

# Corporate Social Responsibility Report

**During the year, Brambles further strengthened its commitment to corporate social responsibility (CSR) made in its Mission and Values Statements.**

It did so through developments in the following areas:

- new and updated CSR policies;
- a new CSR management structure;
- measurement of key performance indicators on CSR matters; and
- communication and reporting.

Social, environmental and ethical matters are an integral part of business. Brambles supports the responsible creation of shareholder value. Brambles has a comprehensive risk management system that highlights key risks in each of its businesses. This system is described in more detail in the Corporate Governance Report on pages 44 to 51.

The Board has reviewed the significance of particular risks associated with social, environmental and ethical issues for Brambles, and believes the most significant CSR areas for Brambles relate to the environment, health and safety. These areas are among those addressed in Brambles' CSR Policy and Code of Conduct, which are the subject of this report.

## Our CSR policies

In June 2003, the Board adopted an overall CSR policy which has been communicated to all Brambles employees. A copy can be found on the Brambles website at [www.brambles.com](http://www.brambles.com).

Brambles' CSR policy summarises more detailed policies on individual CSR issues and other areas, which are contained in Brambles' Code of Conduct. The Code of Conduct provides an ethical and legal framework for all employees in the conduct of Brambles' businesses. It defines the way in which Brambles relates to its customers, employees, shareholders, suppliers and the community. A copy of the Code of Conduct can also be found on the Brambles website.

During the year, new policies were introduced in the areas of Human Rights and Suppliers. Policies relating to employees and the environment were also extended, certain existing policies were combined under the heading of Business Integrity, and a policy on Speaking Up was added.

## Our CSR management structure

Brambles has established a CSR Committee, comprised of the Chief Executive Officer, Chief Financial Officer, Senior Vice President Human Resources, Group General Counsel and Company Secretary, Head of Risk Management and Group General Manager Corporate Communications. Other senior executives, particularly the Heads of Investor Relations, may also be invited to attend as appropriate.

The CSR Committee, which is expected to meet three times a year, will work with the

existing management structure (for example, the Executive Committee and the Group Risk Committee) and appropriate business representatives to implement the CSR policy.

## Our business integrity

Brambles' employees are expected to conduct business in a way that enhances Brambles' reputation.

### Corporate governance

As a global group, Brambles is governed by a wide range of legal and regulatory requirements. The overall corporate governance standards for Brambles are set by the Board. The Corporate Governance Report (pages 44 to 51) provides details of Brambles' risk management processes and internal controls framework.

### Transparency

Brambles has a policy of openness and continuous disclosure throughout the organisation, so that any significant incidents in any areas are appropriately escalated, dealt with and communicated both internally and externally.

### Bribery and corruption

Corrupt practices are unacceptable to Brambles. The giving or receiving of bribes or similar payments is strictly prohibited. All commercial transactions are required to be properly and accurately recorded. Sales agents, consultants and similar advisers must be appointed in accordance with these principles and paid at a rate consistent with the value of their services. Employees are prohibited from engaging in activities that involve, or could appear to involve, a conflict between their personal interests and the interests of Brambles.

### Political donations

Brambles does not make donations to political parties and will not do so without the specific endorsement of its shareholders. However, under recent UK legislation, the term “EU political organisations” has been given a wide definition and may include, for example, bodies concerned with policy review or law reform which represent the business community, and which it may be in Brambles’ interests to support. Accordingly, shareholders were asked at the 2002 Annual General Meeting to authorise expenditure in connection with such organisations, up to an annual limit of £200,000. This authority was granted and lasts until 2006. No such contributions were made during the year to 30 June 2003.

### Competition

A core Brambles objective is to compete effectively and fairly in the markets in which it operates.

Brambles’ managers are responsible for ensuring that they comply with competition laws in their area of operations, that all relevant employees receive thorough training in this area, and that they have manuals for ongoing reference. Competition compliance programs and manuals are required to be regularly updated.

Brambles recognises that active compliance means managers must take an interest in competition issues, ask penetrating questions and demonstrate leadership in compliance. This requires managers to identify the competition areas where their businesses are most at risk from non-compliance, and to deal with these in regular training sessions.

### Share dealing

Brambles has adopted a Securities Trading Policy, under which Directors and employees are prohibited from buying or selling Brambles shares if they are in possession of price-sensitive information that is generally not available to the market. Further details are set out in the Corporate Governance Report on page 51.

### Speaking Up

Brambles has adopted a policy on Speaking Up, under which employees are encouraged to raise any genuine belief in the existence of actual or planned breaches of the law, Brambles’ policies or the Code of Conduct, including any threat to health and safety, or damage to the environment. Employees are required initially to speak to their line manager, although the policy recognises that in some circumstances this may be difficult or impossible. In these cases, employees may contact the Head of Human Resources or General Counsel in their business division. Alternatively, they may communicate with the Brambles Company Secretary, the Deputy Company Secretary for BIP or the Brambles General Counsel, who are required to ensure that such matters are properly investigated and dealt with. Brambles will not tolerate the victimisation of any employee who speaks up in such instances.

### Data protection and privacy

Brambles’ employees are required to keep confidential all information gained during the course of their employment.

Brambles’ policy is to maintain the privacy of information relating to its employees and customers. Where there are specific local privacy laws, they are incorporated into this policy.

### Document management and retention

Brambles’ businesses are required to review the need to develop a document management policy for the retention and destruction of documents, including computer records and e-mail. Such policies are required to comply with all relevant legal requirements. If legal proceedings are brought by or against a Brambles company, or if there is an investigation by a regulatory authority, all relevant managers are required to be informed immediately that documents (including those on electronic media) relevant to matters in dispute or under investigation must be preserved.

### Compliance sign off

Senior managers are required to provide a statement on compliance with the relevant areas of the Code of Conduct every six months, in connection with the Board’s consideration of the annual and interim accounts.

## Our environment

Brambles’ environmental policies and practices are fundamental to the way it does business. Environmental insensitivity by individuals or corporations is not acceptable to the community or Brambles. Brambles asks its employees to take a thoughtful approach to environmental risk management.

Brambles attaches high importance to the protection of the environment. The nature of Brambles’ businesses means that they benefit the environment by helping to reduce the environmental impact of their industrial and commercial customers, for example by providing reusable product-transport systems and by recycling wood, paper, steel scrap and other waste streams.

Brambles also recognises that its operations can have a direct effect on the environment and Brambles is committed to managing this responsibly. Brambles expects all employees to acquaint themselves with, and comply with, all relevant environmental laws and regulations covering their individual areas of operation. Brambles also expects them to care for the environment by improving the efficiency of resource usage and minimising waste generation.

### Environmental management

Brambles’ Environmental Policy is set by the Board and operates worldwide, including in countries that do not have comprehensive laws protecting the environment. Brambles’ businesses are required to ensure that a site environmental management plan is prepared for all sites, and that proper records are kept to measure achievements against policy and goals.

# Environmental policy

One of our Shared Values at Brambles is that we will always act with integrity and respect for the community and the environment. We are firmly committed to sound environmental practice in our daily operations because we value highly our natural environment.

It is a minimum requirement that all Brambles operations comply with all relevant environmental laws and regulations. We further expect all employees to care for the environment by adopting the following principles:

- Strive to achieve best environmental practices in the industry;
- Continually improve the efficiency of our use of raw materials and energy per unit output;
- Minimise the generation of emissions and waste per unit output;
- Dispose of unavoidable waste in a responsible manner;
- Minimise social impacts such as noise and loss of visual amenity;
- Respond to any community environmental concerns with integrity, honesty and respect; and
- Ask our contractors and suppliers to adhere to the same environmental standards that we do.

Where possible, each business should set environmental performance targets, monitor progress and report results. Where appropriate, Brambles' overall environmental performance should be publicly reported.

The Brambles Environmental Policy requires every business to ensure that these principles are adhered to, and that a site environmental management plan is developed for all sites under its control. Factors to consider include:

- Appropriate containment, storage and disposal of wastes and other potential contaminants;
- Management and monitoring of air emissions, wastewater discharges, and waste stream releases;
- Effectiveness of truckwash and stormwater containment facilities;
- Maintenance and monitoring of fuel storage tanks;
- Containment systems in the event of accidents such as equipment fires, breakdowns and vehicle collisions;
- Containment of landfill leachates;
- Appropriate management and handling of waste streams at waste treatment plants;
- Paint spraying emission minimisation;
- Noise and dust abatement;
- Preservation of visual amenity;
- Regulatory and licensing requirements; and
- Any other community-sensitive environmental issues.

Regular environmental audits will be conducted to evaluate compliance with applicable laws and regulations and implementation of this policy.

Each of Brambles' global business units operates its own environmental management system (EMS), under the governance and monitoring framework set up by the Group Risk Committee, details of which are set out in the Corporate Governance Report on page 49. The nature of the EMS depends on the activities undertaken at each site, but all are required to conform to minimum standards. Many sites have achieved certification to the international standard ISO14001, as noted on pages 32 to 33.

Environmental compliance reports are prepared and presented to the Board twice a year. Environmental audits are undertaken by the businesses and by Brambles Head Office, regulatory authorities and external

bodies for certification purposes (for example ISO14001).

For Cleanaway, operating in the waste management industry, more detailed policies relating to the environment are required. For this reason, Cleanaway has its own Global Environmental Policy which implements Brambles' policy in a manner tailored to its activities. Cleanaway, which publishes a UK environmental report, plans to produce a global environmental report later this year.

## Environmental performance

Individual businesses within Brambles have independently monitored and tracked fuels and energy usage for a number of years, with the objective of reducing costs and environmental impact. In the coming year,

Brambles will continue to strengthen its program for monitoring, reporting, and controlling greenhouse gases (GHGs). This will focus on energy and fuels consumed, and on other sources of GHG emissions resulting directly from Brambles' operations. Brambles plans to set improvement targets and publish these in next year's annual report.

Brambles' businesses manage a number of other environmental impacts that are not common to the group as a whole. For example, Cleanaway has performance measures covering water use, waste-to-energy generation, volume of green waste composted, number of trees and length of hedgerows.

# Case studies

Set out below are examples of how Brambles' businesses are committed to taking care of the environment. Further details on these and other case studies appear on our website.

## ISO14001 implementation continues

Brambles has been progressively implementing ISO14001 compliant environmental management systems at certain operating facilities. All CHEP European automotive container service centres have been certified, along with all pallet service centres in the UK and Spain. Cleanaway UK has certified 93 depots to ISO9002 (a quality standard) and 15 depots to ISO14001. More facilities are expecting certification next year.

## Using waste to your advantage

National Recovery Systems (NRS), the US subsidiary of Brambles Industrial Services, has developed programs and processes that turn waste materials containing iron and carbon into raw materials that can be reused in the steel industry. Its success rests with its proven ability to provide tailored solutions for every application and a variety of waste material including dusts, sludges and solids.

## Sources of greenhouse gas emissions

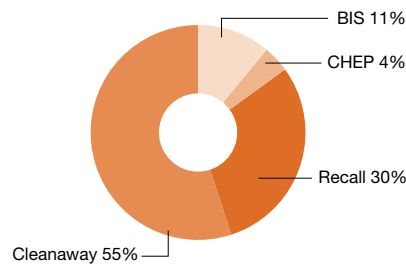
Typical sources of energy used by Brambles' businesses are electricity and natural gas for building and stationary operations; gasoline and diesel for transportation; and propane or battery power for forklifts and material-handling equipment. Some facilities also use liquefied petroleum gases (LPG) as back-up fuel for natural gas supply. Acetylene and other gases are used for welding at some operations.

Fuels release different amounts of GHGs when burned. Natural gas, for example, releases roughly half as much carbon dioxide as coal for the same amount of energy. The choice of fuels and energy sources for most businesses is limited by price, availability, suitability and safety. Where possible, Brambles encourages use of the fuel option causing the lowest GHG emissions. For example, some operations have converted from battery-powered fork lifts to diesel or propane-fuelled equipment: these in fact generate lower GHG emissions when emissions from power generation activities required to charge batteries are taken into account.

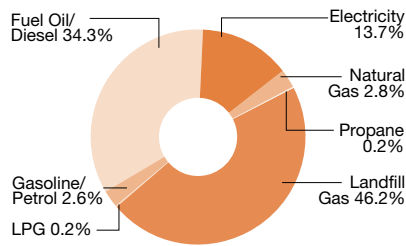
Landfill gas constitutes a significant proportion of Brambles' emissions. However, over 75% of landfill gas generated by Brambles' businesses is used for power generation. Data is not collected on passive emissions of landfill gas to the atmosphere.

The following graphs show Brambles' environmental performance in relation to GHG emissions, energy and transport fuels. The graphs are based on data recorded over the six months to June 2003. Some operations are still developing the necessary data collection systems. In these cases, estimates have been made.

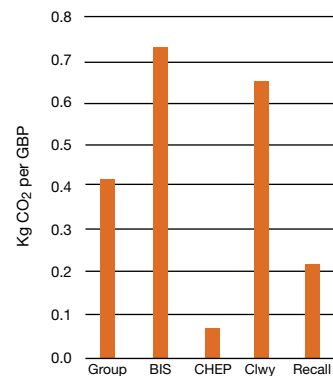
**Brambles Greenhouse Gas Percentage by Business Unit**



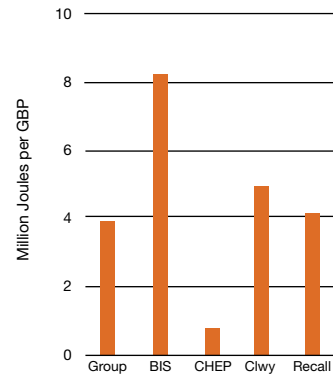
**Brambles Greenhouse Gas Generation by Source**



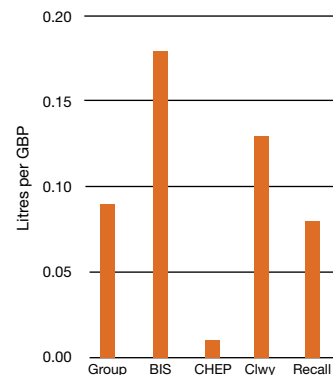
**CO<sub>2</sub>-Equivalent Emission Intensity Kilogrammes Generated per Unit Revenue**



**Energy Intensity Energy Consumed per Unit Revenue**



**Transport Fuel Intensity Volume Consumer per Unit Revenue**



**Improved customer service**  
**+ improved operating costs**  
**+ improved environmental performance**  
**= a winning combination**

In 2002, CHEP implemented an initiative to optimise the configuration of its network of facilities in the US. This led to a significant reduction in transport distances, improving customer service and environmental performance while reducing operating costs. CHEP is studying its European network to derive similar benefits there.

## **Our businesses and the environment**

### ***CHEP – equipment pooling***

Compared with disposable pallets, pallet pooling significantly reduces the use of resources and waste – an estimated seven million tonnes a year of waste savings in the US alone. CHEP pallets, containers and crates are routinely reused and broken parts recycled for animal bedding, mulch or fuel. In addition to its 240 million pallets, CHEP also operates a pool of some 40 million plastic containers. The pool provides reusable or returnable plastic containers as a substitute for cardboard packaging used to transport fresh fruit and vegetables, so reducing waste by avoiding the need for many thousands of tonnes of cardboard boxes.

CHEP's negative environmental impacts are primarily transport related energy use and GHG emissions. These are being addressed by reconfiguring CHEP's US and European service centre networks to reduce transport distances. Other potential issues – such as adequate facilities to contain contaminated water run-off from cleaning vehicles or rainwater, control of paint spray emissions, and noise abatement – are managed by CHEP's environmental management system. This includes site environmental management plans at all operating sites and ISO14001 certification at key locations.

### ***Cleanaway – waste management***

Cleanaway provides an integrated range of waste management services to its municipal, commercial and industrial customers in the UK, Germany, Australia, New Zealand and Asia. Cleanaway aims to contribute to the welfare of its customers and to the public by managing society's wastes safely, without causing pollution to the environment or harm to human health. To this end, Cleanaway recognises its duty of care and applies a rigorous environmental management system at all sites, in conjunction with ISO14001 certification at selected key facilities. A long established environmental compliance management

structure has ensured that its environmental performance is one of the best in its sector.

The waste management market has become increasingly complex as national and local governments, for which the environment is an issue of mounting importance, raise the level of regulatory control over waste disposal and recycling. Cleanaway is committed to servicing this market with the most sustainable waste management solutions, and with concern for the long-term impacts of its operations.

Increasingly, Cleanaway's customers are faced with legislation mandating recycling, landfill reduction and environmental protection. Cleanaway's response to this legislation has been to invest in advanced recycling facilities, such as those at Rainham, Essex in the UK, and Rostock in Germany, both of which were opened in 2002.

Cleanaway UK has published an environmental report which is available at [www.cleanaway.co.uk](http://www.cleanaway.co.uk). A similar report – planned for publication later this year – will cover Cleanaway's business globally.

### ***Recall – information management***

Recall has operations in more than 200 locations in 23 countries across five continents. Its services cover the management of physical and digital documents throughout their life cycles, from creation to secure destruction. Using highly advanced, web-based technology, Recall manages secure collection, indexing, storage, retrieval, insertion and tracking services, providing customers with rapid accessibility, reliability and consistency and reducing the use of paper. Providing customers with a more space-efficient storage solution contributes indirectly to the environment by reducing material usage. More importantly, Recall also recycles all the shredded paper from its secure destruction service.

Recall has very few negative impacts on the environment, other than those from the

transportation of documents. Local noise and dust abatement and containment of water run-off are addressed by site environmental management plans.

### ***Brambles Industrial Services***

Brambles Industrial Services (BIS) provides a range of support services to heavy industry in Australia, Europe and North America. These include site services, materials handling, task management, customer logistics and maintenance. A main focus of the business is on the steel industry, the metals and coal mining extraction and processing industries, and oil, gas and power generation.

BIS believes that its role has a net positive impact upon the environment, as recycling and scrap handling activities are a key feature of its operations. For instance, BIS in the UK, France and the Netherlands provides metal recovery and slag-processing services, waste oxide recycling, scrap handling and other environmental services.

These operations have significant environmental impacts relating to noise and dust generation, loss of visual amenity and transport-related energy use and greenhouse gas emissions. BIS addresses these by site environmental management plans which are in place at all operating sites. In addition, on many of its sites, BIS operates under the environmental licence of its customer and hence is strictly monitored and controlled. BIS is continuing its move towards obtaining ISO14001 certification at key locations.

### ***Regional businesses***

With the sale of the marine businesses, Brambles has significantly reduced one of its biggest environmental compliance risks associated with marine fuel, bilgewater and tank sludge spills.

**Environmental prosecutions and complaints**

There were two environmental prosecutions involving Brambles during the year, both relating to Jardine Shipping in North Queensland, Australia. A total of 150 litres of marine fuel was spilled in two separate incidents in 2000 and 2001. Brambles pleaded guilty and was fined a total of A\$37,000, with one conviction recorded. Jardine Shipping has since been divested.

Cleanaway UK also received a number of complaints during the year regarding odours from its Pitsea landfill and waste treatment plant. Cleanaway has invested significant resources in addressing this issue and maintained a dialogue with the regulatory authorities at every stage. Actions taken include covering the particular areas, improving the gas extraction system, treating the central lagoon with oxidising agents and collecting and treating leachate.

**Our safety**

Brambles is committed to working safely and applying industry best practice to the health, safety and wellbeing of its employees, customers, suppliers and the communities in which it operates.

**Governance**

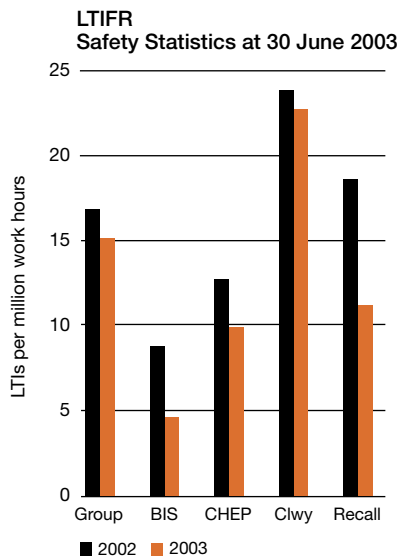
Health and safety issues are the responsibility of the individual business chief executives and each global business has implemented appropriate policies, safety management systems and monitoring and compliance mechanisms. These systems are overseen by the Group Risk Committee.

**Performance**

As a priority over all other aspects of its business activities, Brambles values the health of employees, contractors, customers and the public. Accordingly, most of its businesses operate at lost time injury frequency rates that are significantly better than the relevant industry sector benchmarks. However, Brambles is not satisfied with merely beating benchmarks and remains committed to the goal of zero injuries.

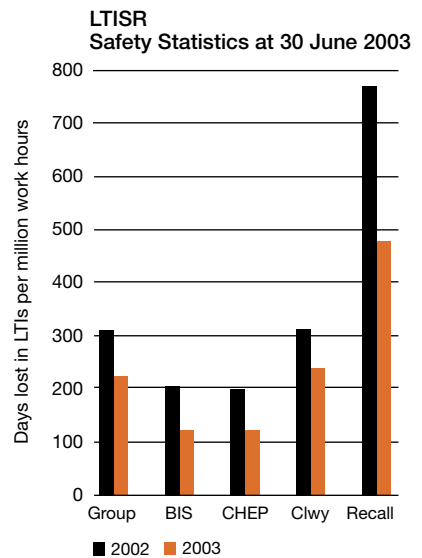
On a Group basis, Brambles' primary safety performance measures are lost time injury frequency rates (LTIFR) and lost time injury severity rates (LTISR). LTIFR measures the number of injuries per million work hours, which result in an employee being absent from work for one or more complete days or shifts; and LTISR measures the number of full days lost due to injury per million work hours.

For the year, Brambles overall achieved an LTIFR of 15.1, an improvement on the previous year's performance of 16.8.



Note: The BIS numbers exclude non-controlled joint ventures and discontinued businesses. Had these been included, a LTIFR of 6.4 would have been recorded which would still have been a 28% reduction compared to 2002.

The LTIFR performance for Brambles is also significantly ahead of the external benchmark of 19.4. This benchmark was calculated as a weighted average of the publicly-available safety statistics that were most relevant to Brambles' mix of industry and occupational exposures.



Encouragingly, each of the businesses and Brambles as a whole are performing better than last year on all safety statistical performance measures. In the year ahead, Brambles will continue to drive improvement through effective safety leadership, line accountability, and behavioural change and awareness programs. For example, the CHEP Global Safe Behavioural Involvement Program has been running for a number of years. In Canada alone, this has contributed to a 67% reduction in LTIFR for the year.

During the year, a Brambles employee in the UK was involved in a road traffic accident that resulted in the death of a member of the public. We express our sincere condolences to the family and friends of the deceased. Driver safety training remains a key component of each business' safety management system.

During the year, Brambles was also prosecuted in relation to six safety incidents. These prosecutions were in Australia and the United Kingdom, and resulted in fines totalling A\$210,000. Having implemented stronger safety management systems, Brambles is confident of better performance in future.

# Case studies

Set out below are examples of ways in which Brambles' businesses are working to improve safety.

## **Cleanaway's awards**

Cleanaway UK won nine National Health and Safety awards in May 2003. The RoSPA (Royal Society for the Prevention of Accidents) Occupational Health & Safety Awards are held annually in the UK and are aimed at reducing lost-time accidents and occupational ill health, by ensuring that organisations have world class health and safety management systems. The awards have helped to reinforce the message that good health and safety is good business and clearly demonstrate Cleanaway UK's commitment to achieve the highest levels of performance.

## **Interlake – success through safety**

The 5-S system is a well known way to increase shop floor tidiness and productivity. The employees at one of Interlake Material Handling's plants have taken this one step further and introduced the 6-S System. Safety, because it is the number one priority of all employees, was added as the first "S" to the standard 5-S System: Safety, Sort, Straighten, Shine, Standardise and Sustain are the six steps. All staff recognise that maintaining a clean and orderly work environment will improve safety and productivity.

For the years 1996–98 the recordable incident rate averaged 16.7 at the plant. For the years 1999–2002 the recordable incident rate has averaged 6.9, a 60% decrease in average incident rate over the last four years. Before 1999, there were, on average, five lost-time injuries per year. By contrast, in the last four years, there has only been one lost-time injury at the plant.

## **Are you getting enough zzzzzzs?**

As the result of an initiative of a night shift supervisor at a CHEP Australia service centre, CHEP conducted a study on the effects of fatigue owing to 24-hour shift patterns. This resulted in national guidelines on sleep patterns, balancing life and work, when to seek help and further information for managers on managing shift workers.

## **Recall – taking a global approach to safety**

The Recall Occupational Health and Safety (OHS) Global Council was formed in 2002 from regionally dedicated OHS teams to design and develop protocols for a consolidated approach to health, safety and environment issues. Its job is to ensure that Recall sets and implements the appropriate global OHS standards that are consistent with Brambles' policies as well as being sensitive to local OHS issues.

To achieve this, Recall's facilities globally undertook a gap analysis to highlight safety issues. From this analysis, an "18 Point Safety System" emerged which incorporates the relevant elements of the ISO14001 environment management system issues.

The opportunities for improvement were then prioritised and the top five were targeted during 2003. These were: Business Risk Management, Safety Training, Safety Management, Safety Reporting and Environmental Compliance. An aggressive focus on these opportunities helped to reduce the frequency of lost-time injuries by almost 40%.

## **Brambles Industrial Services – a forum for safety**

Brambles Industrial Services UK instituted a new Safety Forum in July 2002, the members of which include the Managing Director, other Directors, the Safety Managers and the Union-appointed Safety Representatives. The aim of the Forum is to create and maintain a safe business by achieving zero accidents, eliminating hazards and focusing on health. It is credited with helping to reduce Brambles Industrial Services UK's LTIFR by 37% in 2003, with a further 50% reduction being targeted for next year.

## Our people

Brambles believes in people and teamwork. The enterprising spirit of Brambles' employees is one of its great assets. Employees should be treated justly and fairly and rewarded for their achievements.

Brambles, together with its share of joint ventures and associates, employs approximately 30,000 people worldwide.

### Diversity and equal opportunities

Brambles is an equal opportunities employer. It is committed to developing a diverse workforce and providing a work environment in which everyone is treated fairly and with respect, irrespective of sex, race, sexual orientation, age, disability, religion or ethnic origin. Employment and advancement at Brambles must be based on merit.

Brambles companies employ disabled people and work to develop and maintain active careers for them. If a Brambles employee becomes disabled while in employment and, as a result, is unable to perform their duties, Brambles makes every effort to find them suitable alternative employment and provide retraining.

### Training and career development

Brambles aims to create an environment where everyone is encouraged to give their best and realise their full potential, through the provision of learning and development opportunities. Brambles is keen to advance the skills and careers of its people. This year, a Performance Development Plan has been introduced for managers, which will be extended to all professional staff in the coming year.

At present, KPIs in this area are not measured. Brambles intends to collect data so that, next year, it will be able to report on the number of training hours per employee by business.

### Communications with employees

Brambles ensures that employees have access to company news and developments in strategic direction, to give them the overall context for their role in the organisation. This access may be provided from the business division or from the corporate centre, and may take a variety of forms including e-mails, newsletters and websites, as well as face to face communication.

Brambles' second leadership team conference is planned for October 2003. This will give the senior management team the opportunity to discuss Brambles' financial performance, short and longer term goals and common objectives. There will be a particular focus on customer service at this event.

Brambles consults directly with its people and uses focus groups as a key method to facilitate the flow of ideas and information.

Brambles respects the individual's right to freedom of association. Brambles relates to its employees through both collective and individual agreements, according to local law, custom and practice.

### Grievance procedures

Brambles' people should feel that they can discuss in confidence any problem associated with their employment. They should be able to raise such issues, confident that we will provide a fair, impartial and confidential determination on the issue as quickly as practical.

### Retirement payments

Brambles provides retirement payments and benefits to dependents in accordance with local conditions and good practice in the countries concerned.

### Staff turnover

During 2004, Brambles will begin analysing the composition of permanent staff, into full and part-time, by region within each business. Brambles will also monitor net employment creation and average turnover on the same basis.

## Our contribution to the community

### CommunityReach

Brambles launched its CommunityReach program in Australia and the UK during the year. This program recognises and rewards the efforts of Brambles' people in their communities and encourages others to become involved. It also promotes the value and contribution of community service and volunteer organisations.

From total available funding of A\$500,000 or £200,000, grants were awarded to a wide range of community (not-for-profit) organisations which were nominated by Brambles employees involved in community service.

The categories for grants in the first year of the program were for projects, programs and events in the following areas:

- **Leadership** – to encourage leadership and assist the development of community leaders.
- **Social Welfare** – to assist under-privileged groups within communities.
- **Environment** – to address community environmental issues.
- **Recreation/Community Health** – to promote recreational and health activities within communities.
- **Volunteerism** – where a community relies on the work of volunteers.

Applications and the selection method for this year's grants were independently reviewed and the awarding of grants based on the individual's involvement, the work of the particular organisation and the aims and benefits of the nominated project or event.

## Case studies

### Cancer cure campaign

The spirit of personal involvement embodied in the CommunityReach program was also demonstrated throughout, and supported by, Brambles and its businesses during the year. For example, a number of Brambles employees in Australia took part in the “Shave for a Cure” fundraising campaign in which volunteers submitted to having their heads shaved to raise funds to support cancer research, undertaken by the Australian Leukaemia Foundation.

### Environmental improvement

In Cleanaway, support is geared primarily to environmental programs, including participation in local “clean up” campaigns and in sponsorship of programs aimed at increasing awareness of recycling.

### Supporting indigenous peoples

In May 2003, Brambles Industrial Services signed an agreement with the Ngarluma and Yindjibarndi Foundation in the Pilbara region of Western Australia to fund the education, training and employment of local indigenous people, to support cultural awareness programs and to facilitate business development opportunities. The Ngarluma and Yindjibarndi peoples are the traditional land owners of the Pilbara region.

The first grants were distributed in August 2003 to a broad range of community groups for a variety of worthwhile purposes. These included funding for vital equipment and resources for local emergency and other community services run on a voluntary basis; sporting clubs (especially those where the support will be directed to developing skills in children, and in disadvantaged areas); to promote artistic pursuits and the development of musical skills by providing equipment for community bands; projects relating to the environment, education, health care and medical research; and programs that seek to provide resources, counselling or to encourage self-sufficiency for many disadvantaged members of society.

A total of 55 grants were made in Australia and the United Kingdom. No funding was provided to organisations for the promotion of non-secular or political agendas.

### Other charitable giving and community involvement

In addition to the funds distributed through the CommunityReach program, Brambles also provided direct financial support totalling A\$236,000 (£91,000) to a range of

charitable concerns during the year. A number of multi-year commitments, which had begun before the CommunityReach program was introduced, were concluded. These donations included support for medical research and social programs for children, such as research into genetic disorders and childhood disease; a program to support disabled children entering the school system and another for homeless young people, in addition to an anti-bullying program for children in rural and isolated communities.

### Our support of human rights

Brambles endorses the United Nations Declaration of Human Rights. Brambles respects the human rights of its employees and other stakeholders. In particular, Brambles will not tolerate child labour or forced labour in its own operations or those of its suppliers.

### Our suppliers

Brambles is committed to developing mutually beneficial relationships with its business partners, and to encouraging them to follow business principles similar to Brambles. In particular, Brambles will be fair and honest in its relationships with suppliers and subcontractors, from selection through to payment.

In the next two years, Brambles will begin to take steps to require its major business partners to:

- assess their environmental and social issues and seek to ensure that they share Brambles’ environmental and social standards.
- provide evidence of their systems for ensuring good environmental performance, if they operate in sectors with a high environmental impact.