SMS GROUP SERVICES

NOVEMBER 2024 - NOVEMBER 2027

ENVIRONMENTAL SUSTAINABILITY PLAN

Rooted in Resilience, Growing a Greener Future:
SMS' Environmental Sustainability Plan, inspired by Western Australia's native flower, the Kurulbrang

Details of Revision and Amendments and Plan Terminology

Document control

The SMS Group Services General Manager is responsible for ensuring that this plan is reviewed and approved. The Quality Systems Coordinator is responsible for updating this plan to reflect changes as required.

Distribution

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Amendments

Any revisions or amendments must be approved by the SMS Group Services General Manager and/or client before being distributed or implemented.

Version and revision details

Version date	Document number and revision	Reviewed by	Approved by	Revision date
08/10/2024	[PL-SMS-HSE-0011-Rev-0]	Georgia Welsh	Luke Ward	19/11/2024

Abbreviations and acronyms

Abbreviation/acronym	Definition
SMS	SMS Group Services
ESP	Environmental Sustainability Plan
KPI	Key performance indicator
PESTLE	Political, Economic, Sociological, Technological, Legal and Environmental

Acknowledgement of Country

SMS Group Services acknowledges that our head office in Perth, Western Australia, is located on Whadjuk Noongar country, and our secondary office in Bunbury, Western Australia, is on Gnaala Karla Booja Noongar country.

We recognise the profound and enduring connection that the Whadjuk and Gnaala Karla Booja peoples have with the land, water, and ecosystems that sustain us all. Their knowledge and stewardship over thousands of years have maintained the environmental balance and biodiversity we benefit from today.

We pay our respects to their cultures and Elders — past, present, and emerging — and commit to honouring their traditions of caring for Country. At SMS, we are dedicated to embedding sustainable practices into our operations to help preserve the land, water, and environment that Indigenous communities have nurtured for generations.

We extend this respect and commitment to all Aboriginal and Torres Strait Islander peoples and support the continuation of cultural, spiritual, and environmental guardianship for future generations.

Message from the Managing Director

As Managing Director of SMS Group Services, I proudly present our Environmental Sustainability Plan for 2024-2027. As a Western Australian-owned business operating across the State's primary industry sectors, we understand our crucial role in protecting and enhancing the environments where we work. From WA's Southwest to Northwest regions, we are committed to driving sustainable practices across all our projects and operations.

At SMS, we believe sustainable development is critical to the long-term success of our business and the communities we serve. We acknowledge the cultural and environmental significance of the land and waters on which we operate, particularly for Aboriginal and Torres Strait Islander peoples, who have been the traditional custodians of these lands for tens of thousands of years. Our commitment to sustainability is grounded in this understanding, and we strive to collaborate with local communities and stakeholders to ensure we are working in harmony with the natural environment.

The 2024-2027 Environmental Sustainability Plan represents a significant step in our commitment to reducing environmental impact, fostering innovation, and ensuring that our business practices contribute positively to the resilience of ecosystems. Our plan sets clear goals and measurable outcomes for carbon reduction, waste management, water conservation, and biodiversity protection.

At the heart of our ESP are our SMS Values, which guide us in making decisions that reflect our responsibility to the environment and future generations. We are dedicated to continuous improvement and transparency, ensuring that our actions contribute meaningfully to the sustainability of the regions in which we operate.
Together, we can make a lasting, positive impact on the environment and the communities that depend on it, ensuring a more sustainable future for all.

Mark Welsh
Managing Director

Pictured: Mark with his beloved avocado tree at SMS' Welshpool Office.

Our Vision

Leadership
Promote from within. Have an internal training model. Recognise and reward individuals and functioning teams. Recognise creativity and leadership.

Culture
Create a work-place and atmosphere that people want to be a part of. Ensure that the SMS Values System transfers over to all leaders, both current and potential.

People
Have a happy and diverse team that functions well and takes responsibility for the cause.

Stakeholders
Look after our people, suppliers and customers. Be fair and seek the best outcome for all.

Ownership
Work towards a business that has a recognise and reward system.

Architecture
Create a business that functions effectively and happily without an overarching hierarchy. Have a self-sustaining governance model that ensures the system is working and the culture is positive.

Product
Deliver the best 'Access Management System' in the industry - serviced by creative people and innovative equipment and solutions.

Our Values, Commitment and Environmental Targets

Our Values

- **Reliability** - we strive to always be reliable and be there when needed.
- **Community** - we embrace the spirit and support of the village.
- **Evolution** - the only constant in this world is change, and we are not afraid of it we embrace it.
- **Performance** - we always give it our best shot.

Our Commitment

Our Environmental Sustainability Plan (ESP) for 2024-2027 sets out our commitments under the pillars of Discover, Diagnose, Design, and Deliver. These pillars reflect SMS Group Services' long-term approach to sustainability, ensuring our operations positively impact the environment and the communities where we work.

As a Western Australian-owned business, we understand our crucial role in protecting the environment, particularly in the diverse and sensitive regions across WA where we operate. At SMS, we believe sustainability is key to the long-term success of our business, and our values of Reliability, Community, Evolution, and Performance align closely with the vision of our ESP.

The policies and procedures outlined in our ESP provide a roadmap to reduce our environmental footprint while fostering innovation in sustainable practices. Over the next three years, we will work towards measurable outcomes in carbon reduction, waste management, water conservation, and biodiversity protection. Our plan ensures that SMS meets and exceeds environmental standards, setting a solid example for our industry.

Our Environmental Targets

As part of our ESP, SMS has set clear targets for reducing greenhouse gas emissions, minimising waste, and conserving natural resources. In line with our commitment to sustainability, we will continuously monitor our environmental performance, implement new technologies, and collaborate with local communities to ensure we make meaningful progress.

By the end of 2027, SMS aims to significantly reduce our carbon footprint and set new benchmarks for environmental stewardship within our industry. We recognise that sustainability is an ongoing journey, and we are dedicated to making improvements that benefit both the environment and the communities where we operate.

Our Pledge

At SMS Group Services, our Environmental Sustainability Plan (SEP) for 2024-2027 is symbolised by the Kurulbrang (Kangaroo Paw), the state flower of Western Australia. Much like this unique and resilient plant, our commitment to sustainability is rooted in strength, adaptability, and respect for the natural environment. The Kurulbrang thrives in the diverse landscapes of Western Australia, representing our dedication to nurturing the environment and ensuring its survival for future generations.

Our pledge is to cultivate sustainable practices across all areas of our business, ensuring that we protect and preserve the environments in which we operate. By embracing innovation, conservation, and collaboration, we aim to reduce our environmental footprint and contribute to a healthier, more resilient planet.

Just as the Kurulbrang flourishes in balance with its surroundings, we are committed to working in harmony with the land, especially by respecting the cultural and spiritual connections that Aboriginal and Torres Strait Islander peoples, particularly the Noongar people, have to these environments. Through our actions, we will drive sustainability and create economic opportunities that benefit both our business and the broader community.

Our Environmental Sustainability Plan outlines the steps we will take over the next three years to reduce emissions, conserve resources, and protect biodiversity, in line with the requirements for ISO 14001 certification. We are unwavering in our commitment to setting a high standard for environmental stewardship, ensuring that our impact on the environment is positive and lasting, much like the enduring beauty of the Kurulbrang.

Kurulbrang

Red & Green Kangaroo Paw

A fun fact about the Kurulbrang (Anigozanthos manglesii) is that its red and green flowers resemble a kangaroo's paw, which gives it its name. The Kurulbrang attracts birds like honeyeaters, which help pollinate it by feeding on its nectar. Native to Western Australia, this resilient plant thrives in harsh conditions, symbolising survival and beauty in Noongar Country.

Our People

At SMS Group Services, our people are integral to our commitment to sustainability. We believe that fostering a culture of respect, collaboration, and responsibility is key to preserving the environment for future generations. Our Environmental Sustainability Plan (ESP) draws on the diverse expertise, innovation, and dedication of our workforce, ensuring that sustainability is woven into the fabric of everything we do.

Our people, alongside local communities and Indigenous partners, play a vital role in helping SMS achieve its sustainability goals. By collaborating with Indigenous communities, particularly those with longstanding cultural and spiritual connections to the land and waters where we operate, we seek to deepen our understanding of sustainable practices that have been passed down through generations. We value the wisdom and knowledge shared by Aboriginal and Torres Strait Islander peoples, recognising the importance of their contributions to environmental stewardship.

As an Australian-owned and operated business, we are committed to creating opportunities that align with our values of protecting and preserving the environment. This includes fostering a workplace where every individual is empowered to take meaningful action towards sustainability, whether it's through innovation in project execution, reducing our carbon footprint, or contributing to biodiversity protection efforts. Our team members are encouraged to be leaders in environmental responsibility, and we support them by providing the tools, training, and resources necessary to make a lasting impact.

By building partnerships that prioritise conservation, waste reduction, and the responsible use of resources, we are not only reducing our environmental impact but also driving positive change in the regions where we operate. Together, our people, partners, and communities are creating a legacy of sustainability that will benefit future generations.

Our Key Personnel

Person	Role	Responsibilities
Mark Welsh	Managing Director	• Drives the overall vision and strategic direction of the ESP. • Ensures sustainability is a core value across SMS. • Champions initiatives that align with long-term environmental goals. • Promotes collaboration with Indigenous communities on environmental stewardship.
Luke Ward	General Manager	• Oversees implementation of the ESP across all departments. • Aligns business activities with sustainability targets and relevant standards, including ISO9001 and ISO45001. • Monitors progress in achieving carbon reduction, waste minimisation, and resource conservation. • Ensures the integration of sustainability into daily operations.
Richard Barrett	Operations and Projects Manager	• Integrates sustainable practices into project planning and execution. • Ensures environmental considerations and ISO standards (ISO9001 and ISO45001) are part of operational decisions. • Monitors the environmental impact of projects and promotes innovation in sustainability. • Ensures all projects adhere to sustainability and safety standards.
Gary Varian	HSEQ Manager	• Ensures compliance with ISO9001, ISO45001, and environmental regulations. • Develops and implements policies to minimise environmental risks. • Oversees integration of sustainability into the health, safety, and quality management systems. • Monitors adherence to the ESP within the company's safety and quality frameworks.
Thomas Frensham	Metro and Dispatch Manager	• Manages logistics and dispatch operations with a focus on sustainability. • Ensures transportation and distribution practices comply with ISO9001 and ISO45001 standards. • Reduces emissions and waste associated with transport and improves efficiency. • Integrates sustainability into the dispatch and metro operations.
Georgia Welsh	Community Relations Coordinator	• Builds relationships with local communities to promote environmental initiatives. • Facilitates community engagement and collaboration on sustainability projects. • Promotes SMS's sustainability efforts and supports outreach aligned with the ESP. • Helps drive public awareness of SMS's commitments to ISO standards and environmental goals.

Current Initiatives

At SMS, we are committed to environmental sustainability through practical, everyday actions that align with our Environmental Sustainability Plan (ESP). Our Welshpool office features a large **garden** where we grow fruit and vegetables, contributing to a sustainable environment for our team. Additionally, we've planted many trees to help offset our carbon footprint, actively contributing to **carbon sequestration** and creating a greener workspace.

We are also focused on reducing our overall **waste**. SMS has embraced cloud-based operations, significantly reducing paper use across all business functions. By moving towards paperless processes, we minimise our reliance on physical documentation, which is better for the environment and more efficient for our team.

Recycling is a key part of our approach to sustainability, with dedicated systems in place to ensure paper, plastics, and other materials are responsibly recycled. Our goal is to reduce waste sent to landfill and encourage resource conservation across the company.

In **transportation**, SMS is taking steps to further reduce our environmental impact. We use fuel-efficient vehicles for our personal car fleet, helping to lower emissions and improve fuel economy. We also encourage employees to use public transport whenever possible, with our office conveniently located near railways and bus stops, reducing the number of cars on the road and promoting more sustainable travel options.

Additionally, we strive to work with **suppliers** who share our commitment to sustainability. By partnering with organisations that hold similar environmental values, we ensure that our supply chain also aligns with our sustainability goals, amplifying our impact.

Our initiatives also include **energy efficiency** throughout our offices, with energy-saving lighting and responsible use of electronics, as well as water conservation through the use of water-efficient appliances.

Through these ongoing efforts, SMS is proud to be contributing to a more sustainable future. These initiatives reflect our commitment to reducing our environmental footprint and promoting responsible practices across our operations.

SMS ESP Pillars

(01) DISCOVER - *knowledge is the key to success.*
Discover the five interconnected elements of environmental sustainability: energy, water, waste, biodiversity, and emissions.
Discover the environmental laws, standards, and community expectations that guide SMS, including ISO14001 compliance.

(02) DIAGNOSE - *identifying areas for improvement is essential for progress.*
Diagnose our current environmental footprint, focusing on energy use, waste output, and emissions.
Diagnose risks and opportunities for sustainable innovation and reducing environmental impact.

(03) DESIGN - *thoughtful design leads to effective action.*
Design an ESP that works towards reducing emissions, improving energy efficiency, and conserving water and resources.
Design partnerships with suppliers who share SMS's sustainability values to ensure alignment throughout the supply chain.

(04) DELIVER - *action is the ultimate measure of success.*
Deliver measurable reductions in energy consumption, emissions, and waste through regular monitoring and reporting.
Deliver continuous improvement by adapting strategies and practices to emerging environmental challenges and opportunities.

SMS ESP Key Performance Indicators

DISCOVER

(1) Percentage of staff completing environmental awareness and sustainability training.
(2) Compliance rate with ISO14001 and other relevant environmental laws and standards.
(3) Number of sustainability audits or assessments conducted annually to identify key environmental elements (energy, water, waste, biodiversity, emissions).

DIAGNOSE

(4) Reduction in energy use, waste production, and emissions identified through environmental footprint assessments.
(5) Number of risk assessments and opportunities for sustainability improvements identified.
(6) Progress in addressing environmental risks and implementing identified sustainability opportunities.

DESIGN

(7) Percentage reduction in carbon emissions, water usage, or waste generation through newly implemented sustainability projects.
(8) Number of sustainable partnerships with suppliers that meet SMS's environmental goals and standards.
(9) Completion rate of sustainability initiatives aimed at improving operational efficiency and reducing environmental impact.

DELIVER

(10) Year-on-year reduction in energy consumption, waste production, and carbon footprint.
(11) Frequency of progress reviews and sustainability reports shared with internal and external stakeholders.
(12) Improvement in performance metrics tied to continuous improvement initiatives (e.g., increased use of environmentally responsible suppliers, enhanced energy efficiency measures).

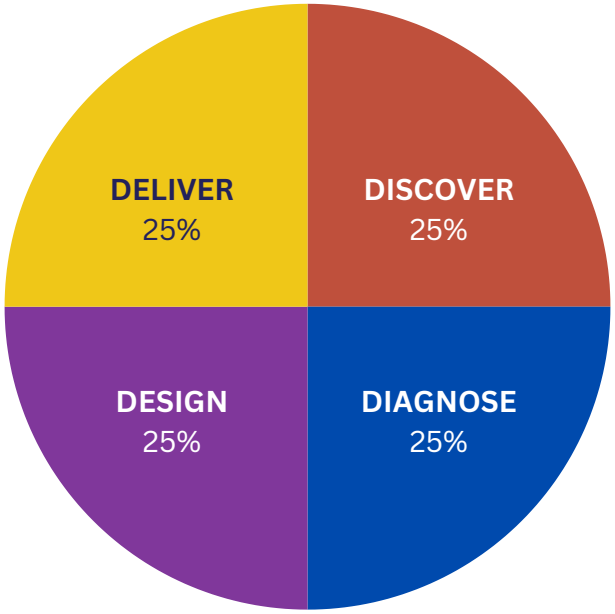


Figure 1. SMS ESP KPI distribution across pillars

Figure 2. Five-point scoring system for KPIs

Our Approach - Plan, Do, Check, Act

Plan:

Establish objectives, resources required, customer and stakeholder requirements, organisational policies and identify risks and opportunities.

Do:

Implement what was planned.

Check:

Monitor and measure processes to establish performance against policies, objectives, requirements, and planned activities and report the results.

Act:

Take action to improve performance, as necessary.

CONTEXT

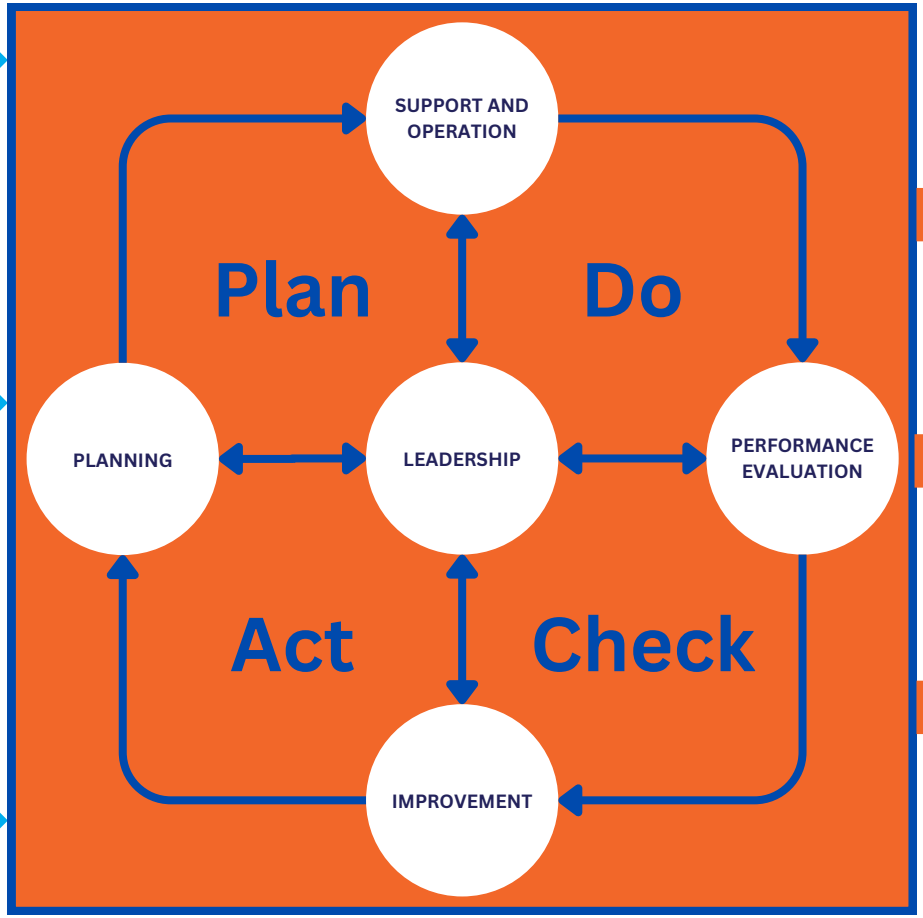
The context of SMS as an organisation using a systems approach and PESTLE.

INTERNAL AND EXTERNAL FACTORS

Consider all factors when examining the organisation. How can we manage these to better our customer requirements?

NEEDS AND EXPECTATIONS OF RELEVANT PARTIES

Both internal and external parties at SMS i.e., key stakeholders, employees, and clients.



ONGOING REDUCTION IN ENVIRONMENTAL IMPACT

DATA-DRIVEN ENHANCEMENTS TO SUSTAINABILITY STRATEGIES

IMPROVED COMPLIANCE AND ACCOUNTABILITY PRACTICES

Establish objectives, processes and resources required to meet the needs and expectations of relevant, interested parties – both internal and external. Implement what was planned and monitor processes to establish performance against policies, objectives, requirements, and planned activities. Report the results and take action to improve performance, as necessary.

(1) Discover - knowledge is the key to sucess.

1. Discover				
Objective(s)	**Plan**	**Do**	**Check**	**Act**
1.1 Discover the five key interconnected elements of environmental sustainability: energy, water, waste, biodiversity, and emissions.	1.1a Develop an environmental awareness framework that defines the key sustainability elements and provides all employees with foundational knowledge.	Create sustainability modules covering energy, water, waste, biodiversity, and emissions to integrate into the employee training program. Conduct workshops ensuring all staff understand the importance of these elements in their day-to-day work.	Measure the effectiveness of training by assessing staff knowledge through surveys or quizzes.	*Update training materials and refresh workshops based on feedback to enhance understanding across the workforce.*
	1.1b Communicate SMS's commitment to environmental sustainability to all employees and external stakeholders.	Distribute an internal announcement and newsletter highlighting SMS's sustainability initiatives and goals. Host a company-wide meeting or webinar to inform staff about the importance of their role in SMS's sustainability efforts.	Measure engagement by tracking participation in meetings and collecting feedback on staff understanding of sustainability goals.	*Adjust communication strategies if engagement levels are low by introducing more interactive methods, such as Q&A sessions or employee-led discussions.*
	1.1c Conduct a review of sustainability-related learning needs across SMS.	Perform a skills audit to evaluate the current level of sustainability awareness and knowledge within the organisation. Identify knowledge gaps and opportunities for further development through targeted sustainability training.	Analyse the results of the skills audit and compare them with industry benchmarks for environmental sustainability knowledge.	*Implement additional training programs to address the identified gaps and build a more environmentally aware workforce.*

Objective(s)	Plan	Do	Check	Act
1.2 Discover environmental regulations, standards, and community expectations	1.2a Research ISO14001 standards, local environmental regulations, and community expectations regarding sustainability.	Assign a team to investigate and summarise the relevant environmental standards and regulations, including ISO14001.	Compare current SMS policies with ISO14001 requirements and the expectations identified through community engagement.	*Update policies and procedures to ensure compliance with regulations and alignment with community expectations.*
		Engage with local communities to gather insights on their environmental concerns and expectations.		
	1.2b Ensure ongoing compliance with ISO14001 and relevant environmental laws.	Establish an internal compliance team to conduct regular environmental audits and ensure SMS meets regulatory standards.	Monitor audit results for any non-compliance issues or areas needing improvement.	*Address compliance gaps promptly by updating operational procedures and ensuring staff are trained on any regulatory changes.*
		Incorporate these compliance checks into routine operational reviews and management processes.		
	1.2c Communicate environmental regulations and SMS's compliance efforts to stakeholders.	Publish an annual sustainability report detailing SMS's compliance with environmental regulations and its sustainability achievements.	Track feedback from stakeholders regarding SMS's sustainability practices and regulatory compliance.	*Revise reporting or communication methods based on stakeholder feedback to improve transparency and engagement.*
		Host stakeholder forums or meetings to discuss SMS's commitment to environmental sustainability and its efforts to meet legal and community expectations.		

(2) Diagnose - identifying areas for improvement is essential for progress.

02 DIAGNOSE

2. Diagnose

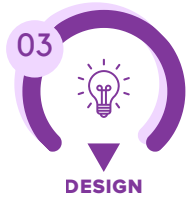
Objective(s)	Plan	Do	Check	Act
2.1 Diagnose our current environmental footprint, focusing on energy use, waste production, and emissions.	2.1a Develop a framework for measuring energy consumption, waste output, and emissions across all operations.	Implement tracking systems for energy use, waste, and emissions at all SMS sites. Collect data over a defined period to establish a baseline for environmental impact.	Regularly review collected data and assess it against baseline metrics to identify trends or areas of concern.	*Implement strategies to reduce energy use and waste output where inefficiencies are identified, adjusting the framework to reflect continuous improvements.*
	2.1b Conduct an internal environmental audit to assess current sustainability practices.	Assign an audit team to assess current practices and compliance with sustainability goals. Evaluate key areas like waste management, resource usage, and carbon footprint reduction initiatives.	Review audit results and identify where current practices fall short of sustainability benchmarks.	*Update sustainability practices based on audit findings, ensuring continuous improvement.*
	2.1c Engage employees in diagnosing inefficiencies in daily operations that affect sustainability.	Hold workshops or surveys to gather feedback from staff on operational inefficiencies that impact sustainability. Encourage employees to share ideas on reducing waste and improving resource efficiency.	Analyse feedback and suggestions to identify actionable insights for operational improvements.	*Implement the best employee-suggested ideas to improve daily sustainability practices and recognise contributions.*

Objective(s)	Plan	Do	Check	Act
2.2 Diagnose risks and opportunities for sustainability within SMS operations.	2.2a Identify potential environmental risks to operations, such as resource shortages or climate-related impacts.	Conduct a risk assessment focusing on environmental sustainability challenges. Identify high-risk areas, such as energy dependencies, waste disposal, and climate resilience.	Evaluate the findings from the risk assessment and prioritise areas of concern.	*Develop and implement mitigation strategies to address high-risk areas.*
	2.2b Identify opportunities to improve sustainability through innovation and new technologies.	Research and trial emerging technologies and practices that could enhance sustainability efforts, such as renewable energy sources or advanced waste recycling methods. Explore partnerships with external organisations to support sustainable innovation.	Assess the feasibility and potential impact of new technologies or practices in improving sustainability.	*Adopt and integrate successful innovations into regular operations to reduce environmental impact.*

(3) Design - thoughtful design leads to effective action.

3. Design

Objective(s)	Plan	Do	Check	Act
3.1 Design strategies to reduce emissions, conserve resources, and improve energy efficiency.	3.1a Set specific reduction targets for carbon emissions, water use, and waste generation.	Establish reduction targets based on baseline data from the diagnosis phase.	Monitor performance metrics against set targets to ensure progress is being made.	*Adjust strategies if targets are not being met and expand successful initiatives across the organisation.*
		Implement energy-efficient technologies and processes (e.g., energy-saving lighting, water conservation systems).		
	3.1b Design initiatives to promote sustainable behaviour among employees.	Launch sustainability awareness campaigns encouraging staff to conserve resources, reduce waste, and adopt sustainable practices.	Track participation and results of employee sustainability initiatives.	*Revise campaigns and incentives based on employee engagement and feedback to encourage wider adoption of sustainable behaviours.*
		Implement incentives for employees to adopt green practices (e.g., energy-saving tips, reducing single-use plastics).		
3.2 Design sustainable partnerships with suppliers and external stakeholders.	3.2a Develop sustainability criteria for selecting and partnering with suppliers.	Create a sustainability checklist to assess suppliers' environmental practices and alignment with SMS's goals.	Review supplier compliance with SMS's sustainability criteria during contract renewals or annual evaluations.	*Terminate partnerships that fail to meet sustainability standards and seek new suppliers aligned with SMS's environmental goals.*
		Engage suppliers to discuss how their practices can better align with SMS's sustainability objectives.		



Objective(s)	Plan	Do	Check	Act
3.2 Design sustainable partnerships with suppliers and external stakeholders.	3.2b Collaborate with external stakeholders to support sustainability initiatives.	Partner with local organisations and government bodies to support community sustainability projects. Engage with industry groups to share and implement best practices for environmental sustainability.	Monitor the impact of external partnerships on SMS's sustainability goals and community engagement.	*Strengthen successful collaborations and seek new partnerships to further sustainability efforts.*

(4) Deliver - action is the ultimate measure of success.

4. Deliver

Objective(s)	Plan	Do	Check	Act
4.1 Deliver measurable reductions in energy consumption, waste production, and carbon footprint.	4.1a Set clear, measurable goals for reducing SMS's environmental impact.	Implement energy-saving technologies and waste reduction programs across all operations.	Evaluate quarterly or bi-annual reports on energy use, emissions, and waste reduction.	*Adjust initiatives where necessary to ensure continuous reduction in environmental impact.*
		Regularly measure progress in energy and waste reduction against set goals.		
	4.1b Implement a system for ongoing monitoring and reporting of sustainability performance.	Establish regular sustainability reporting to track and communicate progress internally and externally.	Review sustainability performance reports with management to ensure goals are being met.	*Use report findings to make data-driven decisions for future sustainability initiatives.*
		Publish reports on sustainability achievements and areas for improvement.		
4.2 Deliver continuous improvement through regular review and adaptation of sustainability strategies.	4.2a Review sustainability initiatives regularly to ensure they remain effective.	Schedule bi-annual reviews of all sustainability initiatives to track effectiveness and relevance.	Assess the results of reviews and identify areas for improvement.	*Modify or replace sustainability initiatives that are not delivering the desired results.*
		Gather feedback from employees and stakeholders on the success of implemented sustainability strategies.		
	4.2b Adapt strategies to address new environmental challenges and opportunities.	Stay informed about emerging environmental challenges and new regulations that may affect operations.	Monitor the outcomes of strategy adaptations to ensure they improve sustainability performance.	*Continue to refine and evolve sustainability strategies to align with SMS's long-term environmental goals.*
		Adjust sustainability strategies to address these challenges and incorporate new opportunities (e.g., new technology or practices).		

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