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# Environmental, Social and Governance Report 2023

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January 2025

PUBLIC



Dampier Bunbury  
Pipeline





# **Environmental, Social and Governance** Report 2023



Dampier Bunbury  
Pipeline



Multinet  
Gas Networks



Australian  
Gas Networks

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### Acknowledgement of Country

Australian Gas Infrastructure Group acknowledges the Traditional Custodians of the lands upon which we live and operate, and we pay our respects to Elders past, present and emerging.

We recognise Aboriginal and Torres Strait Islander peoples' historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.



DBP operates Western Australia's principal gas transmission system the Dampier to Bunbury Natural Gas Pipeline. Australian Gas Infrastructure Developments (AGID) operates unregulated transmission pipelines, gas processing, storage and small quantities of native gas production in Western Australia and the Northern Territory.



MGN operates gas distribution infrastructure in Victoria.



AGN operates gas infrastructure (distribution and transmission pipelines) in Victoria, South Australia, Queensland, New South Wales and the Northern Territory. It also owns and operates Australia's largest renewable hydrogen production facility, Hydrogen Park South Australia with additional renewable hydrogen facilities under development in Queensland and Victoria.

# We are Australian Gas Infrastructure Group (AGIG)

## One of Australia's largest gas infrastructure businesses and a leader in renewable gas.

We deliver gas to two million customers across every Australian mainland state and the Northern Territory, through 35,000km of distribution networks, 4,300km of gas transmission pipelines and utilising 60 petajoules of gas storage capacity with small quantities of native gas production.

We own and operate infrastructure that delivers gas to Australian homes, businesses and communities; and deliver and store gas that supports the Australian economy for power generation, mines and manufacturers.

As a business, we are taking active steps towards sustainable gas delivery. In 2021, we delivered Australia's largest renewable hydrogen production facility: Hydrogen Park South Australia, and

during 2023 we started development of two further facilities, Hydrogen Park Gladstone and Hydrogen Park Murray Valley.

Our work towards a low carbon future extends beyond renewable hydrogen production. We are also working with our customers and stakeholders to deliver infrastructure solutions to lower emissions, including biomethane facilities, and have begun exploring the potential for carbon capture and sequestration solutions.

Our Vision is to be the leading gas infrastructure business in Australia. We will achieve this by Delivering for Customers, being A Good Employer and being Sustainably Cost Efficient.

Central Military Dragons are native along the route of our lateral Fortescue River Pipeline



The science of climate change is well accepted and shows that greenhouse gases are increasing, leading to rising temperatures across the globe.

## Climate Change

We are responding and taking active steps towards sustainable gas delivery today and for tomorrow.

We are committed to delivering on our Low Carbon Vision and helping Australia meet its net-zero targets.

## Our Connection to Country

AGIG is committed to respectfully operating on Country and with our communities. We seek to learn and evolve to ensure we continue to build on our strong relationships with our customers and communities where we operate.

We have been working with Yorta Yorta artist Karen Briggs to illustrate our role in delivering energy as a key element of life in these communities. Karen describes her work below.

“This artwork shows AGIG’s connection to Country with elements of hills, sky, wind and vegetation in the background along with water flowing through the landscape to represent the journey of life and renewal, as it travels across the country.

Energy travels through the networks and pipelines weaving across country, connecting to communities across Australia.

The sun and wind are represented as part of this cycle by providing energy to the four large circles which represent the process of making renewable and carbon-neutral gas.”

### Karen Briggs

Elements on our Connection to Country artwork are used throughout this ESG Report, with the full artwork shown on the cover of our Reconciliation Action Plan, page 63.



Karen Briggs  
First Nations Artist

### Artist Background

Karen Briggs is an illustrator, graphic and digital designer and contemporary First Nations artist. She is a Yorta Yorta woman whose ancestral homeland radiates from the junction of the Goulburn and Murray Rivers in Northeast Victoria. She has a Bachelor of Design from the University of South Australia and a Diploma in Applied Design (Multimedia) at TAFE SA. Karen has been living in the Adelaide Hills for many years, which inspires her in drawing themes from nature, recalling vivid memories of time spent with her Grandmother on Country.

AGIG has over two million customers across every Australian mainland state and the Northern Territory, 35,000km of distribution networks, 4,300km of gas transmission pipelines and 60 petajoules of gas storage capacity.

We own and operate Australia's largest renewable hydrogen production facility with more renewable projects under development.



We deliver gas to more than two million customers across every Australian mainland state and the Northern Territory.

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Our assets traverse some of the most diverse and sustaining landscapes in the world - from Whadjuk, Wurundjeri, Nhuwala and beyond - and we recognise that these lands have been in the custodianship of Australia's First Nations peoples for tens of thousands of years. We treat the land and its Traditional Custodians with respect, acknowledging its cultural significance.

# Our Business

## LEGEND

- AGN Distribution Networks ●
- MGN Distribution Networks ●
- DBP Transmission Pipelines —
- Gas Storage ●
- Operational Hydrogen Facility ●
- Hydrogen Facility Under Development ●
- AGN Transmission Pipelines —

*Assets in the dotted box are Australian Gas Infrastructure Holdings Assets.*

Ningaloo Reef. AGIG's Aerial Surveillance team transit along the Ningaloo coast and around Onslow and Exmouth as part of the monthly 'Northern Flight' route.

## Western Australia

- 59 shippers
- 470,860TJ delivered in 2023
- Transmission 2,337km
- 60PJ gas storage

## South Australia

- 480,223 customers
- 28,731TJ delivered in 2023
- Distribution 8,432km
- Transmission 479km

## Victoria

- 1,466,104 customers
- 99,122TJ delivered in 2023
- Distribution 21,951km
- Transmission 501km

## New South Wales

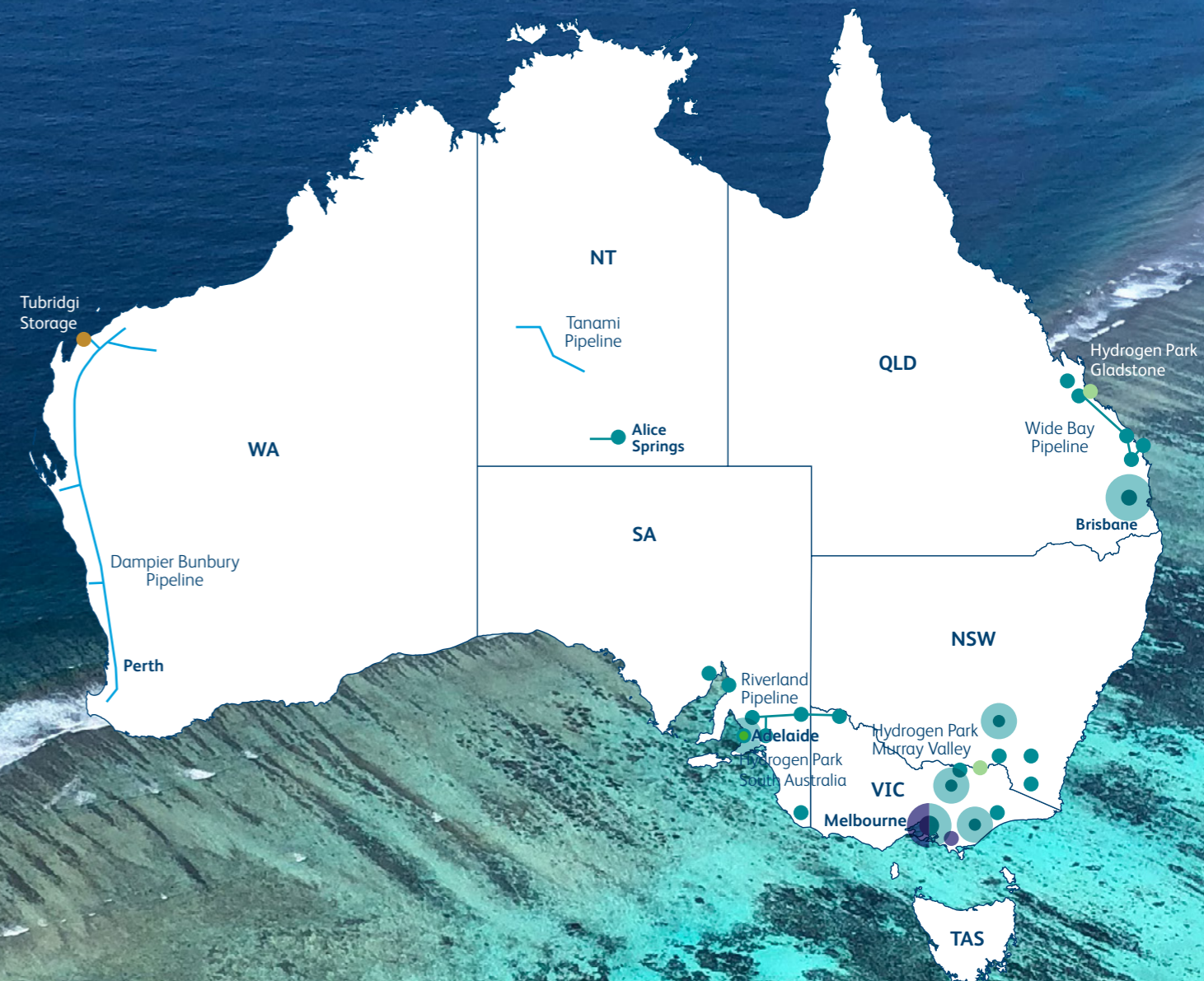
- 63,109 customers
- 5,079TJ delivered in 2023
- Distribution 2,055km
- Transmission 84km

## Queensland

- 111,375 customers
- 5,983TJ delivered in 2023
- Distribution 3,307km
- Transmission 314km

## Northern Territory

- 1,170 customers
- 1,169TJ delivered in 2023
- Distribution 39km
- Transmission 601km

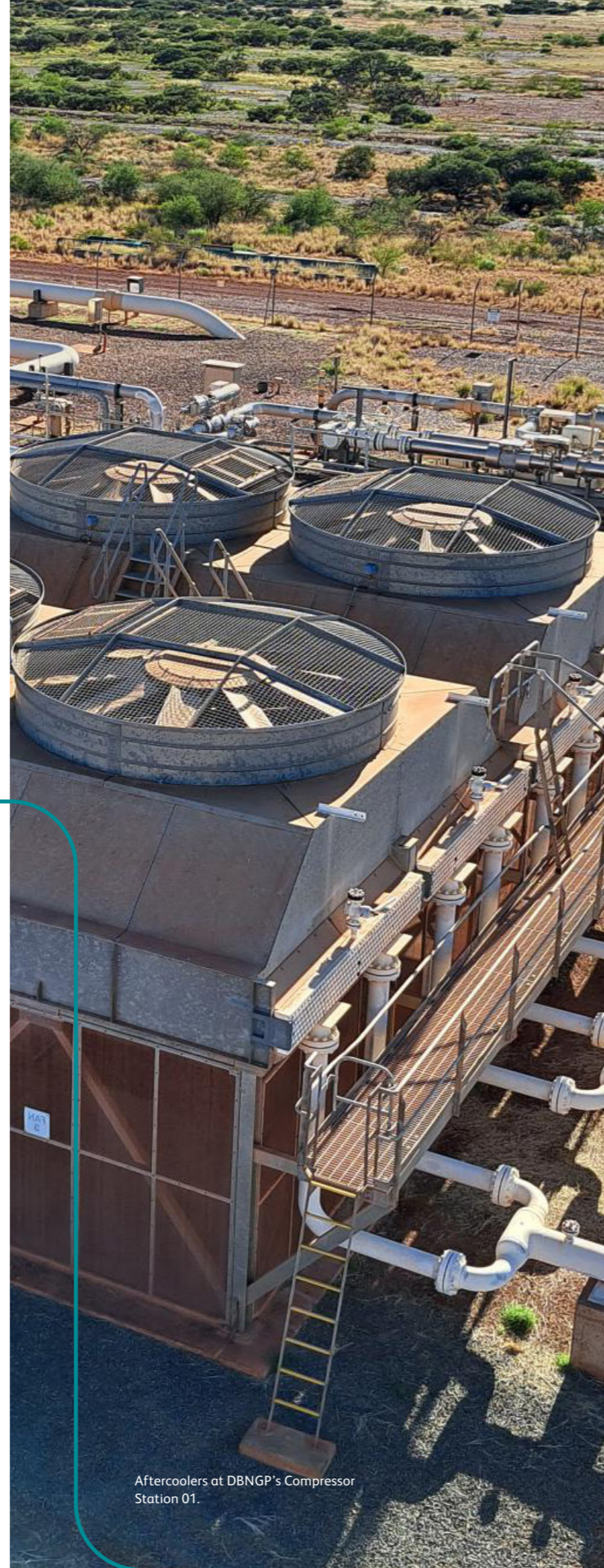


# 2.1+ million

## Distribution customers as at 31 December 2023

VIC (MGN)	722,843
VIC (AGN)	743,261
SA	480,223
QLD	111,375
NSW	63,109
NT	1,170
<b>TOTAL</b>	<b>2,121,981</b>





Aftercoolers at DBNGP's Compressor Station 01.

We deliver for customers across the gas supply chain serving the needs of producers, major energy users, residential and business users.

# Our Role in the Gas Industry

## AGIG's Services

Our **transmission pipelines** deliver gas from processing facilities across Australia to the end users where it is used for power generation, mineral processing, manufacturing and distribution networks.

Our **Tubridgi gas storage** facility provides gas producers and gas users with the ability to insure against outages and boost energy security. In addition to storing third party gas, a small amount of native gas is produced and sold to the market. Carbon capture and sequestration potential at the facility is also being investigated.

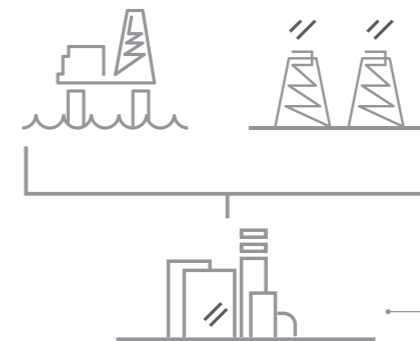
Our **power generation facilities** provide power at our sites in some of the most remote regions in Australia.

Our **distribution networks** deliver gas directly to customers through underground pipes, providing essential energy for hot water, heating, cooking, business and industry.

Our **renewable gas facilities** produce renewable hydrogen to blend and supply within our existing networks. We have one renewable hydrogen production facility online and two under development, expected online in 2024 and 2025. Further renewable hydrogen and biomethane projects are in earlier stages of development.

We maintain and read over **2 million gas meters** at homes, businesses and industry across Australia.

## Gas Supply Chain



**Production and processing**  
Onshore and offshore gas fields are drilled to access gas reserves and gas is processed to specification.

**Transmission**  
Transmission pipelines are high-pressure pipelines which carry gas from the gas fields/processing plants to markets. At the end of transmission pipelines pressure is reduced before it enters the distribution network.

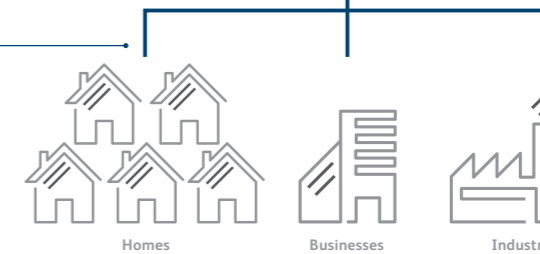
**Storage**  
Gas storage facilities are used to store gas, including to balance fluctuations in demand.

**Large users and power generation**  
Many large gas users connect directly to transmission pipelines to source gas for their operations.

**Distribution**  
Gas from transmission pipelines is distributed via a network of lower pressure pipelines in towns and cities to customer sites.

**Renewable gas**  
The gas sector's vision for the future includes supplying renewable and carbon-neutral gas including biomethane and hydrogen to customers. Numerous facilities across Australia are either operational or under construction.

**Retail**  
Residential, commercial and industrial customers buy gas from retailers. Retailers contract with gas producers, gas transmission pipelines and gas distribution networks to enable supply to customers. Retailers bill customers for providing these services.





Iron Ore Freight Train travelling along Robe rail track with the Hammersley Ranges in the background. Image taken while completing Fortescue River Pipeline aerial surveillance.



**Delivering for Customers**

- Public safety
- Reliability
- Customer service



**A Good Employer**

- Health and safety
- Employee engagement
- Skills development



**Sustainably Cost Efficient**

- Working within industry benchmarks
- Delivering profitable growth
- Environmentally and socially responsible

**Our Vision**

To be the leading gas infrastructure business in Australia.

**Our Values**

Drive our culture and how we behave and make decisions.



**Trust**

We act with integrity, we do the right thing, we are safe guardians of essential Australian infrastructure. We act in a safe and professional manner.



**Respect**

We treat our customers and our colleagues the way we would want to be treated, and we embrace and respect diversity.



**Perform**

We are accountable to our customers and stakeholders, we are transparent on our performance and we deliver results. We continuously improve by bringing fresh ideas and constructive challenge.



**One Team**

We communicate well and support each other, and we are united behind our shared vision.

## Message from the Chairs and CEO

For decades our assets have delivered the energy that is essential for millions of homes, businesses and industry across Australia. Until now, we have delivered natural gas, but we are proudly a leader in the transition to renewable gas with the support of our customers.

Industry and government are all working to the same goal – a cleaner energy future. Natural gas is and will continue to play a critical role in the low carbon energy transition. However, we expect renewable gas will be needed going forward if we are to meet our carbon reduction target of net-zero by 2050. Importantly, our existing infrastructure can be used to deliver the low carbon transition in a safe and secure way for Australians. AGIG is delivering a range of projects to scale-up the production and delivery of renewable gas into our networks.

2023 was a significant step forward in this regard. We expanded the 5% renewable gas blend from Hydrogen Park (HyP) South Australia to around 4,000 homes, businesses and schools (from 700 homes initially). We have plans to lift the blend to 10% in early 2024. We have also progressed construction of HyP Gladstone, which will provide a 10% renewable hydrogen blend to our entire network in Gladstone by mid-2024.

We have many other projects that we plan to progress. This includes HyP Murray Valley, which will soon start construction and is on-track to deliver a 10% renewable hydrogen blend to over 40,000 customers in Albury and Wodonga by mid-2025. We are also exploring the potential for carbon capture

and sequestration at our Tubridgi Gas Storage Facility in Western Australia. These projects are aligned with our Low Carbon Vision to deliver at least 10% renewable gas in our distribution networks by 2030.

In addition, we launched Australia's first Hydrogen Home, HyHome, in May 2023 – built by Dennis Family Homes. This home demonstrates the use of 100% hydrogen appliances, including the hot water system, home heating, cooktop and barbecue. The appliances look, work, and feel the same as natural gas appliances do today.

Not only are we delivering projects, but we have also undertaken research through the Australian Hydrogen Centre (AHC) on how we transition our distribution networks to 100% renewable hydrogen. The AHC reports showed, among other things, that our network assets can deliver 100% hydrogen at little incremental cost and that the low carbon future for gas supply in Australia is deliverable.

Safety is our primary focus. Our Zero Harm Policy and Principles work to ensure community safety and that of our people and partners. We are taking positive steps through the introduction of team-specific programs and by ensuring we take key learnings from previous incidents to drive down our injury frequency rates.

We engage with and take learnings from our everyday experiences with our employees, service providers and the communities in which we operate to reduce workplace injuries and create positive interactions.

We proudly launched our inaugural Reconciliation Action Plan (RAP), our Reflect RAP in 2023. This is a significant step for AGIG in facilitating positive change within our influence. Our RAP is just the start of our formal journey towards reconciliation. We have worked closely with our people and partners to set achievable and realistic actions that focus on those aspects of our business where we can have a positive impact.

The industry is evolving and so are our practices. AGIG has committed to deliver against seven Sustainable Development Goals (SDGs). This year, we adopted SDG 05, which focuses on gender equality within our workplace. Through this SDG, we are pleased to have set targets to strengthen female representation across our workforce and create a stronger sense of inclusion for women in AGIG environments.

In 2023 we also launched our Priority Services Program (PSP), the first of its kind by a gas distributor in Australia. The PSP delivers additional support to our South Australian and Queensland

customers who need it the most, including by providing gas appliance safety checks, repairs and appliance replacement rebates. We have expanded our customer care team to support the effective delivery of our PSP. In 2024 we plan to expand our PSP to include our Victorian MGN and AGN networks.

Finally, our Community Partnerships Program (CPP) is a key part of our business and focusses on supporting the communities where we operate. This includes by providing financial and in-kind support to a range of community organisations, including those that promote diversity, environmental sustainability and education. Now in its third year, our CPP contributed to AGIG being ranked 16th in the Good Company's Top 40 Workplaces to Give Back in 2023.

We thank you for your continued support of the above initiatives and look forward to working together to achieve our net-zero future.



**Peter Tulloch**  
Chair, Australian Gas Networks



**Peter Lowe**  
Chair, Dampier Bunbury Pipeline and Multinet Gas Networks



**Craig de Laine**  
Chief Executive Officer

- Information flow
- Strategy

### Boards

Oversee the development and implementation of AGIG's ESG Strategy and monitors ESG performance

Endorse Materiality Assessment

Endorse annual ESG Report

### AGIG ESG Committees

Oversee and monitor AGIG's progress against the ESG strategy and targets

Endorse the ESG and Emissions Strategy and targets for approval by the Boards

### AGIG Executive Leadership Team

Responsible for performance and delivery of the ESG Strategy and Targets

### AGIG ESG Working Group

A group of cross-practice subject matter experts from across the business

Responsible for the development of the ESG Strategy, recommendation of ESG targets and monitoring performance in relation to ESG matters

### Sustainability Team

Responsible for day-to-day delivery of the ESG Strategy

## Governance

AGIG is made up of a group of private Australian incorporated entities that are managed by a single Executive Leadership Team (ELT) reporting to separate Boards of Directors.

The Boards are supported by Sub-Committees comprising ESG Committees, Audit Committees and Risk and Compliance Committees that make key recommendations on business decisions.

## Assurance

We engaged independent assurance providers (in-line with our Financial Statement audit providers) to undertake limited assurance on selected metrics.

Further details on the scope of the assurance and conclusion can be found at the back of our appendices.

## Our ESG Strategy

AGIG's ESG Strategy is closely linked to our Vision to be Australia's leading gas infrastructure business by Delivering for Customers, being A Good Employer and being Sustainably Cost Efficient.

We achieve our Vision by prioritising our ESG Strategy to sustainably deliver for our employees, customers and the communities in which we operate now and in the future.

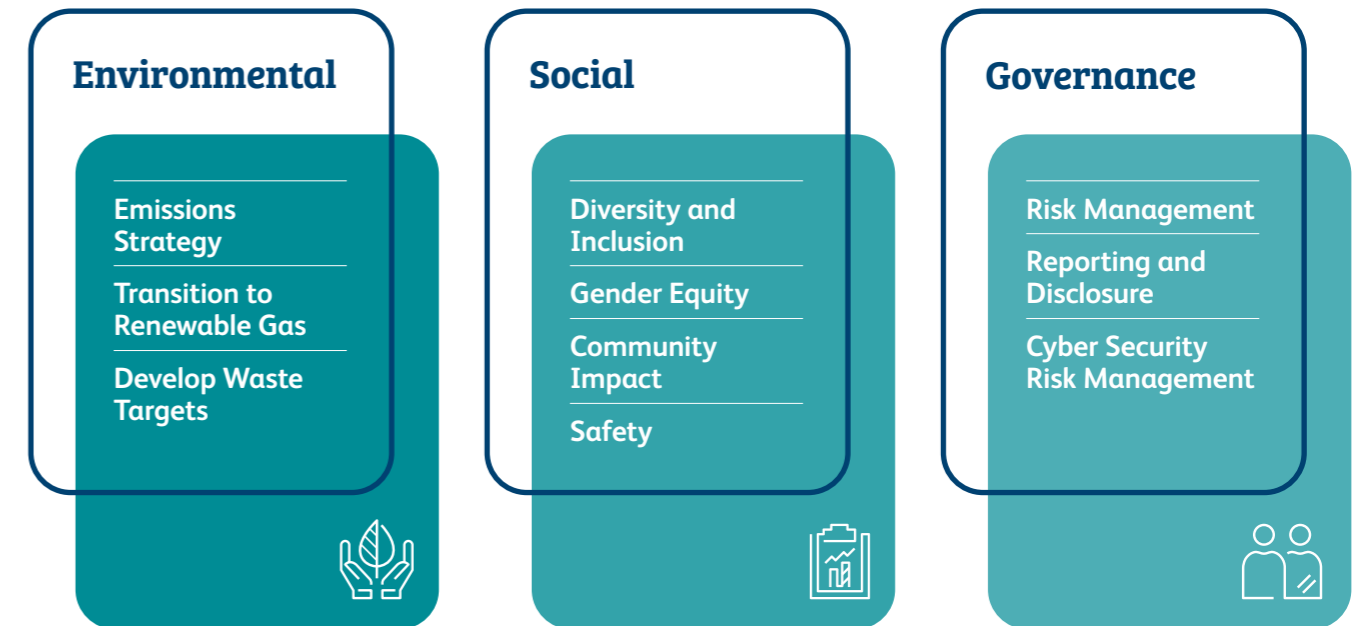


Figure 1 ESG Strategy

## Our Sustainability Targets

Our Sustainability Targets have been set to align with our Vision and Values and to have regard to the most relevant and influential aspects of our business.

We have aligned these to the following seven UN SDGs.

05 Gender Equity



11 Sustainable Cities and Communities



07 Affordable and Clean Energy



12 Responsible Consumption and Production



08 Decent Work and Economic Growth



13 Climate Action



09 Industry, Innovation and Infrastructure



## Our Governance

Our strong governance processes, policies and practices enable us to integrate ESG principles into the foundation of how we operate, impact the environment and communities and engage our people.

# Emissions Strategy

In 2023 we enhanced the governance processes relevant to emissions management by implementing a formal Emissions Strategy. The Emissions Strategy outlines our approach to emissions management and reporting, and assigns accountability and responsibilities across the business.



Figure 2 Emissions Strategy

# Materiality Assessments

A Materiality Assessment is key to ensuring our ESG Strategy and targets focus on areas where we can have the most influence.

Our first Materiality Assessment was completed in 2021 to inform our inaugural report. This identified 24 issues of high importance to our customers, stakeholders and our business, and formed our original ESG targets.

In 2022, our Materiality Assessment identified a change in wording to one of our ESG targets and assisted the business in developing new targets to replace those that had been completed during the year.

The 2023 Materiality Assessment recommended the removal of business-as-usual (BAU) targets, identified new targets to replace those that had been completed and recommended alignment with UN SDG 05 Gender Equity.

These recommendations were incorporated into our 2024 targets.

## The process for assessing materiality includes:

- Engaging with key stakeholders;
- Setting targets and assessing materiality;
- Undertaking external benchmarking; and
- Board endorsement.

# Cyber Security Risk Management

Cyber security is an integral part of AGIG's ESG Governance, reflecting its importance in the trust of our community and its integral role in our overall Risk Management Strategy.

In 2023, AGIG enhanced its cyber security risk management governance as part of our Critical Infrastructure Risk Management Program, which the Board is ultimately accountable for maintaining.

As an owner of critical infrastructure, the management of cyber security risks affecting all AGIG assets and in all aspects of the AGIG technology environment is vital.

Our Cyber Security and Risk team operates a holistic program of activities which ensure the strategic objective to maintain secure and resilient systems is achieved, delivering on AGIG's Vision.

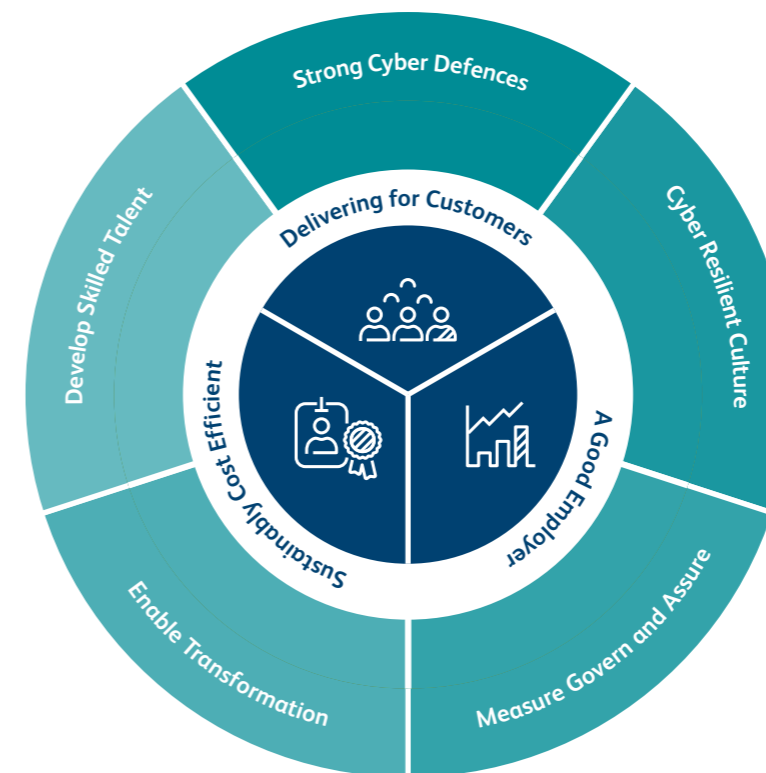


Figure 3 Cyber Security Strategy - Objectives

## The AGIG cyber security program and framework includes the following:



### Operations

Maintain services that provide threat prevention, detection and response, incident management, security awareness and reporting capabilities.



### Compliance

Maintain compliance with multiple legislative and regulatory requirements, including the Security of Critical Infrastructure Act and the Australian Privacy Act.



### Assurance and Testing

Measure, govern and assure an ongoing approach to assessing cyber security capabilities across AGIG to ensure risk is appropriately managed.



### Uplift Program

Driving technology, process, training and people-change to reduce cyber risk by building capabilities across AGIG.



## Key Corporate Policies and Plans

- AGIG Zero Harm Principles
- Business Continuity Policy
- Cyber Incident and Security Management Policy
- Diversity and Inclusion Policy
- Education Assistance Policy
- Emergency and Crisis Management Plans
- Environment Policy
- Equal Employment Opportunity Policy
- Fitness for Work Policy
- Flexible Work Policy
- Fraud, Corruption, Misconduct Prevention and Whistleblowing Policy
- Health and Safety Policy
- Just Culture Policy and Protocol
- Privacy Policy
- Risk Management Policy
- Respectful Workplace Policy
- Supplier Code of Conduct
- Sustainable Procurement Standard
- Workplace Grievance Policy

**See appendices for further detail on these key policies and procedures.**

# 2023 Highlights



**Delivered our Reflect Reconciliation Action Plan**



**Business alignment to United Nations' Gender Equity Goal**

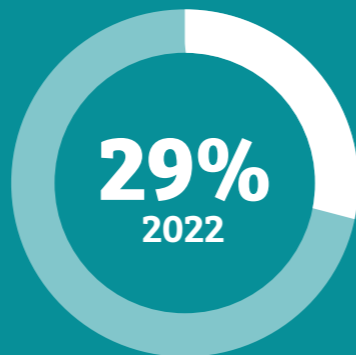
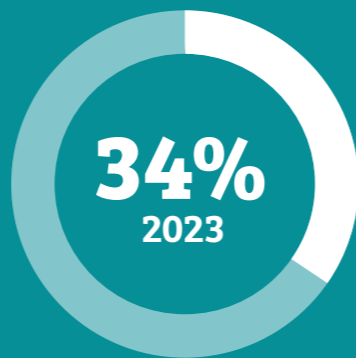


**16th place**  
2023



**23rd place**  
2022

**Best Workplaces to give back 2023**



**Increase of female participation in our workforce**



**Recognised as an Inclusive Employer by the Diversity Council of Australia**



**317km of older generation gas mains replaced with renewable gas ready pipeline**

**63 new full-time roles**



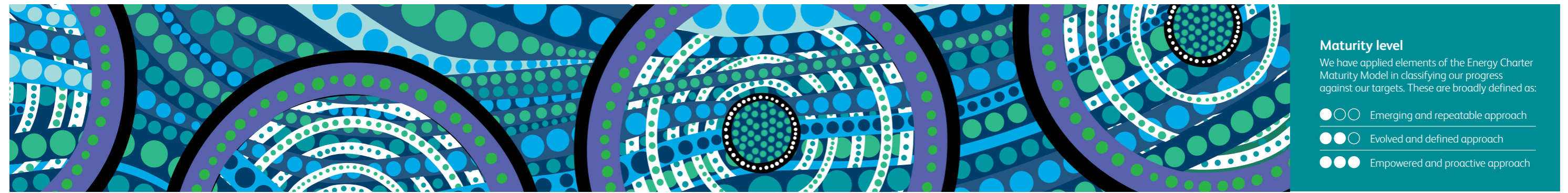
**Launch of HyHome**

Australia's first home to replace natural gas appliances with hydrogen, delivered in partnership with Dennis Family Homes, Electrolux and Rinnai

**Interim emissions target set**

In 2023 we set our business-wide interim emissions target: to lower our Scope 1 and 2 emissions by 30% by 2030, from 2020 levels





## Progress Against our Targets

### 05 Gender Equality

Achieve gender equality and empower all women and girls



AGIG Target	Comment on progress in 2023	Maturity
We will target 40% female representation in our workforce by end-2027.	This is a new target approved in 2023 for delivery in future years. In 2023 AGIG had 34% overall female workforce representation.	●○○
We will target 40% female representation in our senior leader's category by end-2030.	This is a new target approved in 2023 for delivery in future years. In 2023 AGIG had 33% female representation at an executive leadership level, 34% at a senior management level and 40% at management levels.	●○○
We will conduct gender pay gap analysis by end-2024.	This is a new target approved in 2023 for delivery in future years.	●○○

### 07 Affordable and Clean Energy

Ensure access to affordable, reliable, sustainable and modern energy for all



AGIG Target	Comment on progress in 2023	Maturity
We seek to balance consumer priorities including safety, affordability, stability and reliability in delivery of our services.	We have engaged with our customers to develop an efficient and sustainable price and service offering as part of our five-year regulatory plans for Victoria. This offering seeks to balance customer priorities including safety, affordability, stability and reliability in delivering our services for customers. In 2023 we commenced engagement with our customers on the Dampier to Bunbury Natural Gas Pipeline (DBNGP) ahead of the five-year Access Arrangement commencing on 1 January 2026. As this target is mature, it will be removed in 2024 <sup>1</sup> .	●●●
We will support customers in vulnerable circumstances.	Our South Australian and Queensland Priority Services Program (PSP) was launched in July 2023. Work is underway to develop a PSP for our Victorian and New South Wales networks.	●●○
We will invest in significant new renewable gas projects for supply to our customers.	We continue to invest in initiatives related to renewable gas supply to customers, key progress in 2023 includes: <ul style="list-style-type: none"> <li>• March 2023: HyP SA expanded;</li> <li>• June 2023: HyP Murray Valley achieves Financial Close; and</li> <li>• October 2023: HyP Gladstone construction commences.</li> </ul>	●●○
We will set interim Scope 1 and Scope 2 emissions reduction targets for our operations by end-2023.	Target achieved. In 2023 we set our interim Scope 1 and Scope 2 emissions reduction target.	●○○
We aim to reduce our Scope 1 and 2 emissions across all AGIG assets by 30% by end-2030 (from a financial year 2020 baseline) <sup>2</sup> .	This is a new target approved in 2023 for delivery in future years.	●○○
We will undertake a materiality assessment on our Scope 3 emissions to enable us to set a reporting target by end-2024.	This is a new target approved in 2023 for delivery in future years.	●○○

### 08 Decent Work and Economic Growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



AGIG Target	Comment on progress in 2023	Maturity
We will provide energy safely, sustainably, and reliably.	In 2023, we responded to 99% of gas leaks on our distribution networks within two-hours and completed 100% of our leak surveys. Our DBP transmission system ran at 100% reliability. As this target is mature, it will be removed in 2024 <sup>1</sup> .	●●●
We will maintain the health and safety of our employees and contractors.	In 2023 our TRIFR was 4.3 up from 3.1 in 2022. Aligned with our commitment to safety, we have developed targeted programs to address opportunities for improvement including: <ul style="list-style-type: none"> <li>• Leading for Safety Excellence workshops;</li> <li>• Programs to reduce asset strikes and soft tissue injuries; and</li> <li>• A focus on quality field engagements which include positive coaching and mentoring opportunities.</li> </ul>	●●○
We will identify and collect, desired metric and data collection methods to measure workforce age, gender, pay equity, First Nations people and ethnic diversity in 2023.	Target achieved. In 2023 we were able to collect baseline data to enable us to set meaningful targets in the future.	●○○
We will develop a Diversity and Inclusion Program to support our Diversity, Equity and Inclusion policy and plan and support a more inclusive workplace by end-2024.	This is a new target approved in 2023 for delivery in future years.	●○○
We will develop a Graduate Program by end-2025.	This is a new target approved in 2023 for delivery in future years.	●○○
We will deliver on commitments made in our Modern Slavery Statement.	In 2023 we delivered on the actions committed to in our 2022 Modern Slavery Statement.	●●○

<sup>1</sup> With the maturation of our ESG reporting, this target will be removed in 2024 and delivered as business-as-usual operations. Consistent with our Materiality Assessment (page 18) this approach allows us to focus on areas where we can have the most influence.

<sup>2</sup> To achieve this reduction, we will invest in initiatives that decarbonise our operations, offset emissions by purchasing high-quality carbon credits (such as Australian Carbon Credit Units, ACCUs) and ensure legislative compliance through participation in carbon credit markets for Safeguard Mechanism Credits (as applicable). AGIG will ensure that facilities covered by the Safeguard Mechanism comply with emissions reduction targets in accordance with that scheme.





## Progress Against our Targets

### 09 Industry, Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation



AGIG Target	Comment on progress in 2023	Maturity
We will respond to more than 95% of network leaks within the timeframes set by regulator.	We have consistently exceeded this target since 2016, achieving 99% in 2023. As this target is mature, it will be removed in 2024 <sup>3</sup> .	●●●○
We will improve reliability, reduce emissions and future proof our distribution networks by replacing low pressure and earliest generation polyethylene pipes.	We continue to progress our mains replacement program across all states in which we operate. During 2023, 317kms of mains replacement was delivered, including completion of the AGN Victoria program.	●●●○
We will work with stakeholders to demonstrate 100% hydrogen domestic appliances in a typical "at home" setting to help them understand how they might use hydrogen in the future.	Target achieved. Our HyHome project was launched in July 2023, a typical Australian home with gas appliances run using 100% hydrogen.	●○○○
We will promote knowledge sharing and partnerships across the renewable energy sector.	We continue to work with governments, industry and research organisations to share knowledge on the future of gas. This includes through our memberships in Energy Networks Australia, the Australian Pipeline and Gas Association, the Australian Hydrogen Council, Bioenergy Australia, and the Future Fuels Cooperative Research Centre. In addition, we participated in more than 30 external conferences throughout the year. The Australian Hydrogen Centre (AHC) reports, which include knowledge sharing on HyP SA, were published in 2023.	●●○○

### 11 Sustainable Cities and Communities Make cities and human settlements inclusive, safe, resilient and sustainable



AGIG Target	Comment on progress in 2023	Maturity
We will develop and implement a Reconciliation Action Plan (RAP).	Target achieved. Our Reflect RAP was launched in September 2023.	●○○○
We will implement and track our first RAP with an aim to progress to an "Innovate" RAP by end-2025.	This is a new target approved in 2023 for delivery in future years.	●○○○
We will invest in the community through our Community Partnerships Program (CPP).	During 2023 we invested \$0.5 million and 670 volunteer hours through our CPP and placed 16th in Australia's Best Workplaces to Give Back, up from 23rd in 2022.	●●○○
We will track and improve employee uptake of the AGIG Volunteer Program.	In 2023 our volunteer leave was 670 hours; an increase of 311 hours, or 87%, when compared to 2022.	●○○○
We will review our environmental footprint with a view to setting biodiversity targets by end-2025.	Work is underway in relation to risk assessments on vulnerable species. We are on track to set biodiversity targets by end-2025	●○○○

<sup>3</sup> With the maturation of our ESG reporting, this target will be removed in 2024 and delivered as business-as-usual operations. Consistent with our Materiality Assessment (page 18) this approach allows us to focus on areas where we can have the most influence.

<sup>4</sup> Note this target has been reworded to reflect the disbandment of the TCFD Framework ahead of the adoption of the relevant AASB standards. The intent of the target remains consistent with the previous wording which was: *We will adopt the recommendations of the TCFD by the end-2024, but is now more generic to also consider AASB.*

### 12 Responsible Consumption and Production Ensure sustainable consumption and production patterns



AGIG Target	Comment on progress in 2023	Maturity
We will target no Tier 1 and 2 odorant release events (as defined in process safety definitions).	No Tier 1 or 2 odorant release events occurred in 2023. As this target is mature, it will be removed in 2024 <sup>3</sup> .	●●●○
We will deliver on our Sustainable Procurement Statement.	97% of our suppliers were Australian based in 2023. The AGIG Sustainable Procurement Statement outlines that we will, wherever possible include local, indigenous and small business in our procurement opportunities.	●○○○
We will include assessment of ESG criteria as part of our procurement processes by end-2024.	In 2023, we commenced a review of the Commercial and Procurement processes. This target remains on track for implementation by end-2024.	●○○○
We will identify and collect data on types of waste across all businesses by end-2024. (This target has been reworded from 2022 to increase transparency on key deliverables.)	In 2023, we began the process to capture and identify the types of waste across our business, with a focus on sub-contractors in our distribution businesses. Reporting of waste from our transmission business has continued and is included in the data tables in the Appendix.	●○○○

### 13 Climate Action Take urgent action to combat climate change and its impacts



AGIG Target	Comment on progress in 2023	Maturity
We will target 10% renewable gas in our distribution networks by 2030.	In 2023 we: <ul style="list-style-type: none"> <li>Expanded HyP SA, delivering up to a 5% renewable hydrogen blend to circa 4,000 homes, businesses and schools.</li> <li>Commenced construction on HyP Gladstone, which will deliver up to a 10% renewable hydrogen blend to circa 700 homes, businesses and industry in 2024.</li> <li>Reached Financial Close on HyP Murray Valley which will deliver up to a 10% renewable hydrogen blend to circa 40,000 homes, business and industry in 2025.</li> <li>Released the AHC feasibility report on 10% hydrogen blending in South Australian and Victorian networks.</li> </ul> Development work on other projects such as HyP Wagga Wagga and HyP Adelaide, as well as biomethane projects, has continued during the year, as has stakeholder and government engagement on these projects and the renewable gas future more generally.	●○○○
We will target 100% renewable gas in our distribution networks by 2050 at the latest and 2040 as a stretch.	The delivery of 10% renewable gas in distribution networks (above) is a key enabler of this target. Further, in 2023 we published the AHC reports assessing the feasibility of 100% hydrogen in our Victorian and South Australian networks and launched our HyHome project, a typical Australian home with gas appliances run using 100% hydrogen.	●○○○
We will target net zero emissions from our transmission and midstream assets by 2050 at the latest.	In 2023 we set a target of reducing AGIG Scope 1 and 2 emissions by 30% by 2030 (our interim emissions target). This is an important step on the pathway to net zero emissions.	●○○○
We will adopt the recommendations on climate-related financial disclosures by end-2024 <sup>4</sup> .	Climate Scenario Analysis for our assets was completed in 2023. Following the disbandment of the Taskforce on Climate-Related Financial Disclosures (TCFD) Frameworks ahead of the adoption of the relevant Australian Accounting Standards Board (AASB) standards, in 2024 we will undertake a gap analysis on the differences in the frameworks, identifying next steps.	●○○○



We are committed to equity through providing all people equal opportunities to reach their potential.

# Gender Equity



Achieve gender equality and empower all women and girls

Recognising our influence on gender equity, we have set a target to achieve a 40% representation of females in senior leadership by the end of 2030 and an overall representation of 40% females in our workforce by end of 2027.

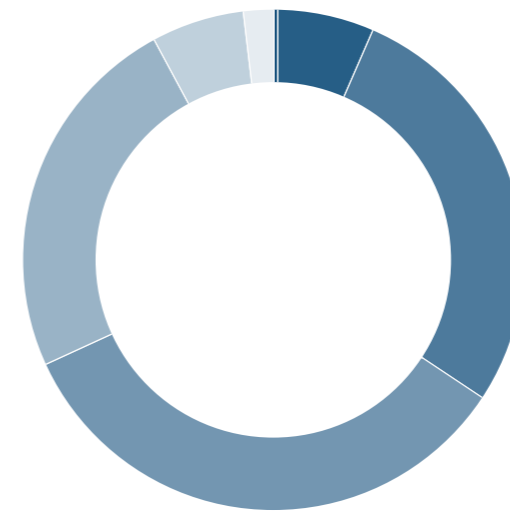
While we are tracking reasonably against these targets, they represent our commitment to inclusion practices. Work is underway to update our Diversity and Inclusion Policy and on the development and launch of our 2024-2025 Diversity, Equity and Inclusion Engagement Plan.

Our Engagement Plan and Policy will underpin key strategies, actions and initiatives to: increase female workforce representation, close the gender pay gap, and create an even stronger sense of inclusion for women in our workplace.

These are important to us in creating equitable opportunities and supporting the internal development of talent to future proof our business.

2023 Insights

## Female workforce by age group (percentage)



Percentage calculated on total number of full-time and part-time employees as at 31 December 2023

- < 20 0%
- 20-29 6%
- 30-39 28%
- 40-49 34%
- 50-59 24%
- 60-64 6%
- 65+ 2%

**46**  
Female new hires



**34%**  
**overall\***  
Female workforce representation

\*based on 478 employees across all employment types

## Our targets

**We will target 40% female representation in our workforce by end-2027**

**We will target 40% female representation in our senior leader's category by end-2030**

**We will conduct gender pay gap analysis in 2024**

*These are new targets approved in 2023 for delivery in future years.*

## 2024 Approach

Following close consideration of both internal and external measurement mechanisms (including the independent Diversity Council Australia Index), we have formulated a Strategy to address any findings. Key actions within this Strategy are outlined in our soon-to-be released Diversity, Equity and Inclusion Engagement Plan. Key focus areas for tangible actions relate to: review of our attraction proposition, recruitment strategies, staff retention and promotion processes - aiming to align with stronger inclusive practices. The main objectives of this Strategy align with:

- Being a diverse and culturally safe workplace;
- Promoting equity through fair and equal opportunities;
- Embedding inclusive practices in the way we work; and
- Leading by example.

## Pay Equity Reporting

AGIG submitted their 2022-23 data set to the Workplace Gender Equality Agency (WGEA) to be reported during 2023. Consistent with the Workplace Gender Equality Amendment Act 2023 reforms, in late February 2024 the first public report was published – ahead of this, we shared our WGEA Executive Summary and Industry Benchmark Report with our Boards and provided a statement to the WGEA to align with the public announcement of the identified pay gap.

AGIG has committed to conducting deep dive gender pay gap analysis into the largest gap areas, with a view to developing more robust plans to address these going forward. Preliminary common drivers identified include:

- More men than women employed;
- More men in leadership roles, and more women in junior roles;
- More men in higher-paid jobs, and women in lower-paid jobs;
- Unequal participation in part-time work; and
- Business entities and functions with greater pay gaps.

Further, AGIG will explore opportunities to increase inclusive practices with work types and care responsibilities, along with reviewing parental leave average weeks entitlements.

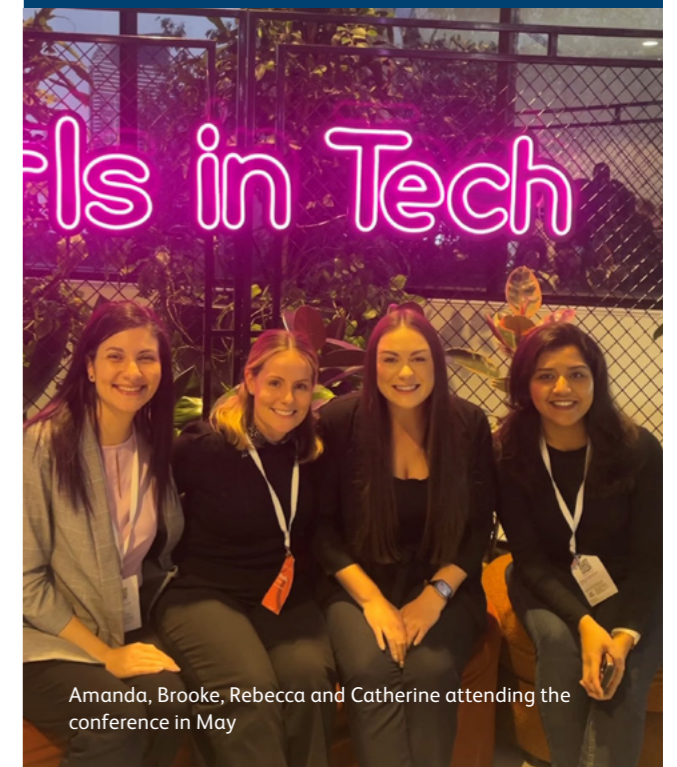
## Girls in Tech

In May 2023, we supported members of our Information Technology Business Engagement team to attend the Girls in Tech Australia Conference hosted in Victoria. The conference provided a day of valuable connection and skill-building that elevates the female tech workforce, and facilitates important conversations that will set the tone for the future of technology.

The theme of this year's conference was "Embracing the Future Together" as:

- Together, we make tech better.
- Together, we listen to, empower, and support future generations of women in tech.
- Together, we embrace diversity, shared adversity, and positive change.

The Team heard from a number of inspirational keynote speakers and were given the opportunity to meet with female leaders in the industry. Each of the Team members gained some valuable insights, tips, and tricks that they implement in their day-to-day workings as well as shared their learnings with the broader workforce.



Amanda, Brooke, Rebecca and Catherine attending the conference in May



We're making good progress to deliver emissions reductions, but there's more to be done. Our focus remains on contributing to energy security and ensuring costs remain as low as possible.

# Affordable and Clean Energy



Ensure access to affordable, reliable, sustainable and modern energy for all

2023 Insights

**2,440**

Requests processed to support customers in need

**800+**

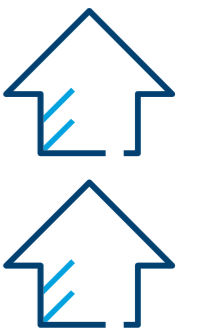
Visitors to HyP SA, across 50 tours

**30%**

Scope 1 and 2 emissions reduction target, from 2020 to 2030

**4,000**

Customers receiving up to a 5% renewable hydrogen blend from HyP SA; increased from 700 in 2022



**18**

Priority Services Program registrations following program launch in July 2023



**32,678 customer calls**

Received to our service desk



**91.5%**

Grade of service score for faults and emergency

Our focus remains on Delivering for Customers as a key tier of our Vision. This year's focus has been on developing new programs for vulnerable customers as well as supporting those facing financial hardship.

## Our targets

We seek to balance consumer priorities including safety, affordability, stability and reliability in delivery of our services<sup>5</sup>

We will support customers in vulnerable circumstances

We will invest in significant new renewable gas projects for supply to our customers

We will set interim Scope 1 and Scope 2 emissions reduction targets for our operations by end-2023 (target achieved)

We aim to reduce our Scope 1 and 2 emissions across all AGIG assets by 30% by end-2030 (from a financial year 2020 baseline) (new target)

We will undertake a materiality assessment on our Scope 3 emissions to enable us to set a reporting target by end-2024

<sup>5</sup> With the maturation of our ESG reporting, this target will be removed in 2024 and delivered as BAU operations.

## Energy Charter

The Energy Charter is an Australian industry and customer-led whole of sector initiative to address customer expectations.

As a founding signatory of the Energy Charter Program, we are committed to providing affordable, sustainable, safe and reliable energy.

In 2023, our fifth Energy Disclosure Report highlighted our progress against a series of commitments designed to deliver against a range of key initiatives, including to support customers facing vulnerability. Initiatives include the Knock to Stay Connected program, our Priority Services Program and our Customer Service Excellence Awards which recognise employees and contractors that go above and beyond to deliver initiatives which lead to longer term improved customer outcomes.



## Knock to Stay Connected

In June 2023, the Energy Charter successfully launched the 'Knock to Stay Connected' Code. The Code provides guidance for participants on how to reduce the number of customers who have their energy supply disconnected as a result of being in financial hardship.

AGIG has been one of the Energy Charter members leading this 'Knock to Stay Connected' initiative.

You can read the full report here: [www.agig.com.au/publications](http://www.agig.com.au/publications)



# Priority Services Program

In July 2023, we launched our Priority Services Program (PSP) for customers in South Australia and Queensland.

This important program delivers additional support to customers on our network who are experiencing vulnerability.

A first for Australian network businesses, these new services include gas appliance safety checks, repairs and replacement rebates.

Priority Service Customers also have access to a dedicated Customer Care team, ensuring that they do not have to retell their story every time they interact with us.

We are now focusing on delivery of a Victorian PSP for our MGN and AGN networks in 2024. This program will be delivered alongside AusNet, who also provides gas distribution services in the state, ensuring that Victorian customers have access to support services



## Services available to PSP customers:



Support for SA and QLD gas customers



Improved customer communication



Dedicated Priority Services Customer Satisfaction Survey



The highest level of service



Gas appliance safety checks



AGN field crews at the ready to refer customers



Funding for gas appliance and installation repairs



Gas appliance rebate of up to \$1,250

John\* joined the PSP program after his gas was disconnected due to a leak on his fitting line. John lives alone, his closest family live more than two hours away and he is unemployed while recovering from a knee replacement. John also experiences other medical issues. Having his supply disconnected meant John had no hot water and no gas for cooking. This was added pressure that he was quite anxious to face on top of cost-of-living expenses.

After processing John's registration, we were able to connect him with a trade panel partner who was able to provide a temporary hot water service while arranging the necessary repair works to the fitting line.

Once repaired, John contacted the Priority Services team with the following message:

\* John's name has been changed for privacy reasons

"I am writing to say thank you for your help recently in organising repair work to be carried out at my home.

The work has been completed ... once again thank you for your quick reply and response to my situation it means everything to me that AGN were able to help me out."

Kind Regards, John\*

## Case Studies

# Customer Service Excellence Awards

In July 2023, we introduced the Customer Service Excellence Awards alongside our key operational partner, APA. This program recognises and rewards our people and service providers who deliver customer service excellence.

Award recipients must have demonstrated excellence in the following areas:

- Delivered improved customer satisfaction (internal or external) by understanding and responding to customer needs;
- Improved business processes;
- Gone above and beyond to exceed customers' expectations in instances where we can make a positive contribution to people and their communities; and
- Modelled the AGIG / APA values and delivered customer service excellence.

This award recognises both internal and external customer service nationally and across both our distribution and transmission operations.

The 2023 Customer Service Excellence Awards had two internal winners, Semek (Compliance Officer) and Stephen (Contract Support Manager).

# Customer Service Excellence Awards



## Reliability

We have made significant progress in 2023 on improving the reliability of our networks for customers, particularly with the completion of our full mains replacement program for AGN networks in Victoria. In total, circa 1,500km of mains have been replaced from the old cast iron material to a more reliable polyethylene material – which is also conducive with delivering renewable hydrogen.

This program started in 2003 and spanned four Access Arrangement Periods, with the Central Business Districts (CBD) works of Melbourne completed in 2022 and the non-CBD works completed in August 2023.

AGIG is committed to being a good caretaker of the network assets, with active renewal programs in all states where we have a presence. The South Australian network renewal program is on track for completing the removal of cast iron and unprotected steel in 2027, and the MGN networks in Melbourne will follow. Smaller programs in New South Wales and Queensland ensure that all our networks are actively stewarded.

This upgrade in mains pipeline material further increases reliability in gas delivery, eliminates the instances of water in mains and importantly, means our network is hydrogen-ready.

Our DBP transmission system is highly reliable and delivered 100% reliability in 2023.

## Renewable Gas – A Cleaner Energy Future

Our Low Carbon Vision is to continue to deliver for customers through the energy transition through developing renewable and low carbon infrastructure solutions, targeting being net-zero by no later than 2050.

We are delivering on this Vision through a range of projects across Australia and across the gas value chain – with significant progress made in 2023.

More information on these projects can be found on pages 84 and 85.

Engaging directly with customers in the development of our plans is an important part of ensuring we respond to customer needs and expectations.

## Stakeholder Engagement

We design and deliver customer and stakeholder engagement activities around our projects, to inform future planning and improve our day-to-day services.

Engaging directly with customers in the development of our plans is an important part of ensuring we respond to customer needs and expectations.

As examples, in Western Australia, as part of planning for the five year Access Arrangement submission, we held forums with key stakeholders to listen to their ideas to help shape our business cases. We are also actively engaging in Gladstone, Queensland and in the Murray Valley (New South Wales and Victoria) to ensure that our renewable gas projects are sensitive to local concerns, and also to alert the local community to the commercial opportunities that will be created during construction and delivery with a view to supporting their participation.

### Case Studies

## DBP Shipper Forums

*Shipper: Direct customers that use the Dampier to Bunbury Natural Gas Pipeline (DBNGP) to transport gas.*

In August 2023 we held our first Shipper Roundtable in Perth to help shape our plans for the DBNGP for the five-year Access Arrangement commencing on 1 January 2026. The engagement program involves 26 shippers, producers and gas trading agents who are actively consulted.

Our future plans will be developed by ensuring we listen, understand and respond to the long-term interests of our customers and stakeholders. We will continue to work together throughout the process to develop a Final Plan for the DBNGP that is capable of being accepted by our customers and stakeholders.



### Case Studies

## Engaging on Hydrogen Park Gladstone

The AGIG team attended Central Queensland's largest annual environmental awareness event: EcoFest, sponsored by the Gladstone Regional Council.

Attracting the crowd was the engaging information stand that featured a 3D model of HyP Gladstone, hydrogen production demonstration kit and model hydrogen-fuelled race car.

The team were kept busy welcoming many visitors from the local community to our stand who were interested to hear about the project and see hydrogen production in action.





We provide full and productive employment to over 400+ people and employ specialist contractor organisations to maintain our gas infrastructure.

# Decent Work and Economic Growth



Promote sustained inclusive and sustainable economic growth, full and productive employment and decent work for all

2023 Insights

**Total Recordable Injury Frequency Rates (TRIFR)**

2022: **3.1** 2023: **4.3**

**8.2 years**  
Average workforce tenure

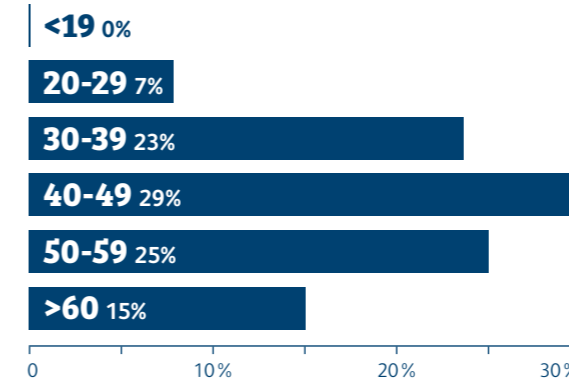
**6%** of staff on part-time arrangements

**24%** New hires\*

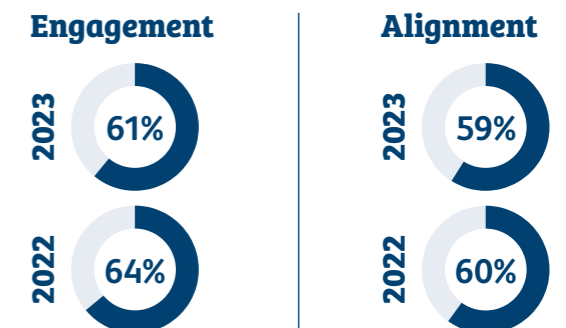
**1.5%** of our employees identify as Aboriginal and Torres Strait Islander

**47 cultures and 39 different languages** spoken within our business

### Full-Time Workforce by age group



### Employee Engagement and Alignment Survey Results



\*based on 478 employees across all employment types



## Health and Safety

We recognise the significant value each employee, supplier, contractor, customer and stakeholder brings to our business.

Providing a safe environment for our people and the public is our number one priority. Our Health and Safety Policy and set of Zero Harm Principles clearly outlines the importance of this to AGIG.

In 2023 our Total Recordable Injury Frequency Rate (TRIFR) was 4.3, which is an increase on the 2022 rate. In 2023 we focused efforts to reduce avoidable injuries through field engagements (coaching and mentoring) and training, which included:

- Leading for Safety Excellence cultural change workshops;
- Dedicated training and certification for underground asset locators; and
- Gas specific ergonomic e-learning modules to train leaders and field works on exposure risks.

We will continue to monitor the effectiveness of these programs during 2024 to ensure we are continuing to aim for a Zero Harm environment for our people and the public.

In addition to these risk-based programs, our senior business leaders continue to place a strong emphasis on participating in field engagements, coaching and mentoring employees to follow systems, standards and procedures and challenging with positive intent.

### Our targets

**We will identify and collect, desired metric and data collection methods to measure workforce age, gender, pay equity, First Nations people and ethnic diversity in 2023**  
(target achieved)

**We will provide energy safely, sustainably and reliably<sup>6</sup>**

**We will maintain the health and safety of our employees and contractors**

**We will deliver on commitments made in our Modern Slavery Statement**

**We will develop a Diversity and Inclusion Program to support our Diversity, Equity and Inclusion policy and plan and support a more inclusive workplace by end-2024** (new target)

**We will develop a Graduate Program by end-2025**  
(new target)

<sup>6</sup> With the maturation of our ESG reporting, this target will be removed in 2024 and delivered as BAU operations.

## Wellbeing Focus

AGIG's Health, Safety and Environment (HSE) Team host monthly wellbeing and inclusion sessions, providing staff with the opportunity to engage in a range of activities and events. These initiatives encourage staff to participate in activities to aid in maintaining good mental and physical health - and in-line with the themes set out as focus areas. Activities are hosted across each of our office locations and include a mix of in-person, online and externally facilitated sessions.

In 2023, we broadened the program by extending focus beyond just wellbeing, and incorporating inclusion elements. Our 2023 'Wellbeing and Inclusion' calendar hosted a range of health, wellness and inclusion events to promote healthy habits, inclusivity and education on significant cultural holidays.

In addition to general participation, employees are empowered to consider their own wellbeing strengths and weakness, identify any opportunities for their own personal development, understand more about and celebrate significant cultural events and acknowledge our diverse country.



February's Wellbeing focus is Blood Donations. Chris from our Melbourne office is a proud donor who often encourages other staff to get involved



R U OK Day is a standing theme for our Wellbeing calendar each year – with supportive activities throughout the month to help promote mental health awareness

## Diversity and Inclusion

Following the finalisation of our Diversity and Inclusion Policy in 2022, we committed to undertaking a data collection project to measure our workforce age, gender, pay equity, First Nations people and ethnic diversity. This was completed in 2023 and will inform focus areas for our 2024 Diversity and Inclusion Action Plan.

The 2024 Diversity, Equity and Inclusion Engagement Plan is currently being drafted and will have four overarching objectives to build out commitments for 2024:

1. Be a diverse and culturally safe workplace;
2. Promote equity through fair and equal opportunities;
3. Embed inclusive practices in the way we work; and
4. Lead by example.

## Diversity Council Australia (DCA) Inclusive Employer

AGIG was recognised by the Diversity Council Australia as an Inclusive Employer for 2023-2024. To be eligible as an Inclusive Employer, organisations must show that they are active and committed to inclusion by achieving results that exceed the National Index Benchmark in at least five of the six measures:

1. Awareness
2. Engagement
3. Inclusive Organisational Climate
4. Inclusive Leadership
5. Inclusive Team
6. Exclusion

We had over 190 employees participate in the survey. The results provided insights into diversity and participation of our people.

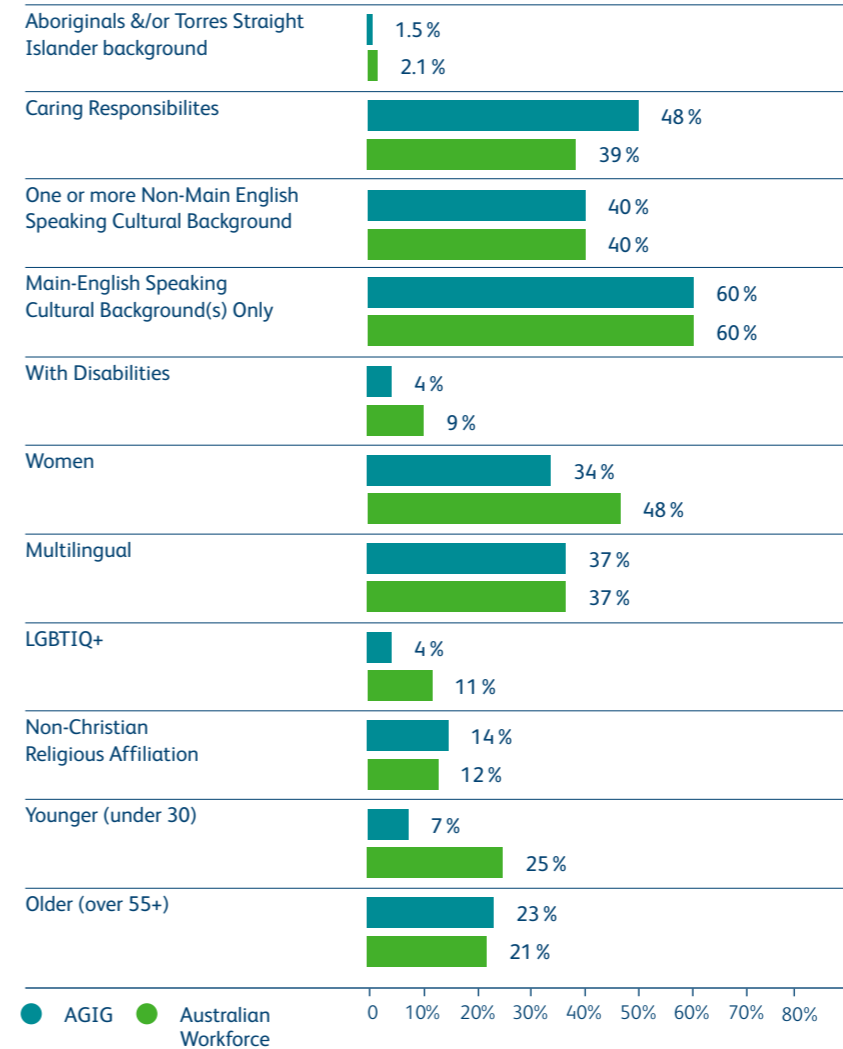
As part of the survey results displayed in the 'A Snapshot of Our Diversity' table and 'Inclusive Organisation Summary' DCA surveyed:

- A nationally representative sample of 3,000 Australian workers about their inclusion experiences and used the survey findings to create a National Index benchmark.
- The workforces of 89 DCA members covering 25,349 employees about their inclusion experiences and used these findings to create a DCA Member Index benchmark.

We are proud to be publicly recognised as a DCA Inclusive Employer.

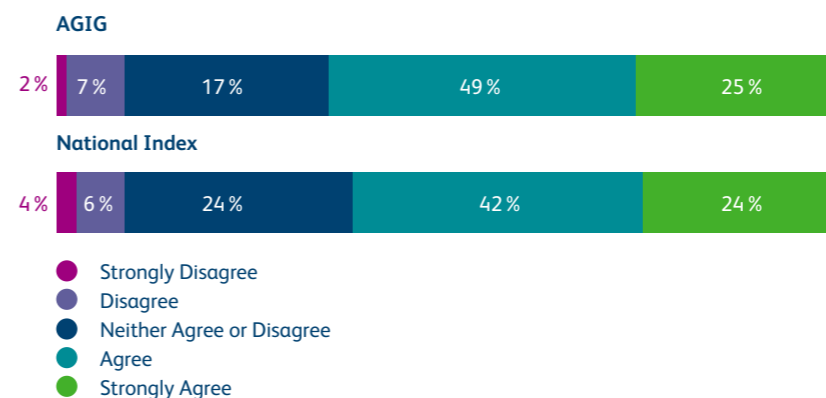


## A Snapshot of Our Diversity



## Inclusive Organisation Summary

74% of us agree or strongly agree that AGIG is inclusive, as compared to the National Index at 66%.



We recognise the significant value each employee, supplier, contractor, customer and stakeholder brings to our business.



Case Studies

## MGN Graduate Program

Each year, our MGN business offers a Graduate Program across several areas of the business; including engineering, asset performance and corporate.

Each graduate receives individual tailored two-year graduate program, as well as the opportunity to develop strong organisational and industry awareness and core role competencies thanks to mentoring from their teams and rotations with other teams.

Simarjeet graduated from RMIT University with a degree in Mechatronic Engineering in December 2022. He applied for a graduate position in AGIG in 2022, driven by his interest in infrastructure and its related scope for growth and innovation.

After researching AGIG, Simarjeet was drawn to the strides the company was making in the renewable gas space. He was accepted into the Program as a Graduate Asset Engineer in the Engineering and Standards team.

After initially familiarising himself with the role of maintaining, reviewing and updating Engineering Standards; over the course of 2023, Simarjeet underwent a rotation program which allowed him to work with different teams throughout AGIG.

Throughout this Simarjeet received great support from his manager Prateek, who was always enthusiastic in answering any questions. Simarjeet even commented, *“I felt no awkwardness or intimidation in our interactions. This made me feel like I have been a part of the team for a long time and allowed me to fit in and adapt to this new role very easily.”*

*“This rotation program gave me a lot of knowledge on what different teams do and their role in the company, as well as how their work feeds into my role as Graduate Asset Engineer.”*

This graduate program currently exists for MGN. Our new ESG target seeks to extend this across our broader AGIG business.



Sachin, Graduate Engineer, Buddhi, Graduate Network Planning Engineer, Simarjeet, Graduate Asset Engineer, and Thomas, Graduate Scada and OT Systems Engineer

## Employee Engagement Survey

In September 2023, our staff completed AGIG’s annual Employee Engagement and Alignment survey to assess and measure how engaged employees feel in their day-to-day environment. The Survey has been a core employee feedback tool at AGIG since 2017.

We achieved a staff participation rate of over 80%, resulting in an engagement outcome of 61% and alignment outcome of 59%.

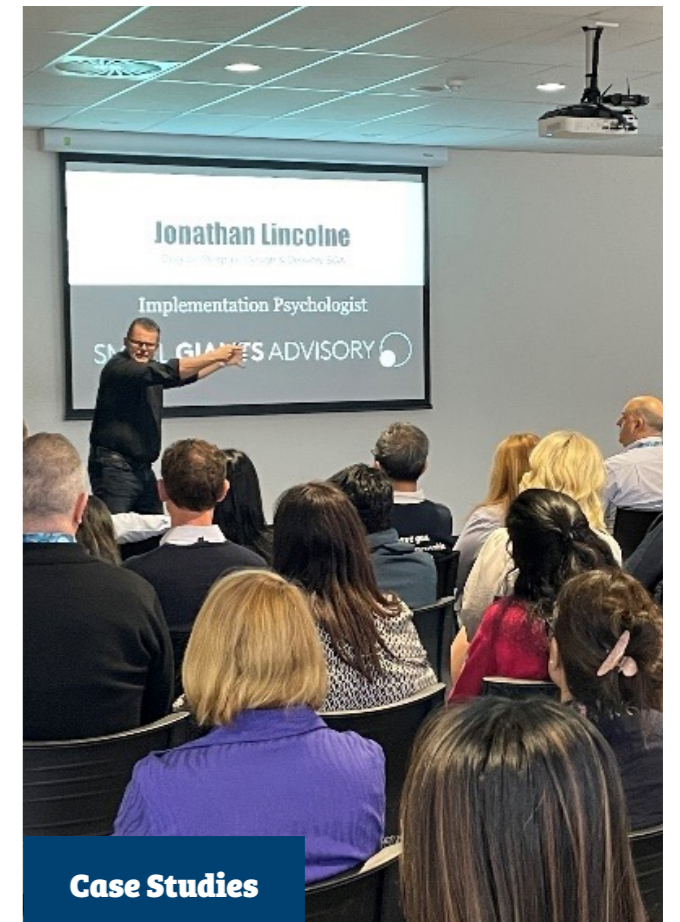
Engagement and alignment measures the extent to which actions, behaviours and outcomes are linked to AGIG’s long term goals and the extent to which staff perceive that AGIG is achieving best practice.

Our results place AGIG in the second and third quartile for engagement and top quartile for alignment compared against industry benchmarks.

AGIG is currently working on developing engagement actions to deliver, including undertaking a broader analysis of historic data to better understand drivers, what we have done well and what we could improve on. Overall, some spotlight improvements from the prior year’s survey included:

- AGIG provides a respectful workplace free from bullying and harassment;
- AGIG supports work-life balance; and
- Teams at AGIG provide good customer service to each other.

	Engagement	Alignment
2023	61%	59%
2022	64%	60%
2021	65%	62%



Case Studies

## Resilience Workshops

Every year, AGIG recognises Zero Harm Day. Zero Harm Day, acts as a reminder to all staff on the importance of ensuring that there are no injuries or illnesses of any kind caused by workplace incidents. The focus for 2023 was Resilience.

Registered psychologist, author, and keynote speaker, Jonathan Lincolne, facilitated live workshops to each of our offices. These sessions explored the practice of resilience and the power of our minds. It provided practical tools, and pragmatic ways of thinking that AGIG employees can integrate into their everyday lives. These sessions included break outs groups to explore hypothetical situations, lessons on controlling perspective and mindset in situations where employees may face challenges.



We pride ourselves on providing our staff with the best chance to succeed by creating an environment conducive to high performance.

Case Studies

## Work Experience

AGIG offers work experience students the opportunity to be hosted across different areas of our business – such as engineering, transmission operations and corporate functions.

Through this, students engage in the day-to-day activities and gain a deeper understanding of AGIG - including the types of roles we offer as an employer and the industry more broadly.

This year, AGIG's Transmission Operations team in Western Australia hosted Tom. During his three-day placement, Tom was exposed to a wide variety of gas transmission day-to-day operations, including:

- Working as a Supply Officer in the Jandakot warehouse;
- Working as a Lands Officer performing aerial surveillance and supervising civil excavations;
- Hands-on trade skills where he assisted in replacing a gas turbine meter, assisted in the de-isolations, fault-finding on instrumentation and being introduced to our odorant injection facilities; and
- Spending time with Gas Control functions.

*"AGIG gave me an eye opening and incredible experience in a positive and welcoming environment."*

**Tom, Work Experience Student**



Tom, Work Experience Student with AGIG Lands Officer, Joanne.



Being an industry leader means we are responsible for building resilient infrastructure to meet social and environmental needs and respect environmental requirements.

# Industry, Innovation and Infrastructure



Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation

2023 Insights

## HyHome

Launched in July 2023, Australia's first home with gas appliances running on 100% hydrogen

### +250 visitors

To HyHome, over 20 tours since launch in July

In 2023 AGIG became a signatory to the Methane Guiding Principles Partnership



### 560 face-to-face visits

With Western Australian landowners conducted by the Lands Team

## 5

**Australian Hydrogen Centre Reports published in August 2023**



Completion of the AGN Victoria Mains Replacement Program

AGIG is committed to taking active steps and supporting projects that pave the way for sustainable energy in Australia.

Transitioning to a low-carbon future is essential, and we are continuing to work with stakeholders, policy makers, customers and the community to make this a reality.

## Our targets

**We will respond to more than 95% of network leaks within the timeframes set by the regulator<sup>7</sup>**

**We will improve reliability, reduce emissions and future proof our distribution networks by replacing low pressure and earliest generation polyethylene pipes**

**We will work with stakeholders to demonstrate 100% hydrogen domestic appliances in a typical ‘at home’ setting to help them understand how they might use hydrogen in the future (target achieved)**

**We will promote knowledge sharing and partnerships across the renewable energy sector**

<sup>7</sup> With the maturation of our ESG reporting, this target will be removed in 2024 and delivered as BAU operations

## Australian Hydrogen Centre Reports

The Australian Hydrogen Centre (AHC) was established to deliver feasibility studies of how existing gas distribution networks can be used in a system to produce, store, and transport renewable hydrogen, decarbonising gas supply while still meeting the needs of millions of customers – both households and industry. Analysis was completed in 2022 and launched by the South Australian Government in 2023. Key findings were shared via stakeholder meetings and industry conferences across 2023. Supported by a range of independent technical studies, the AHC’s focus was to determine how a 100% renewable hydrogen distribution system could optimally be achieved in South Australian and Victoria for supply to households, businesses and industry.

The Reports found that it was technically and economically feasible to use existing gas infrastructure for scaled hydrogen distribution delivering:

- A net zero carbon emissions gas network;
- Minimised customer disruption whilst retaining security and diversity of energy supply;
- Services to the electricity grid through flexible electricity demand and frequency control;
- 15 gigawatts (GW) of electrolysis supported by over 30 GW of new renewable electricity generation;
- 30 petajoules of hydrogen storage to harness the ability of gas to store vast amounts of energy, balancing renewable electricity supply and demand swings between colder and warmer months; and
- Over \$1.5 billion in additional economic value a year including more than 12,500 jobs during construction and more than 6,200 jobs during operation.

Accompanying the feasibilities studies was a knowledge sharing report outlining learnings from HyP SA, an Australian-first demonstration of hydrogen blending in the existing gas distribution network.

The \$4.15 million AHC project was led by our AGN business and supported by the Australian Renewable Energy Agency, the South Australian Government and the Victorian Government, and brings together expertise and knowledge from across the energy supply chain. This includes renewable electricity producers, electricity and gas infrastructure owners, and energy retailers.



You can read the full report here: [www.agig.com.au/publications](http://www.agig.com.au/publications)





## Signatory to the Methane Guiding Principles Partnership

During 2023, AGIG became a signatory to the Methane Guiding Principles (MGP) partnership.

The MGP partnership is a global multi-stakeholder partnership that promotes a best practice approach for reducing methane emissions in the natural gas supply chain. By becoming a member, AGIG is committed to progressing the five MGP's being:

- Continually reduce methane emissions;
- Advance strong performance across the gas supply chain;
- Improve accuracy of methane emissions data;
- Advocate sound policy and regulations on methane emissions; and
- Increase transparency.

AGIG's HyHome, located north of Melbourne, looks and feels like any normal home, except that many of its appliances run off hydrogen, demonstrating future energy use where natural gas is replaced entirely by carbon-free hydrogen.



## Unlocking the Future of Energy Living Through Australia's first hydrogen home

Our Australian-first HyHome was launched in July 2023, demonstrating future energy use where natural gas in a domestic home is replaced entirely by carbon-free hydrogen, providing a window into future low-carbon energy solutions for Australia.

We worked with world-leading appliance manufacturers Rinnai and Electrolux to develop the hydrogen-powered hot water system, cooktop and heating system that feature in HyHome. These appliances have been installed in a typical Australian home using existing skills and techniques common in the plumbing industry. This demonstration project shows that Australians can continue to enjoy the convenience and reliability of gas, while progressively moving towards lower and zero carbon energy sources.

Renewable gas provides an ongoing choice for households - and for the energy transition more broadly.



## Renewable Gas

Renewable and carbon-neutral gases such as renewable hydrogen and biomethane can be used in the same way as natural gas is today, but do not result in additional carbon emissions to the atmosphere.

When it is produced using renewable energy or processes, hydrogen is an emissions free fuel. Biomethane is carbon neutral, it harnesses the energy potential from organic materials such as agricultural waste and sewage, supporting the circular economy.

For our distribution networks, our vision is to achieve at least 10% renewable gas by volume by 2030; and transition to 100% renewable gas by 2040 as a stretch target, and by no later than 2050. This is consistent with Australian state and territory ambitions which collectively target being net-zero carbon by 2050.

For our midstream and transmission assets we will continue to deliver for our customers. This means providing the infrastructure solutions required for their businesses, including by working with them to develop renewable gas solutions, such as carbon capture and sequestration and renewable gas products; enabling customers to transition towards net zero consistent with their preferred timing.

In 2023, we set our interim Scope 1 and 2 targets for a 30% reduction by 2030 on a 2020 baseline. Further information on this target can be found at SDG 7 and SDG 13.

“The staff are professional, friendly and can answer questions we have well.”

**Anonymous**  
WA Landowner, provided in the Feedback Survey

“Your inspections are always courteous, friendly and informative of your operations and why not to dig before dialling.”

**Anonymous**  
WA Landowner, provided in the Feedback Survey



## Case Studies

### Education and Land Liaison, Third Party Works Management and Surveillance

One of the biggest risks to underground pipelines and associated infrastructure is unapproved digging, construction or works being carried out near the pipeline. AGIG’s DBNGP, including pipeline loops, is over 3,000km long and runs from the very bottom of Western Australia (Bunbury) to the top (Dampier) - meaning there is large surface area of covered pipeline to manage.

AGIG conducts frequent aerial surveillance and monitors the operation of the pipeline 365 days per year, 24 hours per day – in conjunction with relying on the cooperation of landowners and third parties to maintain continued safe operations. In 2023, the AGIG team conducted 560 visits.

The dedicated Lands team focuses on infrastructure safety which is key to proactively managing risks. The team cover a broad range of duties, including:

- Education on pipeline safety via direct liaisons with landowners;
- Supervision of third party works through setting conditional approval and monitoring of works from scope to completion;
- Ongoing surveillance, proactive development of programs to prevent encroachment on the easement, and identification and rectification of potential issues that may not have been identified;

- Land remediation where required, including physical rectification of immediate risks – including everyday risks, such as ill-behaved cattle damaging pipeline and safety signage; and
- Investigating all encroachments to ascertain root causes and evolve our programs to ensure we effectively mitigate the risk of a repeat incident.

Face-to-face visits are preferred, to ensure we continue delivering for our customers and the community – including those with our pipeline running through their property – our view is the best way to mitigate risk effectively is through developing relationships with the landowners.

In 2023, we introduced a DBNGP landowners feedback survey. The survey sought feedback on our Lands team’s recent interactions, in order to gain different perspectives on our engagement and how we can improve the landholder experience. The learnings from the results were both valuable and insightful, and we plan to continue these surveys biannually in future to help inform the program moving forward.



Example of cattle who caused trouble with pipeline signage on a landowner’s property





As a leader in the Australian energy sector, we have a responsibility to contribute to better cities for our customers and to support the local communities we serve.

# Sustainable Cities and Communities



Make cities and human settlements inclusive, safe, resilient and sustainable

2023 Insights

## Volunteer hours

2022: 359 hours

2023: 670 hours



This is equivalent to circa 88 working days or 17 working weeks

Outreach to more than 60,000 stakeholders through 1,300+ community events



**\$54k\***  
raised through staff-led donations

exceeding our target of \$50k

**\$524.6k**

Invested in AGIG's Community Partnerships Program

**Target \$50k**      **Raised \$54k**

raised over \$50k for over 43 charities as part of staff fundraising and dollar matching program

\* total value of the program including staff contributions and AGIG contributions through AGIG's Dollar Matching Program

As part of our Community Partnerships Program, we offer the opportunity for staff to participate in gifting in-kind support within the community.

In 2023, we continued to invest in the community through our CPP, furthered our reconciliation journey through implementing our first RAP and participated in the Taskforce on Nature-Related Financial Disclosures (TNFD) pilot to better understand the biodiversity and nature disclosures we can expect in the future.

## Our targets

We will develop and implement a Reconciliation Action Plan (RAP) *(target achieved)*

We will invest in the community through our Community Partnerships Program (CPP)

We will track and improve employee uptake of the AGIG Volunteer Program

We will review our environmental footprint with a view to setting biodiversity targets by end-2025

Implementation and tracking of our first RAP aiming to progress to an 'Innovate' RAP by end-2025 *(new target)*



Case Studies

## Volunteer Heroes

As part of our CPP, we offer the opportunity for staff to participate in gifting in-kind support within the community. Recognising that AGIG staff may have existing volunteering commitments, in 2023 we introduced 'Volunteer Heroes' which acknowledges those who go above and beyond for their communities. These Volunteer Heroes are promoted and celebrated on our staff intranet, as well as through our internal e-newsletter, In the Pipeline.

Our first Volunteer Hero for 2023 was Grant, AGIG Commercial Manager. Grant was a Patrol Captain at the Glenelg Surf Life Saving Club, where he volunteered on the beach for 20 years. Grant was responsible for managing a group of about 20 surf lifesavers on a busy weekend patrol, which encompasses 12 three-hour patrols over the summer period (October through to April). In late 2023, Grant stepped

down from active duty, with over 500 patrol hours of service, and 20 years on the sand, having also been an Age Group Manager and coach. We were delighted to honour and promote Grant's outstanding dedication to the local community. Here is what Grant had to say:

*"Volunteering at the Glenelg Surf Lifesaving Club enabled me to develop a wide range of skills, including first aid and CPR. As a bonus, I met a wide range of people and developed some long-lasting friendships. I would highly recommend the Australian surf lifesaving movement as a worthwhile cause to be involved in."*

**Grant**  
Commercial Manager



Onslow Coastline – photograph taken by our Lands Team while conducting aerial surveillance of the pipeline route

We were privileged to work with Former Federal Senator, and Gold Olympic and Commonwealth Games Medallist, Nova Peris OAM OLY on cultural learnings.

## Taskforce on Nature-Related Financial Disclosures

During 2023, AGIG participated in a pilot program with the Australian Government’s Department of Climate Change, Energy, Environment and Water that sought to assist organisations with understanding and implementing requirements of the Task Force on Nature-Related Disclosures.

Participation in this pilot program provided us and other businesses across the gas supply chain with greater understanding of the data required to assist us in implementing the TNFD recommendations. The learnings also assist AGIG in completing our current ESG target to set biodiversity targets by end-2025.

You can read the full report here: [www.dcceew.gov.au/environment/environmental-markets/financing-solutions-for-nature](http://www.dcceew.gov.au/environment/environmental-markets/financing-solutions-for-nature)



Staff enjoying catering from Indigenous catering company Mabu Mabu at a National Aborigines’ and Islanders’ Day Observance Committee Week Morning Tea



Johanna Birgersson, Executive General Manager People, Safety and Culture, Nova Peris OAM OLY, and James Smith, Executive General Manager Transmission Operations with AGIG Perth staff at our Jandakot facility



Nova Peris OAM OLY, presenting to our Western Australian staff

## AGIG’s Reconciliation Action Plan

Our assets traverse many of the Australian mainland’s most diverse landscapes, where First Nations peoples always have and continue to protect and care for Country: from north-west Western Australia to its south, across the Central Australian desert, and in major suburban and regional areas in Queensland, New South Wales, Victoria and South Australia.

Our Reconciliation Vision extends to working together in partnership to deliver energy for a better Australia for all, including our First Nations peoples. We recognise the role our First Nations have played as custodians of the land, and we are committed to listening, learning and having respectful conversations to care for Country.

We are also committed to reaching the First Nations communities in which we operate, and to develop relationships to participate in reconciliation ‘Closing the Gap’ initiatives and making a practical contribution with guidance from our First Nations partners.



Nova Peris OAM OLY, and Ingrid Cumming: a proud Whadjuk Nyungar woman

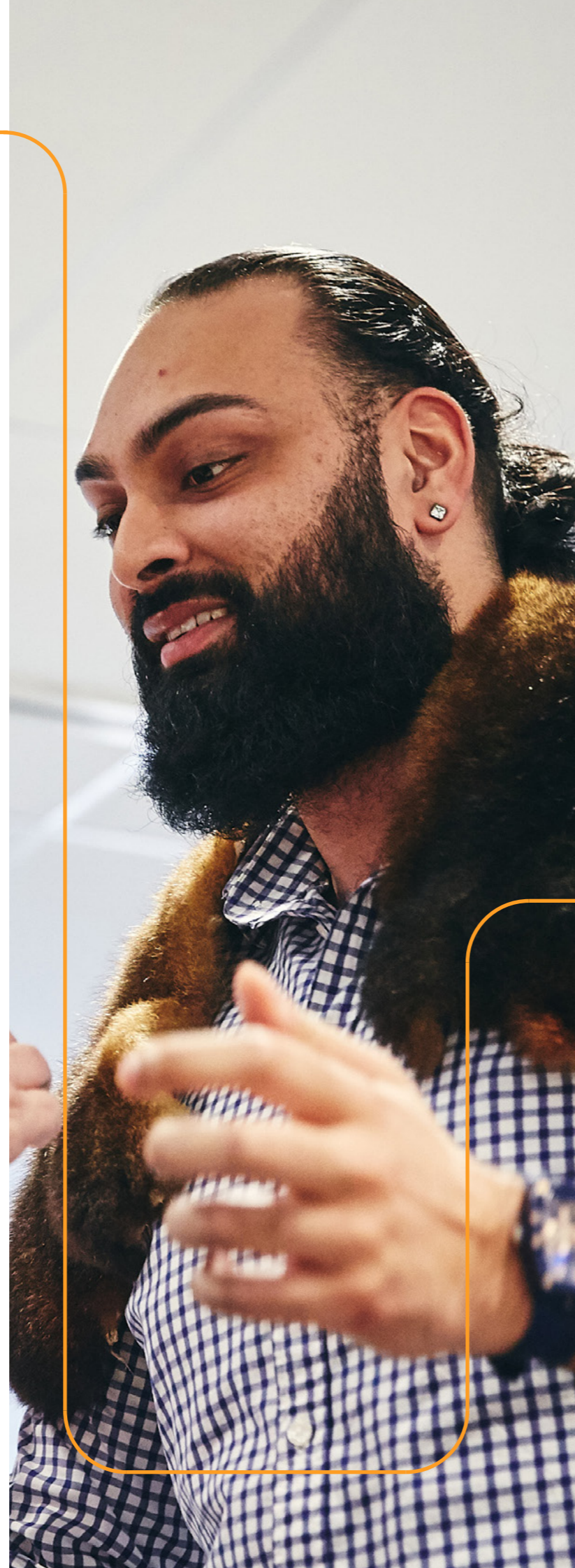
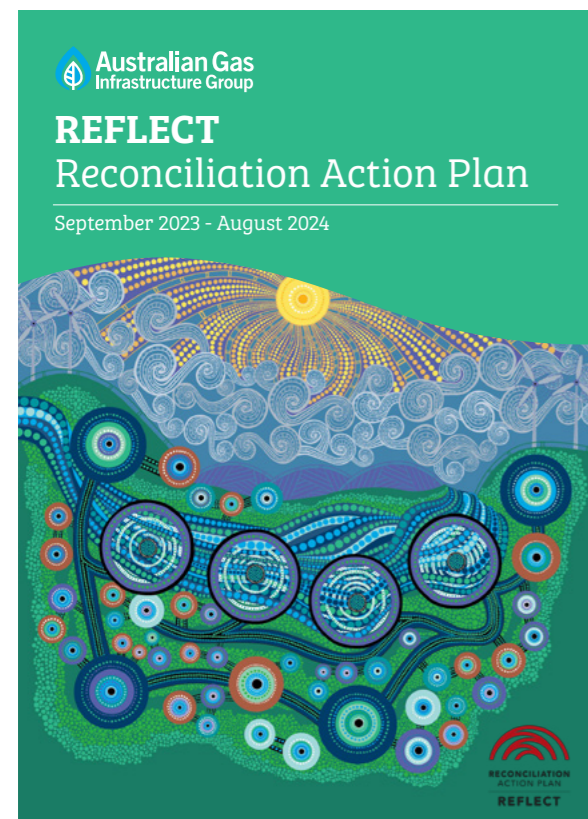
## RAP

This year we released our inaugural RAP, referred to as our 'Reflect' RAP, for the period of September 2023 to August 2024.

There are four stages and maturity levels of RAP reports; Reflect, Innovate, Stretch and Elevate. Our Reflect RAP is the start of our formal journey towards reconciliation, and an important step to facilitating significant positive change within our influence. We have worked closely with our people and partners to set achievable and realistic actions that focus on the aspects of our business where we can have a positive impact.

An integral part of the RAP is setting targets for the business, and we are well underway with implementing and tracking our progress against these RAP actions.

We aim to progress to the 'Innovate' stage for our next RAP.



### Case Studies

## Basket and Brush RAP Launch: Melbourne Office

To launch and celebrate our Reflect RAP, we hosted an in-person event at our Melbourne office, with the formalities live streamed across all AGIG offices. After opening remarks from Yorta Yorta artist and RAP document designer Karen Briggs, members of our Executive team along with Melbourne staff were invited to join First Nation artist, Kristy Bell - who owns and operates Basket and Brush - in creating a collaborative artwork that represents our people's connection to country.

In developing our RAP, we took great care to connect with and listen to our employees. 74% of participating employees were 'interested' or 'very interested' in reconciliation activities or First Nations initiatives offered by AGIG.



James, Project Procurement Manager, volunteering in Foodbank's Western Australia kitchen



Echo: AGIG's sponsored Guide Dog in training, partnership with GuideDogs WA

## Community Partnerships Program (CPP)

Our people are our greatest asset, and that's why we support our staff to make a difference in their community. Our Partnerships focus on important areas for our communities, including assisting those who are vulnerable, promoting diversity, environmental sustainability and education, as well as supporting local communities.

Our CPP spans across our national business, and includes our valued longer-term relationships with Angel Flight, Greening Australia, Clontarf Foundation and Foodbank.

We provide our people:

- Two paid volunteering leave days annually;
- Dollar matching for donations made by staff to support charities important to them; and
- Access to funding to support local community causes.

This year, we established eleven new relationships with charities, not-for-profits, and community grass-root organisations that focus on expanding our commitment to financial funding and corporate volunteering. These included: Cockburn Basketball Association, Thornlie & Districts Tee Ball Association, Share Space Inc, Act for Kids, Love Hope & Gratitude, Guide Dogs SA, Guide Dogs WA, St Vincent de Paul Society, Wallaby R.L.F.C., South Australian Hydrogen Hubs Inc, and Kickstart for Kids.

The programs outlined on this page highlight two of our new relationships for 2023: St Vincent de Paul's Society's Freds Van Meal Service, and KickStart For "Kids Breakfast Program". Both commitments required staff to volunteer their time and skills outside of work hours, and received excellent interest and feedback from staff.

Our CPP has continued to grow and strengthen every year.

### Case Studies

## Feeding Adelaide's Vulnerable Community

Our staff had the opportunity to register for a Wednesday evening shift with Fred's Van Meal Service, helping to prepare a dinner for Adelaide's homeless community. Cooking took place at St Vinnie's commercial kitchen, then was transported via Fred's Van to a central CBD site for consumption. On the menu was pasta - both vegetarian and meat options - and a takeaway satchel that included fresh fruit, a sandwich, and more donated goods. Following the set-up, AGIG volunteers served dinner, water, coffee, and tea to clients – as well as offering a chat and friendly smile.

*"Fred's Van was a terrific, but eye-opening, experience. I thoroughly enjoyed and would definitely do it again."*

**Jo**  
Communications Manager

KickStart for Kids is a South Australian not-for-profit organisation that provides a breakfast and lunch program for underprivileged children in school settings. During 2023, alongside one of our key service providers, two staff members volunteered every Thursday morning (within school terms) serving breakfast to a local primary school within our localised distribution area. Volunteers were responsible for preparing and serving toast, cereal, fruit and milk, to kids who arrived to school hungry.

*"Being a KickStart volunteer has been one of the most rewarding experiences. I loved interacting with the kids and knowing that I helped them start their school day right by providing them with a necessity, food."*

**Lisa**  
Manager Regulatory Finance





AGIG recognises its responsibilities to conduct business in a way that protects and improves the state of the environment for future generations.

# Responsible Consumption and Production



AGIG recognises its responsibility to conduct business in a way that protects and improves the state of the environment for future generations.

We understand that the long-term wellbeing of society, the wellbeing of employees and the strength of our business depends on our commitment to a sustainable future. This perspective has led us to understand how we can consume and produce resources with future generations in mind.

We were pleased to have released our inaugural company-wide Contracts and Procurement Policy in 2023, replacing older policies designed for individual business units.

We expect our own people and suppliers to uphold the highest ethical business practices, this Policy provides a framework for how AGIG engages in procurement activities. We are committed to ensuring our procurement practices meet the highest standards of business ethics and integrity.

Further to this, we increased our Modern Slavery training to 57 hours, up from 33.5 hours in 2022, and published our annual Modern Slavery Statement, which outlines our commitment to ensuring that human rights are respected within business operations and supply chains.

2023 Insights

**40**

New AGIG' suppliers completed Modern Slavery Onboarding

**100% compliance**



With our Sustainable Procurement Statement



**97%** of suppliers are Australian based

**Zero complaints**

or reports received to our independent reporting hotline of modern slavery occurrences within our business or supply chains

**Annual Modern Slavery Statement published**

## Modern Slavery

At AGIG, we are committed to playing a role in ensuring that human rights are respected within business operations and supply chains. AGIG is focused on modern slavery and will not knowingly conduct business with parties that engage in modern slavery or other unethical business practices.

AGIG applies the Modern Slavery Act 2018 (Cth) definition of “modern slavery” in our internal policies, practices and resources and our Sustainable Procurement Standard in order to communicate expectations regarding modern slavery risks to our stakeholders. We endeavour to implement sustainable procurement practices and we remain committed to continuous improvement in this area, in alignment with our ESG goals.

Within the business, modern slavery issues are overseen by the ESG Committee. Each year, AGIG submits a Modern Slavery Statement to the Attorney General’s Department, detailing our approach to modern slavery risks in our business, operations and supply chains. In our Modern Slavery Statement, we report key metrics used to measure the effectiveness of our actions to assess and address modern slavery risks.

We remain committed to improvement in this evolving area and will continue to report on these metrics in future modern slavery statements.

## Our targets

**We will target no Tier 1 and 2 odorant release events (as defined in process safety definitions)<sup>8</sup>**

**We will deliver on our Sustainable Procurement Statement**

**We will include assessment of ESG criteria as part of our procurement processes by end-2024**

**We will identify and collect data on types of waste across all businesses by end-2024<sup>9</sup>**

<sup>8</sup> With the maturation of our ESG reporting, this target will be removed in 2024 and delivered as BAU operations

<sup>9</sup> This targeted has been reworded from 2022 to increase transparency on key deliverables

In 2023:

0

The number of modern slavery grievances reported to our reporting hotline

0

The number of instances where contracts have been terminated due to modern slavery concerns

To see our Modern Slavery Statement, see here: [www.agig.com.au/publications](http://www.agig.com.au/publications)



## Contracts and Procurement Policy

In 2023 our Contracts and Procurement Policy was endorsed and implemented across our business. The Policy defines how AGIG can achieve its key requirements and objectives when procuring goods and services with third parties.

### Bribery, fraud and corruption

AGIG does not tolerate bribery or corruption in any form. AGIG is committed to ensuring our procurement practices meet the highest standards of business ethics and integrity.

We expect our own people and suppliers to uphold the highest ethical business practices in line with our Supplier Code of Conduct Policy.

### Transparency, confidentiality and fairness

AGIG ensures suppliers are treated fairly at all stages of the procurement process, providing transparency with all parties involved, so that everyone understands the elements of the process.

### Conflicts of interest

AGIG requires employees, suppliers and contractors to declare any personal interest which may affect, or be seen to affect, their impartiality, or judgement, in respect of their duties.

### Offers of gifts or hospitality

AGIG employees involved in any stage of a tendering process, must not accept an offer of hospitality, gifts, travel, or accommodation of any value from any organisation involved in a procurement activity without declaring the gift to their manager or the ELT.

### Modern slavery

As outlined in AGIG’s Sustainable Procurement Statement, AGIG rejects and prohibits the use of all forms of slavery, child or forced labour within its own operations and in the operations of suppliers.

### Human rights and labour conditions

AGIG expects its suppliers to conduct business in a manner consistent with the human rights principles encompassed in the Universal Declaration of Human Rights, the International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business.



Climate Change is not a journey for AGIG alone. The impacts are collective and across a multitude of value chains.

# Climate Action



Take urgent action to combat climate change and its impact

2023 Insights

**Climate Scenario Analysis completed**



**27,260kg**

Of CO<sub>2</sub> emissions avoided by replacing methane with hydrogen in the gas network since HyP SA's commencement

**Broke ground on HyP Gladstone**



**Presented at 30+ industry events on our renewable gas endeavours**

**31,767kg**  
**Of hydrogen produced at HyP SA since commencement**



Gas is an important part of our energy mix. We use it in homes and businesses to heat our buildings, heat water and to cook. It is also used by many large industries for processing and to generate electricity.

The Australian Government has committed to achieving net-zero emissions by 2050. To meet these carbon reduction targets, our Nation must decarbonise the gas, electricity and transport sectors.

Natural gas is already an important energy source for Australia - particularly as we move from coal-based electricity to a low emissions energy future. Our gas infrastructure also has a critical long-term role to play, delivering renewable gas to millions of homes and businesses across Australia, with the same reliability and convenience as natural gas does today.

## Our targets

**We will target 10% renewable gas in our distribution networks by 2030**

**We will target 100% renewable gas in our distribution networks by 2050 at the latest and 2040 as a stretch**

**We will target net zero emissions from our transmission and midstream assets by 2050 at the latest**

**We will adopt the recommendations on climate-related financial disclosures by end-2024<sup>10</sup>**

<sup>10</sup> This target has been re-worded to reflect the disbandment of the TCFD framework ahead of the adoption of the relevant Australian Accounting Standards Board (AASB)

## Climate Impact

We acknowledge the science of climate change, and we are already experiencing the impacts of a warming climate and risks associated to our natural and built environments, impacting the communities in which we serve our people and other stakeholders.

## Climate Scenario Analysis Overview

AGIG is exposed to both the physical and transitional risks of climate change. During 2023, with guidance from a specialised consulting firm, we undertook comprehensive Climate Scenario Analysis to outline AGIG's physical and transitional risks and to better understand and manage the implications of transitioning to a net-zero pathway. This work was broadly socialised across our business – including engagement activities and dedicated input from employees and exploration and explanation sessions for our Senior and Executive Leaders.

The work found that our assets are resilient and reliable in delivering energy under this stress testing of material physical climate risks.

During the 'transition phase', existing gas infrastructure could be used to continue the development of low-carbon gases. Low-carbon gases are likely to be needed in a net zero future, for industrial use at a minimum. Preserving the gas infrastructure preserves an option for their wider use<sup>11</sup>.

<sup>11</sup> The Role of Gas Infrastructure in Australia's Energy Transition, June 2023, Boston Consulting Group

<sup>12</sup> Climate model develop included: Intergovernmental Panel on Climate Change (IPCC) to analysis climate change, it's impacts and options to mitigate climate change. These were the Shared Socio-economic Pathways (SSPs) and the Representative Concentration Pathways (RCPs). The IPCC SSP pathway scenario, consists of two emissions levels, medium and high (SSP2)

## Physical Climate Approach and Outcomes

Physical risks relate to the physical impacts a changing climate may have on our business. AGIG's asset footprint includes remote and urbanised areas of Australia. To understand the physical climate risk, we used a standard modelling approach with publicly defined scenarios. The approach is summarised below:

- A future climate projection model was used to identify areas of AGIG's asset base at risk of impact from climate change and the type of severe weather than could impact our assets and operations;
- A base climate model was developed<sup>12</sup>; and
- Qualitative checks of outcomes were undertaken.

The outcomes of this scenario analysis are presented in Outcome 1 - 4.

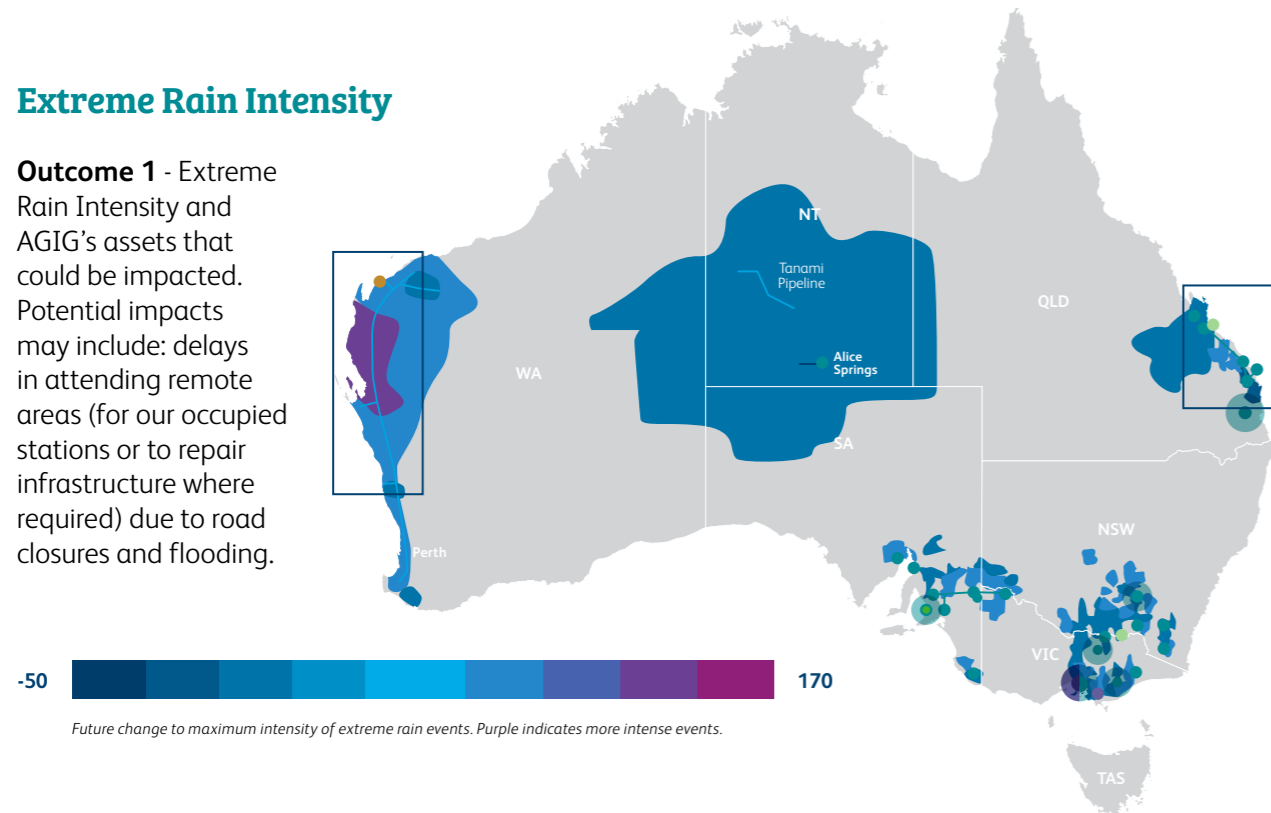
This exercise illustrated the resilience of our gas infrastructure to the physical impact of extreme weather, primarily based on the inherent protection of the majority of our assets being located underground.

The work found that the main physical impact brought about by extreme weather would be to our employees working on the assets. This is being managed through our severe weather policies, which outline how we respond to these events and include actions to manage personnel rosters, and safely access remote stations in the event of cyclones, storms, bushfires and dust storms.

# Physical Climate Approach and Outcomes

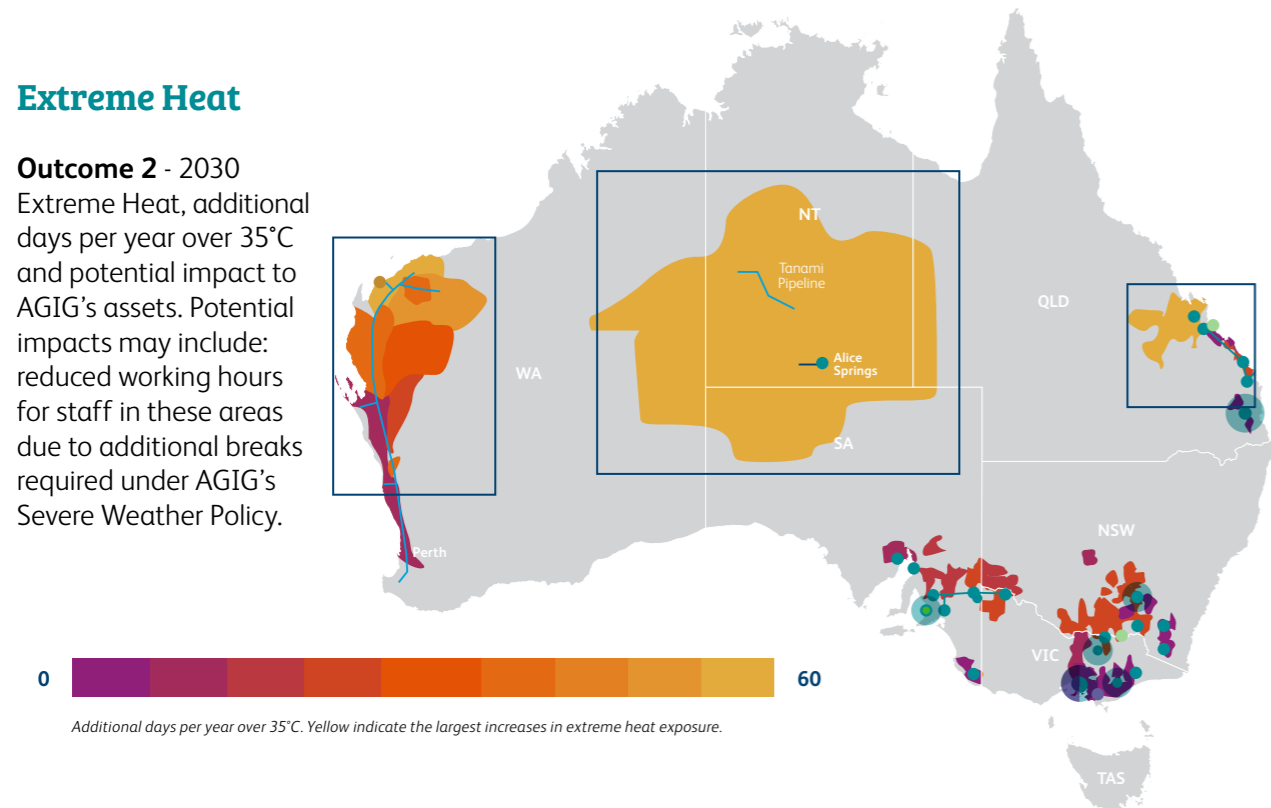
## Extreme Rain Intensity

**Outcome 1 - Extreme Rain Intensity and AGIG's assets that could be impacted.** Potential impacts may include: delays in attending remote areas (for our occupied stations or to repair infrastructure where required) due to road closures and flooding.



## Extreme Heat

**Outcome 2 - 2030 Extreme Heat, additional days per year over 35°C and potential impact to AGIG's assets.** Potential impacts may include: reduced working hours for staff in these areas due to additional breaks required under AGIG's Severe Weather Policy.

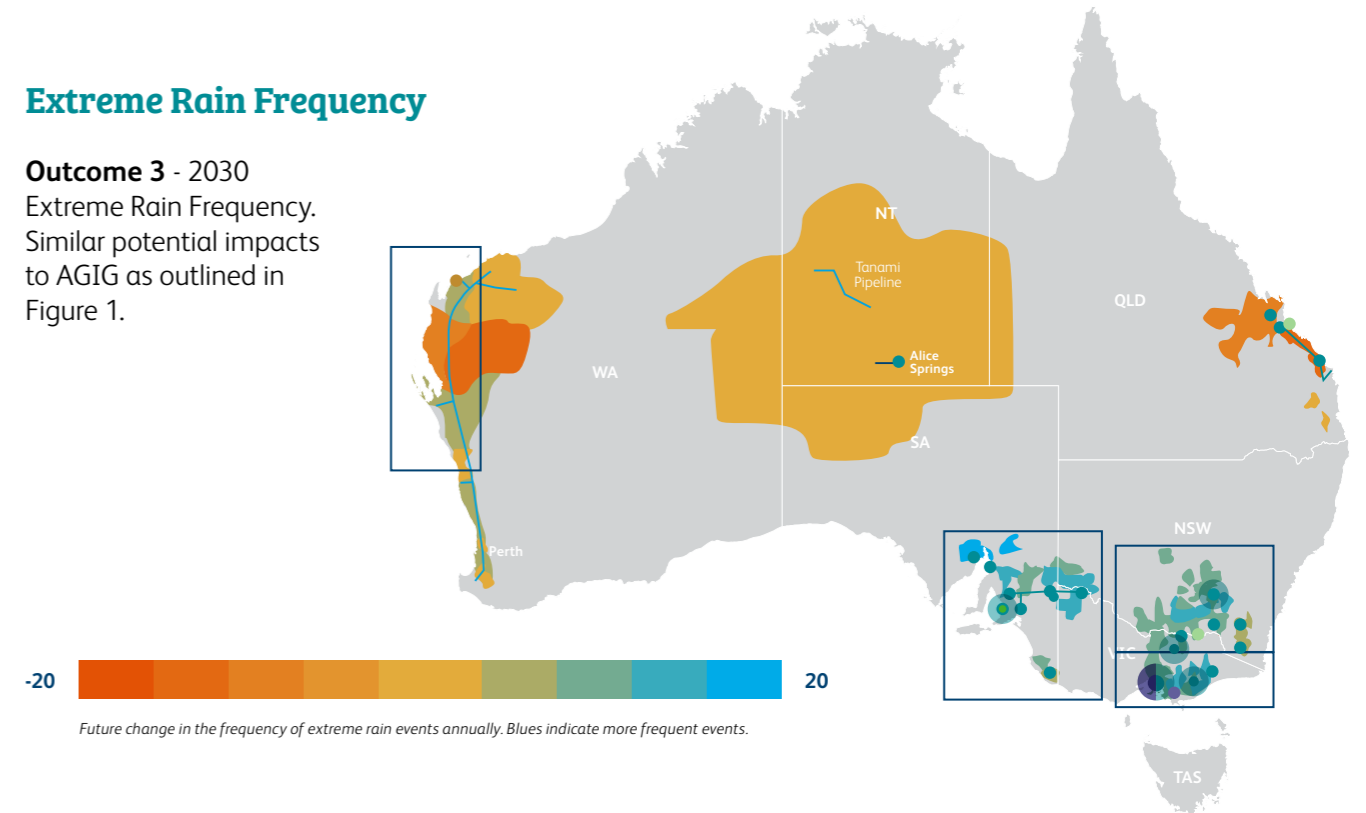


### LEGEND

AGN Distribution Networks		Operational Hydrogen Facility	
MGN Distribution Networks		Hydrogen Facility Under Development	
DBP Transmission Pipelines		AGN Transmission Pipelines	
Gas Storage			

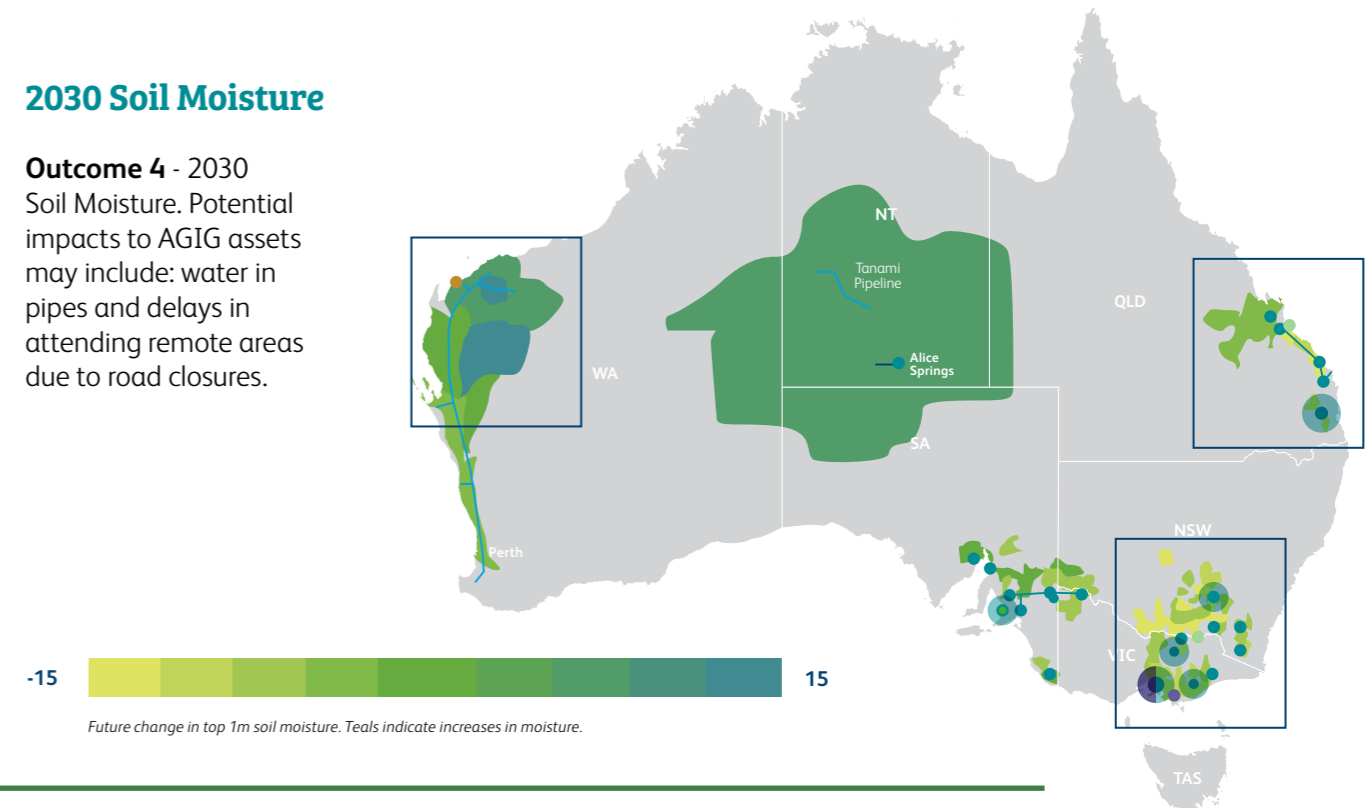
## Extreme Rain Frequency

**Outcome 3 - 2030 Extreme Rain Frequency.** Similar potential impacts to AGIG as outlined in Figure 1.



## 2030 Soil Moisture

**Outcome 4 - 2030 Soil Moisture.** Potential impacts to AGIG assets may include: water in pipes and delays in attending remote areas due to road closures.



# Transition Climate Approach and Outcomes

Transitional risks relate to the transition of the economy and businesses to a lower-carbon future. For AGIG this is specifically the transition to renewable energy. To understand the transition risk we used a standard modelling approach with publicly defined scenarios.

The approach is summarised below:

- Four future transition scenarios with different assumed levels of climate ambition and technology adoption, were used to identify risks to the organisation as Australia moves to a renewable energy future.
- With the transition projection as a base, scenarios were developed in five-year increments to focus on the 2030 and 2050 time horizons<sup>13</sup>.

The work highlighted the increased pressure for AGIG to reduce emissions associated with the gas we transport, and that Government policy is highly impactful as we transition to net-zero emissions. Our Low Carbon Vision seeks to navigate the transitional risk faced by AGIG.

Figure 4 shows the a range of scenarios, including a 1.5 degree world, used to test our market resilience.

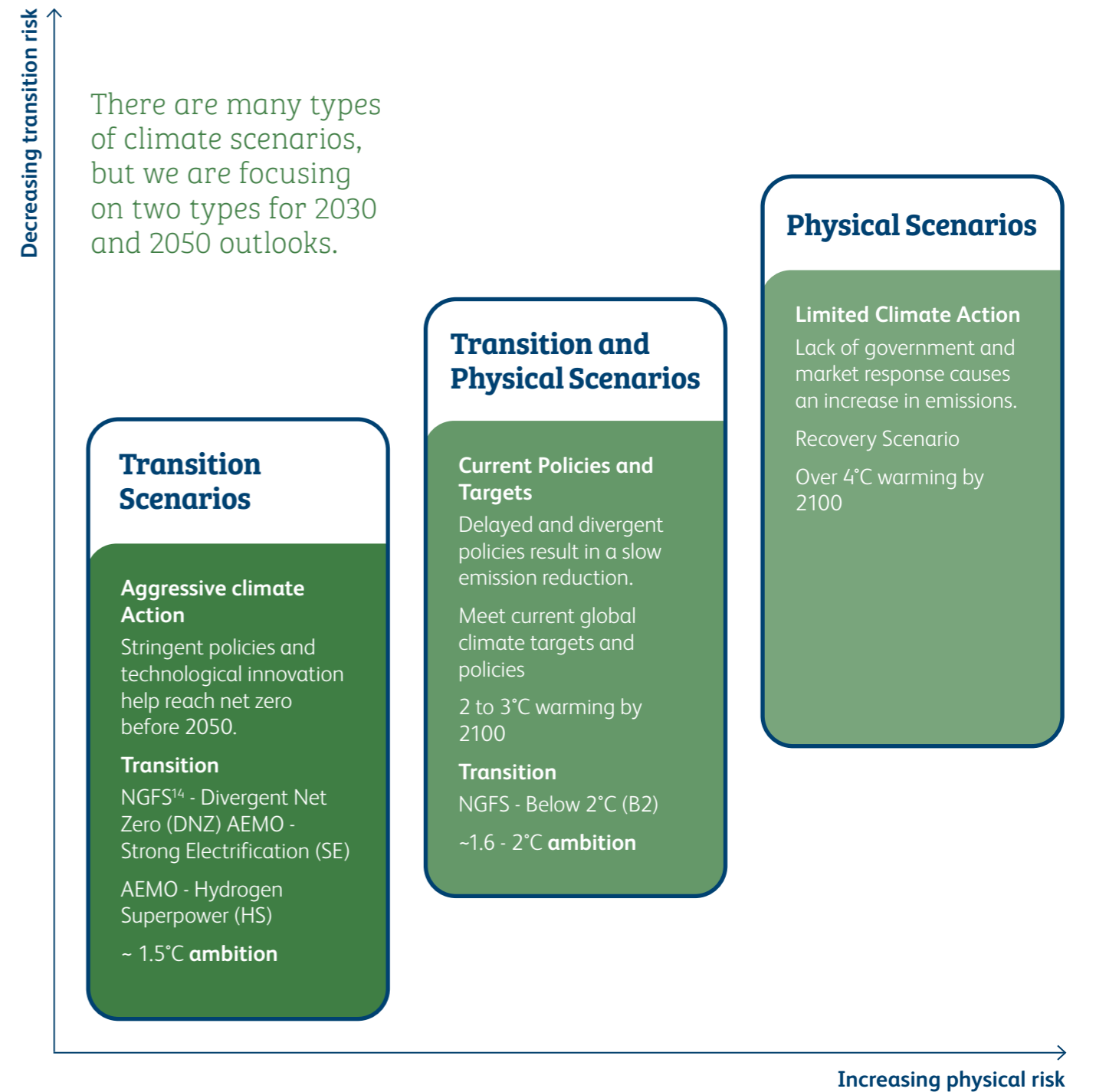


Figure 4 Transition Climate Approach

## Summary

Our operations and value chain resilience was tested against a range of downscaled scenarios, supplemented by AEMO scenarios. The work highlighted risks associated with the transition as well as the market opportunity that our resilient infrastructure can play in delivering low carbon energy in a rapidly evolving world.

AGIG's management to these risks is outlined in the TCFD Appendix.

<sup>13</sup> Utilised scenarios from The Central Banks and Supervisors Network for Greening the Financial System (climate ambition) and the Australian Energy Market Operator Multi-sector Energy Modelling, 2021 (technology adoptions)

<sup>14</sup> Network for Greening the Financial System (NGFS) is a group of Central Banks and supervisors who, in conjunction with an academic consortium, have developed climate scenarios to assess transitional and physical risk.

## Reducing Emissions

Our Low Carbon Vision aims for 10% renewable gas (such as hydrogen and biomethane) in our distribution networks by no later than 2030, with full decarbonisation of our networks by 2040 as a stretch target and by no later than 2050. In our transmission and midstream assets, we will continue to develop infrastructure solutions for our customers, targeting net-zero by 2050.

In 2023, we set our business-wide emissions reductions target of a 30% reduction in Scope 1 and 2 emissions by 2030 from a 2020 baseline. In setting this target we have considered the impact of legislated changes, emissions reductions under our current mains replacement program and other emissions reductions projects underway on our transmission pipeline.

We commenced our current Mains Replacement Program in 2003 to reduce gas leaks and associated emissions on distribution networks. This program which replaces old cast-iron mains with polyethylene material pipes also enables our networks to carry renewable hydrogen.

During 2023, our mains replacement activities contributed to a reduction in emissions of 2% compared to 2022 levels.

In Western Australia, much like the rest of Australia, there has been an increased focus from the state on reducing coal-fired electricity production. This in turn resulted in an increased demand for natural gas to help produce electricity. This increase in gas transported through our transmission pipeline resulted in higher emissions for our DBP business.

Compared with 2022, the compressor stations along the DBNGP emitted approximately 18% more in 2023 to help move the gas through from the top end of Western Australia. This gas was required to support the state's electricity generation. Emissions from using natural gas to generate electricity are significantly lower than when using coal to produce the same amount of electricity, even when upstream fugitive emissions of methane are included in the analysis<sup>15</sup>.

We are working on opportunities and investigating projects to reduce the pipeline's emissions intensity.

We are targeting business-wide Scope 1 and 2 emissions reductions of 30% by 2030, from a 2020 baseline.

<sup>15</sup> Dr Allan Finkel, public response to open letter from Australian climate scientists <https://www.chiefscientist.gov.au/news-and-media/chief-scientist-responds-open-letter-australian-climate-scientists>

## Our Low Carbon Vision

### Distribution Assets

100% renewable gas by no later than 2050, and by 2040 as a stretch

### Transmission Assets

We will continue developing infrastructure solutions for our customers, targeting net-zero by 2050



✓ Completed

Case Studies

## Hydrogen Park Gladstone

In 2023 we commenced construction of our HyP Gladstone project. HyP Gladstone is the next step on our renewable gas journey and builds on our HyP SA facility. Once operational, Gladstone will be the first city in Australia where the entire gas distribution network will supply customers with a blend of up to 10% (by volume) of renewable gas. HyP Gladstone will be operational in 2024.



Renewable gas (such as hydrogen and biomethane) is already being safely produced and supplied to customers across the country.

Case Studies

## Hydrogen Park Murray Valley

In 2023, we made a positive final investment decision to proceed with one of our most significant hydrogen production facilities in Australia, HyP Murray Valley. Expected to commence operations in 2025, the facility will deliver an up to 10% hydrogen blend into the existing natural gas supply to over 40,000 customers in the Albury-Wodonga region, further demonstrating the low carbon potential of gas supply in Australia.

Located along the Hume Highway, one of Australia's busiest transport routes, HyP Murray Valley has potential for future expansion to supply renewable hydrogen to the transport sector and support the Victorian and New South Wales Government's vision for the Hume Hydrogen Highway. The location of HyP Murray Valley also provides opportunity to explore potential future synergies with wastewater treatments plants, using reclaimed water to produce renewable hydrogen and providing the oxygen required for the treatment of wastewater.

HyP Murray Valley is partly funded by the Australian Renewable Energy Agency and the Victorian Government.



Note that the views expressed herein are not necessarily the views of the Australian Government or the Victorian Government, and neither the Australian Government nor the Victoria Government accept responsibility for any information or advice contained herein.

## Renewable Gas

Renewable gas (such as hydrogen and biomethane) is already being safely produced and supplied to customers across the country. AGIG has been producing, blending and supplying renewable hydrogen to existing gas network customers since May 2021.

HyP SA started renewable hydrogen production in May 2021. Since then, we have blended 4,408kg of renewable hydrogen into the existing gas network. The energy from this hydrogen is equivalent to:



**Water Heating**  
52,901 hot showers

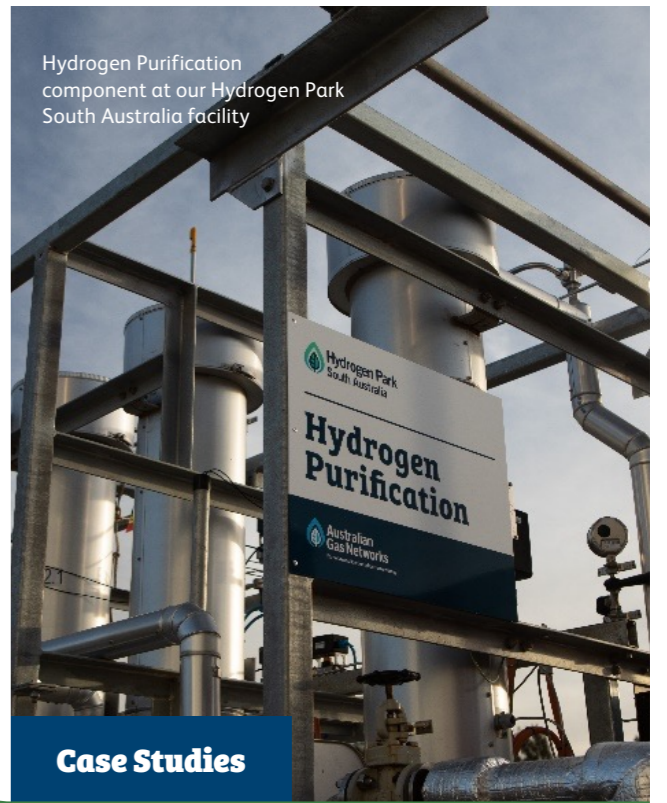


**Home Heating**  
26,451 hours of residential heating



**Transportation**  
511,693 km in a passenger vehicle

Metrics based on AGIG analysis of HyP SA plant performance, supported by a third-party engineering consultant



Case Studies

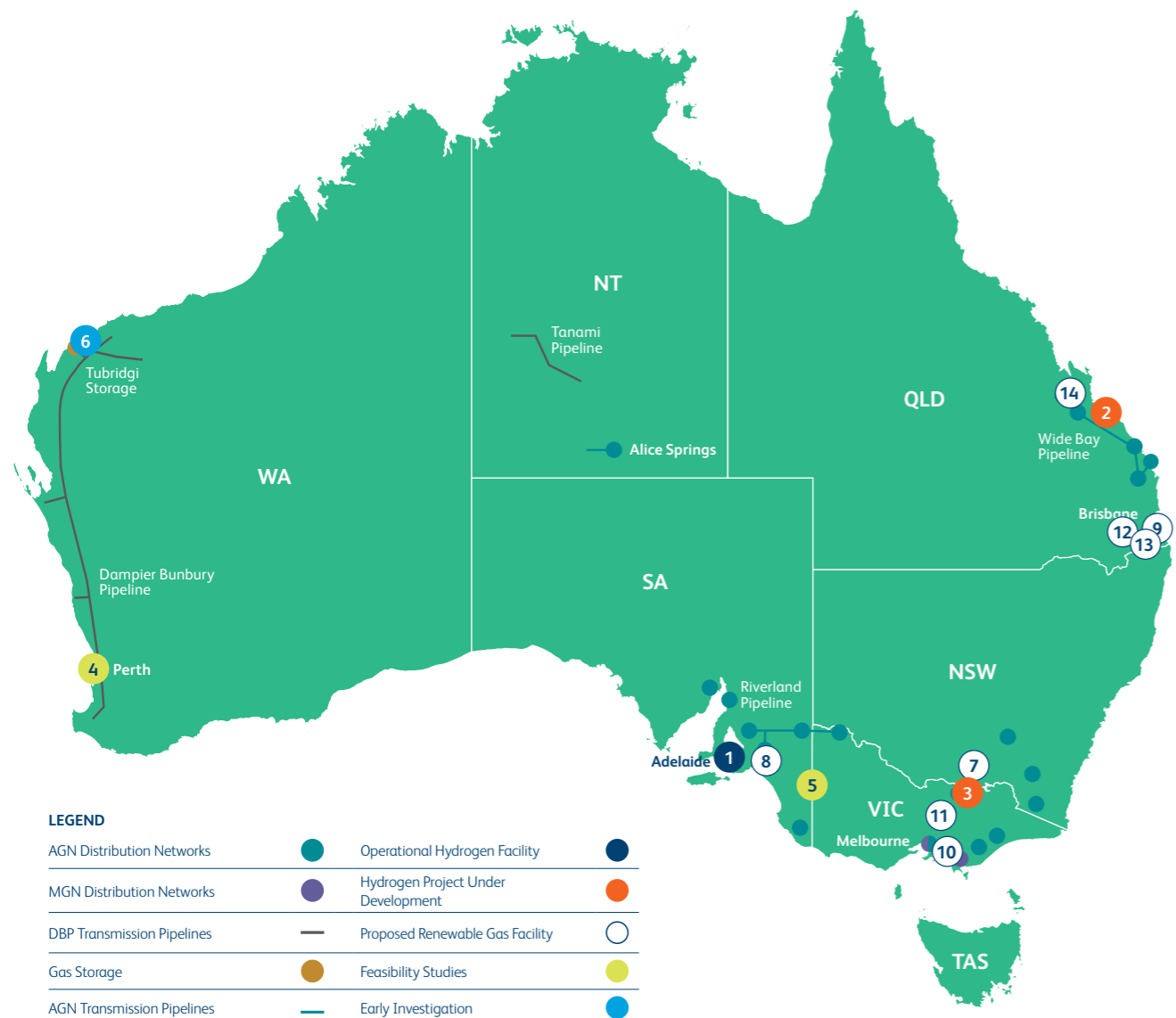
## Hydrogen Park South Australia Expansion

In 2023, our HyP SA project expanded the supply of blended renewable hydrogen in South Australia, increasing from 700 homes to nearly 4,000 homes, businesses and schools in Mitchell Park, Clovelly Park, and parts of Marion.

The expansion now sees a range of small businesses and schools, as well as thousands of households who have been actively engaged throughout development of HyP SA, using a renewable hydrogen blend. This includes the La Loft Hotel, South Australia's first commercial property to receive a renewable hydrogen blend.

HyP SA remains Australia's largest operating electrolyser and has provided a template for a number of similar projects nationally, demonstrating the significance of the South Australian Governments leadership in hydrogen development and deployment.

# Renewable Gas Projects



**Hydrogen Park South Australia** 1

HyP SA is an Australian-first project producing renewable hydrogen through a 1.25MW electrolyser.

Beginning production in 2021, the facility now supplies up to a 5% renewable hydrogen blended gas to almost 4,000 homes, businesses and schools on the existing gas network in Adelaide. It also supplies 100% renewable hydrogen to industry and a bus trial via tube and trailer.

HyP SA was supported by grant funding from the South Australian Government.

**Hydrogen Park Gladstone** 2

HyP Gladstone will produce renewable hydrogen through a 0.175MW electrolyser, delivering Australia's first whole of gas network blending project.

The facility will supply up to a 10% renewable hydrogen blended gas to the whole of Gladstone, around 700 homes, businesses and industry on the existing gas network.

Construction began in 2023, with first production expected in 2024.

HyP Gladstone is supported by grant funding from the Queensland Government.

**Hydrogen Park Murray Valley** 3

HyP Murray Valley will produce renewable hydrogen through a 10MW electrolyser, delivering Australia's largest, and a globally significant, blending project.

The facility will supply up to a 10% renewable hydrogen blended gas to the cities of Albury-Wodonga in Victoria and New South Wales, reaching more than 40,000 homes, businesses and industry.

The project reached financial close in 2023, with first production expected in 2025.

**Western Australian Feasibility Study** 4

Completed in 2021, this study determined how the Dampier Bunbury Pipeline can introduce hydrogen into its mix. As a result of this study, there is now a clear pathway for declaring a pipeline section as suitable for use with hydrogen/natural gas blends.

This study was supported by the Western Australian Government.

**Australian Hydrogen Centre** 5

A joint industry research centre undertaking feasibility studies in South Australia and Victoria, for extending from 10% hydrogen blends in the gas network to a 100% conversion. The Australian Hydrogen Centre also shares learnings from the HyP SA project.

Reports were published in 2022 and 2023.

The Australian Hydrogen Centre was supported by Commonwealth, South Australian and Victorian Governments.

**Tubridgi Carbon Capture and Sequestration** 6

Investigating the potential for carbon capture and sequestration in the Tubridgi area.

**Proposed Hydrogen Park Wagga Wagga** 7

HyP Wagga Wagga is a proposed 10MW+ facility in the Wagga Wagga Special Activation Precinct, in regional New South Wales.

**Proposed Hydrogen Park Adelaide** 8

HyP Adelaide is a proposed 60MW facility in Adelaide, South Australia.

**Proposed Hydrogen Park Brisbane** 9

HyP Brisbane is a proposed 10MW+ facility on Bulwer Island in Queensland.

**Proposed Melbourne Bioenergy Hub** 10

The Melbourne Bioenergy Hub is a proposed project to generate biomethane from biogas, blending into the AGN gas network. Feasibility studies have been completed.

**Proposed Landfill Bioenergy Hub** 11

The Landfill Bioenergy Hub is a proposed project to upgrade landfill gas to biomethane, blending into the local gas network. Early-feasibility studies have commenced.

**Proposed Ipswich Bioenergy Hub** 12

The Ipswich Bioenergy Hub is a proposed project to upgrade landfill gas to biomethane, blending into Ipswich gas network.

**Proposed Brisbane Bioenergy Hub** 13

The Brisbane Bioenergy Hub is a proposed project to upgrade biogas to biomethane, blending into the Brisbane gas network.

**Proposed Regional Queensland Bioenergy Hub** 14

The Regional Queensland Bioenergy Hub is a proposed project to convert agricultural residues to biomethane, blending into the local gas infrastructure.



**Case Studies**

## Erosion Management

Erosion management is vital in preventing and controlling erosion to land that covers and protects our underground assets. Our Aerial Surveillance Lands team are tasked with monitoring the land cover of our assets and reporting any potential risks, areas of erosion or repairs required.

Any identified erosion is remediated by the mainline civil crew, following engagement with key stakeholders to ensure all needs are considered.

This image was taken by one of our Aerial Surveillance team members and demonstrates an area of erosion repair and control banks, along the Wheatstone Ashburton West Pipeline

corridor. This area had persistent erosion due to the natural factors such as wind, terrain and proximity to the Ashburton River.

When rain falls within this specific area, there is little to stop the run-off, as the water makes its way to the river it often takes the soil and vegetation with it. To prevent this, we installed three crescent shaped banks that act as ‘pond banks’ by slowing and trapping the water flow. This in turn allows grasses and vegetation to germinate and flourish, while protecting the soil that covers the underground high-pressure pipeline.

To continue delivering for our range of customer demographics through the low carbon transition, it is essential that we consider a range of solutions.

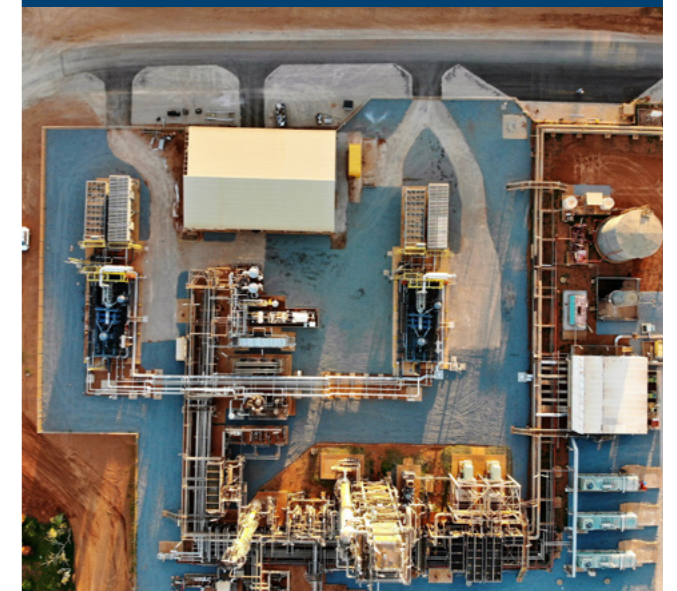
**Case Studies**

## Carbon Capture and Sequestration

To continue delivering for customers through the low carbon transition, it is essential that we consider a range of solutions. In the context of our transmission and mid-stream assets, we are working with large industrial customers to find viable solutions for today and tomorrow, which includes the optionality of carbon capture and sequestration.

Our Tubridgi Gas Storage Facility (Tubridgi) is a shallow onshore underground reservoir which was previously depleted before we developed it into Western Australia’s largest gas storage facility.

The nature of the geology in the Tubridgi area means there is excellent potential to play a significant role in the capture and sequestration of carbon produced in the north-west of Western Australia. We have begun investigating the potential for the Tubridgi area to be utilised for carbon capture and sequestration in the future.



## Supporting Other United Nations Sustainable Development Goals

AGIG is committed to supporting the communities in which we operate.

In 2023, our Community Partnerships Program continued its support of several charities, organisations and community programs that provide support to health, education and programs to provide vital services to those in need.



### 01 No Poverty



We support the Hutt St Centre in South Australia, which helps people facing homelessness to rebuild their lives without judgement. Each year the Hutt St Centre serves up to 40,000 meals and offers social work and support services to nearly 2,000 people.

In recognition of Homelessness Week during August 2023, members of our Adelaide office participated in Hutt Street's 'Walk a Mile' event, raising funds to provide nourishing meals, laundry facilities, medical care and hot showers to help people doing it tough in our community.

Our staff donated towards their colleague's efforts, with AGIG then dollar-matching all funds donated.

### 02 Zero Hunger



With our help, Foodbank provides food essentials and meal packs to those in need.

Foodbank is Australia's largest food relief organisation whose mission is to end hunger in Australia. AGIG staff volunteered 410 hours for Foodbank in 2023.



Our partnership with Foodbank enables both financial and in-kind volunteering support, which is well-received by staff. Here, Johanna and Marisa helped with a fruit and vegetable packing shift in the Melbourne Foodbank depot

### 03 Good Health and Wellbeing



As one of AGIG's Flagship Partners, we support Angel Flight's operations through funding for fuel to enable volunteer pilots to provide free flights to assist rural, regional and remote Australians with access to non-emergency and specialist medical treatment.

Each year, the Lifeblood Challenge features as a recurring theme of our Wellbeing Calendar. In 2023's drive, our internal campaign saw AGIG staff making 40+ donations, including 12 new donors. Their collective donations had the ability to save 120 lives.

### 04 Quality Education



In addition to AGIG's ongoing support with Flagship Partner, Clontarf Foundation, we also partner with SHINE to support, educate and empower 120 girls in education programs in the Mid West, Western Australia.

More information on our Community Partnership Program can be found here:

[www.agig.com.au/agig-community-partnerships-program](http://www.agig.com.au/agig-community-partnerships-program)



# Appendices

**Appendix 1:** Data Tables

**Appendix 2:** Global Reporting Initiatives Index

**Appendix 3:** Taskforce on Climate Related Financial Disclosures Summary

**Appendix 4:** Key Corporate Policies and Plans

This performance data reflects the annual disclosure of our sustainability performance at operations and joint ventures where Australian Gas Infrastructure Group is the majority owner and operator. Development projects have not been included within the data disclosed unless clearly specified.



Aerial perspective of the Kwinana freeway - photo taken on metropolitan aerial surveillance flight

# Appendix 1: Data Tables

## Operational Data

### Gas Delivered (TJ)

	2023		2022		2021		2020		2019	
	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total
<b>DBP:</b>	-	<b>470,860</b>	-	<b>456,117</b>	-	<b>375,507</b>	-	<b>380,122</b>	-	<b>373,379</b>
WA*	-	468,227	-	453,622	-	375,507	-	380,122	-	373,379
NT*	-	2,633	-	2,495	-	-	-	-	-	-
<b>AGN:</b>	<b>50,386</b>	<b>91,581</b>	<b>55,980</b>	<b>98,287</b>	<b>56,832</b>	<b>100,245</b>	<b>56,403</b>	<b>100,413</b>	<b>54,757</b>	<b>100,823</b>
VIC	34,722	50,619	39,097	55,641	39,990	56,951	40,032	56,709	38,573	55,975
SA	10,456	28,731	11,165	30,195	11,282	31,219	10,999	31,334	10,715	30,615
QLD	2,614	5,983	2,734	6,011	2,575	5,672	2,485	5,602	2,611	5,968
NSW	2,542	5,079	2,920	5,634	2,925	5,475	2,833	5,430	2,792	6,640
NT	52	1,169	64	806	60	928	54	1,338	66	1,625
<b>MGN:</b>	<b>38,000</b>	<b>48,503</b>	<b>43,682</b>	<b>54,558</b>	<b>45,089</b>	<b>56,123</b>	<b>43,772</b>	<b>54,577</b>	<b>44,555</b>	<b>56,100</b>
VIC	38,000	48,503	43,682	54,558	45,089	56,123	43,772	54,577	44,555	56,100
<b>Total</b>	<b>88,386</b>	<b>610,944</b>	<b>99,662</b>	<b>608,962</b>	<b>101,921</b>	<b>531,875</b>	<b>100,175</b>	<b>535,112</b>	<b>99,312</b>	<b>530,302</b>

\*Before 2021, this row shows aggregate for WA and NT.

The gas delivered metric includes the DBNGP and the Pluto North-West Interconnector

### Gas Storage (PJ)

	2023	2022	2021	2020	2019
WA	60	60	60	60	57

Reservoir Physical Capacity.

### Gas Produced (TJ)

	2023
WA	2,519

Native gas production - only relevant for 2023 onwards.

### Renewable Gas Production (kg)

	2023	2022	2021
SA (Hydrogen Park South Australia)	15,629	5,001	406

Renewable hydrogen at HyP SA is produced using water and renewable electricity. Electricity is purchased from the grid and AGN purchases GreenPower Large Scale Generation Certificates which are surrendered as required to ensure that the electricity used is renewable. Production data does not include hydrogen produced during commissioning activities in 2021.

### Customer Numbers

	2023	2022	2021	2020	2019
<b>DBP:</b>	<b>59</b>	<b>55</b>	<b>51</b>	<b>37</b>	<b>37</b>
WA	59	55	51	37	37
<b>AGN:</b>	<b>1,399,138</b>	<b>1,385,261</b>	<b>1,366,809</b>	<b>1,345,604</b>	<b>1,322,598</b>
VIC	743,261	736,349	725,260	712,063	697,609
SA	480,223	474,627	469,451	463,983	458,020
QLD	111,375	110,128	108,966	107,517	105,878
NSW	63,109	62,991	61,968	60,885	59,942
NT	1,170	1,166	1,164	1,156	1,149
<b>MGN:</b>	<b>722,843</b>	<b>719,790</b>	<b>719,436</b>	<b>717,604</b>	<b>711,484</b>
VIC	722,843	719,790	719,436	717,604	711,484
<b>Total</b>	<b>2,122,040</b>	<b>2,105,106</b>	<b>2,086,296</b>	<b>2,063,245</b>	<b>2,034,119</b>

## Operational Data

### Asset Length (km)

	WA			VIC			SA			QLD			NSW			NT			Total		
	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021
	Replacement Mains	N/A	N/A	N/A	141	156	194	156	171	182	9	5	17	11	11	10	N/A	N/A	N/A	317	343
<b>Total Mains**</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>21,951</b>	<b>21,773</b>	<b>21,664</b>	<b>8,432</b>	<b>8,349</b>	<b>8,295</b>	<b>3,307</b>	<b>3,235</b>	<b>3,194</b>	<b>2,055</b>	<b>2,035</b>	<b>2,019</b>	<b>40</b>	<b>39</b>	<b>39</b>	<b>35,785</b>	<b>35,431</b>	<b>35,211</b>
Transmission Pipeline	2,337*	2,337	2,337	501	501	501	479	479	479	314	314	314	84	84	84	601	601	601	4,316	4,316	4,316

\*\*As our reporting is maturing we have noted a discrepancy in our historical distribution pipeline length. The historic data in this table has been updated from previous reports to account for this discrepancy.

\*Unlooped pipe length, loop is approximately 1,524kms. Pipeline length reporting under National Greenhouse and Energy Reporting (NGERs) is 3,121kms which includes the mainline, loops and lateral lines.

### Reliability

	2023			2022			2021		
	AGN	MGN	DBP	AGN	MGN	DBP	AGN	MGN	DBP
Number of unplanned interruptions affecting 5+ customers	37	33	N/A	33	45	N/A	26	34	N/A
Number of customers having 3+ interruptions within 12 months*	10	135	N/A	10	233	N/A	19	165	N/A
DBNGP system reliability	N/A	N/A	100.0%	N/A	N/A	100.0%	N/A	N/A	100.0%
DBNGP compressor station reliability	N/A	N/A	94.6%	N/A	N/A	95.5%	N/A	N/A	99.4%

## Environmental Data

### National Greenhouse and Energy Reporting (NGER) Scheme

#### Greenhouse Gas Emissions (GHG) (tonnes of carbon dioxide equivalent, t CO<sub>2</sub>-e)

	2023	2022	2021
GHG - Scope 1	776,557	757,887	839,666
GHG - Scope 2	3,238	3,801	3,756
<b>GHG - Total</b>	<b>779,795</b>	<b>761,688</b>	<b>843,422</b>

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
GHG - Scope 1	326,995	267,179	182,383	328,080	225,094	204,713	381,173	243,269	215,224
GHG - Scope 2	370	1,258	1,610	601	1,519	1,681	724	1,191	1,841
<b>GHG - Total</b>	<b>327,365</b>	<b>268,437</b>	<b>183,993</b>	<b>328,681</b>	<b>226,613</b>	<b>206,394</b>	<b>381,897</b>	<b>244,460</b>	<b>217,065</b>

Greenhouse gas data is reported in line with the NGER scheme. NGER Technical Guidelines have been developed by the Australian Government Department of the Environment and Energy, based on Australian Financial Year reporting. Data is reported for the AGIG facilities captured NGER.

Note: there are minor sources of emission not currently captured in the AGN, MGN or DBP facilities. These are being assessed for future reporting, indicatively approximately 24,000 tCO<sub>2</sub>e in total in 2023.

### Waste Produced by Type (tonnes)

	2023	2022	2021
Hazardous waste	1,065	1,122	1,063
Non-hazardous waste	405	470	441
<b>Total Waste</b>	<b>1,470</b>	<b>1,592</b>	<b>1,504</b>

Waste data is not collected at all AGIG sites. This data represents DBP sites, AGN office and MGN office only. AGIG has a waste target to collect and report by the end 2024.

### Recycling (tonnes)

	2023	2022	2021
Recycling	17	59	17

## Governance Data

### Governance

	2023				2022				2021			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Confirmed incidents of corruption and actions taken	0	0	0	0	0	0	0	0	0	0	0	0
Percentage of employees that received training on anti-corruption/ethics and integrity*	32.0%	24.6%	24.1%	26.4%	1.4%	7.0%	1.7%	10.0%	1.0%	21.7%	14.5%	37.0%
Whistle-blower reports	0	0	0	0	0	1	0	1	0	0	0	0
Whistle-blower reports involving bribery/corruption	0	0	0	0	0	1	0	1	0	0	0	0

\*AGIG's anti-corruption training is mandatory upon commencement, and is required to be refreshed every two years (this was updated in 2023, previously refreshed training was required every three years).

Legal cases relating to corruption can be found at Communities and Human Rights , page 09.

### Cyber Security

	2023				2022				2021			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Significant notifiable cyber security breaches	0	0	0	0	0	0	0	0	0	0	0	0

\*AGIG's anti-corruption training is mandatory upon commencement, training is refreshed every three years. In 2023 this was updated to every two years.

### Modern Slavery

	2023			
	AGN	DBP	MGN	Total
Total training hours for Modern Slavery	15	34	8	57
Number of Suppliers completed Modern Slavery Risk Assessment		40		

This is a new metric for 2023 reporting, historic data is not available.

## Employment Data

### Workforce by Employment Type

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
Full-time employees	93.0%	91.9%	93.7%	96.8%	92.8%	91.5%	97.1%	92.1%	92.1%
Part-time employees	5.2%	7.0%	6.3%	3.2%	7.2%	8.5%	2.9%	7.9%	7.9%
Casual employees	1.8%	1.1%	0.0%	-	-	-	-	-	-
<b>Total number</b>	<b>114</b>	<b>285</b>	<b>79</b>	<b>93</b>	<b>251</b>	<b>71</b>	<b>69</b>	<b>240</b>	<b>76</b>

Casual employees is a new metric for 2023 reporting and historical data is not available.

### Workforce by Gender

	2023			2022*			2021*		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
Male	54.4%	72.3%	59.5%	55.6%	79.0%	61.5%	55.2%	79.6%	65.7%
Female	45.6%	27.7%	40.5%	44.4%	21.0%	38.5%	44.8%	20.4%	34.3%
Undisclosed	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total number</b>	<b>114</b>	<b>285</b>	<b>79</b>	<b>90</b>	<b>233</b>	<b>65</b>	<b>67</b>	<b>221</b>	<b>70</b>

2023 data includes full-time, part-time and casual employees. Historic data only includes full-time employees.

### Workforce by Employment Category

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
Managers*	7.0%	1.1%	1.3%	8.9%	1.3%	1.5%	17.9%	10.0%	14.3%
Non-managers	93.0%	98.9%	98.7%	91.1%	98.7%	98.5%	82.1%	90.0%	85.7%
<b>Total number</b>	<b>114</b>	<b>285</b>	<b>79</b>	<b>90</b>	<b>233</b>	<b>65</b>	<b>67</b>	<b>221</b>	<b>70</b>

\*The decrease in 2022 Managers compared to 2021 relates to a re-classification in 2022 to define Managers as Executive General Managers and Directors only.

### Workforce by Region

	2023		
	AGN	DBP	MGN
Adelaide	55	3	-
Brisbane	5	1	-
Canberra	1	1	1
Melbourne	45	2	77
Sydney	-	3	-
Perth	8	275	1
<b>Total number</b>	<b>114</b>	<b>285</b>	<b>79</b>

This is a new metric for 2023 reporting, historic data is not available.

## Employment Data

### Full-Time Workforce by Age Group

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
<19	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%
20-29	6.6%	6.9%	12.2%	3.3%	4.7%	7.7%	1.7%	4.9%	5.7%
30-39	22.6%	24.0%	27.0%	21.1%	25.3%	24.6%	15.3%	23.1%	25.7%
40-49	31.2%	33.2%	17.5%	27.8%	27.5%	20.0%	39.0%	34.0%	20.0%
50-59	28.3%	21.8%	31.1%	32.2%	27.5%	33.8%	30.5%	24.9%	35.7%
>60	11.3%	14.1%	12.2%	15.6%	15.0%	13.9%	13.5%	12.7%	12.9%
<b>Total number</b>	<b>106</b>	<b>262</b>	<b>74</b>	<b>90</b>	<b>233</b>	<b>65</b>	<b>67</b>	<b>221</b>	<b>70</b>

### Full-Time Workforce Turnover Rate by Gender

	2023				2022				2021			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Male	12.9%	8.5%	12.8%	5.2%	8.0%	18.5%	35.0%	17.9%	21.7%	13.1%	4.4%	N/A
Female	7.7%	19.7%	9.4%	4.8%	7.5%	40.8%	12.0%	18.4%	13.3%	22.2%	4.2%	N/A
Undisclosed	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Gender turnover data should be read with the context of some business units having a smaller headcount.

### Full-Time Workforce Turnover Rate by Age Group

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
<19	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
20-29	0.0%	11.1%	11.1%	0.0%	54.5%	80.0%	0.0%	45.5%	50.0%
30-39	12.5%	1.6%	30.0%	10.5%	23.7%	31.3%	7.1%	23.5%	0.0%
40-49	9.1%	16.1%	0.0%	4.0%	26.6%	15.4%	25.0%	6.7%	0.0%
50-59	20.0%	14.0%	4.3%	13.8%	15.6%	18.2%	13.0%	9.1%	4.0%
>60	0.0%	10.8%	11.1%	0.0%	17.1%	22.2%	42.9%	21.4%	0.0%

### Workforce New Hires

	2023		
	AGN	DBP	MGN
Male	60.0%	57.8%	70.6%
Female	40.0%	42.2%	29.4%
Undisclosed	0.0%	0.0%	0.0%

This is a new metric for 2023 reporting, historic data is not available.

## Employment Data

### Trained Full-time Employees by Gender

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
Male	56.0%	74.5%	61.0%	55.6%	79.0%	69.2%	55.2%	74.8%	65.7%
Female	44.0%	25.5%	39.0%	44.4%	21.0%	30.8%	44.8%	25.2%	34.3%
Undisclosed	0.0%	0.0%	0.0%	-	-	-	-	-	-
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

*This is a new metric for 2023 reporting, historic data is not available.*

### Trained Employees by Employment Category

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
Managers	4.3%	1.0%	1.3%	8.9%	1.3%	0.0%	17.9%	1.2%	14.3%
Non-managers	95.7%	99.0%	98.7%	91.1%	98.7%	100.0%	82.1%	98.8%	85.7%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

*Trained employees are those employed across the reporting period.*

### Training Completed by Employees by Gender (hours)

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
Male	350	6,350	376	136	5,184	130	137	2,640	481
Female	362	883	145	141	679	83	111	772	251
Undisclosed	0	0	0	-	-	-	-	-	-
<b>Total number</b>	<b>712</b>	<b>7,233</b>	<b>521</b>	<b>277</b>	<b>5,863</b>	<b>212</b>	<b>248</b>	<b>3,412</b>	<b>732</b>

### Training Completed by Employees by Employment Category (hours)

	2023			2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN	AGN	DBP	MGN
Managers	70	71	4	12	43	-	44	47	73
Non-managers	642	7,162	517	265	5,820	212	204	3,365	659
<b>Total number</b>	<b>712</b>	<b>7,233</b>	<b>521</b>	<b>277</b>	<b>5,863</b>	<b>212</b>	<b>248</b>	<b>3,412</b>	<b>732</b>



## Safety Data

### Injury Statistics

	2023				2022				2021
	AGIG	AGN	DBP	MGN	AGIG	AGN	DBP	MGN	AGIG
Total recordable injury frequency rate (TRIFR)	4.3	2.9	9.9	5.0	3.1	2.8	3.8	3.4	6.7
Lost time injury frequency rate (LTIFR)	2.1	1.1	3.3	4.0	0.2	0.4	-	-	0.8
Total number of fatalities as a result of work-related injury	0	0	0	0	0	0	0	-	0

TRIFR - Identifies the number of Lost Time (LTI), Medically Treated (MTI) and Restricted Work Cases (RWC) standardised per 1,000,000 hours worked.

### Safety Incident Statistics

	2023	2022	2021
Total number of Tier 1 and Tier 2 safety incidents	0	0	0
Total number of Tier 3 and Tier 4 safety incidents %	81.7%	82.0%	83.0%
% of public leak reports responded in 2 hours	98.8%	99.0%	98.9%
% of Leak Management Plan (LMP) leak surveys compliance	100%	100%	100%

The AGN and MGN leak survey compliance is 100% for the reporting period across all networks.

### Public Safety

		2023			2022			2021		
		AGN	MGN	DBP	AGN	MGN	DBP	AGN	MGN	DBP
% of public leak reports responded to in 2 hours (1 hour MGN)	Distribution	99.6%	98.5%	N/A	99.3%	98.8%	N/A	99.2%	98.0%	N/A
LMP Class 1 and Class 2 lead repair - % performance with LMP target timeframe	Distribution	100%	99.5%	N/A	99.3%	99.1%	N/A	99.7%	97.0%	N/A

# Community and Human Rights

## Community Partnerships Program

	2023	2022	2021
Community investment (\$ thousands)	524	503	457
Volunteer hours	670	359	76

AGN proportion of Community Investment is \$175,000 and volunteer hours is 230.5.

## Community and Anti-corruption Data

	2023	2022	2021
Legal cases relating to corruption practices	0	0	0

AGN proportion of Legal cases relating to corruption practices is 0.

# Supply Chain Data

## Number of Tier 1 Suppliers by Location

	2023	2022	2021
Australia	1,635	1,631	1,464
Hong Kong	7	5	7
Mainland China	2	1	-
Asia (excl. Hong Kong and Mainland China)	4	3	2
United Kingdom	5	5	3
Europe	10	8	9
Canada	3	2	1
United States of America	17	17	13
New Zealand	3	1	4
Other Regions	-	2	3
<b>Total number</b>	<b>1,686</b>	<b>1,675</b>	<b>1,506</b>

Tier 1 suppliers are active suppliers during the reporting period.

AGN proportion of Tier 1 Suppliers is 584, Australia (575), Hong Kong (2), Mainland China (1), Asia (excl. Hong Kong and Mainland China 1), Europe (1), United States of America (2) and New Zealand (2).

## Responsible Supply Chain

	2023	2022
Proportion of spending on local suppliers (percentage)	97%	98%

This is a new metric for 2022 reporting, historic data for 2021 is not available.

AGN proportion of spending on local suppliers is 96% for the reporting period.

# Appendix 2: Global Reporting Initiatives Index

## Global Reporting Initiative (GRI) Standards Index

UNIVERSAL STANDARDS	DISCLOSURE TITLE	REFERENCE TO DISCLOSURE
<b>General Disclosures</b>		
<b>2-1</b>	<b>Organisation details</b>	
	a) Legal name	Australian Gas Infrastructure Group (Dampier Bunbury Pipeline, Multinet Gas Networks and Australian Gas Networks <b>(page 2)</b> )
	b) Nature of ownership and legal form	About Australian Gas Infrastructure Group <b>(pages 2-3)</b> Our role and business <b>(pages 6-11)</b> AGIG Website <a href="http://www.agig.com.au">www.agig.com.au</a>
	c) Location of headquarters	Level 6, 400 King William Street, Adelaide SA 5000
	d) Countries of operations	Our Business <b>(page 8)</b> AGIG Website Australian Gas Infrastructure Group is owned by a various consortia of private sector entities listed on teh Hong Kong Stock Exchange This includes CK Asset Holdings Ltd (CKA), CK Infrastructure Holdings Ltd (CKI), Power Assets Holdings Ltd (PAH) and CK Hutchinson Holdings Ltd (CKH), all part of the CK Group - a leading global investor in energy and infrastructure in the UK, Australia and other developed countries Entity reporting is outlined in the Data Tables, Appendices
2-2	Entities included in our sustainability reporting	Australian Gas Infrastructure Group (Dampier Bunbury Pipeline, Multinet Gas Networks and Australian Gas Networks <b>page 2-3</b> )
	Location of headquarters	Level 6, 400 King William Street, Adelaide SA 5000
<b>2-3</b>	<b>Reporting details</b>	
	a) Reporting period and frequency	Reporting period is 1 January to 31 December 2024, refer to the Governance section
	b) Financial reporting period	Reporting period is 1 January to 31 December 2024, refer to the Governance section
	c) Publication date of report	March 2024
	d) Contact point for questions	Mediaenquiries@agig.com.au
2-4	Restatements of information	Pipeline length for 2022 and 2021 has been restated
2-5	External assurance	AGIG's 2023 ESG report has limited assurance performed Details of the assurance performed and relationship between AGIG and the providers is outlined in Appendices
<b>2-6</b>	<b>Activities and workers</b>	
	a) Sectors we are active	About AGIG <b>(page 2)</b> Our Role <b>(page 11)</b> Our Business <b>(page 8)</b> AGIG Website <a href="http://www.agig.com.au/who-we-are">www.agig.com.au/who-we-are</a>
	b) Describe AGIG's value chain	Sustainable Procurement Statement ( <a href="http://www.agig.com.au/publications">www.agig.com.au/publications</a> )
	c) Report other relevant business relationships	AGIG is the Manager of the Fortescue River Gas Pipeline Joint Venture with TEC Pilbara Pty Ltd
	d) Describe changes (to above) since last reporting period	Pipeline length for 2022 and 2021 has been restated
<b>2-7</b>	<b>Employees</b>	
	a) Total number of employees (by gender and region)	Data Tables, Employment Data Appendices <b>(pages 5-7)</b>
	b) Number of employees by, permanent, temporary, non-guaranteed hours/ casual, full-time employees and part-time employees	Data Tables, Employment Data Appendices <b>(page 5)</b>

	c) Methodology and assumptions used to compile the data	All employee types as at 31st December 2023 is outlined in our Appendices on <b>(page 5)</b> Total number of employees as at 31 December 2023
	d) Report contextual information to understand data at a and b	Data provided is based on all employees as at 31st December 2023
	e) Describe significant fluctuations in the number of employees during the reporting period and between reporting periods	There are no significant fluctuations in the number of employees during the reporting period or between reporting periods Metric being considered for future disclosures
2-8	Workers who are not employees	

## Governance

<b>2-9</b>	<b>Governance structure and composition</b>	
	a) Describe AGIG's governance structure, including committees of the highest governance body	Refer to the Governance section <b>(pages 16-19)</b>
	b) List the committees of the highest governance today	Refer to the Governance section <b>(pages 16-19)</b>
	c) Describe the composition of the highest governance body and it's committees by:	Refer to the Governance section <b>(pages 16-19)</b>
	i. executive and non-executive members	
	ii. independence	
	iii. tenure of members on the governance body	
	iv. number of other significant positions and commitments held by each member, and the nature of the commitments;	Metric being considered for future disclosure
	v. gender;	
	vi. under-represented social groups	
	vii. competencies relevant to the impacts of the organisation;	
	viii. stakeholder representation	
2-10	Nomination and selection of the highest governance body	Metric being considered for future disclosure
2-11	Chair of the highest governance body	Message from Chairs <b>(pages 14-15)</b>
2-12	Role of the highest governance body in overseeing the management of impacts	AGIG's ESG Committees assists the Boards in fulfilling oversight responsibilities and duties relating to developing, approving and updating the purpose, strategy and policy goals in relation to sustainability. For sub-disclosures, refer to the Governance infographic on <b>(page 16)</b>
2-13	Delegation of responsibility for managing impacts	Risk and Compliance Committee, refer to Governance Section <b>(page 16)</b>
2-14	Role of the highest governance body in sustainability reporting	ESG Committee, refer to Governance Section <b>(page 16)</b>
2-15	Conflicts of interest	
2-16	Communication of critical concerns	
2-17	Collective knowledge of the highest governance body	
2-18	Evaluation of the performance of the highest governance body	Metric being considered for future disclosure
2-19	Remuneration policies	
2-20	Process to determine remuneration	
2-21	Annual total compensation ratio	

**Strategy, Policies and Practices**

2-29	Compliance with laws and regulations	AGIG commits to abiding by all applicable laws and regulations in the places we conduct our activities and operations. ESG Principles we subscribe to include those outlined in the vision, goals and principles of the UN Sustainable Development Goals, and the associations we are a member of, as listed in GRI 102-13. We also have a number of external legislative, regulatory and voluntary ESG frameworks we adhere to, as described on our website. AGIG has no significant instances of non-compliance with laws and regulations to report during this period
2-30	Collective bargaining agreements	Australian Hydrogen Council, Australian Pipelines and Gas Association, Bioenergy Australia, Clean Energy Council, Energy Networks Association (ENA), Energy Charter, Future Fuels Cooperative Research Centre

**Stakeholder Engagement**

2-29	Approach to stakeholder engagement	AGIG's Stakeholder engagement can be found on our website <a href="http://www.agig.com.au">www.agig.com.au</a>
2-30	Collective bargaining agreements	AGIG requires that employees' and contractor remuneration complies with statutory and regulatory requirements, and does not have any employees whose compensation is subject to Collective bargaining agreements

**Material Topics**

3-1	Process to determine material topics	Risk and Compliance Committee, refer to Governance Section ( <b>pages 16-17</b> )
3-2	List of material topics	Metric being consider for future disclosure
3-3	Management of material topics	Metric being consider for future disclosure

**Industry Specific Standards GRI 11: Oil and Gas Sector 2021 Material Topics**

<b>11-1</b>	<b>GHG emissions</b>	
11-1-1	Describe actions taken to manage flaring and venting and the effectiveness of actions taken	Partial disclosure - AGIG minimises the use of venting wherever possible by ensuring the lowest volume/pressure prior to venting. We also have our end of life valve replacement program that replaces older valves with no leak valves
11-1-2	Energy consumption within the organisation	We do not report against GRI 11-1-2 as information is currently unavailable
11-1-3	Energy consumption outside of the organisation	We do not report against GRI 11-1-3 as information is currently unavailable
11-1-4	Energy Intensity	We do not report against GRI 11-1-4 as information is currently unavailable
11-1-5	Direct (Scope 1) GHG Emissions	Partial disclosure - Data tables, Appendices Data ( <b>page 3</b> )
11-1-6	Energy Indirect (Scope 2) GHG Emissions	We do not report against GRI 11-1-6 as information is currently unavailable
11-1-7	Other indirect (Scope 3) GHG Emissions	We do not report against GRI 11-1-7 as information is currently unavailable
11-1-8	GHG Emissions intensity	We do not report against GRI 11-1-8 as information is currently unavailable
11-1-9	Other indirect (Scope 3) GHG Emissions	We do not report against GRI 11-1-9 as information is currently unavailable
<b>11-2</b>	<b>Climate adaption, resilience, and transition</b>	
11-2-1	Management of material topics - Describe policies, commitments, and actions of the organisation to prevent or mitigate the impacts of the transition to a low-carbon economy on workers and local communities  Report the level and function within the organisation that has been assigned responsibility for managing risks and opportunities due to climate change.  Describe the board's oversight in managing risks and opportunities due to climate change	Partial disclosure - for climate-related disclosures, refer to SDG13 section ( <b>pages 72-79</b> ) and in our TCFD Appendix ( <b>pages 22-25</b> )

	<p>Report whether responsibility to manage climate change-related impacts is linked to performance assessments or incentive mechanisms, including the remuneration policies for highest governance body members and senior executives</p> <p>Describe the climate change-related scenarios used to assess the resilience of the organisations strategy, including a 2c or lower scenario</p>	
11-2-2	<p>Financial Implications and other risk and opportunities due to climate change - Report the emissions potential for proven and probable reserves</p> <p>Report the internal carbon-pricing and oil and gas pricing assumptions that have informed the identification of risks and opportunities due to climate change</p> <p>Describe how climate change-related risks and opportunities affect or could affect the organisations operations or revenue, including:</p> <ul style="list-style-type: none"> <li>- development of currently proven and probable reserves;</li> <li>- potential write-offs and early closure of existing assets;</li> <li>- oil and gas production volumes for the current reporting period and projected volumes for the next five years</li> </ul> <p>Report the percentage of capital expenditure (CapEX) that is allocated to investments in:</p> <ul style="list-style-type: none"> <li>- prospection, exploration, and development of new reserves;</li> <li>- energy from renewable sources (by type of source);</li> <li>- technologies to remove CO<sub>2</sub> from the atmosphere and nature-based solutions to mitigate climate change</li> <li>- other research and development initiatives that can address the organisations risks related to climate change</li> </ul> <p>Report net mass of CO<sub>2</sub> in metric tons captured and removed from the atmosphere (CO<sub>2</sub> stored less than GHG emitted in the process)</p>	We do not report against GRI11-2-2 as information is currently unavailable
11-2-3	<p>Reduction of GHG emissions</p> <p>Report how the goals and targets for GHG emissions are set, specify whether they are informed by scientific consensus, and list any authoritative intergovernmental instruments or mandatory legislation the goals and targets are aligned with</p> <p>Report the Scopes (1, 2, 3) of GHG emissions, activities, and business relationships to which the goals and targets apply</p> <p>Report the baseline for the goals and targets and the timeline for achieving them.</p>	AGIG set an interim emissions target in 2023. Together with our Low Carbon Vision, we have outlined our approach to reducing GHG emissions on pages <b>78-83</b>
<b>11.3</b>	<b>Air emissions</b>	
11-3-1	Management of material topics	
11-3-2	Disclosure of Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	We do not report against GRI 11-3-2 as we do not have complete information available. We plan to progress our disclosures in this area in the coming years

11-3-3	Assessment of the health and safety impacts of product and service categories - Describe actions taken to improve product quality to reduce air emissions	We do not report against GRI 11-3-3 as we do not have complete information available. We plan to progress our disclosures in this area in the coming years
<b>11-4</b>	<b>Biodiversity</b>	
11-4-1	Management of material topics - - Describe policies and commitments to achieving no net loss or a net gain to biodiversity on operational sites; and whether these commitments apply to existing and future operations and to operations beyond areas of high biodiversity value - Report whether application of the mitigation hierarchy has informed actions to manage biodiversity-related impacts	We do not currently report against GRI 11-4 however we have committed to reviewing our environmental footprint with a view of setting biodiversity targets by 2025. Refer to Progress Against our Targets, <b>(pages 22-25)</b>
11-4-2	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	
11-4-4	Habitats protected or restored - Describe how the application of the mitigation hierarchy, if applicable, has resulted in: - areas protected through avoidance measures or offset measures; - areas restored through on-site restoration measures or offset measures	We do not currently report against GRI 11-4 however we have committed to reviewing our environmental footprint with a view of setting biodiversity targets by 2025. Refer to Progress Against our Targets, <b>(page 24-27)</b>
<b>11-5</b>	<b>Waste</b>	
11-5-1	Management of material topics	
11-5-2	Waste generation and significant waste-related impacts	
11-5-3	Management of significant waste-related impacts	
11-5-4	Waste generated - When reporting the composition of the waste generated, include a breakdown of the following waste streams, if applicable: - Drilling waste (mud and cuttings); - Scale and sludges; - Tailings	We do not currently report
<b>11-6</b>	<b>Water and effluents</b>	
11-6-1	Management of material topics	
11-6-2	Interactions with water as a shared resource	
11-6-3	Management of water discharge-related impacts	
11-6-4	Water withdrawal	We do not currently report against GRI 11-6 as the topic is not material and information is not available
11-6-5	Water discharge - Report volume in megaliters of produced water and process wastewater discharged - Report the concentration (mg/L) of hydrocarbons discharged in produced water and process wastewater	
11-6-6	Water consumption	



<b>11-7</b>	<b>Closure and rehabilitation</b>	
11-7-1	Management of material topics -	
11-7-2	Minimum notice periods regarding operational changes - Describe approach to engaging workers in advance of significant operational changes	
11-7-3	Programs for upgrading employee skills and transition assistance programs	
11-7-4	Additional sector disclosures - have closure and rehabilitation plans in place; - have been closed; - are in the process of being closed	We do not currently report against GRI 11-7 as the topic is not material and information is not available
11-7-5	List the decommissioned structures left in place and describe the rationale for leaving them in place	
11-7-6	Report the total monetary value of financial provisions for closure and rehabilitation made by the organisation, including post-closure monitoring and aftercare for operational sites	
<b>11-8</b>	<b>Reporting on asset integrity and critical incident management</b>	
11-8-1	Management of material topics -	
11-8-2	Significant spills	We do not report against GRI 11-8-2
11-8-3	Report the total number of Tier 1 and 2 process safety events, and a breakdown of this total by business activity	Decent work and Economic Growth and Appendix Safety Data <b>(page 8)</b>
11-8-4	The following additional sector disclosures are for organisations with oil sands mining operations	We do not report against GRI 11-8-4 as this is not applicable to our business
<b>11-9</b>	<b>Occupational health and safety</b>	
11-9-1	Management of material topics	
11-9-2	Occupational health and safety management system	AGIG has an OHS Management System in place that covers the following elements, - OHS risk and hazard assessments to identify what could cause harm in the workplace; - Prioritisation and integration of action plans with quantified targets to address those risks; - Integration of actions to prepare for and respond to emergency situations; - Evaluation of progress in reducing/preventing health issues/risks against targets; - Procedures to investigate work-related injuries, ill health, diseases and incidents; - OHS training provided to employees and/or other relevant parties to raise awareness and reduce operational health and safety incidents Refer to AGIG's website for our Health and Safety Policy OHS is an Australian legal requirement
11-9-3	Hazard identification, risk assessment, and incident investigation	AGIG plans to progress our disclosures in this area in future years
11-9-4	Occupational health services	Refer to 11-9-2
11-9-5	Worker participation, consultation, and communication on occupational health and safety	Decent work and Economic Growth and Appendix Safety Data <b>(page 40-49)</b> and Appendices <b>(page 8)</b> AGIG's Health and Safety Policy, supported by a set of Zero Harm Principles that target work activities where there is an inherent risk or injury
11-9-6	Worker training on occupational health and safety	Compliance with AGIG's Zero Harm principles is a mandatory requirement for all employees and contractors AGIG's Zero Harm Principles can be found here <a href="http://www.agig.com.au">www.agig.com.au</a>
11-9-7	Promotion of worker health	AGIG's Health and Wellbeing program offers all employees access to our Employee Assistance Program, Flu Vaccinations, monthly events (via our Health and Wellbeing Calendar) to participate in events supporting wellbeing and inclusion) and health and skin checks <b>(page 43)</b>

11-9-8	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	HSE plans are developed, documented and integrated into the overall AGIG business planning process. HSE plan details the HSE Vision, Objectives, Key Performance Indicators (KPIs), resources required and timeframes to drive continuous improvement initiatives. A variety of inputs are considered during HSE planning including: Executive directives, key stakeholder input, risk framework, incidents, legal requirements, HSE management system and beyond compliance opportunities
11-9-9	Workers covered by an occupational health and safety management system	Refer to 11-9-2
11-9-10	Work-related injuries	Refer to Data Tables, Safety Data Page Appendices (page 8)
11-9-11	Work-related ill health	Refer to 11-9-2
<b>11-10</b>	<b>Employment Practices</b>	
11-10-1	Management of material topics	
11-10-2	New employee hires and employee turnover	Refer to Data Tables, Employee Data (page 5-7)
11-10-3	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee benefits are provided to all full-time (permanent and contract) and part-time employees as outlined in the Decent Work and Economic Growth, (page 40-49)
11-10-4	Parental Leave	We plan to progress our disclosures in this area in future years
11-10-5	Minimum notice periods regarding operational changes	AGIG complies with Australian Law in relation to minimum notice period required to employees regarding operational changes
11-10-6	Average hours of training per year per employee	Refer to Data Tables, Employee Data Appendices (page 5-9)
11-10-7	Programs for upgrading employee skills and transition assistance programs	AGIG offers a number of programs for career development and recognition via our Employee Benefits program, including professional development, study leave and education assistance policy. At this stage we do not offer any transition assistance programs, this is an area we are considering for future reporting periods
11-10-8	New suppliers that were screened using social criteria	We do not report against GRI 11-10-8 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years
11-10-9	Negative social impacts in the supply chain and actions taken	We do not report against GRI 11-10-9 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years
<b>11-11</b>	<b>Non-discrimination and equal opportunity</b>	
11-11-1	Management of material topics	
11-11-2	Proportion of senior management hired from the local community	We do not report against GRI 11-11-2 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years
11-11-3	Parental Leave	Refer to GRI 11-10-4
11-11-4	Average hours of training per year per employee	Refer to GRI 11-10-6
11-11-5	Diversity of governance bodies and employees	We do not report against GRI 11-11-5 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years
11-11-6	Ratio of basic salary and remuneration	We do not report against GRI 11-11-6 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years
11-11-7	Incidents of discrimination and corrective actions taken	We do not report against GRI 11-11-7 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years
<b>11-12</b>	<b>Forced labor and modern slavery</b>	
11-12-1	Management of material topics	
11-12-2	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Refer to AGIG's Modern Slavery Statement ( <a href="http://www.agig.com.au/publications">www.agig.com.au/publications</a> )
11-12-3	New suppliers that were screened using social criteria	
<b>11-13</b>	<b>Reporting on freedom of association and collective bargaining</b>	
11-13-1	Management of material topics	We do not report against GRI 11-13-2 as information is currently unavailable
11-13-2	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	

<b>11-14</b>		<b>Economic impacts</b>
11-14-1	Management of material topics	
11-14-2	Direct economic value generated and distributed	
11-14-3	Proportion of senior management hired from the local community	We do not report against GRI 11-12-3 as information is currently unavailable
11-14-4	Infrastructure investments and services supported	
11-14-5	Significant indirect economic impacts	
11-14-6	Proportion of spending on local suppliers	Refer to Data Tables, Supply Chain Data ( <b>page 10</b> )
<b>11-15</b>		<b>Land and resource rights</b>
11-15-1	<p>Management of material topics</p> <p>Additional sector recommendations:</p> <ul style="list-style-type: none"> <li>- Describe the approach to identifying stakeholders within local communities and to engage with them</li> <li>- List the vulnerable groups that the organisation has indentified within the local communities</li> <li>- List any collective or individual rights that the organisation has identified that are of particular concern for local communities</li> <li>- Describe the approach to engaging with vulnerable groups, including: <ul style="list-style-type: none"> <li>- how it seeks to ensure meaningful engagement; and</li> <li>- how it seeks to ensure safe and equitable gender participation</li> </ul> </li> </ul>	<p>AGIG has partial alignment as detail below</p> <p>Refer to section Affordable and Clean Energy (<b>pages 32-39</b>)</p> <p>Further information on our Stakeholder Engagement activities can be found here (<a href="http://www.agig.com.au/stakeholder-engagement">www.agig.com.au/stakeholder-engagement</a>)</p> <p>Energy Charter (<a href="http://www.agig.com.au/publications">www.agig.com.au/publications</a>)</p>
11-15-2	Operations with local community engagement, impact assessments, and development programs	
11-15-3	Operations with significant actual and potential negative impacts on local communities	We do not report against GRI 11-15-3 as information is currently unavailable
11-15-4	<p>Additional sector disclosures:</p> <p>Report the number and type of grievances from local communities identified, including:</p> <ul style="list-style-type: none"> <li>- percentage of grievances that were addressed and resolved;</li> <li>- percentage of grievances that were resolved through remediation</li> </ul>	We do not report against GRI 11-15-4 as information is currently unavailable
<b>11-16</b>		<b>Land and resource rights</b>
11-16-1	<p>Management of material topics</p> <p>Additional sector recommendations</p> <ul style="list-style-type: none"> <li>- Describe the approach to engaging with affected vulnerable groups, including: <ul style="list-style-type: none"> <li>- how the organisation seeks to ensure engagement is meaningful;</li> <li>- how the organisation seeks to ensure safe and equitable gender participatio</li> </ul> </li> </ul>	We do not report against GRI 11-16-1 as information is currently unavailable
11-16-2	<p>Additional sector disclosures:</p> <p>List the locations of operations that caused or contributed to involuntary resettlement or where such resettlement is ongoing</p> <p>For each location, describe how peoples' livelihoods and human rights were affected and restored</p>	We do not report against GRI 11-16-2 as information is currently unavailable

<b>11-17</b>		<b>Rights of indigenous peoples</b>
11-17-1	<p>Management of material topics -</p> <p>Additional sector recommendations</p> <ul style="list-style-type: none"> <li>- Describe the community development programmes that are intended to enhance positive impacts for indigenous peoples, including the approach to providing employment, procurement, and training opportunities</li> <li>- Describe the approach of engaging with indigenous peoples, including:               <ul style="list-style-type: none"> <li>- how the organisation seeks to ensure engagement is meaningful;</li> <li>- how the organisation seeks to ensure indigenous women can participate safely and equitably</li> </ul> </li> </ul>	
11-17-2	<p>Incidents of violations involving the rights of indigenous peoples</p> <p>Additional sector recommendations</p> <ul style="list-style-type: none"> <li>- Describe the identified incidents of violations involving the rights of indigenous peoples</li> </ul>	<p>In 2023, AGIG delivered our Reflect RAP (<b>pages 63-65</b>)</p> <p>A copy of our RAP can be found on the Reconciliation Australia website (<a href="http://www.reconciliation.org.au/reconciliation-action-plans/who-has-a-rap/">www.reconciliation.org.au/reconciliation-action-plans/who-has-a-rap/</a>)</p>
11-17-3	List the locations of operations where indigenous peoples are present or affected by activities of the organisation	
11-17-4	<p>Report if the organisation has been involved in a process of seeking free, prior and informed consent (FPIC) from indigenous peoples for any of the organisation's activities, including, in each case:</p> <ul style="list-style-type: none"> <li>- whether the process has been mutually accepted by the organisation and the affected indigenous peoples;</li> <li>- whether an agreement has been reached, and if so, if the agreement is publicly available</li> </ul>	
<b>11-18</b>		<b>Conflict and security</b>
11-18-1	<p>Management of material topics -</p> <p>Additional sector recommendations</p> <ul style="list-style-type: none"> <li>- List the locations of operations in areas of conflict</li> <li>- Describe the approach to ensuring respect for human rights by public and private security providers</li> </ul>	We do not report against GRI 11-18-1 as information is currently unavailable
11-18-2	Security personnel trained in human rights policies or procedures	
<b>11-19</b>		<b>Anti-competitive behaviour</b>
11-19-1	Management of material topics -	
11-19-2	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	We do not report against GRI 11-19-1 and 11-19-2 as information is currently unavailable

<b>11-20</b>		<b>Anti-corruption</b>
11-20-1	<p>Management of material topics -</p> <p>Additional sector recommendations</p> <ul style="list-style-type: none"> <li>- Describe how potential impacts of corruption or risks of corruption are managed in the organisation's supply chain;</li> <li>- Describe the whistleblowing and other mechanisms in place for individuals to raise concerns about corruption</li> </ul>	<p>Refer to Governance section (<b>pages 16-21</b>)</p> <p>AGIG has a Fraud, Corruption, Misconduct Prevention and Whistleblowing Policy. We offer an independent whistle-blower service for staff to anonymously report any misconduct or unethical behaviour</p>
11-20-2	<p>Operations assessed for risks related to corruption</p>	<p>Partial disclosure -</p> <p>For the Executive Leadership Team and Senior Management Team, Procurement and Finance Teams Anti-corruption Training is mandatory. Training is refreshed every two years. We plan to progress our disclosures in this area in the coming years</p>
11-20-3	<p>Communication and training about anti-corruption policies and procedures</p>	<p>Partial disclosure -</p> <p>For the Executive Leadership Team and Senior Management Team, Procurement and Finance Teams Anti-corruption Training is mandatory. Training is refreshed every three years. We plan to progress our disclosures in this area in the coming years</p>
11-20-4	<p>Confirmed incidents of corruption and actions taken</p>	<p>Refer to Data Tables, Communities and Human Rights Data Appendices (<b>page 9</b>)</p>
11-20-5	<p>Additional sector disclosures:</p> <p>Describe the approach to contract transparency, including:</p> <ul style="list-style-type: none"> <li>- whether contracts and licenses are made publicly and, if so, where they are published;</li> <li>- if contracts or licenses are not publicly available, the reason for this and actions taken to make them public in the future</li> </ul>	<p>We do not report against GRI 11-20-5 as information is currently unavailable</p>
<b>11-21</b>		<b>Payments to governments</b>
11-21-1	<p>Management of material topics</p>	
11-21-2	<p>Direct economic value generated and distributed</p>	
11-21-3	<p>Financial assistance received from government</p>	
11-21-4	<p>Approach to tax</p>	
11-21-5	<p>Tax governance, control, and risk management</p>	<p>We do not report against GRI 11-21-1 to GRI 11-21-18 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years</p>
11-21-6	<p>Stakeholder engagement and management of concerns related to tax</p>	
11-21-7	<p>Country-by-country reporting</p>	
11-21-8	<p>Additional sector disclosures (not relevant to AGIG)</p>	

11-22	Reporting on public policy	
11-22-1	<p>Management of material topics</p> <p>Additional sector recommendations</p> <ul style="list-style-type: none"> <li>- Describe the organisation's stance on significant issues that are the focus of its participation in public policy development and lobbying; and any differences between these positions and its stated policies, goals, or other public positions;</li> <li>- Report whether the organisation is a member of, or contributes to, any representative associations or committees that participate in public policy development and lobbying, including: <ul style="list-style-type: none"> <li>- the nature of this contribution</li> <li>- any differences between the organisation's stated policies, goals, or other public positions on significant issues related to climate change, and the positions of the representative associations or committees</li> </ul> </li> </ul>	We do not report against GRI 11-22-1 and GRI 11-22-2 as information is currently unavailable
11-22-2	Political contributions	

## Appendix 3: TCFD Summary

Summary of AGIG’s approach and key plans in relation to climate change related governance, strategy, risk management and metrics and targets.

TCFD Category	Recommended Disclosures	Current Approach and 2023 Actions	Reference to Disclosure
Governance	Describe the board’s oversight of climate-related risks and opportunities.	<p>The Boards and ESG Committees oversee management of climate-related risks.</p> <p>The ESG report is an annual summary of performance against key ESG criteria and provides a publically available, published summary of commitments and progress .</p> <p>In 2023, we enhanced our governance process in relation to emissions management by implementing a formal Emissions Strategy. Further information on our Emissions Strategy Governance can be found on <b>pages 16-19</b>.</p> <p>The ESG Committees were formed in 2022 and are informed on climate-related matters through consultation with the Executive Leadership Team (ELT) and ESG Working Group on a regular basis.</p> <p>The ESG Committees meet quarterly to assist the Board’s oversight responsibilities including:</p> <ul style="list-style-type: none"> <li>- AGIG’s climate related risks and opportunities, through AGIG’s Corporate Risk Management Framework</li> <li>- Integrating ESG into AGIG’s strategy.</li> <li>- Development of ESG related objectives and policies</li> <li>- Ensuring that AGIG has appropriate ESG commitments in place, supported by adequate plans and resources to deliver against these ESG commitments</li> </ul>	Refer to “Governance” section in our 2023 ESG report and section “Climate Action”
	Describe management’s role in assessing and managing climate-related risks and opportunities.	<p>The Boards approve policies and procedures implemented for the ongoing identification and management of risks.</p> <p>During 2023, the ELT provided regular reports to the Risk and Compliance Committee showcasing management and mitigation of identified risks for AGIG.</p> <p>Working groups are formed as needed to monitor and assess performance against metrics and develop strategies to guide approaches going forward.</p>	Refer to “Governance” section in our 2023 ESG report, which outlines our levels of governance, including working groups

TCFD category	Recommended Disclosures	Current approach and 2023 actions	Reference to Disclosure
Strategy	Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	<p>In 2022 we took our first steps towards full alignment with the TCFD recommendations. We reviewed our existing Strategic Risk Register (SRR) for overlaps with climate change-related risks</p> <p>We have identified climate risks and opportunities over the short (2030), medium (2050) and long term (2070) for both our distribution and transmissions businesses.</p> <p>A climate risk and opportunity assessment was completed in 2023.</p> <p>Given the useful life of gas distribution and transmission assets, AGIG considers that 2030, 2050 and 2070 are relevant short, medium and long term time horizons.</p> <p>Scenario analysis to align with TCFD requirements was completed for 2030 and 2050 timelines, looking at the effect of climate change on physical operations and the business's market positioning. The operational scenarios examined the effect of extreme weather on AGIG's people, the effect of wet and windy conditions (characterised by extreme rainfall frequency and intensity) and hot and dry conditions (bushfire, smoke and extreme heat). Specific scenarios have been outlined in SDG 13 - Climate Action.</p> <p>This analysis assisted us in evaluating the materiality of these risks and direct our strategic response to navigate the disruption of climate change. The physical and transitional risks opportunities identified during this process have been previously been captured by AGIG on our SRR. Where relevant, we have provided additional detail in relation to prevention and mitigating controls.</p>	<p>We will adopt the recommendation on climate-related financial disclosures by end of-2024</p> <p>(With the disbandment of the TCFD framework ahead of the adoption of the relevant AASB standards, we remain committed to adopting climate related financial disclosures)</p>



TCFD category	Recommended Disclosures	Current approach and 2023 actions	Reference to Disclosure
Strategy	Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	<p>We acknowledge that we are exposed to both the physical and transitional risks of climate change.</p> <p>Being predominately underground, our infrastructure has inherent climate resilience. External influences, such as extreme temperatures, sea-level rise, bushfires or severe wind conditions, typically have a minimal impact on our assets.</p> <p>The specific impacts that have been identified from the scenario analysis conducted for AGIG in 2023 and these findings will be incorporated into future planning for business activities.</p> <p>Our Low Carbon Vision aims for 10% renewable gas (such as hydrogen and biomethane) in our distribution networks by no later than 2030, with full decarbonisation of our networks by 2040 as a stretch target and by no later than 2050. In our transmission and midstream assets, we will continue to develop infrastructure solutions for our customers, targeting net-zero by 2050. Notably, this Vision was made before the changes to the Safeguard Mechanism were announced. AGIG has also committed to an overall emissions reduction of 30% on 2020 levels by 2030.</p> <p>Emissions reduction is being incorporated into business case development. We are developing an internal cost of carbon to support project development.</p>	
Strategy	Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	<p>For our distribution businesses, we are maintaining network reliability and taking meaningful steps towards decarbonising our network.</p> <p>Our Low Carbon Vision aims for 10% renewable gas (such as hydrogen and biomethane) in our distribution networks by no later than 2030, with full decarbonisation of our networks by 2040 as a stretch target and by no later than 2050.</p> <p>In our transmission and midstream assets, we will continue to develop infrastructure solutions for our customers, targeting net-zero by 2050. We have also completed feasibility studies on blending hydrogen into the DBNGP.</p>	
Risk Management	Describe the organisation's processes for identifying and assessing climate-related risks.	<p>We are continuing to evolve how we view climate change and understand that scenario analysis will provide us with the opportunity to assess the potential likelihood and magnitude of climate change related risks.</p> <p>Updating risk and effect on assets, people and the public is regularly undertaken on our gas distribution and transmissions assets as part of our regulatory and standards requirements. Climate-related risk as it directly impacts the operational part of the business is being captured as part of this process.</p>	

TCFD category	Recommended Disclosures	Current approach and 2023 actions	Reference to Disclosure
Risk Management	Describe the organisation's processes for managing climate-related risks.	A Risk Management Annual Programme is outlined in the Corporate Risk Management Framework which timetables the interactions between the ESG Committee ELT and the Board. Six monthly management reviews are conducted with ELT, an update of these reviews is provided to the Committees and Board.	Refer to the "Governance" section of the 2023 ESG Report and our section on "Climate Action"
Risk Management	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	The AGIG Corporate Risk Management Framework guides and standardises our risk management process. Risk identification and assessment is undertaken by risk owners, with assistance from the Assurance and Risk team.	
Risk Management	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	AGIG is committed to the decarbonisation of the energy sector and the reduction of our greenhouse gas emissions.  In 2023, our Materiality Assessment identified the requirement to align to an additional United Nations Sustainable Development Goals (SDG) 5 - Gender Equality.  Further information on our annual materiality assessment is outlined on <b>page 18</b> .	
Metrics and Targets	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	AGIG is committed to the decarbonisation of the energy sector and the reduction of our greenhouse gas emissions.  In 2023, our Materiality Assessment identified the requirement to align to an additional United Nations Sustainable Development Goals (SDG) 5 - Gender Equality.  Further information on our annual materiality assessment is outlined on <b>page 16</b> .	
Metrics and Targets	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	AGIG's Low Carbon Vision outlines our goal of achieving net zero Scope 1 and 2 Greenhouse Gas Emissions by 2050.  In 2023 we have set our interim Scope 1 and 2 emissions target of 30% reduction by 2030 based on a 2020 emissions baseline.	Refer to the "Governance" section of the 2023 ESG report and our section on "Climate Action"
Metrics and Targets	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	We report on Scope 1 and 2 emissions by business unit annually to the Clean Energy Regulator.  In 2023, we developed an emissions strategy. Further information can be found on <b>page 18</b> .  AGIG's emissions targets and Low Carbon Vision, are aligned to the Gas Vision 2050 ( <a href="http://www.energynetworks.com.au/projects/gas-vision-2050/">www.energynetworks.com.au/projects/gas-vision-2050/</a> ).	

# Appendix 4: Key Corporate Policies and Plans

## AGIG Zero Harm Principles

The Zero Harm Principles outline targets and hazards that present an inherent risk of fatality. Each Principle is supported by a Standard that outlines the minimum mandatory requirements for controlling the fatal risks. The Zero Harm Principles are available on the AGIG website.

## Business Continuity Policy

The Business Continuity policy has been developed to support the business by minimising the effect of an interruption to the business. Business continuity deals specifically with business disruption risks.

## Code of Conduct Policy

This Policy aims to promote and strengthen the reputation of AGIG by establishing a standard of performance, behaviour, professionalism and integrity for its Employees, contractors and subcontractors with respect to their conduct. The Policy outlines AGIG's commitment to conducting business in an honest, ethical and accountable manner.

## Cyber Incident and Security Management Policy

This Policy outlines AGIG's management in relation to Cyber Incident Management, control for the AGIG Information Technology (IT) environments and the minimisation of IT risks and security incidents.

## Diversity and Inclusion Policy

This Policy outlines AGIG's commitment to a workplace that promotes and recognises the diversity of its employees and the broader community by applying the principles of equity, fairness and transparency.

## Education Assistance Policy

AGIG's people-capability is key to delivering our Vision and Strategy. This Policy outlines AGIG's commitment to building progressive organisational capability by supporting personal learning and career development.

## Emergency and Crisis Management Plans

The Emergency and Crisis Management Plans have been developed to ensure that AGIG can respond effectively to crisis and emergency situations impacting any part of our business.

## Environment Policy

Environmental stewardship is critical to the success and sustainability of our business and also a key focus of our ESG program. This Policy outlines our commitment to being environmentally responsible and minimising the impact of our business on the environment. This Policy is available on the AGIG website.

## Equal Employment Opportunity (EEO) Policy

AGIG's commitment to EEO reflects our responsibility in promoting equality and inclusion and diversity in our workplace. This Policy outlines AGIG's application and promotion of fair treatment and EEO for all persons involved in AGIG business.

## Fitness for Work Policy

AGIG believes that we are all individually accountable and empowered to ensure our actions protect ourselves, fellow workers and the public. This Policy outlines clear expectations for fitness to work and access to various programs to assist employees to maintain their physical and mental fitness for work. This Policy is available on the AGIG website.

## Flexible Work Policy

Flexibility in where, when and how work is completed is valued by our people and contributes to a diverse and inclusive work environment. This Policy outlines the various flexible work arrangements available at AGIG.

## Fraud, Corruption, Misconduct Prevention and Whistleblowing Policy

AGIG is committed to the highest standard of conduct and ethical behaviour. This Policy encourages the disclosure of any improper conduct, outlines the reporting process and whistle-blower protections.

## Health and Safety Policy

AGIG believes that all incidents are preventable and is continually striving to achieve Zero Harm. This Policy outlines AGIG's approach to creating a culture and environment where every employee is personally committed to managing health and safety. This Policy is available on the AGIG website.

## Just Culture Policy and Protocol

AGIG places strong emphasis and importance on fostering an open and transparent reporting culture. This Policy ensures that an incident concerning an allegation of safety misconduct is evaluated using a fair and consistent approach.

## Privacy Policy

AGIG is committed to upholding good corporate governance practices, including promoting a strong compliance culture. This Policy sets out how AGIG will collect, store and use personal information and our commitment to protecting the information we collect.

## Risk Management Policy

The Risk Management policy outlines AGIG's approach to the management of risk as part of its Corporate Governance program.

## Respectful Workplace Policy

AGIG's commitment to ensuring a Respectful Workplace is key to being A Good Employer. It is AGIG's responsibility to create an environment where AGIG employees are acknowledged as the core contributors to achieving our Vision of being the leading gas infrastructure business in Australia and where everyone is respectfully welcome at work.

## Supplier Code of Conduct

AGIG's Supplier Code of Conduct policy identifies the requirements as referenced in the Business Ethics section of the Procurement Statement and applies to all Procurement activities. This Code of Conduct is available on the AGIG website.

## Sustainable Procurement Standard

Reflects AGIG's Code of Conduct and outlines our approach to matters of corporate responsibility. This Standard is provided to AGIG's suppliers to inform them of expectations and is available on the AGIG website.

## Workplace Grievance Policy

AGIG is committed to providing a workplace in which employees can engage, consult and cooperate in a manner which encourages respectful, professional and legislatively compliant employee relations. This Policy outlines how workplace grievances are managed.

## Post

### AGN

Level 6, 400 King William Street  
Adelaide SA 5000

### DBP

PO Box Z5267, St Georges Terrace  
Perth WA 6831

### MGN

Level 17, 181 William Street,  
Melbourne 3000

## General Enquiries

### AGIG

[agig.com.au](http://agig.com.au)

### AGN

(08) 8227 1500  
Mon-Fri, 9am to 5pm (ACST)  
[australiangasnetworks.com.au](http://australiangasnetworks.com.au)

### DBP

(08) 9223 4300  
Mon-Fri, 9am to 5pm (AWST)

### MGN

1300 887 501  
Mon-Fri, 9am to 5pm (AEST)  
[multinetgas.com.au](http://multinetgas.com.au)





To: The Board of Directors of Australian Gas Networks Limited

## Independent Limited Assurance Report on Selected Australian Gas Networks Limited Subject Matter Information included in the Australian Gas Infrastructure Group Environmental, Social & Governance Report for the year ended 31 December 2023

The Board of Directors of Australian Gas Networks Limited (AGN or the Company) engaged us to perform an independent limited assurance engagement in respect of Selected Australian Gas Networks Limited Subject Matter Information that forms part of the Australian Gas Infrastructure Group (AGIG) Environmental, Social & Governance Report for the year ended 31 December 2023 (the 'Selected Subject Matter Information').

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### Selected Subject Matter Information and Criteria

The Selected Subject Matter Information set out below needs to be read and understood together with the Reporting Criteria, being the boundaries, definitions and methodologies in the Basis of Preparation, as outlined on Page 88 'Appendices' of the Australian Gas Infrastructure Group Environmental, Social and Governance Report 2023, which AGN is solely responsible for selecting and applying.

#### Selected Subject Matter Information

##### Operational

- Total gas delivered: 91,581 terajoules
- Total customer numbers: 1,399,138
- Number of unplanned interruptions affecting 5+ customers: 37
- Number of customers having 3+ interruptions within 12 months: 10

##### Governance

- Confirmed incidents of corruption and actions taken: 0
- Percentage of employees that received training on anti-corruption/ethics and integrity: 32.0%
- Whistle-blower reports: 0
- Whistle-blower reports involving bribery/corruption: 0
- Significant notifiable cyber security breaches: 0
- Total training hours for modern slavery: 15

##### Employment

- Workforce by employment type (percentage and total number): full time (93.0%), part time (5.2%) and casual (1.8%) and total number (114)
- Workforce by gender (percentage and total number): male (54.4%), female (45.6%) and undisclosed (0.0%) and total number (114)
- Workforce by employment category (percentage and total number): managers (7.0%) and non-managers (93.0%) and total number (114)
- Workforce by region (number and total number): Adelaide (55), Brisbane (5), Canberra (1), Melbourne (45), Sydney (0), Perth (8) and total number (114)

PricewaterhouseCoopers, ABN 52 780 433 757  
70 Franklin Street, Adelaide SA 5000, GPO Box 418, Adelaide SA 5001  
T +61 8 8218 7000, F: +61 8 8218 7999, [www.pwc.com.au](http://www.pwc.com.au)

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- Full time workforce by age group (percentage and total number): <19 (0.0%), 20-29 (6.6%), 30-39 (22.6%), 40-49 (31.2%), 50-59 (28.3%), >60 (11.3%) and total number (106)
- Workforce turnover rate by gender (percentage): male (12.9%), female (7.7%) and undisclosed (0.0%)
- Full-Time Workforce Turnover Rate by Age Group: <19 (0.0%), 20-29 (0.0%), 30-39 (12.5%), 40-49 (9.1%), 50-59 (20.0%) and >60 (0.0%)
- Workforce new hires (percentage): male (60%), female (40%) and undisclosed (0.0%)
- Trained full-time employees by gender (percentage): male (56%), female (44%) and undisclosed (0.0%)
- Trained employees by employment category (percentage): managers (4.3%) and non-managers (95.7%)
- Training completed by employees by gender (hours): male (350), female (362) and undisclosed (0)
- Training completed by employees by employment category (hours): managers (70) and non-managers (642)

### **Safety**

- Total recordable injury frequency rate (TRIFR): 2.9
- Lost time injury frequency rate (LTIFR): 1.1
- Total number of fatalities as a result of work-related injury: 0
- Percentage of public leak reports responded in 2 hours: 98.8%
- Percentage of Leak Management Plan (LMP) leak surveys compliance: 100%
- LMP class 1 and class 2 leak repair: 99.6%

### **Community and Human Rights**

- Community investment total in Australian dollars (in thousands): 175
- Volunteer hours: 230.5
- Legal cases relating to corruption practices: 0

### **Supply Chain**

- Number of tier 1 suppliers by location: Australia (575), Hong Kong (2), Mainland China (1), Asia (excluding Hong Kong and Mainland China) (1), United Kingdom (0), Europe (1), Canada (0), United States of America (2), New Zealand (2)
- Proportion of spending on local suppliers: 96.0%

The maintenance and integrity of AGN's website is the responsibility of the management; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Subject Matter Information or Criteria when presented on AGNs' website.

Our assurance conclusion is with respect to the year ended 31 December 2023 and does not extend to information in respect of earlier periods or to any other information included in, or linked from, the Environmental, Social & Governance Report including any images, audio files or videos.

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## **Responsibilities of Management**

Management is responsible for the preparation of the Selected Subject Matter Information in accordance with the Criteria. This responsibility includes:

- determining appropriate reporting topics and selecting or establishing suitable criteria for measuring, evaluating and preparing the underlying Selected Subject Matter Information;
- ensuring that those criteria are relevant and appropriate to AGN and the intended users; and



- designing, implementing and maintaining systems, processes and internal controls over information relevant to the evaluation or measurement of the Selected Subject Matter Information, which is free from material misstatement, whether due to fraud or error, against the Criteria.

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### **Our independence and quality control**

We have complied with the ethical requirements of the Accounting Professional and Ethical Standard Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* relevant to assurance engagements, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies Australian Standard on Quality Management ASQM 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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### **Our responsibilities**

Our responsibility is to express a limited assurance conclusion based on the procedures we have performed and the evidence we have obtained.

Our engagement has been conducted in accordance with the Australian Standard on Assurance Engagements (ASAE) 3000 *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information*. Those standards require that we plan and perform this engagement to obtain limited assurance about whether anything has come to our attention to indicate that the Selected Subject Matter Information has not been prepared, in all material respects, in accordance with the Criteria, for the year ended 31 December 2023.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement and consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion.

In carrying out our limited assurance engagement we:

- considered the appropriateness of the Selected Subject Matter Information and suitability of the Criteria
- made inquiries of the persons responsible for the Selected Subject Matter Information;
- obtained an understanding of the process for collecting and reporting the Selected Subject Matter Information;
- performed analytical review procedures over the Selected Subject Matter Information and obtained explanations from management regarding unusual or unexpected variations;
- reconciled the Selected Subject Matter Information with underlying records;



- assessed the reasonableness of any material estimates made in preparing the Selected Subject Matter Information;
- tested the mathematical accuracy of the Selected Subject Matter Information;
- performed limited substantive testing on a selective basis of the Selected Subject Matter Information to assess that data had been appropriately measured, recorded, collated and reported;
- reviewed the Selected Subject Matter Information to assess whether it had been prepared as described in the Criteria; and
- considered the disclosure and presentation of the Selected Subject Matter Information.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

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### **Inherent limitations**

Inherent limitations exist in all assurance engagements due to the selective testing of the information being examined. It is therefore possible that fraud, error or non-compliance may occur and not be detected. A limited assurance engagement is not designed to detect all instances of non-compliance of the Selected Subject Matter Information with the Criteria, as it is limited primarily to making enquiries of the management and applying analytical procedures.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and estimating such data. The precision of different measurement techniques may also vary. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities and over time.

The limited assurance conclusion expressed in this report has been formed on the above basis.

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### **Our limited assurance conclusion**

Based on the procedures we have performed, as described under 'Our responsibilities', and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Subject Matter Information has not been prepared, in all material respects, in accordance with the Criteria for the year ended 31 December 2023.

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### **Use and distribution of our report**

We were engaged by the board of directors of AGN on behalf of AGN to prepare this independent assurance report having regard to the criteria specified by AGN and set out in this report. This report was prepared solely for AGN over Selected Subject Matter Information that forms part of the Australian Gas Infrastructure Group (AGIG) Environmental, Social & Governance Report for the year ended 31 December 2023. This report was prepared solely for AGN in accordance with the agreement between us, to assist the directors in responding to their governance responsibilities by obtaining an independent assurance report in connection with the Selected Subject Matter Information.





We accept no duty, responsibility or liability to anyone other than AGN in connection with this report or to AGN for the consequences of using or relying on it for a purpose other than that referred to above. We make no representation concerning the appropriateness of this report for anyone other than AGN and if anyone other than AGN chooses to use or rely on it they do so at their own risk.

This disclaimer applies to the maximum extent permitted by law and, without limitation, to liability arising in negligence or under statute and even if we consent to anyone other than AGN receiving or using this report.

*PricewaterhouseCoopers*

PricewaterhouseCoopers

A handwritten signature in black ink, appearing to read 'John O'Donoghue', written in a cursive style.

John O'Donoghue  
Partner

Melbourne  
8 March 2024

## Independent Limited Assurance Report to the Directors and Management of Australian Gas Infrastructure Group

### Conclusion

We have undertaken a limited assurance engagement on selected Dampier Bunbury Pipeline ('DBP') Environmental, Social and Governance ('ESG') metrics presented in Australian Gas Infrastructure Group's ('AGIG') Annual ESG report ('Subject Matter Information') for the year ended 31 December 2023.

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Subject Matter Information included in the table below is not prepared, in all material respects, in accordance with the Reporting Criteria detailed below for the year ended 31 December 2023.

### Subject Matter Information and Reporting Criteria

The Subject Matter Information and Reporting Criteria for our limited assurance engagement for the year ended 31 December 2023 is as follows:

Subject Matter Information	Reporting Criteria
<b>Operational Data</b> <ul style="list-style-type: none"> <li>Gas Delivered (WA) (TJ), Appendix p.1</li> <li>Gas Storage (PJ), Appendix p.1</li> <li>Customer Numbers, Appendix p.1</li> </ul>	DBP's definitions and approaches, which are detailed in AGIG's internal Basis of Preparation and summarised in the Basis of Preparation on AGIG's website at <a href="https://www.agig.com.au/publications">https://www.agig.com.au/publications</a>
<b>Governance Data</b> <ul style="list-style-type: none"> <li>Confirmed incidents of corruption and actions taken, Appendix p.4</li> <li>Whistle-blower reports, Appendix p.4</li> <li>Whistle-blower reports involving bribery/corruption, Appendix p.4</li> <li>Significant notifiable cyber security breaches, Appendix p.4</li> </ul>	
<b>Employment Data</b> <ul style="list-style-type: none"> <li>Workforce by Employment Type (%), Appendix p.5</li> <li>Workforce by Gender (%), Appendix p.5</li> <li>Workforce by Employment Category (%), Appendix p.5</li> <li>Workforce by Region (#), Appendix p.5</li> <li>Full-Time Workforce by Age Group (%), Appendix p.6</li> <li>Full-Time Workforce Turnover Rate by Gender (%), Appendix p.6</li> <li>Full-Time Workforce Turnover Rate by Age Group (%), Appendix p.6</li> <li>Workforce New Hires by Gender (%), Appendix p.6</li> </ul>	
<b>Safety Data</b> <ul style="list-style-type: none"> <li>Total recordable injury frequency rate (TRIFR), Appendix p.8</li> <li>Lost time injury frequency rate (LTIFR), Appendix p.8</li> <li>Total number of fatalities as a result of work-related injury, Appendix p.8</li> </ul>	

### Basis for Conclusion

We conducted our limited assurance engagement in accordance with Australian Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* ('ASAE 3000'), issued by the Australian Auditing and Assurance Standards Board.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

## *Responsibilities of Australian Gas Infrastructure Group*

AGIG's directors and management are responsible for:

- Ensuring that the Subject Matter Information is prepared in accordance with the Reporting Criteria.
- Confirming the measurement or evaluation of the underlying subject matter against the applicable criteria, including that all relevant matters are reflected in the Subject Matter Information.
- Designing, establishing and maintaining an effective system of internal control over its operations and financial reporting, including, without limitation, systems designed to ensure achievement of its control objectives and its compliance with applicable laws and regulations.
- The electronic presentation of the Subject Matter Information and our limited assurance report on AGIG's website.

## *Our Independence and Quality Management*

We have complied with the independence and other relevant ethical requirements relating to assurance engagements and applied Auditing Standard ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements* in undertaking this assurance engagement.

## *Assurance Practitioner's Responsibilities*

Our responsibility is to express a limited assurance conclusion on the Subject Matter Information as evaluated against the Reporting Criteria based on the procedures we have performed and the evidence we have obtained. ASAE 3000 requires that we plan and perform our procedures to obtain limited assurance about whether anything has come to our attention that causes us to believe that the Subject Matter Information is not properly prepared, in all material respects, in accordance with the Reporting Criteria.

A limited assurance engagement in accordance with ASAE 3000 involves identifying areas where a material misstatement of the Subject Matter Information is likely to arise, addressing the areas identified and considering the process used to prepare the Subject Matter Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion about whether the Subject Matter Information has been properly prepared, in all material respects, in accordance with the Reporting Criteria.

Our procedures included:

- Inquiries with the staff and management responsible for the Subject Matter Information to understand and assess the approach for collating, calculating and reporting the Subject Matter Information across the reporting period ended 31 December 2023.
- Walkthrough of key systems and processes which are in place for the collating, calculating and reporting the selected Subject Matter information for the reporting period ended 31 December 2023.
- Inspection of the supporting process documentation developed to support the collation, calculation and reporting process of the Subject Matter Information in accordance with the Reporting Criteria.
- Analytical reviews of the Subject Matter Information to identify any material anomalies in the Subject Matter Information and further investigation where required.
- Selection on a sample basis items to test from the Subject Matter Information and agree to relevant supporting documentation.
- Reconciliation of data sets for the Subject Matter Information to AGIG's final Annual ESG Report.

## *Inherent Limitations*

Because of the inherent limitations of an assurance engagement, together with the inherent limitations of any system of internal control there is an unavoidable risk that it is possible that fraud, error, or non-compliance with laws and regulations, where there has been concealment through collusion, forgery and other illegal acts may occur and not be detected, even though the engagement is properly planned and performed in accordance with Standards on Assurance Engagements.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and sampling or estimating such data.

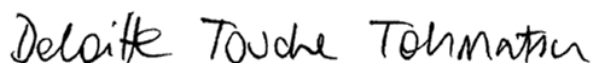
## *Other information*

AGIG's directors and management are responsible for the other information. The other information comprises the information included in the AGIG Annual ESG report for the year ended 31 December 2023, but does not include the Subject Matter Information. Our responsibilities do not extend to other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Subject Matter Information or our knowledge obtained in the engagement, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude there is a material misstatement of this other information, we are required to report this fact. We have nothing to report in this regard.

## *Restricted use*

The Reporting Criteria used for this engagement was designed for a specific purpose of AGIG's directors and management reporting on the Subject Matter Information presented in AGIG's Annual ESG Report. As a result, the Subject Matter Information may not be suitable for another purpose.

This report has been prepared for use by the directors and management of AGIG for the purpose of providing assurance over the Subject Matter Information presented in the AGIG Annual ESG Report. We disclaim any assumption of responsibility for any reliance on this report to any person other than the directors and management of AGIG or for any purpose other than that for which it was prepared.



DELOITTE TOUCHE TOHMATSU



P R Dobson

Partner

Sydney, 8 March 2024

## Independent Limited Assurance Report to the Directors and Management of Australian Gas Infrastructure Group

### Conclusion

We have undertaken a limited assurance engagement on selected Dampier Bunbury Pipeline ('DBP') Environmental, Social and Governance ('ESG') metrics presented in Australian Gas Infrastructure Group's ('AGIG') Annual ESG report ('Subject Matter Information') for the year ended 31 December 2023.

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Subject Matter Information included in the table below is not prepared, in all material respects, in accordance with the Reporting Criteria detailed below for the year ended 31 December 2023.

### Subject Matter Information and Reporting Criteria

The Subject Matter Information and Reporting Criteria for our limited assurance engagement for the year ended 31 December 2023 is as follows:

Subject Matter Information	Reporting Criteria
<b>Operational Data</b> <ul style="list-style-type: none"> <li>Gas Delivered (WA) (TJ), Appendix p.1</li> <li>Gas Storage (PJ), Appendix p.1</li> <li>Customer Numbers, Appendix p.1</li> </ul>	DBP's definitions and approaches, which are detailed in AGIG's internal Basis of Preparation and summarised in the Basis of Preparation on AGIG's website at <a href="https://www.agig.com.au/publications">https://www.agig.com.au/publications</a>
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### Basis for Conclusion

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*Deloitte Touche Tohmatsu*

DELOITTE TOUCHE TOHMATSU



P R Dobson

Partner

Sydney, 8 March 2024