



Environmental, Social & Governance (ESG) Report

Year ended December 2023

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Acknowledgement of Country

In the spirit of reconciliation, Charter Keck Cramer respectfully acknowledges the Traditional Custodians of Country throughout Australia and recognises and respects their continuing cultural heritage and connection to land, sea and community. We pay our respects to their Elders past and present.

A photograph of three business professionals in a modern office setting. A woman on the left, wearing a black blazer over a blue top, is smiling and looking towards the center. In the center, a man with a beard, wearing a blue suit and tie, is holding a tablet and looking at it. On the right, another man in a dark suit and blue tie is smiling and looking at the tablet. The background shows a modern office building with large windows and a glass entrance.

About Us

About Us

From humble beginnings, Charter Keck Cramer has grown substantially through a diversification of services and a commitment to strong client relationships. We learned through challenges along the way, setting up foundations that we still live and breathe today and every day.

At Charter Keck Cramer we are approachable, professional and enthusiastic, the outcomes we achieve and the manner in which they are delivered exemplify an independent organisation with complete dedication to our clients at all times.

We are innovators

We are passionate, always going above and beyond to deliver the best outcomes, using better solutions and innovative ideas to continue to excel in our industry and for our clients.

We are collaborators

Collaboration with our clients, community and people remains at our core, working together to achieve a common goal, creating an environment that is both cohesive and nurturing.

We are honest and trustworthy

Building strong relationships with our clients and our people is important to us. We are respectful towards others and act with integrity.

We are independent

We act independently, leaning on our experts with confidence in decision making that is forward-thinking.

We value Diversity, Equity and Inclusion

We embrace Diversity, Equity and Inclusion by creating a culture that enables individuals from diverse backgrounds and experiences to feel respected and empowered and that they belong.

We are committed to making the world a better place

We are working together to build a culture and business environment that is accountable and responsible for making the world a better place.

Charter Keck Cramer ESG Vision

Working together to build a culture and business environment that is accountable and responsible for making our world a better place.

Meet the ESG Committee



Aarti Raniga
Chief Legal & Risk Officer |
Chair – ESG Committee



Melissa Crawley
Chief of Staff



Heidi Moore
Head of People & Culture



Patrick McNulty
Director | Advisory



Ivana Molnar
Marketing Manager



Ivan Lam
Head of International
Business



Tamara Latimer
Valuer



Adam Hopcraft
Head of Technology &
Information Security



Nicolo Traverso
Senior Data Analyst |
Research



Conor Sargent
Assistant Property Analyst |
Valuations



Courtney Spear
Legal Counsel

“

Our 2023 Annual ESG Report showcases our projects and provides an opportunity for us to reflect on our ESG journey to date.

We commenced our ESG journey in early 2022, driven by a desire to do the right thing by our people, clients, environment and community.

We are fortunate to have the means to be able to make a difference in our world and support issues of importance to our business.

Our ESG Committee is taking active steps to explore community partnerships and implement projects to transform our business.

We welcome any feedback on our 2023 projects or suggestions for the future.

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Aarti Raniga
Chief Legal & Risk Officer and
Chair – ESG Committee



Our People

Charter Culture Collective

Culture Collective is committed to making Charter Keck Cramer a great place to work through various employee driven initiatives, aimed at strengthening our workplace culture.

Culture Collective is steadfast in its dedication to nurturing enriched relationships within our firm. This dedication is clearly exemplified through the precisely orchestrated Charter Keck Cramer Rivalry and the bi-monthly social gatherings and outings:

- ▶ Bi-monthly afternoon drinks
- ▶ Table Tennis and Pool Competitions
- ▶ Coffee Catch ups (to launch in 2024)
- ▶ Activities

We strive to continue to bring colleagues together encouraging conversations and comradery, boost morale, strengthen team bonds and foster friendships.



Pathways for Women Project

We are excited to launch our Pathways for Women project. This project has been created to provide structured support and opportunities for women working at Charter Keck Cramer.

Our Informal Sponsorship Program has been well received and we look forward to introducing Charter Women in Business events in 2024.

Earth: The bedrock for building an inclusive business

Respect@Work training for Shareholders, Board Directors, Managers and Leaders with a specific focus on gender awareness:

Value proposition and recruitment

Retention

Promoting & progressing women (Celebrating Charter Keck Cramer Women)

Water: Enable opportunity for women to flow within and outside of the business

Develop an informal sponsorship program within Charter Keck Cramer

Charter Keck Cramer women to have the opportunity to be matched with a key leader or manager

Objective for leader to seek opportunities to provide experience, introductions to networks, recognition and progression for their protégé

Fire: Ignite passion and connection for women inside and outside of the business

Create 'Charter Women in Business'

Women creating events for women

Opportunity for Charter Keck Cramer women to attend female oriented events, inviting external clients to build and expand networks with other women in the industry, creating opportunity for Charter Keck Cramer and industry men to connect with women in the industry

Build momentum for women to progress their careers in our industry

A point of attraction, brand recognition and reputation

Charter Keck Cramer becomes a clear advocate in this space

Online Suggestion Box and Whistleblower Policy

Charter Keck Cramer values all types of employee feedback, whether it's positive, negative or a general suggestion on how we can improve our business.

All feedback responses are anonymous and can be directed to all levels of leadership including the board.

Charter Keck Cramer respects employee feedback and is vital in developing future business improvement strategies.

This feedback and suggestion box compliments our Not On my Watch Whistleblower policy, which outlines how our employees can report issues within Charter Keck Cramer to ensure Charter Keck Cramer remains a great place to work.



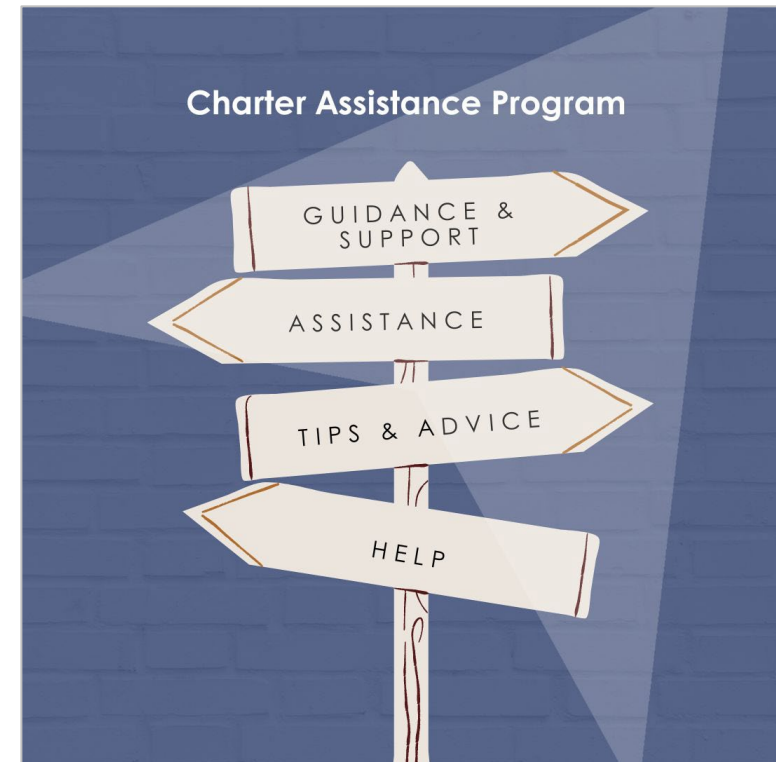
Employee Assistance Program

Charter Keck Cramer recognises that mental health awareness and support are an important component of a healthy workplace.

Charter Keck Cramer partners with Access EAP to provide employees and their immediate family members with confidential specialist counselling, online health and wellbeing resources and learning and development.

Access EAP is an Australian owned not for profit organisation that distributes profits to community programs supporting vulnerable children and families. In the last financial year, Access EAP contributed over \$1M to these programs.

Charter Keck Cramer looks forward to continuing to develop its partnership with Access EAP in 2024.

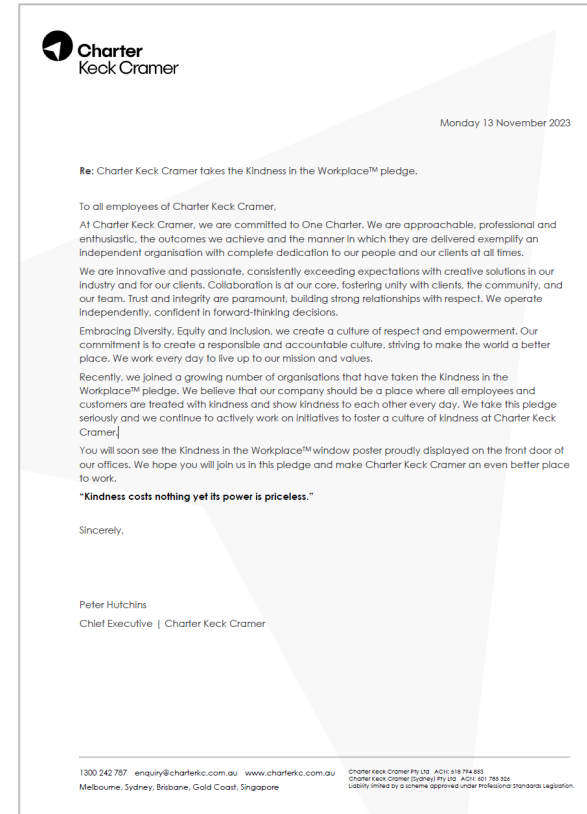


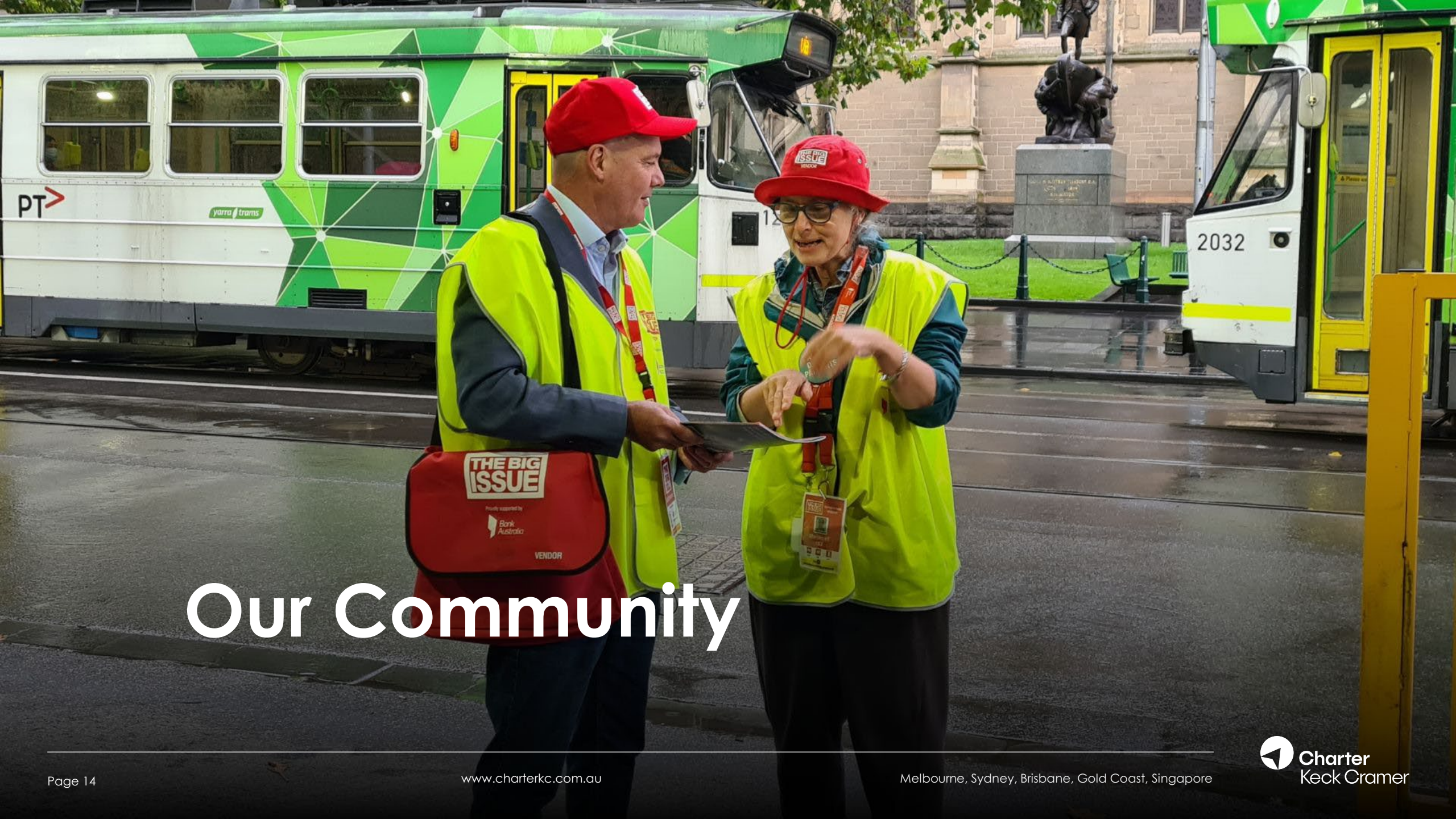
Kindness in the Workplace

This year, to mark World Kindness Week, Charter Keck Cramer's Chief Executive Peter Hutchins pledged to embrace kindness in the workplace.

Peter issued a 'Kindness in the Workplace Pledge' letter to all employees outlining our commitment to creating a culture of compassion, empathy and respect among all our team members.

At Charter Keck Cramer, we believe that our company should be a place where all employees and customers are treated with kindness and show kindness to each other every day.





Our Community

Our Community

The Little Social – Pay it Forward Program

Powered by Youth Projects, The Little Social café in Melbourne's Hosier Lane not only brews the finest espresso and serves nutritious food, it also exists to empower young people, providing a platform to build their confidence, gain key employability skills and accumulate work experience.

The Little Social pay-it-forward initiative allows customers to anonymously purchase coffee and food items for someone experiencing homelessness. Charter Keck Cramer are paying-it-forward every time a staff member purchases a hot drink.

Monash Health Foundation – Christmas Gift Drive

Charter Keck Cramer continues to support the Monash Health Foundation by collective gifts for the Hospital Christmas Gift Drive. Gift donations are distributed to children spending time at Monash Children's Hospitals in Clayton, Dandenong and Casey on Christmas Day and over the festive season.



In 2023 alone, Charter Keck Cramer has paid forward
480 coffees
to the less fortunate and homeless on Melbourne's streets.

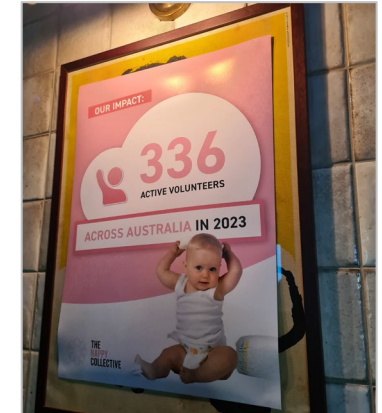


The Nappy Collective

This year, Charter Keck Cramer began its support of The Nappy Collective, the only Australian non-for-profit organization that focuses solely on collective disposable nappies and distributing them to families in crisis.

The Nappy Collective estimates that 1 in 10 families are struggling to afford nappies (impacting an estimated 280,000 children), with many families facing hardship.

Since May 2023, nappy bins were made available in each of Charter Keck Cramer's offices (Melbourne, Sydney, Brisbane and Gold Coast) inviting staff to bring in spare nappies, donate and invite clients and friends to drop off spare nappies.



Celebrating The Nappy Collective's 10th Birthday



The Big Issue Australia

An independent, not-for-profit organisation dedicated to supporting and creating work opportunities for people experiencing homelessness, marginalization and disadvantage, The Big Issue Australia help people help themselves. They run social enterprises to create work opportunities for people who are unable to access mainstream work. These include *The Big Issue* magazine, the Women's Workforce and The Big Issue Classroom, as well as the Community Street Soccer Program. The programs provide low-barrier opportunities for people to earn a meaningful income, build their confidence and connect with their community and support networks.

This year, Charter Keck Cramer's Chief Executive Peter Hutchins participated in The Big Sell, offering vendors of *The Big Issue* magazine much needed support, raising \$5,732 during the campaign period. Peter also stepped out onto the streets of Melbourne to support the vendors in The Big Sell Challenge.

In 2023 Charter Keck Cramer also subscribed to *The Big Issue* magazine for 12 months. The subscription supports the Women's Workforce, providing employment opportunities to women experiencing marginalization and disadvantage through packing and sending subscription copies of the magazine.



\$5,732

raised in The Big Sell challenge



Property Industry Foundation

This year, Charter Keck Cramer donated \$2,000 to the Property Industry Foundation. The Property Industry Foundation brings together the property and construction industry in a unique collaboration to have a tangible impact on Youth Homelessness.

The Foundation builds homes for homeless youth and provides ongoing support for homes where young people can build their lives.

This year's donation supports The Haven Project, building homes for well-established youth homelessness charities which then operate them.



In partnership with the Property Council of Australia (Victoria Division), this year's Footy Lunch event raised over **\$55,000** for the Property Industry Foundation.

Volunteer Program

Charter Keck Cramer's Volunteer Program encourages and empowers employees to drive change whilst making a difference in our communities.

Our focus for the Volunteer Program is to support not-for-profit and charitable organisations, with expertise in supporting those in need. We are committed to helping those in crisis and suffering hardship; selected organisations have a focus on assisting people experiencing homelessness, food insecurity or simply in need of support.

Charter Keck Cramer's Volunteer Program will give employees the opportunity to get involved with local communities, during the working week, providing assistance and support where needed.

The Charter Keck Cramer Volunteer Program will launch in early 2024 and we are dedicated to creating meaningful relationships in which we can foster and develop the program as it evolves and gathers momentum.



Pro Bono Engagements

Pro bono services enable Charter Keck Cramer and its employees to make a positive difference to the community, whilst contributing to social responsibility and employee professional development objectives. Several of Charter Keck Cramer's leaders have long provided Pro Bono services to a wide range of foundations, charity and not for profit organisations.

This year we formalised our framework with a clear policy to encourage staff to provide pro bono services when opportunities arise and to guide them through the process.

Some of the organisations our experts completed Pro Bono work for are listed adjacent.

- ▶ Lost Dogs Home
- ▶ Museum of Victoria
- ▶ Kind David School
- ▶ Melbourne Symphony Orchestra
- ▶ The Salvation Army
- ▶ Adass Israel School
- ▶ Melbourne University
- ▶ St Silas Church
- ▶ The Jewish Museum of Victoria
- ▶ Good Shepherd
- ▶ The Beth Weizmann Jewish Centre
- ▶ The Jewish Women's Association
- ▶ Jewish Care Victoria
- ▶ Berry Street



Our Environment

Environmental Initiatives

At Charter Keck Cramer we believe in fostering a culture of environmental awareness and responsibility among our staff. As part of our commitment to keeping our team well-informed and engaged, we actively communicate important environmental initiatives throughout the year.

In particular, this year, we placed special emphasis on three significant environmental initiatives: Earth Day, International Plastic Bag Free Day, and National Recycling Week.

These events serve as opportunities for us to raise awareness, educate our employees about the significance of these occasions, and encourage them to participate in activities that promote sustainability. By actively engaging our staff in these initiatives, we aim to inspire a shared sense of responsibility for the environment and empower our team to make a positive impact not only within our organisation but also in their personal lives and communities.

22 April - Earth Day ●

Earth Day is a celebration that honours the achievements of the environmental movement and raises awareness of the need to protect Earth's natural resources for future generations. Last month, we provided tips on how you can become more environmentally friendly and practice sustainability in your daily life. [Click here](#) to check out the tips.

FUN FACT: The first Earth Day was held April 22, 1970, the year Charter Keck Cramer was first established as a valuations firm.

Another great way to invest in our planet is to choose sustainable fashion. Sustainable fashion refers to the clothing supply chain that is ecologically and socially responsible. And you may be shocked to know that some of our favourite brands are contributing to stripping the Earth of its limited resources and exploiting the labour force that works in its garment factories.

There are many ways you can change the trajectory of fast fashion. [Click here](#) for a few important things you can do!

If you're looking to buy ethical fashion brands in Australia, you don't have to look too far. While not all brands are 100% ethical or sustainable, they are doing their bit in getting there. [marieclaire.com.au](#) and [britslist.com.au](#) have compiled a list of brands that you can shop (mostly) guilt free.

[Click here](#) to discover brands making changes towards ethical practices and sustainability.

And if you're daring enough, here's a fun Quiz you can take to test your knowledge on Sustainable Fashion.

[Take the Quiz](#)

3 July - International Plastic Bag Free Day

International Plastic Bag Free Day is a global initiative that aims to eliminate the use of plastic bags. Plastic bags may seem like a grocery shopping convenience, but they are also a huge strain on the environment.

Bunnings recently shared a life-changing grocery hack with the use of their storage tubs for your next grocery shop! Check it out [HERE](#).

And if you're looking for something fun to do these school holidays, get the kids involved in decorating plain cotton craft bags that you can use on your next grocery trip. Your local [Spotlight](#) store has everything you need for the activity, from cotton bags to fabric paints and iron on motifs.

A decrease in plastic bags means a direct correlation in more whales, sea turtles, and dolphins! It is also easy and cheaper to utilise a reusable bag wherever you shop. There are 7 billion people on the planet, and it's vital that every single person does their part. Reduce, reuse, and recycle today!

Click [HERE](#) to read important facts about plastic bag use.

6 to 12 November – National Recycling Week

Do you often find yourself guessing whether something belongs in the recycling bin or the general rubbish? Here's a little help so that together, we can be kinder to our environment.

IT BELONGS IN THE GENERAL RUBBISH BIN



How many times have you placed one of these items in the recycling bin? It belongs in the general rubbish bin instead!

- Dirty cardboard and paper, e.g. dirty pizza boxes
- Plastic bags
- Shredded paper
- Waxy frozen food boxes
- Bubble wrap
- Cartons (long life milk and juice) and Tetra Pak
- Plastic clothes hangers
- Drinking glasses
- Broken glass
- Foam meat trays
- Paper towel and tissues
- Plastic and ceramic pot plants
- Polystyrene
- Post packs and mailing sachets
- Supermarket receipts
- Soft plastics
- Yoghurt pouches

Always check with your local council for a guide to help you recycle and dispose of waste correctly.

A photograph of three business professionals in an office setting. A man in a dark suit is pointing at a tablet held by a woman in a light blue blouse. Another woman in a beige blazer stands between them, looking on. They are all smiling and appear to be in a collaborative meeting. The background shows large windows and office furniture.

Governance and Training

Code of Conduct

Our Code of Conduct is intended to provide guidance to everyone at Charter Keck Cramer on the standards that we expect in our organisation and the principles that guide us. The Code has been endorsed by our Board of Directors and applies to all staff (including contractors, secondees and temporary workers).

The Code focuses on:

- Embracing Diversity Equity & Inclusion,
- Complying with our ISO27001 Information Security certification obligations and Privacy obligations,
- Identifying money laundering & modern slavery in our business dealings,
- Focusing on sustainability,
- Providing independent advice that complies with our ISO45001 certification, and
- Whistleblowing.



Mandatory Training Modules & Cyber Security

Mandatory Training Modules

All Charter Keck Cramer staff are required to complete annual mandatory Governance Training.

This year the modules focused on: Risk, Governance, Privacy and Data Security.

We have also introduced Bystander training this year to ensure that we are not only complying with our legal requirements but also our moral duty to ensure that our people feel safe and respected in the workplace.

Cyber Security

Charter Keck Cramer remains committed to cyber security through our ISO27001 certification, which was renewed in November following an external audit.

We are currently undertaking a data and privacy audit of the business in anticipation of amendments to privacy legislation.





Charter Keck Cramer

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