

LEGAL POLICY

Corporate Social Responsibility Policy

1.0

Our commitment to social and environmental
responsibility.

DATE

25 April 2025

ABN

74 101 234 664

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Introduction

Real World Group is committed to conducting business in a way that is ethical, sustainable, and positively impacts our employees, customers, communities, and environment. As a locally and family-owned Australian business, we recognize that our corporate responsibility extends beyond delivering quality services and products. This policy outlines our approach to corporate social responsibility (CSR) and our commitments across key areas.

Our CSR Vision

To be a leader in ethical business practices, creating positive social impact, and environmental stewardship while delivering exceptional technology and telecommunications solutions that meet the needs of our customers and communities.

Core Values

Our approach to corporate social responsibility is built on the following core values:

- **Integrity and Ethics:** Conducting business with honesty, transparency, and accountability
- **Human-Centric Focus:** Prioritizing the well-being of our employees, customers, and communities
- **Environmental Stewardship:** Minimizing our environmental footprint and promoting sustainable practices
- **Community Engagement:** Contributing positively to the communities where we operate
- **Diversity and Inclusion:** Fostering a diverse and inclusive workplace and society

Our CSR Commitments

1. Child Safety

Real World Group is committed to ensuring the safety and wellbeing of all children. We recognize our responsibility to provide a safe environment for children and have implemented comprehensive child safety policies and processes.

Our Commitments:

- Maintain and regularly review our child safety policies and protocols
- Provide regular child safety training for all staff
- Ensure appropriate screening and background checks for employees
- Promptly respond to any concerns regarding child safety
- Comply with all relevant legislation and regulations related to child protection
- Foster a culture where child safety is everyone's responsibility

2. Domestic and Family Violence (DFV) Support

As one of the first signatories to the DFV Pledge in the telecommunications industry, Real World Group is committed to supporting those affected by domestic and family violence.

Our Commitments:

- Implement and maintain our DFV Action Plan
- Provide support services for employees who are DFV victim-survivors
- Offer training to staff on recognizing and appropriately responding to DFV concerns
- Implement policies that support customers who may be affected by DFV
- Partner with specialist DFV organizations to enhance our approach
- Provide flexible work arrangements and support for employees affected by DFV
- Ensure confidentiality and safety in our systems and processes for those affected by DFV

3. Environmental Sustainability

Real World Group is committed to minimizing our environmental impact and promoting sustainable practices throughout our operations.

Our Commitments:

- Reduce our carbon footprint through energy-efficient technologies and practices
- Minimize waste and promote recycling across our operations
- Consider environmental impacts in our procurement decisions
- Continuously improve our environmental performance
- Promote environmental awareness among our employees
- Comply with all relevant environmental legislation and regulations
- Support initiatives that protect and enhance the natural environment

4. Reconciliation

Real World Group acknowledges the Traditional Owners of the land on which we operate and recognizes their continuing connection to land, water, and community. We are committed to advancing reconciliation with Aboriginal and Torres Strait Islander peoples.

Our Commitments:

- Develop and implement a Reconciliation Action Plan
- Promote cultural awareness and understanding among our staff
- Create opportunities for Aboriginal and Torres Strait Islander peoples within our business
- Engage with Indigenous-owned businesses in our supply chain
- Support Indigenous community initiatives and organizations
- Acknowledge and respect Indigenous cultural protocols in our operations

5. Ethical Business Practices

Ethical conduct is at the core of how we do business. We are committed to operating with integrity, transparency, and accountability.

OUR COMMITMENTS:

- Comply with all applicable laws, regulations, and standards
- Maintain transparent and responsible governance structures
- Implement and enforce our Code of Ethics and Business Conduct
- Foster a culture where ethical behavior is recognized and valued
- Provide mechanisms for reporting ethical concerns without fear of retaliation
- Select business partners who share our commitment to ethical practices
- Regularly review and update our ethical standards and practices

6. Community Investment

As a locally and family-owned business, we are deeply connected to the communities we serve and are committed to making a positive contribution.

OUR COMMITMENTS:

- Support local community initiatives and charitable organizations
- Encourage and support employee volunteering
- Develop partnerships with community organizations that align with our values
- Provide pro-bono or discounted services to selected not-for-profit organizations
- Measure and report on our community impact
- Respond to community needs, particularly in times of crisis

7. Employee Wellbeing and Development

Our employees are our greatest asset. We are committed to providing a safe, inclusive, and supportive workplace where all employees can thrive.

OUR COMMITMENTS:

- Promote workplace health, safety, and wellbeing
- Provide opportunities for professional development and career advancement
- Foster a diverse and inclusive workplace culture
- Recognize and reward employee contributions
- Support work-life balance through flexible working arrangements
- Regularly seek and act on employee feedback
- Provide competitive remuneration and benefits

Implementation and Governance

Responsibility

The CEO and executive team are responsible for the implementation of this policy, with oversight from the Company Directors. All employees share responsibility for upholding our CSR commitments in their daily work.

Reporting and Transparency

We are committed to regularly reporting on our CSR performance to our stakeholders. This includes:

- Annual updates on our CSR initiatives and performance
- Regular communications about our CSR activities
- Transparency about our challenges and areas for improvement

Continuous Improvement

We recognise that CSR is a journey of continuous improvement. We commit to:

- Regularly reviewing and updating this policy
- Setting measurable CSR objectives and targets
- Learning from our experiences and best practices
- Adapting our approach in response to emerging issues and stakeholder feedback

Stakeholder Engagement

We value the perspectives of our stakeholders and are committed to engaging with them on CSR issues. This includes:

- Regular dialogue with employees, customers, suppliers, and community partners
- Seeking feedback on our CSR approach and performance
- Collaborating with stakeholders on shared CSR challenges and opportunities

Conclusion

This Corporate Social Responsibility Policy reflects Real World Group's commitment to being a responsible business that creates value for all our stakeholders while contributing to a more sustainable and equitable society. We believe that by integrating these principles into our business strategy and operations, we can achieve long-term success while making a positive difference in the world.

This policy was approved by the Real World Group Executive Team on 1st April 2025.

Last reviewed: 30 March 2025