



SUSTAINABILITY PLAN

CV SERVICES GROUP





EXECUTIVE SUMMARY

CV 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 business.

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
CEO

Aidan Rice
Group Manager – Risk & Assurance

About CV	3
Our Sustainability Vision	5
CV Sustainability Pillars	7
Alignment with UN Sustainable Development Goals (SDGs)	8
Sustainability Objectives	9
Sustainability Initiatives	11
Implementation Roadmap	13
Measurement and Reporting	15
Governance	16
Innovation and Collaboration	16

ABOUT CV

CV is a multi-disciplinary services provider delivering integrated technical services and visual solutions across infrastructure, construction, asset maintenance, power and signage. Over time, CV has grown to become a leader in its field, supported by a workforce of more than 900 team members operating across multiple locations throughout Australia.

Our teams bring together specialist expertise spanning electrical systems, energy and renewables, data and communications, building services, fire protection, HVAC and mechanical, plumbing, security and signage. This breadth of capability allows us to deliver coordinated, practical solutions across complex environments.

With experience ranging from on-the-ground project delivery through to advanced systems integration, CV supports clients across the full asset lifecycle – from planning and engineering to construction, commissioning, ongoing maintenance and optimisation.

By combining technical depth with a solutions-focused approach, CV is committed to delivering safe, reliable and sustainable outcomes that enhance asset performance, support long-term reliability and contribute positively to the communities and environments in which we operate.

To CV, sustainability is not just about doing the right thing. It is also about growing real business value by improving our competitiveness in the market, aligning with customer expectations, reducing fleet and energy cost, being able to attract and retain exceptional people, ensuring compliance, and building resilience into how we do things.

QUALITY, ENVIRONMENT & OHS

CV 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 the leading sustainable
trade services provider, delivering
resilient, lower impact solutions
that create enduring value.*

CV
es 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:



Aligning our sustainability pillars and initiatives with these SDGs demonstrates CV's 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.
BY 2030 WE WILL HAVE:	
1. Maintained ISO 14001:2015 certification. 2. Achieved 40% renewable electricity for our operations. 3. Increased waste diversion rate to 50%. 4. Achieved 80% of diesel vehicles with modern low-emission diesel vehicles fitted with DPFs and compliant with the latest Australian Design Rules (Euro 5/6 equivalent). 5. Reduced fleet idle hours by 20%.	1. Achieved 2% of direct spend from identified Aboriginal and Torres Strait Islander owned suppliers. 2. Ensured 100% of direct suppliers agree to CV's Supplier Code of Conduct.

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.
BY 2030 WE WILL HAVE:	
1. Achieved employee engagement score >85%. 2. Achieved 13% females in our workforce. 3. Increased Aboriginal and Torres Strait Islander workforce participation to 3%. 4. Achieved an LTIFR <1.0 5. Achieved 20% of our workforce made up of apprentices.	1. Improved defect rate by 25%. 2. >90% of employees completing at least one formal training activity per year. 3. Hazard/near-miss reporting / 100 workers. 5:1. 4. >90% of corrective actions closed-out within timeframes. 5. >90% of investigations with learnings shared to relevant field teams within 14 days. 6. Repeat-event reduction - YOY reduction in incidents sharing the same root-cause category.

SUSTAINABILITY INITIATIVES

ENVIRONMENTAL STEWARDSHIP

1. Expand our solar energy program across all suitable facilities.
2. Implement a comprehensive energy efficiency program.
3. Implement a multi-faceted approach to reduce fleet emissions:
 - a. Introduce hybrid or electric vehicles for light-duty and urban operations where feasible.
 - b. Provide eco-driving training to all drivers to improve fuel efficiency.
 - c. Explore alternative fuels such as biodiesel or renewable diesel for existing diesel vehicles.
4. Enhance our waste diversion and recycling program.

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 100% compliance with our Supplier Code of Conduct.
4. Implement CV's Sustainable Sourcing Policy across all procurement activities and integrate sustainability criteria into supplier evaluation and selection.
5. Onboard direct-spend suppliers through Felix and require formal sign-up to CV's Supplier Code of Conduct.
6. Develop an Indigenous supplier engagement program - identify certified suppliers, build capacity through partnerships, and grow direct procurement spend in line with our Reconciliation Action Plan.
7. Apply risk-tiered supplier assessment for material suppliers; conduct targeted audits where social, environmental or ethical risks are identified.

PEOPLE & COMMUNITY

1. Promote diversity, equity and inclusion in our workforce.
2. Invest in employee training and development.
3. Expand our community engagement programs.
4. Prioritise health, safety and wellbeing through visible safety leadership, safety training for all teams, and targeted safety leadership training for frontline supervisors.
5. Support mental health and wellbeing through participation in Mates in Construction (General Awareness Training, trained Connectors, ASIST-accredited team members), the Employee Assistance Program, and sun-safety initiatives in partnership with Melanoma Patients Australia.
6. Promote workplace respect and inclusion in line with Respect@Work principles, with a zero-tolerance stance on bullying, harassment and discrimination.
7. Promote gender equity and grow female representation through active partnership with NAWIC, structured career development, and inclusive recruitment practices.
8. Develop the next generation of tradespeople through CV's apprentice program - career events, structured support during application and apprenticeship, and pathways into long-term roles with CV.
9. Advance reconciliation with Aboriginal and Torres Strait Islander peoples through our Reconciliation Action Plan - workforce participation, community engagement, and recognition of significant dates.
10. Engage with local communities through charity fundraising events (Bridge to Brisbane, IWD Fun Run, MS Brissie to the Bay, Darkness to Daylight), the annual Christmas charity donation in lieu of client gifts, and community build projects.

INNOVATION & CONTINUOUS IMPROVEMENT

1. Invest in research and development for sustainable technologies and practices.
2. Implement sustainable design principles in our projects.
3. Collaborate with industry partners to drive sustainability in the trade services sector.
4. Strengthen the hazard and near-miss reporting culture through visible leadership, accessible reporting tools, and active engagement of all crews and sites to broaden participation.
5. Improve incident investigation quality through structured methodology, root-cause training, and senior leader involvement on significant events.
6. Manage corrective, with clear ownership, SLA-based timeframes, and Compliance Committee oversight of overdue items.
7. Close the loop on learnings - communicate findings from investigations and audits back to relevant field teams within agreed timeframes, through toolbox talks, safety bulletins and crew briefings.
8. Verify the effectiveness of corrective actions and track repeat-event data, ensuring the loop demonstrably reduces recurrence.
9. Embed continuous improvement through quarterly management review, ISO 9001 / 14001 / 45001 audit programs, and structured engagement with regulators, clients and industry peers.

IMPLEMENTATION ROADMAP

IMPLEMENTED (PAST 5 YEARS)

1. Established a structured waste recycling program for steel, aluminium, copper, timber, cardboard, paper and fluorescent lamps, achieving a 30% waste diversion rate and supported by monthly reporting.
2. Installed 420 kW of on-site solar capacity at the Hendra head office and manufacturing facility, supplying approximately 36% of annual electricity consumption.
3. Implemented IVMS across 100% of the fleet to monitor driver behaviour and improve vehicle fuel efficiency.
4. Established environmental site controls including erosion and sediment management, filter socks, dust suppression and run-off controls to minimise environmental impact.
5. Introduced 100% recyclable substrate options and energy-efficient LED technology across the signage business.
6. Implemented EcoStruxure power monitoring, automated air-conditioning controls and manufacturing demand management to optimise energy usage.
7. Established a partnership with Buildings Alive to deliver integrated trades, utilities and energy management solutions.
8. Established a Sustainability Steering Committee.
9. Installed EV charging infrastructure at the Hendra and Maroochydore offices.
10. Achieved triple ISO certification (9001, 14001, 45001) across the group, audited annually by Intertek SAI Global.

SHORT-TERM (1-2 YEARS)

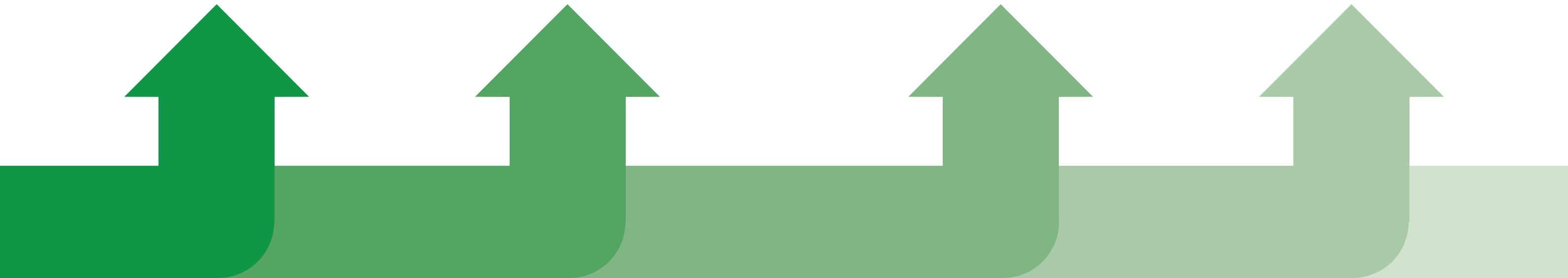
1. Leverage our ISO 14001:2015 certification to drive continuous improvement in environmental performance.
2. Fully implement our Sustainable Sourcing Policy across all procurement activities.
3. Initiate pilot projects for energy efficiency and waste reduction.
4. Establish a verified Scope 1 & 2 emissions baseline using fleet (IVMS) and facility energy data.
5. Onboard direct-spend suppliers through Felix and roll out the Supplier Code of Conduct sign-up.
6. Implement the Closing the Loop continuous-improvement workflow
7. Roll out eco-driving training and use IVMS data to reduce fleet idle hours.
8. Develop an Indigenous supplier engagement program in line with the Reconciliation Action Plan,
9. Launch employee sustainability awareness program and Steering Committee performance reporting cadence.
10. Publish CV's first customer / employee facing sustainability report

MEDIUM-TERM (3-5 YEARS)

1. Expand solar energy installations to all suitable facilities.
2. Implement a comprehensive data management system for sustainability metrics.
3. Develop a supplier diversity program.
4. Complete the electric/hybrid work vehicle trial program and develop a long-term fleet transition plan.
5. Pursue a Scope 1 & 2 reduction trajectory using the established baseline.
6. Engage strategic suppliers on Scope 3 emissions and embed sustainability criteria in supplier evaluation.
7. Mature the Closing the Loop system — demonstrate year-on-year reduction in repeat-events and broaden participation across all crews and sites.
8. Achieve ATSI workforce participation of 4%, female representation of 12%, and apprentice ratio >20%.

LONG-TERM (5+ YEARS)

1. Implement circular economy principles across all business divisions.
2. Become an industry leader in sustainable trade services.
3. Expand our influence to drive sustainability in our supply chain and customer base.
4. Achieve full integration of sustainability principles into all business decisions and processes.
5. Continued Scope 1 & 2 reduction trajectory beyond 2030, against the established baseline.
6. Extend the Closing the Loop maturity model to client and subcontractor interfaces.
7. Continue progressive transition of the work-vehicle fleet to low and zero-emission options as Australian market availability matures.





MEASUREMENT & REPORTING

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

-  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.
-  Annual WGEA and ATSI reporting, and BOOT testing for employment compliance.

GOVERNANCE

To ensure effective implementation of our sustainability plan:

-  Sustainability Steering Committee led by a group executive leader.
-  Incorporate sustainability accountability into senior manager performance frameworks.
-  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:

-  Encourage every team member to continually seek better and more efficient ways of working.
-  Actively research and drive innovation across the group.
-  Collaborate with industry partners to drive sustainability in the trade services sectors.
-  Participate in relevant industry associations and sustainability initiatives.
-  Share best practices from our ISO 14001:2015 certified Environmental Management System with our partners and suppliers.

CERTIFIED & ACCREDITED TO GET THE JOB DONE

CV systems are externally certified by Intertek 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 1 Approved Services Provider in NSW. CV is accredited with Essential Energy, Ausgrid and Endeavour Energy. CV is a Gallagher Perimeter Solutions and SMB channel partner, and an AXIS communications CCTV channel partner. We are a Telstra approved contractor, and are Molex and CommScope certified installers.

We are members of Master Builders, MEA (an accredited Master Electrician Australia), AI Group, QBCC, Australian Sign & Graphics Association, Master Plumbers Association, Australian Refrigeration Council (ARC), Facility Management Association, Australian Security Industry Association Ltd (ASIAL), National Fire Industry Association, Australian Energy Producers, Australian Industry & Defence Network (AIDN), Engineers Australia, Professionals Australia, Toowoomba and Surat Basin Enterprise (TSBE) and Clean Energy Council.

CVSG Electrical Construction Pty Ltd

QLD Electrical Contractor Licence No: 68271
NSW Electrical Contractor Licence No: 240746C
Security Provider Licence No: 3257431

CV Infrastructure Services Pty Ltd

QLD Electrical Contractor Licence No: 71102
NSW Electrical Contractor Licence No: 243316C

CVSG Asset Services Pty Ltd

QBCC Licence No: 1232419
QLD Electrical Contractor Licence No: 68870
NSW Electrical Contractor Licence No: 314960C

CV Media & Signage Pty Ltd

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QLD Electrical Contractor Licence No: 1501601



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