

## CSR Report

For

Independent Inspections

P.O.Box 103 , Rochedale South, Qld 4123



**Plan Number:**

**Job Number:** 300001

**Date:** Sunday, 11 December, 2011

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## Economic Activity Measure

Income	
Total Revenue	\$363,475
Total pre-tax Profit (EDITDA)	\$93,698
Percentage of revenue	25.78%

Operations	
Full time employees	3
Employee hours	1440
Staff in management positions	3
Operational offices (significant locations)	1

Customers	
Number of customers	43
Industry based Activity Measure	1800

### Other Details:

The Impact from the Brisbane Flood as well as market changes with business takeovers of strata Management Companies has resulted in a dramatic reduction of income, despite marketing efforts for market share.

## Social and Economic Support

	Value	Percentage of pre-tax Profit
Charitable Donations	\$3,730	3.98%
Community sponsorship & support (Non-charitable)	\$400	27.78%

	Number of hours	Percentage of staff hours
Employer funded charitable hours	400	27.78%
Employee donated charitable hours	50	3.47%

	Number from the local community	Percentage of total staff
Staff	3	100.00%
Management	2	100.00%

Total value of pro-bono work:\$150,000

Percentage of total revenue: 41.27%

Percentage of contracts from local suppliers: 100.00%

Compliance Requirements	Recommended control measure	Satisfactory	
		Y	N
Support the Rights of Indigenous people	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Support the protection of Cultural Identity	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Support the International Fairtrade standards.	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Overall Compliance Benchmark: 25.00%

### Other Details:

Support of Logan Chamber of Commerce and Non Government Organisations, including Sponsors of the Special Childrens Christmas Party for the last 5 years.

## Legal Compliance

Type of Incident	Number of incidents
Discrimination, child labour, indigenous, labour law	0
Anti competitive behaviour	0
Public health and safety	1
Advertising, labelling and customer privacy	0
Corruption or unprofessional conduct	0

Total Value of fines associated with non-compliance incidents: \$2,500

Percentage of total Revenue: 2.67%

Has register of Legal & Regulatory compliance.

### Other Details:

As this is the first report conducted, we are getting used to the criteria and the reporting method in this section. Most of the requirements are with Australian standards. As a result of an incident, changes to terms and conditions in reporting documents were made. Corrective Action was raised on the issue and reported to the insurance company, of action taken to ensure that event does not reoccur.

## Labour practices and human capital

Staff satisfaction percentage: 100.00%

Total expenditure on staff training: \$8,000

Expenditure per employee: \$2,667

Staff circumstances	Percentage of total staff
Undergoing annual evaluation	100.00%
Access to staff counseling	100.00%
Access to career development	100.00%
Under collective bargaining agreement	0.00%

Type of occurrence	Number of Occurance	Percentage of employees
Workforce grievances	0	0.00%
Indigenous Employees	0	0.00%
Female Employees	1	33.33%
Females in management	1	50.00%

Number of nationalities in Management:2

Entry wages as a percentage of local minimum wages: 100.00%

Female salaries as a percentage of male equivalent salaries: 80.00%

Staff turnover percentage: 0.00%

Staff stability index: 80.00%

Compliance Requirements	Recommended control measure	Satisfactory	
		Y	N
Human resources and labour practices policy	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Staff evaluation and career development policy	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Whistleblower and grievance policy	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Compliance Requirements	Recommended control measure	Satisfactory	
		Y	N
Support freedom of association	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Support the right to collective bargaining	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Support unionisation	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Benchmark: 25.00%

**Other Details:**

Policies are currently under development with the criteria set in the public reporting of the companies activities. Ous staff are very loyal and have done more that expected considering the conditions over the last 12 months.

## Health and Safety

Type of incident	Number of incidents	Incidents per employee
Days lost to injury or disease	0	0
Days lost to absenteeism	0	0

There have been 0 workplace fatalities which make up 0.00% of the overall workforce.

Procedures in place

**Other Details:**

We are fortunate that the company operations is a low risk in it's inspection and Training Operations.

## Environmental Stewardship

Out of a total 0.5 kilolitres of water used 0 kilolitres where recycled making up 0 of the total.

Scope	GHG Emissions (CO <sub>2</sub> -e)(tonnes)	Cummalitive sum
Scope 1	10.98	
Scope 2	3	13.98
Scope 3	35	48.98

There is a total output of 2.72111111111111E-02 (CO<sub>2</sub>-e)(tonnes) per Industry Activity Measure.

Type of waste	Total output	Output per employee
Energy Consumption (Kilowatt Hours)	12	4
Water Consumption (Kilolitres)	0.5	0.166666666666667
Waste to landfill (Cubic Metres)	2500	833.333333333333
GHG Emissions – Scopes 1, 2, & 3 (CO <sub>2</sub> -e)(tonnes)	48.98	16.3266666666667

	Percentage
Renewable Energy	0.00%
Recycled materials used in production	50.00%
Consumable Materials recycled	0.00%

The estimated impact of climate change on revenue is \$2,500 which is 6.87804399873741E-03 of the total revenue.

At total of 200 hours are spent on training for environmental & sustainability issues which averages to 66.6666666666667 hours per employee. The total cost of this training was \$5,000 which averages to \$0 per employee.

Requirement type	Percentage of total suppliers
Do they have an environmental sustainability policy	25.00%
Have they been audited for their environmental sustainability compliance	100.00%

Compliance Requirements	Recommended control measure	Satisfactory	
		Y	N
Does your company have a Environmental policy?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Compliance Requirements	Recommended control measure	Satisfactory	
		Y	N
Does your company have an environmental risk management plan?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company have ISO 14001 certification?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company have a toxicity management plan?	<b>Item:</b> Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does your company have a biodiversity & habitat protection plan?	<b>Item:</b> Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Overall Compliance Benchmark: 60.00%**

**Other Details:**

The Company has recently moved location of office closer to all staff in the business saving over \$30,000 and increased manpower of 500 Hours.

## Human Rights and Ethical Compliance

Training on ethical & human rights issues	Total	Per Employee
Hours	20	6.666666666666667
Expenditure	\$5,000	\$1,667

100.00% of employees are trained in anti-corruption policies & procedures.

100.00% of supplier contracts contain human rights and ethical compliance clauses.

100.00% of suppliers have been audited for their human rights and ethical compliance.

100.00% of stakeholders trained on corporate ethical & human rights policies.

Compliance Requirements	Recommended control measure	Satisfactory	
		Y	N
Does your company have a Ethical & human right compliance policy?	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does your company have Establish public policy principles?	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does your company support the united nations universal decleration of human rights?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company support the United Nations global compact?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company support the non-exploitation of children including child labour, sexual exploitation and child prostitution?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company support anti-discrimination of all types?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall Compliance Benchmark: 75.00%

Other Details:

As a member of the United Nations Global Compact, we have been fortunate to be exposed on these issues and are working in the raising of the awareness of these issues.

## Economic Sustainability

	Percentage
Customer satisfaction	80.00%
Customer retention	80.00%
Estimated market share	1.00%

	Number
Customer complaints	5
Customer complaints (per 1000 customers)	116.279069767442
Financial audit compliance	0
Late payment complaints	1

Debt to equity ratio: 0.00%

Financial liquidity ratio: 0.00%

Average age of creditors (Days): 45

Average age of debtors (Days): 25

Compliance Requirments	Recommended control measure	Satisfactory	
		Y	N
Does your company have a business continuity plan?	Item: Observation of non conforming procedures. Please ensure procedures are in evidence as soon as possible.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does your company comply with all regulatory & governance requirements?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company comply with taxation law?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall Compliance Benchmark: 75.00%

Other Details:

## Communications Education & Reporting

Performance Measures	Expenditure	Percentage of pre tax profit
CSR related advertising & public relations	\$5,000	5.34%
Public & stakeholder CSR education	\$3,000	3.20%

75.00% of suppliers are educated in CSR initiatives.

Compliance Requirements	Recommended control measure	Satisfactory	
		Y	N
Does your company have CSR board representation?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company produce an annual performance report?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your company use GRI-G3 reporting framework?	Procedures in place	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall performance Benchmark: 100.00%

### Other Details:

As this is the first report produced still getting used to the requirement and now we have a benchmark. This demonstrated as being a leader in the industry and walking the walk and talking the talk in our operations being open in our communication to the customers and the general public. A lot of time has been put into communicating this to the community but there is a general understanding that it is still over their heads.

**REPORT NOTES****BUILDING CONDITION**

This report is based on the condition of the building's common areas at the time of inspection, if any major changes occur we suggest that the initial report be updated to incorporate the changes.

This Inspection Report does not include the inspection and assessment of items or matters outside the scope of the requested inspection and report.

Other items or matters may be the subject of an Inspection Report which is adequately specified.

The inspection only covered the Readily Accessible Areas of the property. The inspection did not include areas which were inaccessible, not readily accessible or obstructed at the time of inspection. Obstructions are defined as any condition or physical limitation which inhibits or prevents inspection of the property.

Please be advised that a detailed inspection of balcony railings was not carried out as part of this report. A suitably qualified building contractor or structural engineer should be engaged to assess the structural integrity of the railings and fixings where noticeable signs of railing or fixing degradation are evident.

**READILY ACCESSIBLE AREA INSPECTED**

The inspection covered the Readily Accessible Areas of the property including:

- Building Interior     Building Exterior     Roof Exterior     Driveway Area
- The grounds including landscaping, retaining walls, fences within the property boundaries.

**SUMMARY OF EMERGENCY ACTION ON DISCOVERING A FIRE**

- Ensure the immediate safety of anyone within the vicinity of the fire.
- Operate warning systems (if one available) eg. manual call point (M.C.P.).
- Notify the Fire Service 000 – triple 0 or your local emergency number, (call even on suspicion of a fire e.g. smell of smoke).
- Fight the fire (if fire equipment is available and safe).
- Evacuate the building.
- Move to and stay at assembly area.

### Section 3 – Photo Review



