



*Ventura* Since 1924



# ESG REPORT

Ventura's Environmental, Social and  
Governance Impact Report for 2022 - 2023



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***Ventura*** *Since 1924*





# About Ventura

In 1924, a Victorian farmer and war veteran named Henry Cornwall purchased a bus and commenced transporting customers between Box Hill and Spencer Street station. This marked the inception of Ventura on December 24th, 1924. Today, Ventura stands as a fourth-generation Australian family-owned company, proudly holding the title of Victoria's largest bus operator and charter coach operator. With an impressive workforce of over 1,800 employees and a fleet of more than 900 buses, including our 27 zero-emissions vehicles, we remain committed to providing sustainable transport solutions, with plans to expand our eco-friendly bus fleet in the future.

Annually, we transport over 42 million customers and hold accreditations with Bus Safety Victoria, ISO9001, ISO14001 and ISO45001, emphasizing our dedication to safety and quality service. Through our 12 strategically located depots, we efficiently serve our customers at the local level. Apart from government contracts and route services, we are a major provider of bus charter services in Victoria, catering to approximately 150 schools, facilitating student transportation to, from, or between campus locations, along with organizing numerous school camps and excursions each year. Regardless of the scale, Ventura prioritizes unwavering dedication and safety for all our customers.

Beyond school services, we extend our transport offerings to major events across Victoria, such as Vine-hop, as well as catering to smaller events like weddings and private tours. Our commitment to safety and top-notch service is a hallmark of all our charter services. As we eagerly anticipate our Centenary in 2024, the Ventura team is brimming with excitement, driven to continue evolving and meeting the diverse travel needs of Melbournians.

Ventura acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, water and community.

We pay our respects to the people, the cultures and the elders past, present and emerging.



**42 Million**  
Annual Passengers

**12**  
Depots

**93%**  
On time Running

**\$320m**  
Annual Revenue

**100%**  
Reliable Service

**1,800**  
Employees



**900**  
Buses



# Ventura's Mission and Values

Our mission extends to all twelve of our depots, where we commit to provide our valued customers across Victoria with dependable, safe and reliable transport services.

Through relentless dedication to innovation and customer satisfaction, we constantly raise the bar for ourselves and our industry. Our commitment to sustainability and resilience is at the heart of everything we do, ensuring that we not only meet the needs of our customers today, but also leave a lasting positive impact on the world for generations to come. We value our people. We take care and take responsibility.



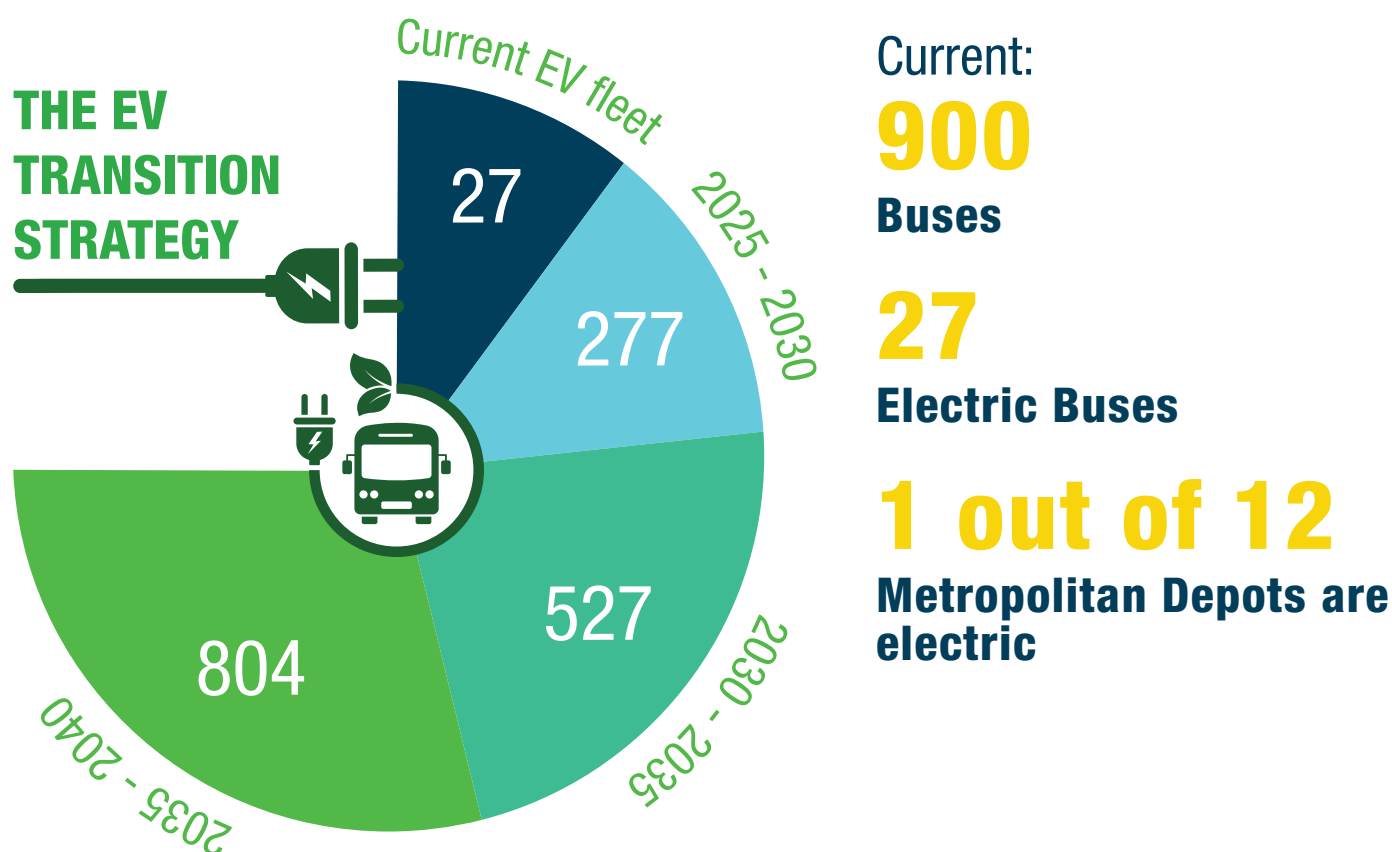
Ventura is Victoria's largest bus operator with 12 depots and a fleet of over 900 buses. Ventura has been a family-owned and operated business since it was founded in December 1924. Over time, Ventura has established itself as a trusted government partner, covering a large proportion of Melbourne metropolitan bus routes under its current Metropolitan Bus Services Contracts (MBSC). Ventura also provides charter bus services servicing several schools and other private clients.

At Ventura, we have always strived towards a more sustainable and responsible future. As we continue to evolve as an organisation, we are proud to share our practices and values with our stakeholders.

As one of the industry leaders operating in Victoria, Ventura is constantly adapting to meet the needs of customers, employees, and communities. As we navigate the ever-changing global landscape, we recognise the critical role businesses play in addressing environmental challenges, promoting social equity, and upholding strong governance practices.

The decision to transition to ESG reporting is not merely a response to external pressures; it is a conscious choice to be proactive in our responsibility as a corporate citizen. We firmly believe that incorporating these values into our core business practices will not only drive sustainable growth but also create long-term value for all our stakeholders.

To ensure the utmost credibility and authenticity in our ESG reporting, we will align our disclosures with internationally recognised frameworks such as the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). Furthermore, we will explore opportunities for third-party verification and engage with ESG experts to improve our practices continually.



# Message from the CEO

## A Journey to Sustainability

I am proud to share Ventura's Environmental, Social and Governance (ESG) Impact Report for 2022.

Over the past century, Ventura has been an integral part of Victoria's public transport landscape, connecting communities, businesses, and individuals across the region. Our commitment to excellence and innovation has allowed us to adapt to evolving needs while continually reducing our carbon footprint and enhancing the well-being of our passengers, employees, and the broader community.

Ventura is aligned with The Government's ambitious goal of net-zero emissions by 2045. I am particularly thrilled to highlight our recent milestone – the transition to zero-emission buses at our Ivanhoe Depot. By purchasing 27 Electric Buses to annually transport over 40 million Victorians in effort to significantly lower emissions, complementing our shared objective. Ventura is enthusiastic about this transformation and sees it as a catalyst for a stronger, more sustainable bus industry.

We wholeheartedly support the Victorian Government's call for collaboration from all stakeholders, emphasizing that the success of this transition hinges on our collective effort to forge a sustainable and efficient bus network that benefits passengers, communities, industry, and the environment alike.

Furthermore, Ventura's dedication to social responsibility extends beyond our buses and into the communities we serve. We have supported local initiatives, engaged in philanthropic efforts, and prioritized passenger safety and inclusivity, making public transportation accessible and welcoming for all.

This report not only highlights our achievements but also underscores our continued dedication to making a positive ESG impact in the public transport industry. We are inspired by the challenges and opportunities that lie ahead and remain steadfast in our mission to provide sustainable, efficient, and community-focused transport solutions.

As we embark on our next century of service in Victoria, I want to express my gratitude to our employees, partners, and the communities who have been part of our journey. Together, we will continue to shape a brighter, more sustainable future for public transportation in Victoria.

Andrew Cornwall





Ventura

100%  
ELECTRIC

EMERGENCY EXIT

PT>

Since 1924  
*Ventura* ZERO  
EMISSIONS BUS

Dependable, friendly and sustainable bus services

Wear a face mask while travelling



# Governance and Business Ethics

Ventura has achieved certification for its Integrated Management System (IMS) to ISO 45001:2018 Occupational Health and Safety Management, ISO 9001:2015 Quality Management System and ISO 14001:2015 Environmental Management Standards. The IMS offers Ventura a comprehensive framework to optimise processes, ensure compliance, enhance performance, and achieve sustainable success.

Ventura has a comprehensive system to manage Health, Safety, Environment and Quality, including a system of policies, governance structures and procedures for training employees, identifying risks with managing and reporting HSEQ-related incidents.

Ventura's Code of Conduct together with Ventura's values offer guidance for employees around ethical responsibilities. This sets out requirements around conflict of interests, gifts and hospitality, and confidential information.



## Grievance procedure

Ventura's Investigation of Grievance procedure sets out the equitable processes for lodged grievances and for when an investigation is required in relation to employee lodged or supervisor alerted unacceptable workplace behaviour and standards, or possible breaches of Ventura policies. Such grievances are investigated by a relevant supervisor, unless circumstances of the grievance are not considered appropriate in which case the HR Manager investigates the matter.

## Whistleblowing policy

Ventura offers a whistleblowing channel to its current and former employees, suppliers and other stakeholders through which anonymous complaints and grievances can be raised. All claims are considered, and material matters investigated complying with the legal obligations and related actions are reported to the Managing Director, Chief Financial Officer and the Ventura Board of Directors.

## Supply chain management

Ventura are progressing implementing a supplier form to identify ESG risks with new suppliers. Locally manufactured content in procurement associated with government-contracted buses is the key ESG-related supply chain factor and as a result, Ventura considers procurement from local suppliers for bus bodies and parts where possible. Ventura also has initiatives to increase their social impact through their procurement from First Nations-owned businesses as discussed in Local Procurement section.



# Transition to Zero Emission Buses (ZEB's)

Journey to zero emissions with electric buses,  
a sustainable fleet!

At Ventura we care about Victorians and the environment we live and work in. We have been leaders in the use of environmentally friendly fuels for decades, with our 100% renewable ethanol powered buses having been on the road for over 20 years.

**27 out of 52**  
**ZEBs being trialled**

As part of the National Electric Vehicle Strategy, outlined in ZEB Transition Consultation Paper the Australian Government has joined the international Zero-Emission Government Fleet Declaration which marks Australia's aspirations to procure 100% zero-emissions vehicle classes (light, medium and heavy-duty) for the Government fleet by 2045. The Victorian Government's Zero Emissions Vehicle (ZEV) Roadmap includes a target for all public transport bus purchases to be ZEVs from 2025.

Working in partnership with the Victorian Department of Transport and Planning, we have transitioned one of our depots at Ivanhoe to operate only ZEB's. The first tranche of 13 ZEBs entered service in March 2023, with 14 further ZEBs expected to be in service by early 2024.

Ventura procured its ZEB chassis' from BYD. BYD is a leading global ZEB producer and has an established supplier relationship with Volgren, who produce Ventura's bus bodies locally. By procuring chassis and bus bodies from leading suppliers, Ventura benefits from greater cost efficiencies and access to best-in-class product. Zenobe, an energy equipment and solutions company from the UK developed the infrastructure and the telematics required to charge and operate the ZEB's efficiently at the Ivanhoe depot.

Ventura is well-positioned to meet the Victorian government's Zero Emissions Bus Project by 2030 and the mandate to have all buses purchased to be electric from 1st July 2025. With this being a major part of Ventura's strategic plan to mitigate the impact of climate change.





# Ventura's Carbon Footprint: A Decade long Journey

Ventura has measured and tracked its scope 1 and 2 emissions and energy consumption since 2013 in compliance with the National Greenhouse and Energy Reporting (NGER) Act. More than 96% of Ventura's scope 1 emissions are from diesel consumption. As ZEBs increasingly enter the fleet, it is expected that diesel consumption and scope 1 emissions will decrease.

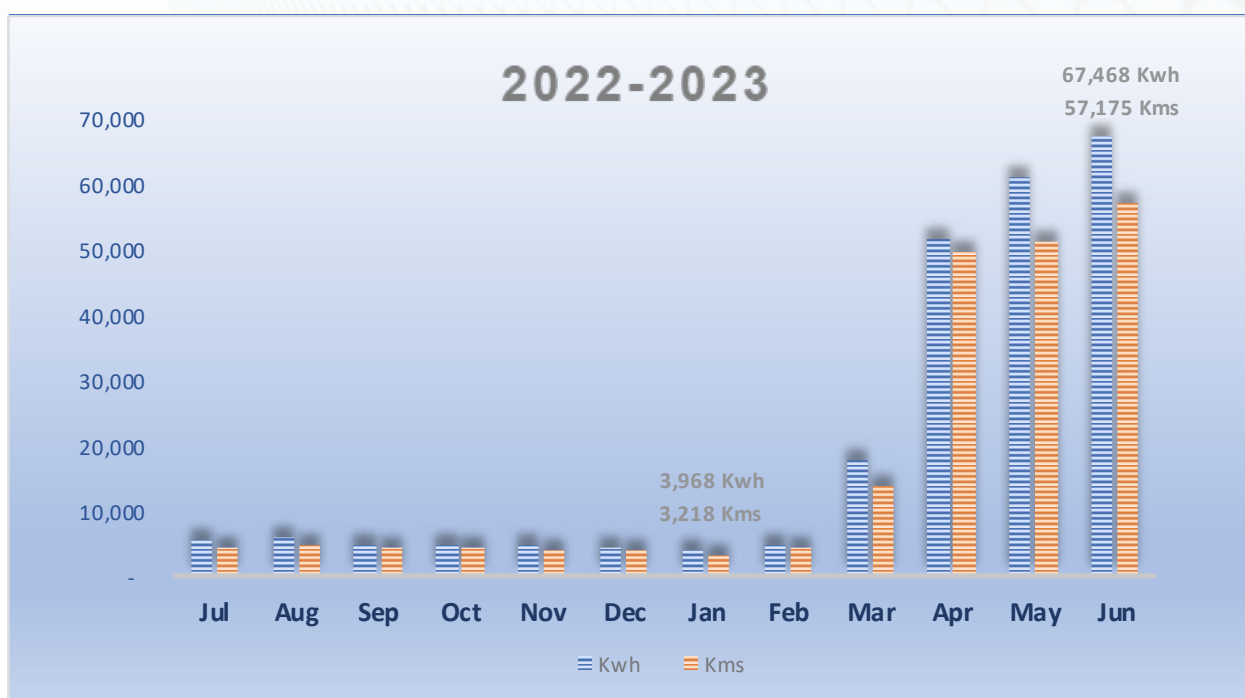
Greenhouse Gas Scope 1 and Scope 2 Emissions 2013-2023



# Electricity Usage: Replacing Diesel Fossil Fuels

## FY23 Ivanhoe Depot Electricity Usage

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Ma	Apr	May	Jun
Kwh	5,513	5,718	4,819	4,537	4,537	4,305	3,968	4,629	17,693	51,491	61,006	67,468
Kms	4,482	4,574	4,154	4,189	4,106	3,770	3,218	4,200	13,810	49,592	51,008	57,175



*The transition from diesel to green electric energy, starts at our Ivanhoe depot.*

*This trial will pave the way for us to have confidence in purchasing the correct equipment to fit our remaining 11 depots, in time for the transition for all new buses to be zero emission from 2025.*

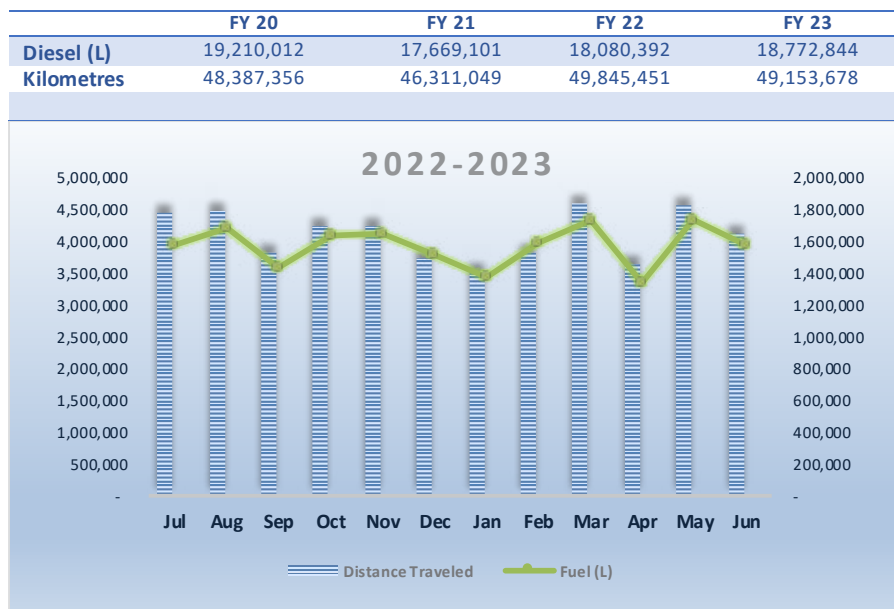
*We're proud to be working with the state government to lead the charge towards a cleaner, more sustainable bus system in Victoria. By working together, we can make a real difference in reducing greenhouse gas emissions for a sustainable future for all Victorians.*

**Andrew Cornwall**



# Fuel Consumption

The total fuel consumption for each month gradually increased from Jul-22 to May-23, with a slight drop in Jun-23.



# Electricity Consumption

Ventura electricity consumption increased 10% compared to prior year. This is due to 50% increased consumption at Ivanhoe due to the ZEB transition. It dropped drastically from July to Sep 2022 then becoming steadier during the summer months and then rising from February onwards as winter months approach. The maximum recorded was in July 2022 and minimum in January 2023.



# Gas Consumption

The purchased gas consumption (non-vehicle) recorded across our four depots Moorabbin, Monbulk, Oakleigh and Dandenong.

	FY 20	FY 21	FY 22	FY 23
MJ	692,393	636,707	613,060	689,762



# Water Consumption

Water Consumption has reduced over the last couple of years but there is a 74% reduction in purchased water due to the introduction of grey water recycling at our depots.

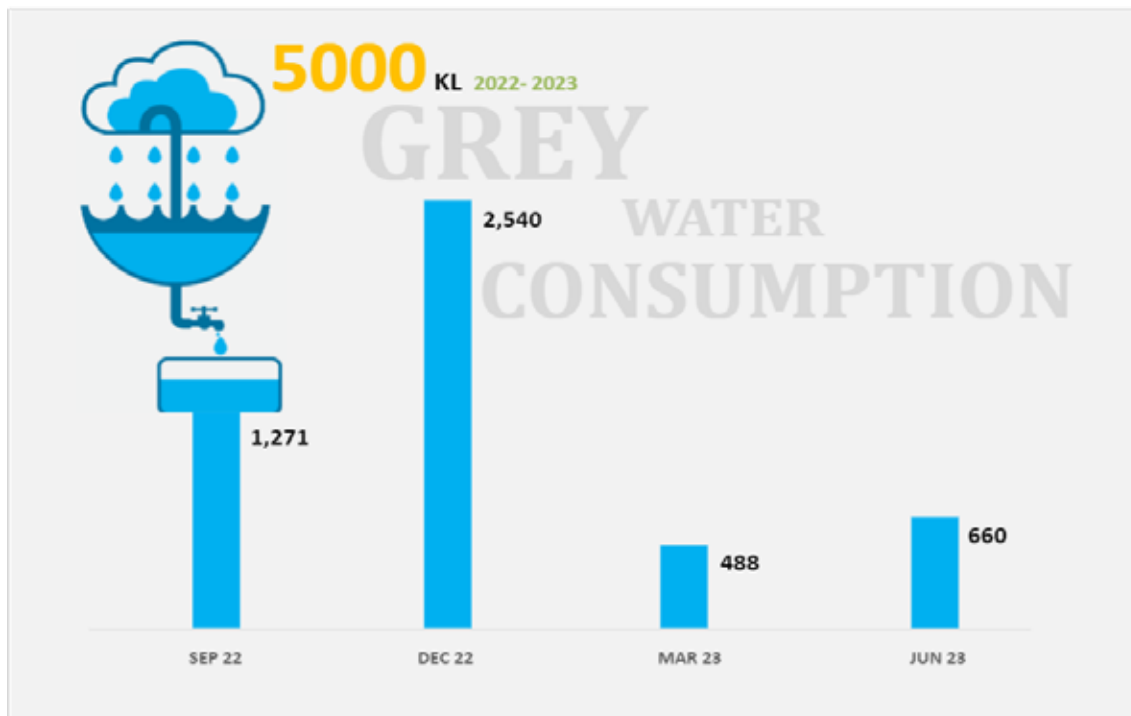
	FY 22	FY 23
KL	11,093	11,236





# Renewable Water

In order to decrease water consumption, Ventura installed rainwater tanks primarily for bus washing purposes. This initiative has resulted in a noticeable reduction in purchased water usage. In Financial year 2023 almost 5,000 KL of water came from rainwater tanks to reduce water consumption across our depots.



## Waste and Recycling

Most of the waste comes from buses that are scrapped when they have reached retirement age. They are disposed of responsibly by following the ISO 14001:2015 compliance. All parts are either sold to the recyclers or reused.



# Health Safety and Risk Management

At the heart of Ventura's business strategy lies a commitment to customer, employee and contractor health and safety. Our dedication is reflected with our priority key performance indicators ensuring safety and high-quality service to our customers every day.

To mitigate hazards and risks, Ventura has a Risk Management system in place where employees are encouraged to report any hazards they find in their workplace. In addition, regular HSEQ inspections are undertaken, and annual Risk Management workshops are facilitated.

Ventura investigates any incidents involving the safety of its passengers, employees and contractors in a timely manner and identifies and implements corrective action to prevent incidents from re-occurring.

## Environmental incidents

There have been no major incidents requiring Environment Protection Authority or local council notification in the last 12 months. There have been no major environmental incidents in the last 10 years that would have led to financial sanctions or fines.





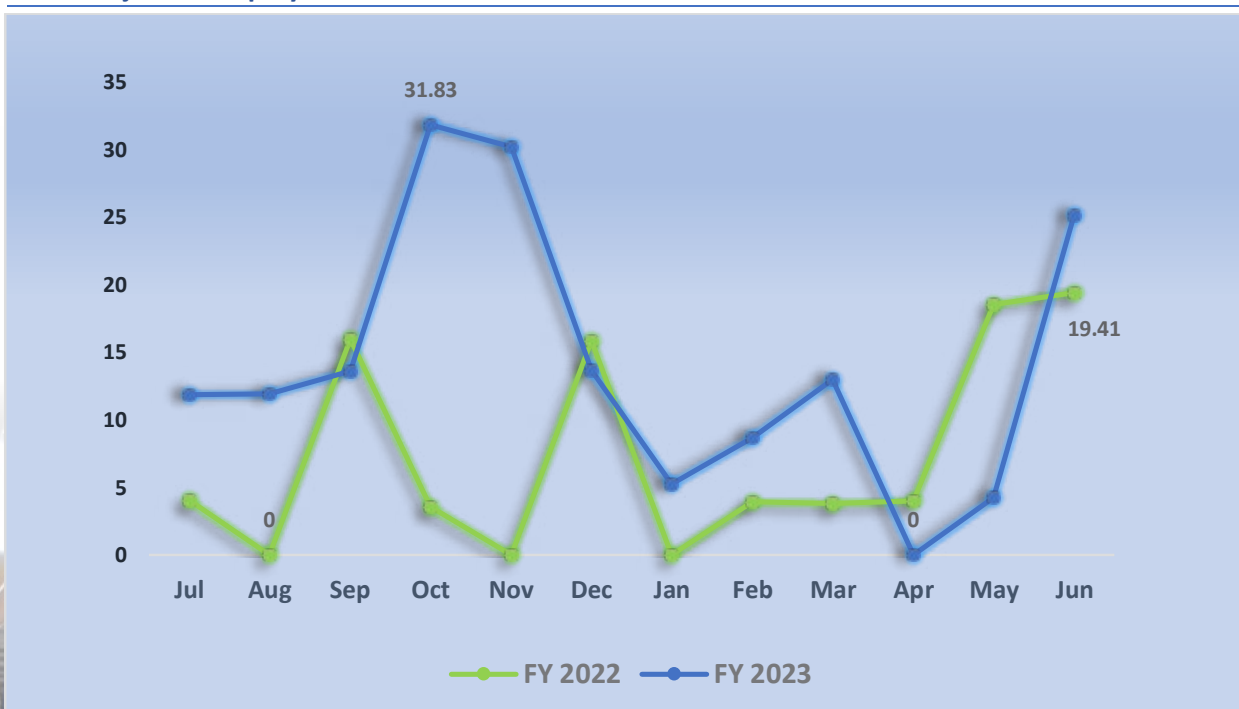
# Safe Work and Health

Ventura's top priority is the safety and well-being of its employees, customers and contractors.

Overall, Ventura's lost time injury frequency rate (LTIFR) has decreased between FY20 and FY22 below industry average\*, however, has increased above industry average for FY23. Ventura LTIFR includes all LTI's, both compensable Workcover claims and non-compensable.

\* Industry benchmark rate using LTIFR calculator from Safe Work Australia (Industry – Transport, Postal & Warehousing, Road Transport, Road Passenger Transport). This rate only includes compensable Workcover claims.

	FY 20	FY 21	FY 22	FY 23
<b>Fatalities</b>	0	0	0	0
<b>Employee LTIFR</b>	8.40	6.65	7.43	14.11
<b>LTI</b>	26	22	24	42
<b>Total Injuries: Employees</b>	92	74	87	94



# Social Impact and Initiatives

We have also donated 4 buses and trained female drivers to go to Port Moresby for the United Nations' Women's Meri Seif Buses program in Papua New Guinea, so female residents can travel on female only buses without the fear of violence. We have also sent a bus to Pacific Island Kiribati Centre for Children with Special Needs to transport students safely to school.

Some of Ventura's social procurement activities:

## SALVATION ARMY

Ventura is proud to collaborate with the Salvation Army to provide essential training to their staff for handling situations involving intoxicated, drug affected, or sleeping passengers. This partnership reflects our focus on enhancing passenger welfare, this enables the community to have necessary skills and knowledge to handle challenging scenarios with compassion, empathy and professionalism.

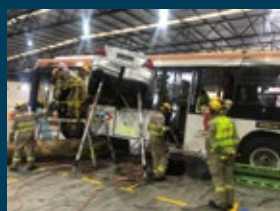
## LIFT THE LID

Sponsorship of Sorrento Rotary's "Lift the Lid" mental health walk in 2022 and 2023.



## FIRE RESPONSE TRAINING

Donated Buses to Fire Response Unit for critical incident management.





# Empowering Customers

At Ventura our customers are empowered by, providing responsive services and on-demand travel options to better suit them. To achieve this, they can access live bus tracking in order to prioritize and plan their journey easily.

Ventura have given clients with different abilities, from Wallara the opportunity to join the workforce and work on the cleaning of buses.

We have a consistently high-performing on-time running and reliability metrics and an upward trend in positive customer feedback.

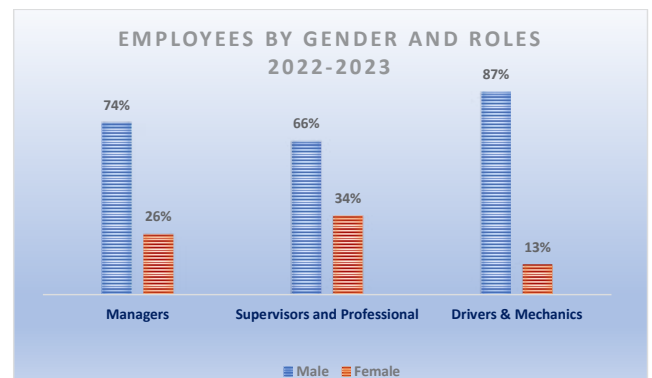
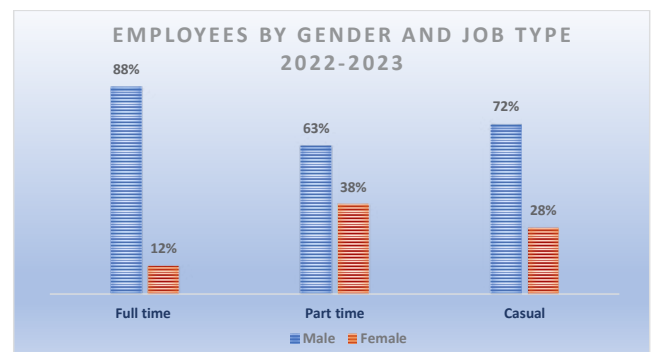
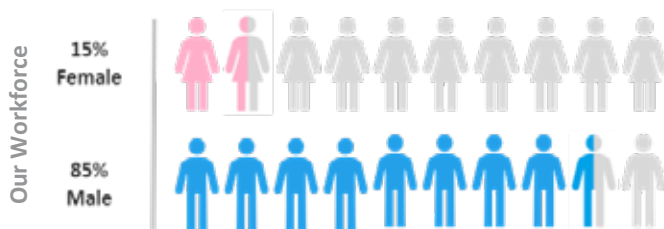


# Diversity, Equality and Inclusion

As a fourth generation Australian Family company we hold our family values very strongly. Our investment in recruiting apprentice mechanics and young trainees is significant. We recognise the value in being a diverse workforce.

We have a commitment to improve our gender imbalance by increasing our female driver workforce from 15% to 25% in the short term. Our Women at the Wheel open day programs give our female applicants a chance to chat to other established female drivers and hear about the great careers we offer.

Ventura has developed an Accessibility Action Plan as an important step to embed our commitment to provide inclusive, fair and safe workplaces, and travel for those with a disability or individual accessibility needs.



## Accessibility Action Plan

In Addition to offering bus services that cater for people with special needs, all of Ventura's route busses and special school buses are wheelchair friendly to cater for requirements of the Disability Discrimination Act.

- Reducing barriers to persons with a disability accessing goods, services and facilities.
- Reducing barriers to persons with a disability obtaining and maintaining employment.
- Promoting inclusion and participation in the community of persons with a disability.

Achieving tangible changes in knowledge, attitudes and practices which discriminate against persons with a disability.



# Uplifting Local Industry and Community

## First Nations Procurement

Ventura is increasing its social impact through targeted spending with First Nations businesses. As part of this initiative, Ventura has partnered with Kinaway, who assists Ventura with identifying First Nations-owned businesses to partner with.

More than 80% of our spending is allocated to local suppliers demonstrates Ventura's dedication to enhancing the local business ecosystem. This high percentage of spending means that most of the company's resources are channelled back into the community, contributing to the economic prosperity of the region.

**87%**

**Total local procurement**

Investing in local contractors and suppliers offers several advantages like boosting local economy and creating jobs within the community, reducing environmental impact by shorter transportation distances within the supply chain. We are actively involved in strengthening the community ties by supporting local businesses through collaboration and support. Our quality and accountability with local procurement allows for closer oversight and easier communication, leading to improved product or service quality.

Description automatically generated local suppliers are well-versed in local regulations and standards, ensuring compliance and reducing legal and logistical challenges. Ventura's commitment to support the local economy has greatly enhanced its reputation among consumers, fostering goodwill and positive brand perception.

For ZEB, Ventura has selected locally produced chargers and bus bodies to fulfil government compliance. Even with chassis imported from overseas, the composition of the buses is 62% local content and represents approximately 90% for Diesel buses.

Ventura shareholding is an Australian family business that re-invests substantially to the local economy.

## Apprenticeship and Training programs

### Safety Training at Ivanhoe

To ensure safety management for Electric Vehicles, Ventura has conducted training sessions for its workforce and collaborated with the local fire service with the aim to equip both personnel and emergency responders with the necessary skills to mitigate potential risks associated with the batteries.

Ventura consistently excels in its operations, emphasising performance by investing in the growth of its workshop, depot, and driver workforce through focused upskilling and comprehensive training. This proactive approach is evident in preparations for the Ivanhoe Zero-Emission Bus (ZEB) trial, where Ventura provides training for depot workers and drivers, enabling experienced staff nearing retirement to continue contributing while receiving essential training. This effort covers 100% of younger workers, equipping them with skills tailored to the ZEB Ivanhoe fleet's demands.

# Information privacy and Cyber security

Ventura holds both customer and employee information in high regard, valuing data privacy as a cornerstone over the years. Our commitment to cybersecurity is exemplified by the integration of the Australian Signals Directorate's essential 8 framework and National Institute of Standards and Technology into our security management practices.

In 2022, Ventura has advanced its Information Security Management System by conducting a comprehensive company-wide Risk Assessment. These endeavours show our commitment to ensuring the utmost protection across all facets of our operations.



## Future planning and development

Ventura's strategic focus for ZEB depot upgrades is to transition our depots to ZEB depots over time. As we transition to a ZEB fleet, this reflects our commitment to phasing out diesel buses in favour of sustainable and environmentally friendly bus fleet.





# Appendices

**Data Privacy Policy**

**Quality Policy**

**Environment Managment System Policy**

**OHS Policy**

**Code of Conduct**

**Gift Disclosure Policy**

**Modern Slavery Policy**

**Whistleblowing Policy**



*Since 1924*  
**Ventura**



# V100

