

# Environmental, Social and Governance (ESG) Policy



Policy owner	Chief People Officer
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## Introduction

NSW Land Registry Services (NSW LRS) is committed to our efforts across all material Environmental, Social and Governance (ESG) related issues, recognising the core link between ESG, sustainability and the long-term performance, value and reputation of NSW LRS.

NSW LRS shall make every reasonable effort to ensure the cultivation of an organisation that operates sustainably and responsibly with regard to the environment, its customers, employees, key stakeholders, investors and the broader community.

Our aspiration across all our material environmental, social and governance efforts is to remain progressive and transparent, establishing NSW LRS as a top quartile industry performer. These commitments will be appropriately measured and benchmarked against best practice via the Global Real Estate Sustainability Benchmark (GRESB) Infrastructure Asset Assessment and other frameworks that may be identified over time. NSW LRS is also committed to transparency and increasing its ESG disclosures in accordance with the framework devised by the Taskforce on Climate-related Financial Disclosures (TCFD).

All these efforts will be appropriately and transparently funded through the annual budgeting process.

## Purpose

The purpose of this document is to set out the values and commitments of NSW LRS specific to ESG and details the specific material issues across ESG related factors that NSW LRS must adequately and continually consider as part of its operations.

It is expected that all managers and employees play a proactive role in the cultivation and promotion of a culture which delivers an environmentally conscious, socially considerate and effectively governed workplace.

This policy applies to all NSW LRS employees, contractors and visitors at any locations where work is performed. The policy will also apply where relevant to our suppliers and other stakeholders.

## Policy

NSW LRS' ESG framework and approach are informed by the core NSW LRS values made in support of industry recognised standards – Integrity; Performance; Efficiency; & Innovation. In addition, NSW LRS has identified and adopted a set of non-negotiable, ESG-specific commitments to be applied in all its business operations and management processes. NSW LRS is committed to:

- Sustainable practices that minimise negative impacts on the environment
- Engaging with partners and suppliers that share sustainable objectives and act responsibly with regard to their employees, the environment and their communities
- Developing a culture where sustainability is a part of what we do
- Governance that ensures we meet our obligations and continue to provide the service to the citizens of NSW consistent with our heritage and future direction
- Enhancing the wellbeing of employees and customers
- Fully engaging all employees in these efforts

NSW LRS manages its ESG commitments and performance via an overarching ESG strategic plan. The plan incorporates the set of strategies the organisation has in place in respect to its environmental, social and governance commitments. NSW LRS is striving for continual improvement in its ESG performance through these established strategies, each of which contains material, specific, measurable, ambitious and timed targets.

Progress, performance against targets and key measures of the plan and its contained strategies are reviewed and reported quarterly (or as required). Material risks are also captured and communicated, with best-practice mitigation adopted wherever required.

## Procedures

NSW LRS will develop procedures to manage its considerations of ESG related issues. In order to adequately address each material issue, NSW LRS has adopted a matrix of material issues for consideration during operational and strategic business decisions. These include (but are not limited to):

<b>ENVIRONMENTAL</b>	<b>SOCIAL</b>	<b>GOVERNANCE</b>
GHG emission production	Health, safety & wellbeing	Board structure and oversight
Energy usage	Diversity and Inclusion	Cybersecurity & data protection
Water usage	Employee engagement	Transparency & disclosure
Waste generation	Customer satisfaction	Conflicts of interest & fraud
Resource efficiency	Stakeholder engagement	Whistleblower protection
Climate change adaptation	Community engagement	
Resilience to disaster	Local employment	
	Modern Slavery	

Alongside the material issue considerations above, the implementation of this policy includes:

- Establishing clear expectations for leaders and employees regarding the actions, conduct and behaviour that support an ESG conscious workplace
- Provision of ESG related information, instruction, training, and supervision necessary to ensure we are meeting our ESG commitments
- Regular consultation with employees about key areas and issues relating to ESG and use of this information to improve existing processes and develop new initiatives
- Facilitating open consultation to:
  - share relevant information about ESG with employees
  - provide employees the opportunity to express their views, acknowledge the value of those views, and to contribute to our ESG performance
  - promote a cohesive working environment in order to seek solutions that lead to an ESG considerate workplace
  - embed a culture that strives to incorporate considerations and continuous improvement of ESG across the organisation
- A requirement for, and a process to enable, all employees to report any incidents or occurrences that have or might possibly create a situation that is not consistent with our ESG policy principles
- The regular measurement, reporting and review of the performance against material ESG issues

## **Roles and Responsibilities**

The Board is responsible for:

- ensuring that NSW LRS has an appropriate framework for the effective implementation, maintenance, and ongoing improvement of ESG
- monitoring the implementation and performance of key ESG projects and initiatives

The CEO is responsible for:

- approval of NSW LRS' key ESG projects and initiatives and related documentation
- ensuring the application of NSW LRS' ESG related principles when implementing initiatives to achieve NSW LRS' targets and objectives
- ensuring our ESG policy commitments and aspirations are appropriately funded

The Chief People Officer is responsible for:

- ensuring NSW LRS is up to date on the relevant knowledge of all applicable ESG legislation and obligations
- maintaining and communicating the ESG policy to employees, contractors, visitors and supply chain partners
- taking appropriate action against any employee, contractor, visitor or supply chain partner who engages in conduct which is inconsistent with this policy
- the approval of resources, as needed, to implement, maintain and improve NSW LRS' ESG practices
- having appropriate processes for receiving and considering ESG information and responding in a timely manner
- providing relevant and appropriate ESG training for employees and contractors
- regular benchmarking of ESG performance

Managers have a responsibility to:

- promote ESG awareness and knowledge where applicable
- ensure that the working environments under their control are considerate of the material ESG issues identified for NSW LRS
- ensure that the behaviour of all persons in the workplace is without risk to the provision of an ESG conscious working environment
- identify and communicate potential issues and/or improvements to ESG issues
- inform and ensure all employees are trained in relevant policies, procedures and ESG obligations

All staff have a responsibility to:

- support the policy and apply behaviours in accordance with our ESG principles
- maintain an awareness of the ESG issues and opportunities that relate to their work and fellow employees
- where applicable, actively support, report, and contribute to ESG practices
- encourage fellow employees to develop and maintain an ESG conscious working environment

**Related Policies and Procedures:**

- Environmental Management Policy