

MMSG and Corporate Social Responsibility

As a Top 200 ASX listed company, MMSG acknowledges and embraces its responsibilities as a corporate citizen and the spirit of transparent self-regulation. In 2011 we developed a series of categories that speak directly to the quality of our corporate actions which relate to the environment, the communities in which we operate, and the way we serve our employees and clients. Metrics were established for each category to monitor and report on our performance. The categories are:

- Community Contributions
- CO₂ Emissions
- Responsible Corporate Performance
- Employee Gender Diversity, and
- Employee Engagement & Productivity

These measures are recorded in a Corporate Social Responsibility (CSR) Scorecard which enables us to continually improve our performance over time. The scorecard also provides an accurate baseline for any client wanting to incorporate MMSG's CSR performance as a service provider into their supply chain commentary. The measures currently only include the Australian and NZ operations, however similar metrics from the UK will be incorporated as data becomes available.

The environment is a focus

The company is committed to reducing its carbon footprint in all areas of operation. In financial year 2013/14 our total CO₂ emissions were 3.64 tonnes per employee. We achieved this by:

- making use of video conferencing facilities as an alternative to air travel for face-to-face meetings
- having at least 95% of our 802 employees located in CBD buildings with NABERS ratings of 4.5 or better
- participating in waste reduction practices including paper recycling, water and electricity usage reduction schemes, and
- purchasing only carbon neutral paper for all office use

Staff wellbeing is paramount

MMSG is committed to the wellbeing and development of its staff. We have an eight-person in-house Learning & Development team that conducted **31,698 hours** of training across the group in 2013/14. Health & Safety Committees operate in all office locations with key performance measures forming part of regular Board reports. In financial year 2013/14 we recorded **no lost time injuries** from work-related activity.

Staff also have access to a wide range of health and wellbeing benefits including career break, flu vaccinations, an Employee Assistance Program and company-funded income protection insurance.

A culture of giving

MMSG and our employees contributed **\$250,909** in donations and sponsorship in 2013/14. Our company's Social Clubs have ignited a culture of 'giving' across the enterprise and in 2013/14 staff supported causes including Red Cross, RSPCA, Movember and Everyday Hero.

In Q4 2014, MMSG will launch a human resources initiative that gives every employee the opportunity to volunteer one day a year for a charity or not-for-profit organisation with no impact to their annual leave entitlements. This makes available a potential **802** (FTE as at August 2014) resource days a year for unpaid assistance in the community. MMSG believes this is a practical expression of our corporate citizenship and will report on the activity in our CSR Scorecard from 2015.

CSR Manager

In 2011 MMSG appointed a CSR Manager who is responsible for integrating our CSR activity into our service model and reporting our scorecard to the Group Executive. This senior manager has developed our scoreboard and advocated its development and importance through the business and is available to answer any questions you may have.

Supporting Policies and Frameworks

As a listed company, MMSG operates to a comprehensive list of Board-certified policies and frameworks that ensures our compliance with Australian governance principles and ASX guidelines. Many of these support our CSR goals directly and are freely available. They include our:

- Complaints & Feedback Policy
- Employee Code of Conduct
- Environmental Statement
- Travel & Accommodation Policy
- Parental Leave Policy
- Equal Opportunity and Diversity Policy, and
- Workplace Health & Safety Policy

MMSG CORPORATE SOCIAL RESPONSIBILITY SCORECARD

COMMUNITY CONTRIBUTIONS

	2013/14	2012/13	2011/12
Donations and Sponsorships	\$250,909	\$319,042	~
Company-sponsored staff volunteering	Starts 2014/15	~	~

RESPONSIBLE CORPORATE PERFORMANCE

Taxes paid (\$M)	24.28	26.39	23.05
Dividends paid to shareholders (\$M)	29.06	36.52	31.42
Salaries and related expenses paid to employees (\$M)	81.04	74.24	65.68
Productivity: Revenue/Staff (Index = 100 as at July 2008)	162	156	152.7

CO₂ EMISSIONS

Air Travel (tonnes CO ₂ per FTE)	0.71	0.77	~
Car Fleet (tonnes CO ₂ per FTE)	0.49	0.45	~
Electricity (tonnes CO ₂ per FTE)	2.44	2.44	~

EMPLOYEE STATISTICS

Full-time Employees	793	804	730
Engaged Employees as at annual survey	No survey	84%	80%
Staff Turnover	26.29%	25.59%	29.46%
Absenteeism	4.02%	3.84%	4.05%
Staff Training & Development	31,698 hrs	36,090 hrs	36,698 hrs
Lost Time Injury Frequency Rate (AS1885.1-1990)	Nil	3.7	3.1

EMPLOYEE GENDER DIVERSITY

	M	F	M	F	M	F
Total %	47	53	52	48	52	48
Senior Management %	82	18	85	15	83	17
Board %	100	~	100	~	100	~