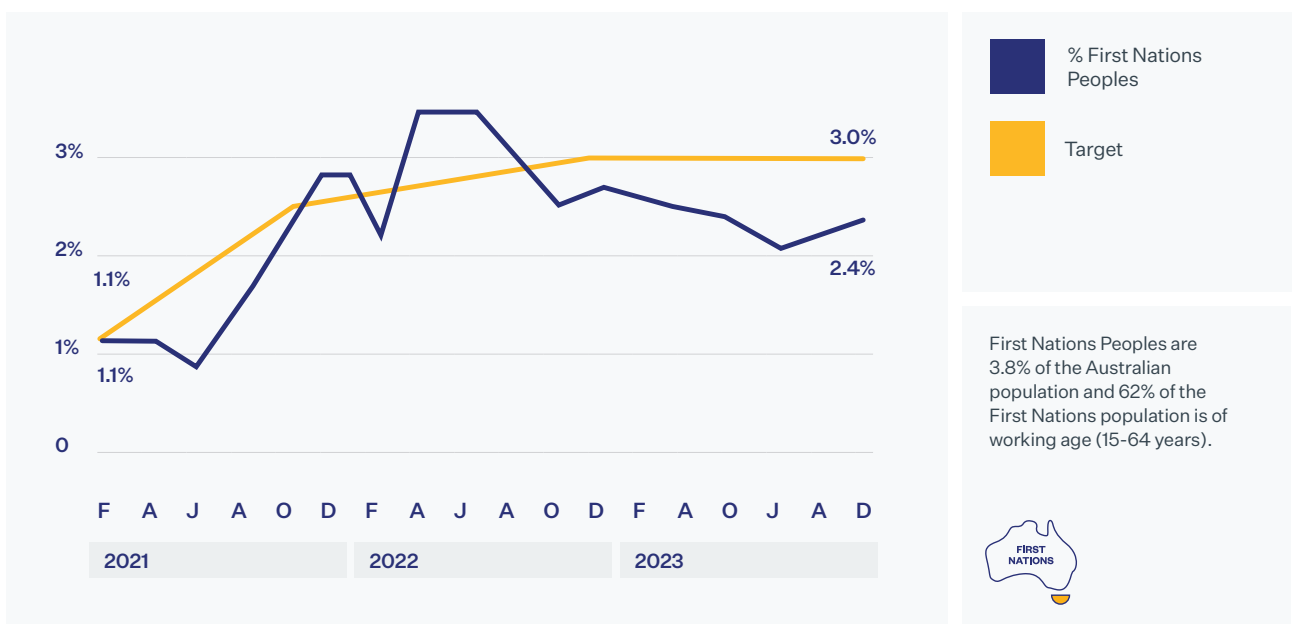
Make Winc a great place to work for First Nations Australians.  
Achieve and maintain First Nations representation in the Winc workforce at 3%.

### Result

As of the end of December 2023, First Nations representation in the Winc workforce is 2.4%, up from 1.1% in February 2021. At Winc we believe that empowerment and support for First Nations team members extends beyond their career with our company. We have been proud to support some of our First Nations team members who have been scouted to continue

their career journey outside of Winc. We remain focused on creating new opportunities for more First Nations Peoples to join our organisation, where they will have access to the training, coaching and internal support to progress with careers and reach their full potential.

Percentage of First Nations employees in the Winc workforce



### Winc First Nations Alumni Program.

To maintain connection and support professional growth and learning, Winc has created a First Nations Alumni Program for our network of First Nations former employees.

This vibrant community offers:

- Networking opportunities through biannual yarning circles
- Career development through access to career resources and mentorship
- Volunteering opportunities to give back through the sharing of expertise and support for current Winc First Nations team members

Winc's inaugural First Nations Alumni Yarning Circle will be held in February 2024.



Winc First Nations Alumni Member Taryn Saunders Syahbahar, who is now the Inclusion and Diversity Advisor at PVH Brands Australia.



**Other proactive steps Winc has taken to deliver First Nations Peoples Support and Empowerment:**

1. To support the career development of First Nations team members, a mentoring program was established in June 2023 with eight team members now enrolled in the program with assigned mentors.
2. In 2023, 980 hours of cultural awareness training has been delivered. This includes cultural awareness which is part of the induction program at Winc.
3. A networking and support group for First Nations team members called the Yarning Circle meets monthly and provides advocacy and practical support for its current 26 members.
4. To create employment and education pathways for more First Nations Peoples, Winc is working with partners to offer four trainee placements to First Nations candidates. These traineeships combine paid on-the-job training and formal study with a Registered Training Organisation. Our first trainee commenced in August 2023, and as of December 2023, one of these positions has been filled. Traineeships take between 12 and 24 months to complete depending on the qualification, however, these placements are not included in our First Nations employment reporting as they are partner employees for the employed through our trainee partners.

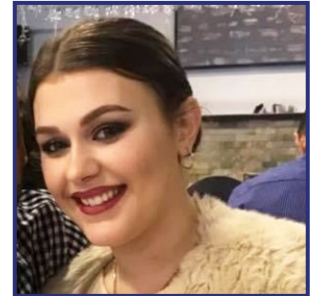
**Meet just some of our people.**



**Oti Cross**  
Customer Experience  
Advocacy Agent  
Wajarri-Yamatji and Martu Mob



**Sara Afu**  
Customer Experience  
Agent  
Biripi Mob



**Jazmine Hart**  
Customer Experience  
SBM Agent  
Wiradjuri Mob



**980** hours of cultural awareness training hours were delivered in 2023.

**2024 Primary Targets for First Nations Peoples Support and Empowerment**


- Mandura contracts won (cumulative since inception): \$12M by end 2024.
- Pauline E McLeod Foundations donations (in year): \$200K by end 2024.
- 3% First Nations representation in the Winc workforce.





Winc achieved a 40% reduction in tonnes of Scope 1 Co2 emissions per million dollars of revenue as a rolling three-month average between September 2021 and December 2023. This has been achieved by improving the efficiency of our distribution activities.





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# 03

## Climate Change.

Reduce carbon emissions from Winc’s business activities.

Climate change is now affecting every country on every continent. It is disrupting national economies and affecting lives through changing weather patterns, rising sea levels and more extreme weather events such as bushfires and floods. The carbon emissions from human activities are driving climate change and continue to rise. Winc is at the beginning of its journey to reduce carbon emissions and we are committed to improving our efforts. These are our priorities and progress to date for Climate Change at Winc.

### Primary Target 1 2023:

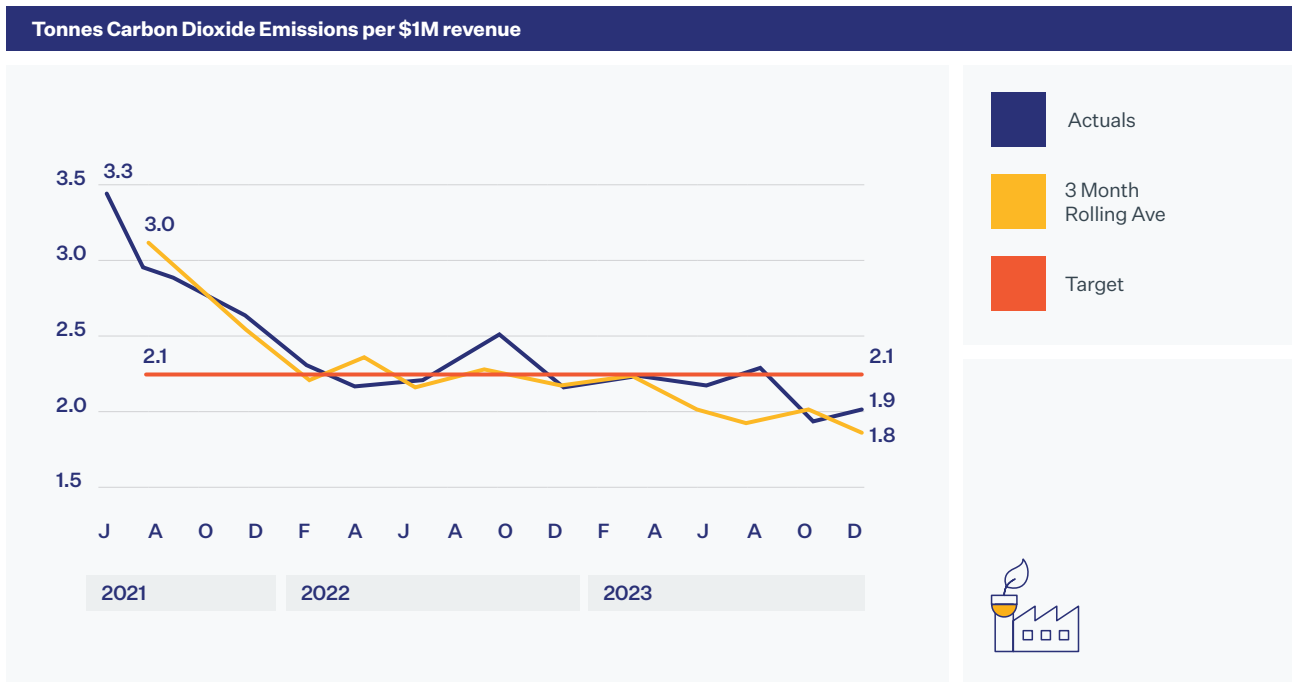
Reduce Scope 1 tonnes of Co2 emitted per million dollars of revenue by 5% by the end of 2023 achieving 2.1 tonnes or less.

Winc’s Co2 emissions are calculated from Scope 1 truck fleet emissions in metro areas. From 1 April 2022, Data from Winc’s Mobile Data Terminals (MDTs) is used report kilometres travelled. Co2 emissions produced by each delivery vehicle varies based on a vehicle’s fuel and fuel economy. We have used data for a standard two tonne van for these variables which is normal in our fleet.

### Result

Achieved and exceeded with an 18% reduction, three times the target. As of December 2023, the tonnes of Scope 1 Co2 emissions emitted per million dollars of revenue as a rolling three-month average has reduced to 1.8 tonnes.

This represents an impressive 40% reduction from the rolling three-month average of 3.0 tonnes which was recorded in September 2021. This major step change has been achieved by improving the efficiency of our distribution activities through fewer deliveries per order, strong availabilities, less out of stocks and fewer customer returns.





# Key drivers to achieve our Primary Target for reducing Scope 1 Carbon Emissions.

## 1. Small Orders

Our goal was to reduce small orders placed during 2023.

### What we delivered

Winc achieved a 7% reduction in small orders in 2023. The majority of Winc customers are now ordering more sustainably and we will continue to proactively encourage order consolidation to reduce carbon emissions and packaging waste.

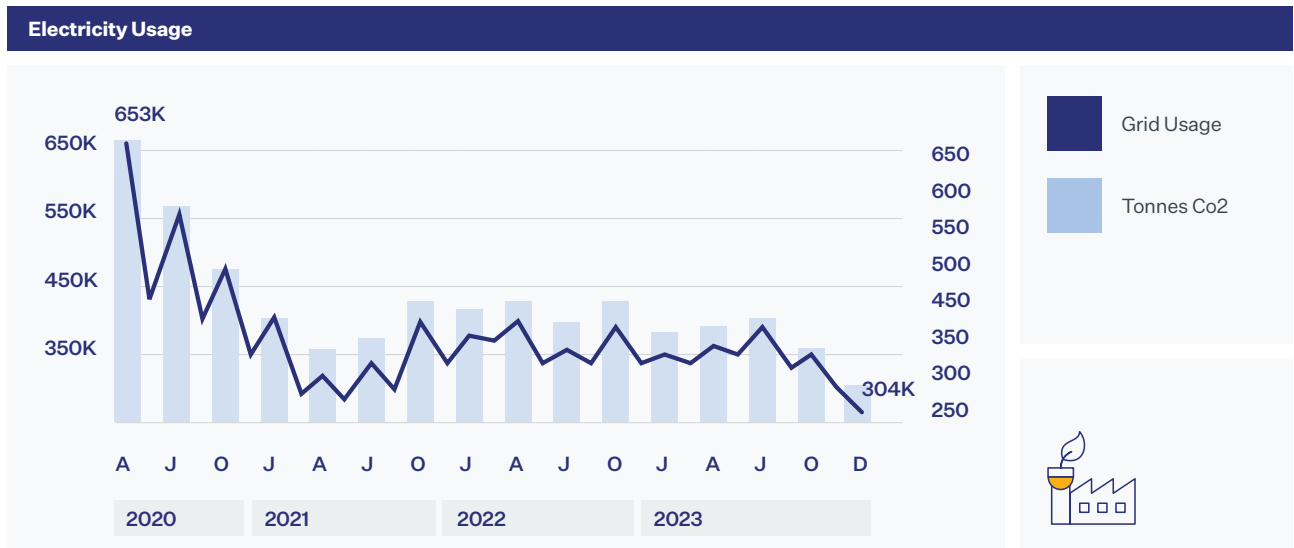


## 2. Electricity Usage

Our goal was to reduce usage of grid electricity to achieve a reduction in Scope 2 Co2 emissions of 355 tonnes.

### Result

Achieved and exceeded twice over. As of the end of December 2023, usage of grid electricity has reduced by 378 megawatts since December 2022. According to the methodology set out by the Department of Climate Change, Energy, the Environment and Water under the National Greenhouse and Energy Reporting (NGER) Scheme, this represents a reduction in Scope 2 Co2 emissions of 971 tonnes.



## Powering on

Winc has solar panels installed at three Distribution Centres (NSW, VIC and Townsville) as well as at our Mascot Head Office. Our Townville solar panels have been in place for five years and regularly return more electricity to the grid than the site uses.

Winc will continue to improve operational efficiency by installing solar across suitable sites and converting to green energy usage where practical.



### 2024 Primary Target for Climate Change

- Reduce Scope 1 Co2 emissions per \$M revenue by a further 5%.

To achieve this, we will double down on reducing the quantity of small orders. In addition, we will seek to reduce Scope 2 Co2 emissions further by transitioning to carbon free energy sources wherever possible.

# 04



## Responsible Packaging / Management of Waste.

Winc has made commitments under the Australian Packaging Covenant Organisation membership, in four areas:

- Make our Winc Own Brand packaging more sustainable
- Reduce the waste generated by Winc and increasingly recycle so that less goes to landfill
- Make our 45,000 deliveries a day more efficient in the amount of cardboard used
- Assist our customers to eliminate their use of single use plastics ahead of legislative enforcement

Our approach to responsible packaging and the management of waste is guided by these principles.

### Primary Target 1 2023:

Redesign the packaging of a further 5% Winc Own Brand products to be more sustainable in 2023 to achieve a total of 10% of all Own Brand SKUs to be converted to more sustainable packaging.

### Result

Achieved and exceeded. As at the end of December 2023, the packaging of 229 SKUs has been redesigned to be more sustainable, which represents 11% of all Own Brand SKUs.

In the second half of 2023, improvements have included:

- Switched Teter Mek Acrylic Paint bottles from PVC to HDPE Virgin Pure Resin which is 100% recyclable.
- Converted the tags and cartons of all Winc Access and Winc Ambition chairs from virgin materials to 100% recycled and recyclable materials.
- Converted Winc Manilla Divider packaging from a virgin plastic polybag to a bag made from 30% post-consumer recycled content.
- Upgraded the packaging of 42 different Winc branded products including chalk, chalk accessories, rubber bands, staples, calculators, fastener hooks and loops as well as whiteboard/blackboard dusters from virgin to FSC® Certified materials.

New packaging for 178 of these SKUs is now in market. The remaining will roll over as we sell through existing stock to minimise any further waste.



Before



After



Before



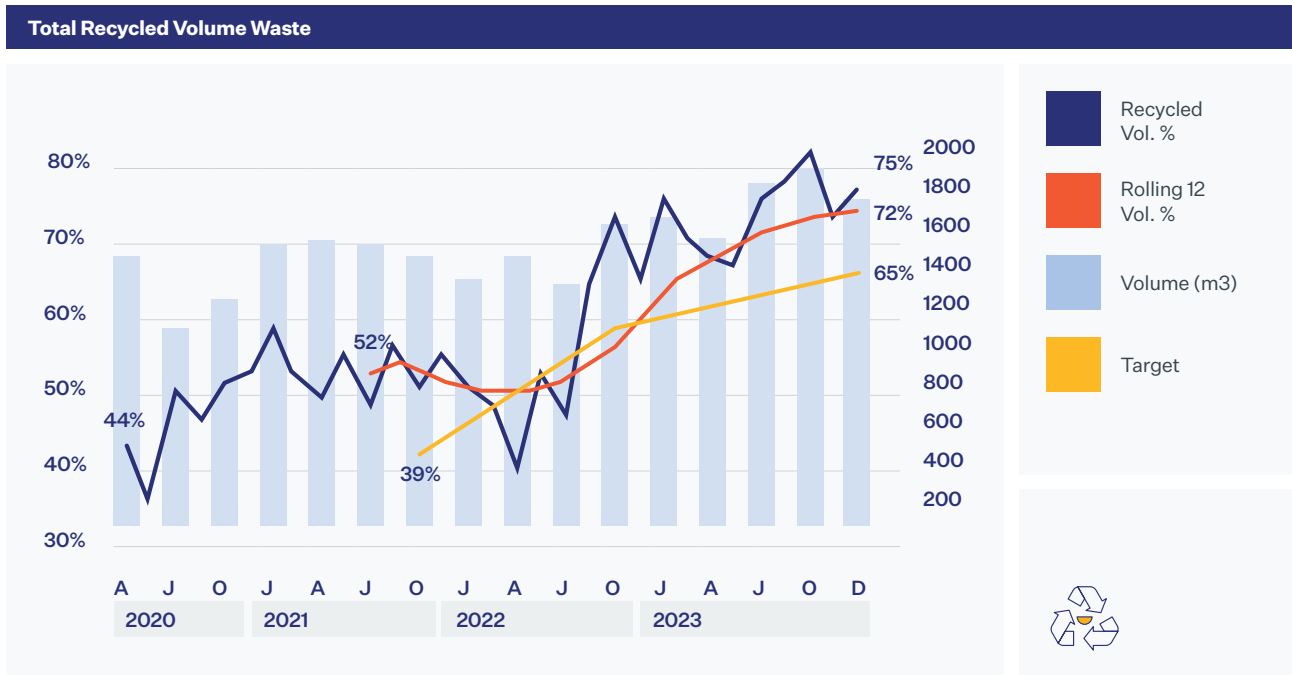
After

## Primary Target 2023:

In Winc Operations increase the percentage of total waste that is diverted from landfill for recycling to 65% by the end of 2023 by volume.

### Result

Achieved and exceeded. As of the end of December 2023, the volume of waste diverted from landfill for recycling at Winc's Distribution Centres was 74.6% (or 1,696 cubic metres) for the month, or 71.7% for the rolling 12-month average (all time high).

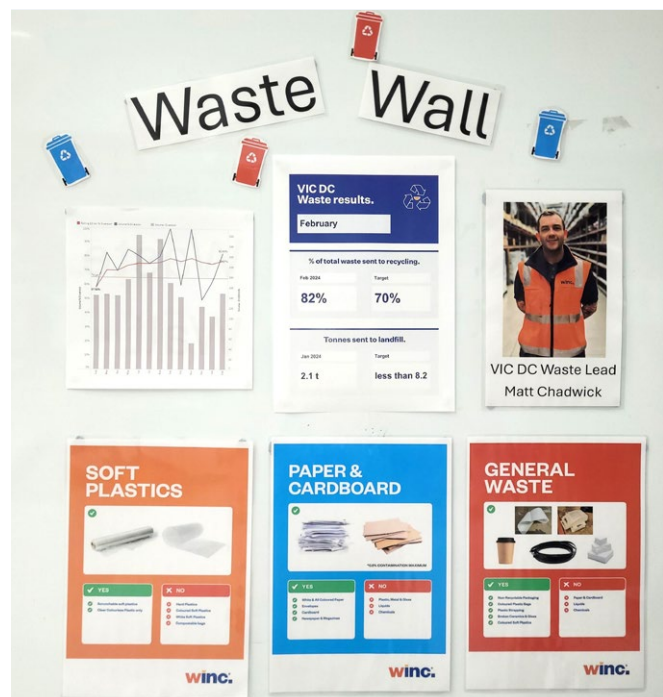


To make it easier to recycle, all Winc Distribution Centres and attached offices have separate Paper and Cardboard, Soft Plastics, Co-Mingling Recycling and General Waste bins.

Waste Leads from our Operations team meet monthly to review progress, share updates, challenges and improvement initiatives to ensure we are always improving.



**74.6%** of waste diverted from Landfill to recycling.





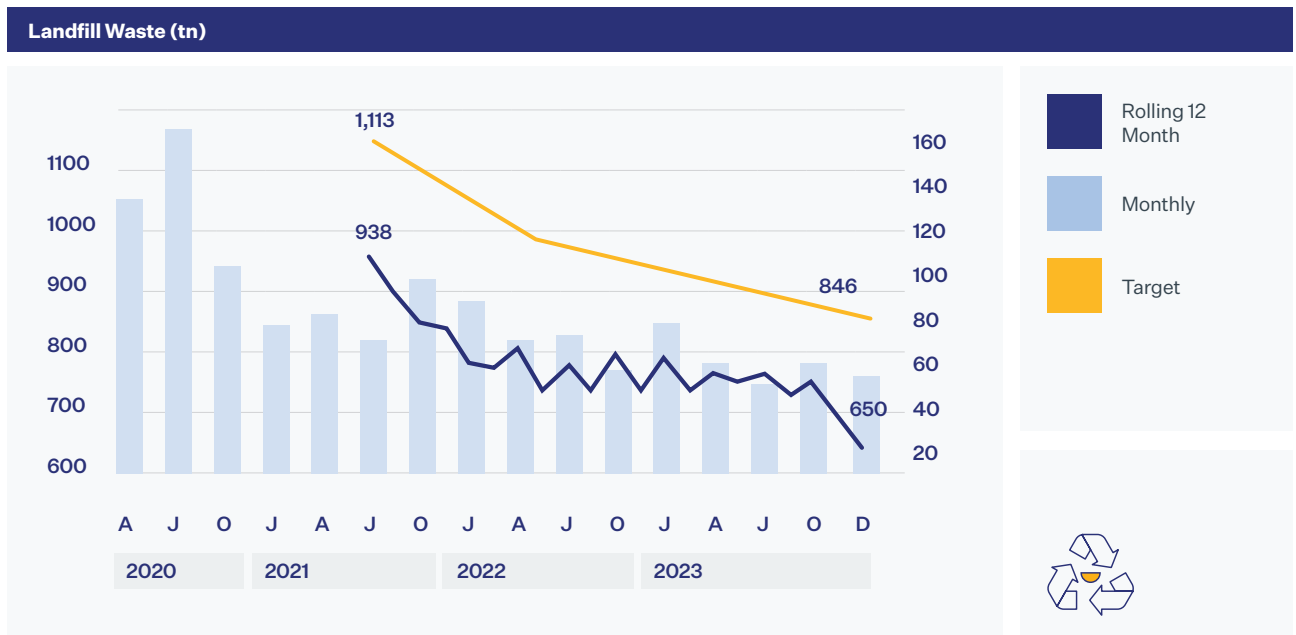
# Key drivers to achieve our Primary Targets in the responsible packaging / management of waste.

## 1. Landfill Waste.

Our goal was to reduce the tonnes of waste going to landfill.

## What we delivered

Significant progress has been made in the reduction of the amount of waste sent to landfill. As of the end of December 2023, the rolling 12-month average tonnage of waste sent to landfill was 650 tonnes, which is a 14% reduction. This is also a 31% reduction on the amount sent to landfill in September 2021 (938 tonnes).



## Making huge improvements in QLD

In March 2022, our QLD Distribution Centre sent 21.5 tonnes of rubbish to landfill and recycled 3.4 tonnes. Fast forward to December 2023 and these stats have drastically flipped. In December, our QLD Distribution Centre sent four tonnes to landfill and 29.2 tonnes to be recycled. While physical changes in the standardisation of bin colours for different waste streams helped, the biggest change came from the team themselves.



The team made the decision to really care. People on the site now take a little more time to put their waste in the right bins. They know if there is contamination in that bin, the contents can't be recycled. So they take more personal care of what goes where.

**Peter Ferguson**  
State Logistics Manager (QLD)



## 2. Single Use Plastics.

Our goal is to assist our customers to eliminate their use of single-use plastics by encouraging a transition to sustainable alternatives and remove single-use plastics from sale aligned to state legislation requirements.

### Result

Achieved and ongoing. Throughout the introduction of the Single-Use Plastic Bans by state and territory, Winc has worked with customers to promote and support better waste management practices.

### This has included:

- No longer making the single-use plastics prohibited under the legislation available to customers in each jurisdiction.
- Encouraging the transition to the sustainable alternatives Winc offers. In September 2023, compostable cutlery made from sugarcane was added to the Winc range.
- From September 2023, Winc began offering customers a new range of sustainable options in the industrial and retail packaging category. The range includes much of what Winc uses in its own operations to deliver 45,000 Winc boxes every working day including cutters and mailer bags made from 100% recycled materials and honeycomb wrapping for fragile items. Already we have seen a number of large retail customers convert from plastic bubble wrap to paper void fill machines after successful trials.



Solomon Lee, Senior Team Manager at our NSW Distribution Centre, using sustainable products to pack Winc back-to-school orders.



### Other proactive steps Winc has taken to produce less waste:

- Our Distribution Centres have switched to zip lock bags made from 30% recycled materials for the safe transport of liquids in Winc deliveries.
- Our WA Distribution Centre changed the film grade of pallet wrap used resulting in a 36% reduction in the volume used, helping to eliminate future waste to landfill.
- After a series of successful trials, all Winc Distribution

Centres are converting the mailer bags used when an order is too small for a Winc delivery box to satchels made from 100% recycled materials. Through clever design, these press seal mailer bags can also be reused and will also be sold to Winc customers under the Xpress brand.

- Continuing to only use paper-based void fill when void fill is required.

### 2024 Primary Targets for Responsible Packaging / Management of Waste

- Transition more Winc Own Brand packaging to more sustainable formats.
- Continue our focus on diverting as much Winc waste to recycling as possible.

We will also continue to assist customers to eliminate their use of single use plastics and transition to sustainable alternatives ahead of state legislation requirements.



# 05



## Gender Equality.

Ensure inclusiveness and equality is expected and valued at Winc.

At Winc, we believe we are better and smarter together and know that a unique combination of backgrounds, perspectives and experiences in our people is a major contributor to our collective success. Creating opportunities for women to fully participate at Winc is important to us. These are our priorities and targets for Gender Equality at Winc.

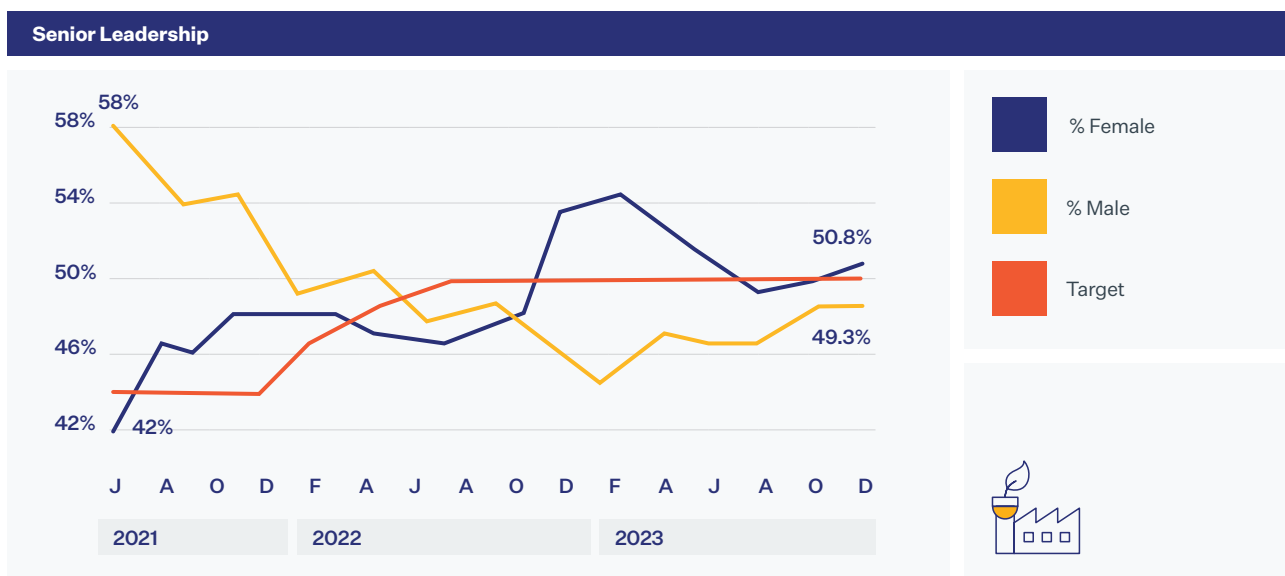
### Primary Target 2023:

Maintain female/male representation in senior leadership between 45% and 55% of the pool.

#### Result

Achieved and ongoing. As of December 2023, 50.8% of Winc senior leaders (first three levels of senior management) are female and 49.2% are male. Female representation is up from 42% in January 2021. Our female leaders now join their male

counterparts in performing senior roles across every function at Winc including Sales, Finance, Supply Chain, IT, HR, Customer Experience, Legal, Marketing, Category and Pricing.



Winc has achieved our gender equality targets over a number of years. We are proud of the rich diversity that exists in our business and of the balance we are achieving.”

**Sally Dickson**  
Group HR Director

### 2024 Primary Target for Gender Equality

- Maintain representation of Women in Senior Leadership between 45% and 55%.

We will also continue to support career progression of women by ensuring they are 50% of internal promotions.



Women make up **50.8%** of senior leadership roles.

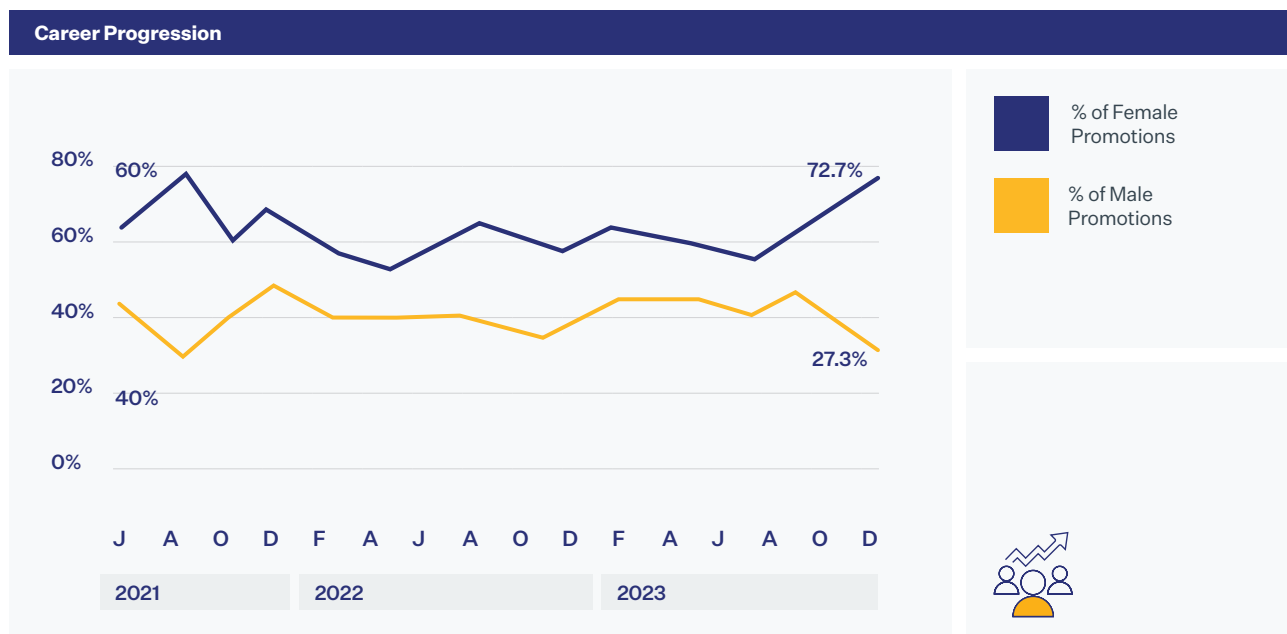
## Key drivers of achieving our Primary Target for Gender Equality at Winc

### 1. Women’s Career Progression

Our goal to achieving equality in 2023 was to support the career progression of women by continuing to ensure they make up at least 50% of internal promotions at Winc.

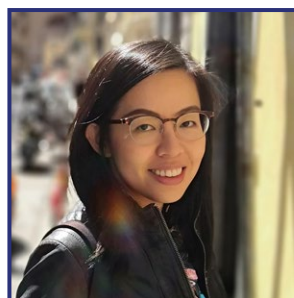
### Result

Achieved, exceeded and ongoing. We are delighted to report that women made up over 50% of the internal promotions at Winc month on month. In December 2023, that figure is 72.7% building a healthy pipeline of talent so that equality at our senior leadership layer remains sustainable.



**Anna Holman**  
Sales Operations Manager

As the Sales Operation Manager for Winc’s Print & Marketing Services Team, Anna comes to the role with a wealth of experience in the print industry. Working with paper and paper products means Anna is also incredibly passionate about working with customers to make a difference.



**Lisa Li**  
Head of Pricing

Lisa Li is what we call a ‘boomerang’ at Winc. That means she has left and returned to the business at least once! In her latest stint, as our Head of Pricing, Lisa is deeply focused on translating data and concepts into market reality to achieve business improvements while also building value for the customer.



Women have made up well over **50%** of the internal promotions at Winc in 2023. In December 2023, that figure is **72.7%**.



**Terrilee Pihema**  
NSW DC Operations Manager

Passionate about the intricacies of supply chain operations, Terrilee's 2-year journey with Winc has been a hands-on exploration from the floor to leadership. The fact that two days are never the same is what Terrilee loves about her role, along with the opportunity to interact with a diverse group of people, both across her site and across the business. As a key player in helping deliver transformational growth at Winc's biggest Distribution Centre, Terrilee's advice to others is to seize opportunities, stay adaptable in the face of change and actively seek continuous learning for your own personal and professional growth.



**Michelle Logue**  
Business Analyst

Michelle is one of Winc's most experienced leaders having started with the company in 1995. With a number of roles in Sales and Customer Experience under her belt, the move into Technology was a natural progression for someone with such a deep understanding of company's systems and processes. As a Business Analyst, Michelle's role involves developing and leading the implementation of technical solutions that improve the customer experience or help save people time. For Michelle it's been a great opportunity to apply her customer understanding in a wholly different way, while also learning every day.



**Marie Melling**  
Workforce Optimisation & CX QLD Team Manager

Marie started her journey with Winc in 2002 as a data entry operator in Customer Experience. This primarily involved processing faxed orders. Fast-forward to 2007 and she began managing the data team, and over the next four years, expanded her remit to manage more Customer Experience functions. In 2011, with the introduction of SAP, Marie assisted in the creation and management of the Electronic Orders & Claims team. By focusing on building new skills, Marie was promoted into the Customer Experience Workforce Optimisation role early last year. Workforce planning was a natural next step for Marie. It's a role that leverages her strong analytical and problem-solving skills to ensure we deliver the very best service to our customers. With these skills in late December Marie accepted the additional responsibility of the Customer Experience Manager's role in Queensland.



**Shilpi Kar**  
Senior Account Manager

Shilpi joined Winc in May 2021 as an Inside Sales Account Manager, and with continuous support and mentorship from her leaders, learned a lot in her first few years. In March 2023, she was promoted into a Senior Sales Account Manager role, and is now managing a large and important customer base. According to Shilpi, her secret to career growth is to have a positive mindset and 'can-do' attitude. What Shilpi loves most about her career journey at Winc to date is the support and the continuous learning.



## Ethical Sourcing.

Trade ethically and take action to protect human rights in the total Winc supply chain.

Winc is committed to doing the right thing. This includes minimising the risk of Modern Slavery in our supply chain. That's why we have a strict Ethical Sourcing Policy and Supplier Code of Conduct. Our Ethical Sourcing Policy is guided by the UN Human Rights Declaration, the ILO Convention on labour standards and the Ethical Trading Initiative Base Code.

Modern Slavery is a big problem globally. Winc published our first Modern Slavery Statement in 2020. This document sets out how we assess and respond to the risks of Modern Slavery practices in our business. Our most recent statement was published in June 2023 for the reporting period of 1 January 2022 to 31 December 2022.

### Primary Target 2023:

Ensure audit plans are delivered to manage risk.

#### Minimising the risk of Modern Slavery

In 2023, we sought to mitigate the risk of Modern Slavery in the following ways:

- Own Brand High and Medium risk sites are required to have current independent audits in place and action any critical non-compliances identified within the required timeframe. Key metrics are measured on a 12-month audit cycle.
- Low-risk sites will continue to complete annual Self-Assessment Questionnaires (SAQ) to verify their risk status.

Our aim is to work collaboratively with all suppliers to achieve our ethical sourcing goals.

#### Result

- 95% of Own Brand High and Medium risk sites have current independent audits in place and any audits outstanding have either been booked or completed as of February 2024.
- 96% of suppliers, including Low risk sites, have completed their annual Self-Assessment Questionnaire to verify their risk status. We are working closely with the remaining 4% to support them to complete their self-assessment.

#### Informed 365

In 2023, to more efficiently manage our approach to ethical sourcing, Winc onboarded to Informed 365, a cloud-based tool that helps businesses perform risk assessments with comprehensive ethical sourcing analytics.

All goods suppliers, including Winc's National Brand suppliers were invited to complete Winc's Self-Assessment Questionnaire via Informed 365. The inclusion of National Brand suppliers allows Winc to calibrate the maturity of these suppliers to address Modern Slavery risks in their supply chain and to identify opportunities to support improvements.

To date, 56% of all goods suppliers have now completed the questionnaire. A further 25% have started the questionnaire. Winc continues to work closely with the remaining suppliers to encourage completion.

#### 2024 Primary Target for Ethical Sourcing

- Ensure audit plans are delivered to manage risk.

This will include:

Independent audits to be in place with identified actions for any critical non-compliances actioned within the required timeframe for all Own Brand High and Medium risk sites.

- All Own Brand Low risk sites completing an annual Self-Assessment Questionnaire on Sedex to verify risk status.
- 70% of the Cost of Goods Sold from National Brand Suppliers to be covered by an Annual Self-Assessment Questionnaire on Informed 365 to determine risk level and ethical sourcing proficiency.





**Thank you for working with us to work towards  
a more sustainable future.**

For any questions, email us at [csr@winc.com.au](mailto:csr@winc.com.au)

[winc.com.au](http://winc.com.au)