

# SUSTAINABILITY REPORT

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## PASSION

Doing what we love with enthusiasm and purpose.

## INNOVATION

Striving to go above and beyond.

## DEDICATION

Embracing new ideas that further develop our shared purpose.

## COMPASSION

Showing empathy and kindness to others because we care.

## INTEGRITY

Consistently being respectful, honest and fair in all that we do.



## OUR PURPOSE

G8 Education exists to deliver quality care and early education to children from every background and recognises the enormous benefits that quality early education can have on each child's social, cognitive and educational development. Ensuring the safety of children and promoting the wellbeing of children are essential elements of our purpose. Through our deep commitment to quality education and care, G8 Education is able to have a profoundly positive impact on the future of the most valuable and vulnerable members of society. Every member of our team shares in our collective commitment to create environments where children and families can feel safe, supported, and included and where children from every background are able to thrive.

## PROGRESS MADE IN 2019



### OUR PLANET

**98%**

of centres assessed by ACECQA as meeting the standard for both caring for the environment and supporting children to become environmentally responsible

**98%**

waste diversion rate achieved for aged IT equipment

**94%**

of centres use natural lighting where possible

**88%**

of centres involve children in biodiversity initiatives



### OUR CHILDREN

**54K**

Children provided Education and Care per week

**306**

Health & Safety Champions



Child Safe Organisation Framework developed



### OUR PEOPLE

Rated amongst the **TOP 20** Most Attractive Employers in Australia

**53%**

improvement in Lost Time Injury Frequency Rate

**45%**

females on the Executive Leadership Team

**50%**

female non-Executive Directors



### OUR COMMUNITY

#### DONATIONS

to community based charitable organisations

#### CARE

provided without charge to communities affected by fire, drought, and flooding

#### SILVER AWARD

received from Bravehearts in recognition of our contributions and support to child protection in Australia

**123**

Full and Partial Scholarships awarded to individuals completing a Bachelor of Early Childhood Education Program



### QUALITY

**81%**

of centres assessed by ACECQA as meeting or exceeding the National Quality Standard

**20%**

of centres assessed by ACECQA as exceeding the National Quality Standard

**FINALIST**

RM Advancer 2019 Award for team safety outcomes



## OUR CHILDREN AND THEIR PROTECTION

Children and their families are at the heart of everything we do. Caring for more than 54,000 children across Australia within our care per week, we are deeply aware that our approach to child protection is able to have a significant impact. As a sector leader, G8 Education is a committed champion in the development of the safest and most secure environments possible for children and families. We meet this commitment through ongoing support and continuing development and education for our team of over 9,000 early learning educators.

In 2019 we also enhanced our Child Safe Organisation Framework developed in partnership with Bravehearts and advice from Ernst & Young. Our ongoing investment in this industry leading framework, reaffirms G8 Education's commitment to being a leader in promoting and advocating for child protection.



## OUR FAMILIES

The families we support are representative of the rich diversity of the communities in which we operate. G8 Education is continually seeking opportunities to embrace this diversity within our own centre communities. During 2019 this engagement has focused on three initiatives:

- An improved Customer Experience Journey Map and Planning process
- Development of our industry leading Child Safe Organisation Framework
- Continual development of centre policies and practices

G8 Education's customer feedback program provides families with an accessible channel for providing feedback, raising issues and seeking resolution to any concern they may have regarding any aspect of the care or services provided. G8 Education treats all feedback received from families as a valuable opportunity to improve and deliver the highest possible quality of care and early education.



## OUR PEOPLE

Through the incredibly important role that our teams play, we have continued to educate, nurture and inspire the next generation of our nation. G8 Education recognises that our people and the culture of our teams are what create and maintain our reputation. We therefore continue to invest in the retention and development of values-driven team members who are committed to the best interest of the children under our care.

Key achievements in 2019 have included:

- Our team engagement survey shows a continuing positive trend;
- Bachelor Scholarship Program successfully launched and awarded to 123 educators throughout Australia;
- Roll-out of co-creation workshops on a range of topics including the strategic People Pathways Program, Xplor, Practice, Safety, Child Protection, Change Impact and Recruitment;
- Assessed more than 14,000 nominations for the standout educator of the year within the G8 Education network;
- Launched Workplace (by Facebook) which has led to improved sharing, engagement, collaboration and communication across the G8 Education network, with more than 8,830 posts, 22,650 comments and 80,230 reactions from more than 5,000 active team member accounts;
- Improved diversity in our team, with team members representing 86 different nationalities and team members representing a wide representation of age groups.



## SAFETY

Recognising that the safety of children and team members is essential to the fulfilment of our purpose, G8 Education has made an increased and focused investment in our dedicated Safety, Quality and Compliance team during 2019. We have affirmed our commitment to health and safety through various campaigns #startasafetymovement, #findasaferyou, #seesomethingdosomething, and have achieved important and encouraging results during 2019, including:

- Growing the number of Health and Safety Champions within the G8 Education network from 12 to 306;
- Implementing and embedding a telephone nurse triage service across the entire G8 Education network;
- Reducing our lost time injury frequency rate by 53%; and
- Reducing our total time lost from injury by 58%.



## OUR PLANET

G8 Education is committed to environmental responsibility. During 2019, ACECQA has assessed 98% of centres within the G8 Education network as meeting the standard for both caring for the environment and supporting children to become environmentally responsible.

Our centre programs during 2019 have seen children engage in activities such as:

- recycling, re-purposing and reuse;
- gardening, including growing vegetables;
- education on energy conservation practices; and
- education on water conservation practices.

During 2019, our support teams have achieved a 98% landfill diversion rate for aged information technology assets across the entire G8 Education network.

We continue to organically develop opportunities to reduce waste and recycle our waste into energy across our network and within our supply chain.



## OUR SERVICE QUALITY

We have continued to improve our service quality and achieved the following results during 2019:

- 81% of centres assessed as "meeting" or "exceeding" the National Quality Standard, being 1% above the national average; and
- 20% of centres assessed as "exceeding" the National Quality Standard.

During 2019, G8 Education's commitment to children, team members and their safety has been recognised across the sector, including through:

- Being recognised amongst the 20 most attractive employer's in Australia by the Randstad Group;
- Receipt of the Braveheart's Silver Award in recognition of contributions to child protection; and
- Being named as a finalist in the RM Advancer 2019 Risk Management Award for team safety outcomes.



## OUR COMMUNITY

### CHILDREN

G8 Education believes in the importance of community in the lives of children. We support authentic learning by providing diverse opportunities to develop a sense of identity through our many community engagement experiences. Excursions and centre events are integral in their significance and value for children. Our rich offering of experiences allows children to be both exposed to people and places that offer new perspectives to enrich their development, whilst also providing opportunities for children to be visible and take their place within the wider community.

### SUPPORT

2019 has presented many opportunities for G8 Education to offer unique support to the communities within which it operates.

This support is driven overwhelmingly by the close people to people connections between our teams and families. Some of our initiatives have included:

- “Buy a Bale” which has seen children raise over \$31,000 in funds and deliver 224 bales of hay to drought affected farmers in rural areas;
- “Care Packages” which has seen our team members provide personal care packages to emergency services personnel and community members affected by bushfire;
- Financial and experiential support for over 630 traineeships for early childhood education and care Certificate III and Diploma qualifications;
- Involvement in White Balloon Day to raise awareness for the prevention of child sexual assault and exploitation;
- Extension of Childcare Benefit to G8 Families;
- Movember;
- Brave the Shave supporting our contact center partner to raise more than \$50,000.



## SUSTAINABILITY GOVERNANCE

Families put their trust in G8 Education to provide quality care and education services that add value to families. We recognise that the way we do business is critical in order for us to earn and maintain the respect and trust of not only G8 Education families but all stakeholders, including our employees, shareholders and the community.

G8 Education and its Board are committed to good corporate governance practices and complies with the ASX Corporate Governance Council’s Corporate Governance Principles and Recommendations (3rd Edition). The Board of Directors guides and monitors the business and affairs of G8 Education on behalf of the shareholders by whom they are elected and to whom they are accountable. The Board sees this commitment as fundamental to the sustainability and performance of its business and to enhance shareholder value.