



2022



## 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.

## We are Australian Gas Infrastructure Group (AGIG)

one of Australia's largest gas infrastructure businesses.

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 via 60 petajoules of gas storage capacity.



Pipeline equipment at Compressor Station 09

## About AGIG

We own and operate infrastructure that delivers gas to Australian homes, businesses and communities.

We also deliver and store gas that supports the Australian economy for power generators, mines and manufacturers.

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 we are currently developing several other renewable gas projects.

Our Vision is to be the leading gas infrastructure business in Australia. We will achieve this by delivering for our customers, being a good employer and being sustainably cost efficient.



DBP operates Western Australia's principal gas transmission system. Australian Gas Infrastructure Developments (AGID) operates unregulated transmission pipelines, gas processing and storage 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 and Australia's largest renewable hydrogen production facility, Hydrogen Park South Australia.

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## Climate Change

The science of climate change is well accepted and shows that greenhouse gases are increasing, leading to rising temperatures across the globe. We are responding and taking active steps towards sustainable gas delivery today and for tomorrow.

We are committed to deliver on our Low Carbon Vision and help meet Australia's emission reduction commitments to achieve net zero.

### Our Connection to Country

AGIG is committed to respectfully operating on Country and with our communities. We seek to continually learn and evolve to ensure we continue to deliver for Australians. 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 as follows:

“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.

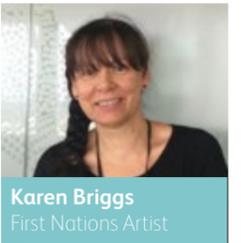
The sun and wind are represented as part of this cycle by providing energy to the four large circles which represent the process of making renewable and carbon-neutral gas.”

- Karen Briggs

### Artist Background

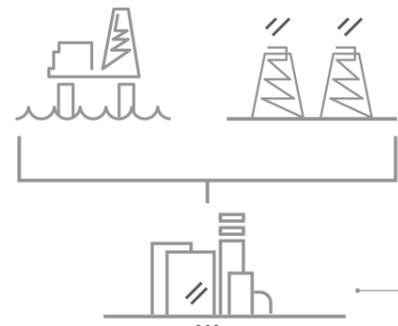
Karen Briggs is an illustrator, graphic and digital designer and contemporary First Nations artist. She is a Yorta Yorta woman whose ancestral homeland radiates from the junction of the Goulburn and Murray Rivers in Northeast Victoria. She has a Bachelor of Design from the University of South Australia 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.



# Our Role

## AGIG's Services



## Gas Supply Chain

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

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.

**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.

Our mid-stream Tubridgi **gas storage** facility provides gas producers and gas users with the ability to insure against outages and boost energy security.

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

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

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

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

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

Our **renewable gas facility** Hydrogen Park South Australia produces renewable gas for supply to around 700 customers on our existing gas network, expanding to around 4,000 customers in 2023. We have multiple other Hydrogen Park projects under development.

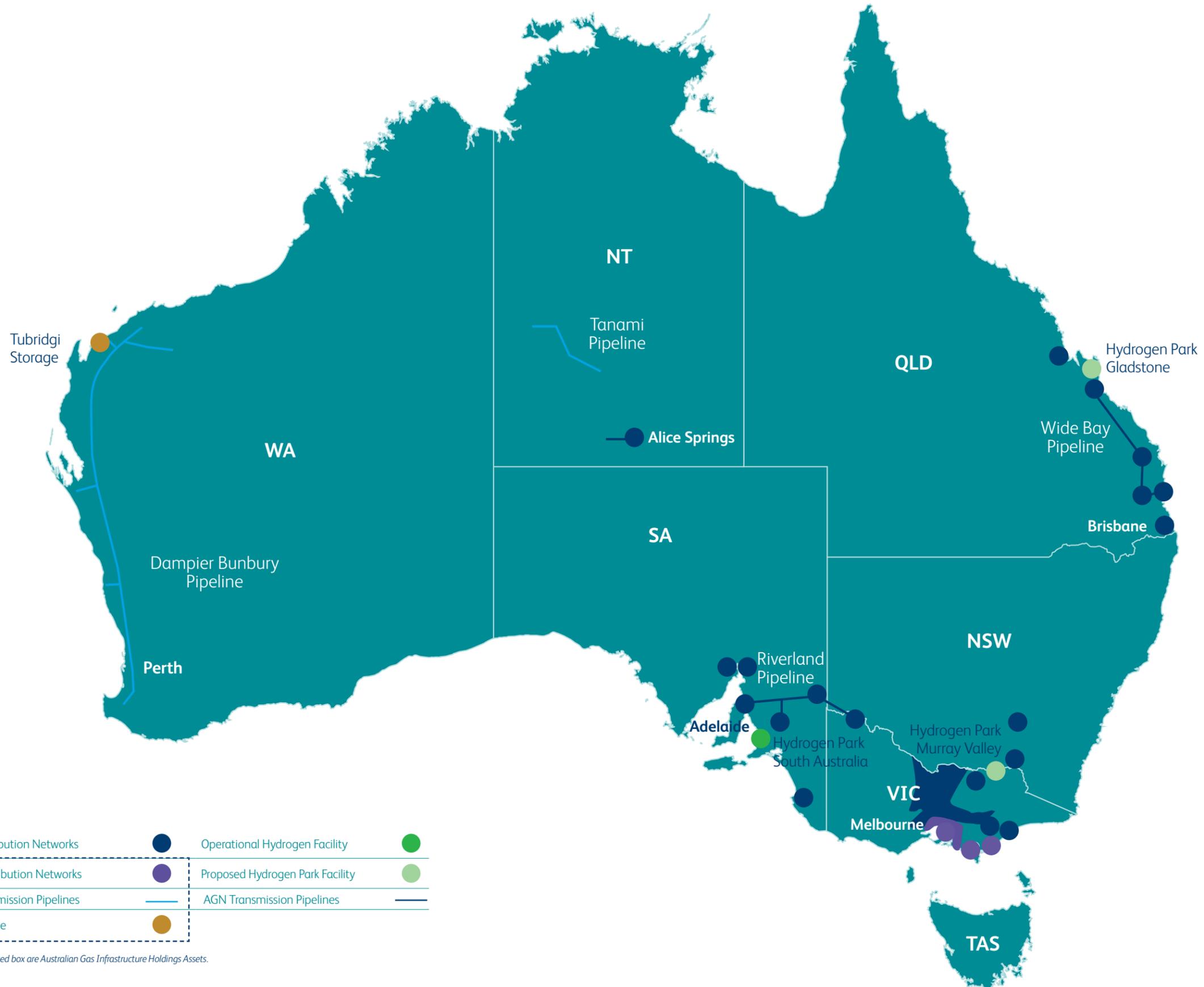
**Renewable gas**  
The gas sector's vision for the future includes supplying renewable/carbon-neutral gas including biomethane and renewable hydrogen to customers. Numerous facilities across Australia either operational and/or under construction.

We maintain and read over **2 million gas meters** in homes and businesses across Australia.

**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.



# Our Business



## LEGEND

AGN Distribution Networks	●	Operational Hydrogen Facility	●
MGN Distribution Networks	●	Proposed Hydrogen Park Facility	●
DBP Transmission Pipelines	—	AGN Transmission Pipelines	—
Gas Storage	●		

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

## Northern Territory

- 1,166 customers
- 3.301TJ delivered in 2022
- Distribution 39km
- Transmission 601km

## Queensland

- 110,128 customers
- 6,011TJ delivered in 2022
- Distribution 3,234km
- Transmission 314km

## New South Wales

- 62,991 customers
- 5,634TJ delivered in 2022
- Distribution 2,119km
- Transmission 84km

## South Australia

- 474,627 customers
- 30,195TJ delivered in 2022
- Distribution 8,348km
- Transmission 480km

## Victoria

- 1,456,139 customers
- 110,199TJ delivered in 2022
- Distribution 22,110km
- Transmission 501km

## Western Australia

- 55 shippers
- Transmission 2,337km
- 60PJ gas storage



Mains replacement work underway in the Barossa Valley, South Australia

## Our Vision

To be the leading gas infrastructure business in Australia, aiming for top quartile performance on all our targets.



### 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 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

Following our inaugural Environmental, Social and Governance (ESG) Report, we've made notable investments and progress on defining our sustainability roadmap.

We are committed to strengthening our practices to ensure we deliver for our community.

We began planning for a decarbonised future some time ago, including through the delivery of Hydrogen Park South Australia (HyP SA) - Australia's first and largest renewable hydrogen facility.

Our Low Carbon Vision outlines our commitment to a net-zero future – and importantly, designating the timelines we're working to. This includes targets to deliver at least a 10% renewable gas blend across our distribution networks by 2030, and a target to achieve the full decarbonisation of our networks by 2050 at the latest, with a stretch target of 2040.

Our renewable gas projects – starting with HyP SA in May 2021 – are a significant way we are delivering against AGIG's six selected Sustainable Development Goals. But we know achieving emission reduction targets will take large-scale, and industry-wide efforts which is important for our customers, our communities, our environment and our employees. To unlock these benefits, we are working with key stakeholders, including policy-makers, to establish supportive renewable gas policy for Australia.

Natural gas has a very important role to play today: as evidenced in 2022 by the highest ever throughput on our Dampier to Bunbury Natural Gas Pipeline (DBNGP) in its 40 years of operation - driven by lower coal fired electricity generation and fluctuations in renewable

electricity output. Like natural gas today, we believe renewable gas will have a significant role to play in the future of Australia's energy mix.

Blending and eventually substituting natural gas with renewable gases like hydrogen and biomethane will deliver a low cost, reliable and secure transition to a low carbon future. It also means customers retain the choice of energy supply, and those industries relying on gas as an input can continue to access it in the future.

HyP SA has paved the way for future renewable gas projects across Australia by demonstrating how electrolyzers can decarbonise gas supply while supporting stability and efficiency in the electricity system. Its operations have provided critical learnings to help establish the new hydrogen industry. It's a project we're exceptionally proud of, and were thrilled to accept two significant awards for it in 2022:

- 2022 Hydrogen Project of the Year Award at the Connecting Green Hydrogen APAC 2022 – Hydrogen Future Awards; and
- Community Engagement Award – 2022 Premier's Awards for Energy and Mining (SA).

We anticipate an exciting 2023 with many new projects well under way, including Hydrogen Park Murray Valley - set to define another significant innovation milestone by becoming Australia's largest renewable hydrogen production facility – as well as pivotal demonstration projects such as a 100% hydrogen-fueled domestic home in Victoria.



**Peter Tulloch**  
Chair, Australian Gas Networks



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



**Craig de Laine**  
Chief Executive Officer

Keeping the community and our people safe is paramount across all of our sites and locations. In 2022, our business delivered our best safety record to date. We achieved our lowest ever Total Recordable Injury Frequency Rate (TRIFR). Although this is a record score that we're extremely pleased with, we still aim for zero harm. We will continue to take positive steps towards achieving zero harm across AGIG this year, by taking further actions to drive down injury frequency rates.

Our Vision has always had a customer focus. Importantly, this year we delivered the highest levels of customer service for each of our businesses. Most notably, along our DBNGP we achieved a customer satisfaction score of 9.5 out of 10.

Finally, we've been pleased to see our Community Partnerships Program grow again with another increase in funding in 2022 and more grass-roots organisations supported by funding and in-kind support. Our staff are incredibly engaged with this Program and truly value volunteering their time and energy. AGIG's increase of paid volunteering leave days from one to two days in 2022 has helped people in our business get involved with local opportunities.

We recognise that flexibility in how we work is valued by our people. We have further elevated our support for a diverse and inclusive work environment in 2022 by refreshing our existing Flexible Work Policy.

Our updated Policy provides the option for staff to work up to half of their hours over a fortnight remotely (up from 40% previously). This has been well-received by our people in assisting their personal, family and relationship goals by facilitating flexibility in working arrangements.

We look forward to continuing to share our ESG journey with you and invite our customers, stakeholders and employees to work together with us on the road to 2050.



### Boards

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

Endorses annual ESG Report



### AGIG ESG Committee

Oversees and monitors AGIG's progress against the ESG strategy and targets



### AGIG Executive Management Team

Responsible for performance and delivery of the ESG Strategy and Targets



### AGIG ESG Working Group

A group of cross-practice subject matter experts (SME's) 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 Management Team (EMT), reporting to separate Boards of Directors.

The Boards are informed by the ESG Committees, the Audit Committees and the Risk and Compliance Committees that make key recommendations on business decisions.

Building on our ESG Governance structure, in 2022 we established a dedicated Sustainability Team to drive the day-to-day delivery of the ESG Strategy and reporting framework. This team provides further depth to our ESG Governance framework.

Our 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.

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.

Our ESG targets are implemented alongside our Vision and focus on the aspects of our business where we can have the most influence and greatest impact.

### Our Vision

To be the leading gas infrastructure business in Australia, aiming for top quartile performance on all our targets.



#### 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 Governance

Our strong governance allows us to intergrate ESG into our business in how we operate, impact the environment and people.

#### Our Sustainability Targets

Have been set to align with our Vision and Values and having regard to the most relevant and influential aspect of our business.

## AGIG's suite of key corporate policies\* are reviewed regularly, and changes are approved by the Board.

We conduct business in an honest, ethical, and accountable manner as outlined in our Code of Conduct (The Code).

The Code outlines a standard of performance, behaviour, and professionalism for our employees. We also offer an independent whistle-blower service for staff to anonymously report any misconduct or unethical behaviour via email, phone, or website.

AGIG's Internal Audit function, reports quarterly to the Audit Committees, which provide assurance to the Board that the business operations and controls are in line with our Corporate Governance expectations.

The annual internal audit plan is developed considering:

- our Corporate Risk Management Framework;
- the top 10 risks of each business and the controls in relation to those risks;
- the requirement for mandatory audits for example Foreign Investment Review Board compliance, treasury and aerial surveillance audits;
- previous audits and outcomes;
- shareholder audit requirements; and
- advice from an external adviser on emerging issues/trends.

During 2022 we began work on aligning our ESG Report with the disclosures required under the Taskforce on Climate-related Financial Disclosures (TCFD).

This is a step to better understanding the potential impacts climate change may have on the business, allowing us to elevate our strategic mitigation and adaptation efforts.

The climate-related risks and opportunities identified during this process were consistent with those on AGIG's existing Strategic Risk Register (SRR) and outlined examples of our progress with mitigation of identified climate change impacts.

For further information on AGIG's TCFD work, refer to Appendix page 16.

In further support of this, AGIG's Corporate Risk Management Framework guides and standardises our risk management process. Ongoing monitoring, review and measurement of the SRR is undertaken on a six-monthly basis by the EMT and reported to the Risk and Compliance Committee and approved by the Board.

*\*Corporate Policies are those of universal impact across the business and are periodically reviewed by the Board.*



AGIG's Executive Management Team from left to right: Tawake Rakai, Cathryn McArthur, Jon Cleary, Joh Birgersson, Craig de Laine, Paul May, Roxanne Smith, James Smith, Mark Beech



### Cyber security awareness and training programs

The safety and security of our people, systems and infrastructure is an ongoing and ever-important priority at AGIG.

Our cyber security approach applies to all business processes and data, information systems and components, personnel, and our physical premises and work areas. It also extends to third parties providing or hosting technology services or platforms on behalf of AGIG.

Combatting such risks requires a multi-faceted approach. It is widely recognised that the end-user is often the weakest link in any cyber security system, therefore equipping our people with the skills and knowledge required to combat attacks is imperative.

One example of this includes all new employees completing a comprehensive cyber-safety training program to aid, educate and inform in the protection, education and securement of our organisation's cyber footprint. The program includes five online training modules.

We also conduct ongoing testing for key staff based on potential cyber events and organisational-wide briefings.

In addition to staff training, AGIG's Assurance and Risk team use an external specialist advisor to run annual cyber simulation exercises to test AGIG's cyber security incident response teams, as well as the Executive Management Team. Exercises have been run annually since 2019.

## Key Corporate Policies and Plans

### Fraud, Corruption, Misconduct Prevention and Whistleblowing Policy

Outlines the prevention, disclosure and management of activities amounting to improper conduct and compliance with whistle-blower protections.

### Health and Safety Policy

Outlines requirements for public safety and a safe and healthy workplace, by creating a culture and environment where every employee is personally committed to managing health and safety.

### Emergency and Crisis Plan

Outlines the Emergency and Crisis Management Plan which has been developed to ensure that AGIG can respond effectively to crisis and emergency situations impacting any part of our business.

### Environmental Policy

Outlines our conduct in relation to being environmentally responsible and minimising the impact of our business on the environment and our emissions.

### Flexible Work Policy

Outlines the various flexible work arrangements available at AGIG.

### Equal Employment Opportunity and Bullying and Harassment Policy

Outlines a consistent approach in the application and promotion of fair treatment and Equal Employment Opportunities (EEO) for all persons involved in AGIG business, and to prevent incidents of harassment and workplace bullying.

### Diversity and Inclusion 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.

### Cyber Incident and Security Management Policy

Outlines the requirements AGIG adheres to in order to ensure cyber security risks are appropriately managed.

### Sustainable Procurement Standard [agig.com.au/-/media/files/agig/dbp-suppliers/agig-sustainable-procurement-statement---march-2021.pdf](https://www.agig.com.au/-/media/files/agig/dbp-suppliers/agig-sustainable-procurement-statement---march-2021.pdf)

Reflects AGIG's Code of Conduct and outlines our approach to matters of corporate responsibility. This policy is provided to AGIG's suppliers to inform them of expectations.

### Privacy Policy

Outlines how AGIG collects and stores personal information and our commitment to protecting the information we collect.

# 2022 Highlights

2022



## 23<sup>rd</sup> place

in "Top Workplaces to give back 2022"

## +500k

invested as part of our Community Partnership Program



Increase in recycling in 2022 as we began our focus on waste collection processes



### TRIFR in 2022 3.1

down from 6.7 in 2021  
Lowest TRIFR in AGIG's history



Delivered our Diversity and Inclusion Strategy and Action Plan



\$1.3m cash and in-kind contributions to the Australian Hydrogen Centre

## ZERO

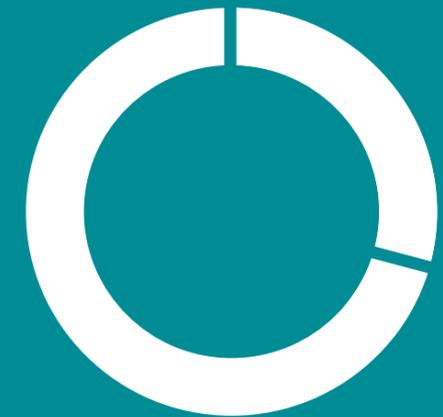
reportable environmental incidents



## 10%

reduction in Scope 1 and 2 emissions in 2022 from 2021

as reported to the Clean Energy Regulator



29% Female

71% Male



2022 joint winner Energy Networks Consumer Engagement Award

## 343km

of old generation pipeline replaced with renewable gas-ready pipeline



# Progress Against our Targets

We have selected six United Nations Sustainable Development Goals which we consider most relevant to our business to be our focus areas.

## 7 Affordable and Clean Energy



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

AGIG Target	Comment on progress in 2022	Maturity
We seek to balance consumer priorities including safety, affordability, stability and reliability in delivery of our services.  <i>We have adjusted the wording of this target to ensure our role in the delivery of our services is clear and transparent</i>	We have engaged with our customers to develop an efficient and sustainable price and service offering as part of our five-year regulatory plans that balances customer priorities including safety, affordability, stability and reliability in delivering our services for customers. This has resulted in proposals of a 3% cut in distribution tariffs for customers on the AGN network and a 6% price increase on our MGN network from 1 July 2023.	●●○
We will support customers in vulnerable circumstances	We continue to work with all parties involved to ensure we provide support to customers in vulnerable circumstances.  Foundational work has begun on our Priority Services Program and the plan to offer new services to South Australia and Queensland by July 2023.	●○○
We will invest in significant new renewable gas projects for supply to our customers	Since 2018 we have committed to deliver more than \$28.9 million worth of renewable energy projects, with more under development.	●●○
We will set interim Scope 1 and Scope 2 emissions reduction targets for our operations by end-2023	Feasibility studies on approaches to reduce emissions was completed in 2022. Work on setting interim Scope 1 and 2 emissions targets is on track for December 2023.	●○○

## 8 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 2022	Maturity
We will provide energy safely, sustainably and reliably	In 2022 we responded to 99% of gas leaks within two hours and completed 100% of our leak surveys.	●●●
We will maintain the health and safety of our employees and contractors	In 2022 our TRIFR was 3.1 down from 6.7 in 2021. This is the lowest ever TRIFR in AGIG's history.	●●○
We will deliver our Diversity and Inclusion Strategy and Action Plan	Target achieved. In 2022 we delivered our Diversity and Inclusion Strategy and Action Plan.	●○○
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	This is a new target for 2023.	●○○
We will deliver on commitments made in our Modern Slavery Statement	In 2022 we delivered on the actions committed to in our 2021 Modern Slavery Statement.	●●○

## 9 Industry, Innovation and Infrastructure



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

AGIG Target	Comment on progress in 2022	Maturity
We will improve reliability, reduce emissions and future proof our distribution networks by replacing old low pressure and earliest generation polyethylene pipes	We continue to progress our mains replacement program across all states in which we operate. AGN Victoria is largely complete.	●●○
We will respond to more than 95% of network leaks within the timeframes set by the safety regulator	We have consistently exceeded this target since 2016, achieving 99% in 2022.	●●●
We will deliver comprehensive feasibility studies on converting our distribution networks to 10% and 100% renewable hydrogen	Target achieved. In 2022 these reports were completed through the Australian Hydrogen Centre. Regional Towns studies were published in 2022 and the remainder will be published in 2023.	●●○
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	This is a new target for 2023.	●○○
We will promote knowledge sharing and partnerships across the renewable energy sector	In 2022, we continued to work with governments, industry and research organisations to develop Gas Vision 2050 collaboratively. Additionally, we completed our Australian Hydrogen Centre work which includes knowledge sharing on HyP SA, these will be published in 2023.	●●○

# Progress Against our Targets

●○○ Emerging

Emerging and repeatable approach

●●○ Evolved

Evolved and defined approach

●●● Empowered

Empowered and proactive approach

## 11 Sustainable Cities and Communities



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

AGIG Target	Comment on progress in 2022	Maturity
We will develop and implement a Reconciliation Action Plan (RAP)	Drafting of the Reflect RAP has begun, we will submit to Reconciliation Australia in 2023.	●○○
We will invest in the community through our Community Partnerships Program	In 2022, we were awarded 23 <sup>rd</sup> in Australia's best workplaces to give back. We also invested over \$0.5 million and 358 volunteer hours through our Community Partnerships Program.	●●○
We will track and improve employee uptake of the AGIG Volunteer program	In 2022 we increased our volunteer leave from one to two full days.	●○○
We will review our environmental footprint with a view of setting biodiversity targets by 2025	Work is underway in relation to risk assessments on vulnerable species. We are on track to set biodiversity targets by 2025.	●○○

## 12 Responsible Consumption and Production



Ensure sustainable consumption and production patterns

AGIG Target	Comment on progress in 2022	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.	●●●
We will deliver on our Sustainable Procurement Statement	98% of Tier 1 suppliers located in Australia.	●○○
We will include assessment of ESG criteria as part of our procurement processes by end of 2024	This target remains on track for implementation by end of 2024.	●○○
We will improve monitoring and measurement of waste minimisation, recycle and re-use by end of 2024	We have improved the monitoring and measurement of our waste to include secondary waste contractors for liquid waste.	●○○

## 13 Climate Action



Take urgent action to combat climate change and its impacts

AGIG Target	Comment on progress in 2022	Maturity
We will target 10% renewable gas in our distribution networks by 2030	In 2022 we committed to expanding our HyP SA project from 700 homes to around 4,000 homes and businesses. We continued to develop other projects such as Hydrogen Park Gladstone and Hydrogen Park Murray Valley.	●○○
We will target 100% renewable gas in distribution networks by 2050 at the latest and 2040 as a stretch	In 2022 we completed Australian Hydrogen Centre studies on 100% hydrogen conversion on our networks in South Australia and Victoria. We also sourced 100% hydrogen appliances to demonstrate and continue advocacy for supportive renewable gas policy.	●○○
We will target net zero emissions from our transmission and midstream assets by 2050 at the latest	We continue to work towards achieving this target, including by completing feasibility studies on approaches to reduce Scope 1 and 2 emissions in 2022.	●○○
We will adopt the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) by end-2024	Our TCFD roadmap has been developed and climate change risk and opportunity assessment undertaken. We are on track to deliver this by end of 2024.	●○○



## Affordable and Clean Energy

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



**2022 Energy Networks  
Consumer Engagement  
Award (joint winner)**

# \$5.9 million

**invested in renewable gas project  
development and feasibility studies  
to lower emissions**



**800+**  
people toured  
HyP SA in 2022

## Our targets

➤ **We seek to balance consumer priorities including safety, affordability, stability and reliability in delivery of our services**

*We have adjusted the wording of this target to ensure our role in the delivery of our services is clear and transparent*

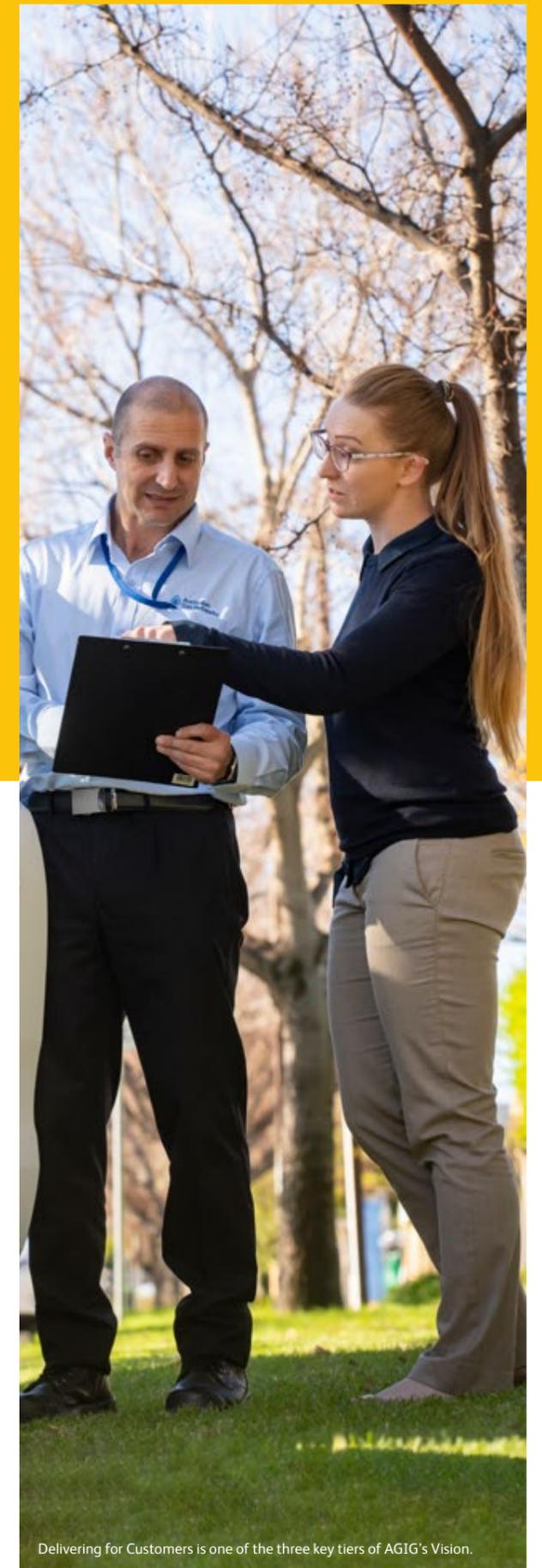
➤ **We will support customers in vulnerable circumstances**

➤ **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**



**We are making a difference by being a leading participant in the #Bettertogether initiative**



Delivering for Customers is one of the three key tiers of AGIG's Vision.

There's more we can do to deliver emissions reductions, while also contributing to energy security and ensuring costs remain as low as possible.

A 2021 Energy Networks Australia report outlines that currently in Australia, gas is delivered to homes at one-quarter the emissions of grid electricity\*.

\*[energynetworks.com.au/fact-sheets/reliable-and-clean-gas-for-australian-homes-2](https://www.energynetworks.com.au/fact-sheets/reliable-and-clean-gas-for-australian-homes-2)

### Energy Charter

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

In 2022 we made good progress to deliver on what's important to our community, including through our low carbon initiatives and providing assistance to customers experiencing vulnerability.

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

Our 2022 Energy Charter Disclosure Report outlined our progress in supporting customers facing vulnerability and improving the customer experience through initiatives such as our new dedicated Customer Care Team, Proactive Outage Management Tool and after-hours support team.

We also continued to meet or exceed all performance targets for safety and reliability.

We have a dedicated Customer Care team bringing together existing customer dispute resolution functions, new priority service for customers experiencing vulnerability and a customer satisfaction improvement function. This drives a customer centric culture at AGIG.

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



### Priority Services Program

Over the past few years of COVID-19 and into the most recent times of cost of living pressures, we know more customers are facing vulnerability positions and the inability to pay their bills, which can result in disconnection requests.

Traditionally, the provision of assistance to customers experiencing vulnerability in the energy sector has been left to retailers, not-for-profit organisations, and governments. Through our stakeholder engagement process it became clear that we also have a role to play in helping customers experiencing vulnerability.

We have commenced work on developing our Priority Services Program and are exploring ways that we can better support our customers. Implementation of the program in South Australia and Queensland is on track for completion in 2023, with Victoria to follow in 2024.

We will continue to work with stakeholders in the social service sector to explore and develop programs/initiatives that will support our customers experiencing vulnerability.

## Affordability

We know that affordability is a top priority for our customers, and that they want to understand future price paths to help manage their bills. We are making a difference by committing to stable distribution costs while also preparing our network for the future. This is particularly important in the current energy environment and given energy prices make up a relatively large portion of household and business costs.

In our recent submission to the Australian Energy Regulator (AER) on our Victorian networks, we have proposed lower prices of 3% in our AGN network and a 6% price increase in our MGN network from 1 July 2023.

**In our Victorian Customer Workshops held in 2022, 36% of customers ranked price as their number one priority. Gas affordability was also a key customer sentiment, with specific emphasis on those experiencing hardship (financial and nonfinancial).**

## 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. Our Victorian recent customer engagement workshops were run in three phases with the same groups of customers. We held dedicated workshops for residential, business, metropolitan, regional and culturally and linguistically diverse customers. Repeat engagement with the same groups of customers enables us to:

- build customer knowledge over time to allow customers to make informed decisions;
- listen, test and validate our ideas in response to customer feedback as we develop our proposals; and
- prioritise and explore issues in more detail in response to customer feedback.

Staged workshops were held across Victoria in 2022 and facilitated by an independent third-party (KPMG) to capture and report how customer feedback was captured and documented. The workshops covered the following topics with customers: price and affordability; reliability of service; public safety; customer service; sustainability; and innovation.



AGIG, AusNet and ENA representatives accepting the award on stage with the Energy Networks Australia

## Case Study

### Consumer Engagement Award

AGN, MGN along with our joint project partner AusNet Services were delighted to receive the Award for their nomination - Three Businesses, One Engagement Program for Victorians.

Energy Networks Australia, in partnership with Energy Consumers Australia announced the 2022 Energy Network Consumer Engagement Award in September.

The Award recognises an Australian energy network business that demonstrates outstanding leadership in consumer engagement.

The AGN, MGN and AusNet Services businesses came together to design and deliver a single, integrated, state-wide consumer and stakeholder engagement program for the benefit of all Victorians.

The joint engagement program was designed to inform and shape our Victorian Final Plans for the five-year period commencing 1 July 2023.

As part of this program, we held more than 40 customer workshops and reflected their feedback in our Plans.

We engaged with customers from Wodonga to Mordialloc about what is important to them and how we can provide the services they most value.

“

Our customers told us it is important that we continue to deliver reliable and affordable gas services today, while preparing our networks for a renewable gas future. We understand the impact utility bills have on Victorian homes and businesses, so we have looked for opportunities to keep costs down whilst still delivering the services our customers want. Our plans take measured steps to support the delivery of a low carbon gas future for our customers.”

## Premier's Award for HyP SA

HyP SA has been recognised for its community engagement at the South Australian 2022 Premier's Awards for Energy and Mining.

The Community Engagement Award was presented by the South Australian Premier, the Hon Peter Malinauskas. The award recognises the work our teams have done in engaging with the Mitchell Park community, which was the first suburb in Australia to receive a blend of renewable hydrogen to their homes.

Our submission focused on the community engagement required to get an Australian-first project launched, with full community support and acceptance.

**HyP SA will be expanding the customer reach for a renewable gas blend from 700 to around 4,000 households and businesses in early 2023.**

**HyP SA community learnings and sentiment:**

91% positivity on renewable gas supply

95% appealing-to-neutral project sentiment

100% say safety has remained the same or improved

## 3,000+ HyP SA visitors: student level through to international ambassadors

### Renewable Gas – A Cleaner Energy Future

Our low carbon vision is to deliver at least 10% renewable gas by volume in our distribution networks by 2030 and fully decarbonise our networks by no later than 2050.

We are delivering on this vision through a range of projects across Australia and across the gas value chain.

More information on these projects can be found on page 65.



Members of the Strategy and Sustainability and Stakeholder Engagement team accepting the 2022 Premier's Award

## Case Study



### Community Artwork in Mitchell Park

Following extensive consultation and community engagement with the Mitchell Park community, key sentiments were that the residents were proud to be the first suburb in Australia to receive a renewable gas blend.

During these sessions, it was suggested that the project be publicly celebrated within the community through an artwork piece, with a focus on innovation, sustainability and the pathway to a cleaner energy future.

In conjunction with the City of Marion council, AGIG set out to commission a local artist to deliver this artwork.

The key objectives included:

- celebrate Mitchell Park as the first suburb in Australia to receive a renewable gas blend;
- celebrate the pathway to a clean energy future;
- promote hydrogen as a clean, green energy of the future; and
- provide further information for residents on the project.

Local artist, Elle Dawson-Scott designed and delivered an extensive ground mural in the Quick Road reserve in Mitchell Park. The artwork depicts 'a pathway to a cleaner energy future', in a bright and bold pathway that seeks to brighten the park space, as well as inspiring us all towards a clean and green future together.

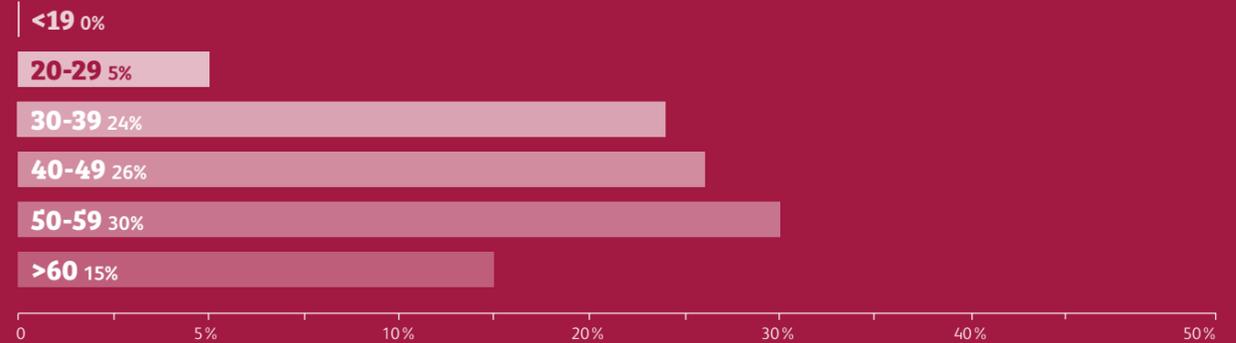
Elle's design was informed by the community following consultation through a barbecue held at the Reserve. The design includes illustrations that touch on the themes of nature and sustainability, renewable energy, hydrogen, cooking, heating and community through the stylised and bold images.



## Decent Work and Economic Growth

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

### Workforce by Age Group (percentage)



### Average age of employees (years)

46.5

\*including full-time, contract and part-time employees



29% Female

71% Male

**Held our first Cultural Awareness Session**  
with our Executive Team



**Delivered our Diversity and Inclusion Strategy and Action Plan**

## Our targets

- ✓ **We will deliver our Diversity and Inclusion Strategy and Action Plan**
- **We will provide energy safely, sustainably and reliably**
- **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 identify and collect, desired metric and data collection methods to measure workforce age, gender, pay equity, First Nations people and ethnic diversity in 2023 (new in 2023)**



**9.1 yrs**  
average  
workforce tenure

## Health and Safety

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

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 at AGIG. This is clearly outlined in our Health and Safety Policy and supported by a set of zero harm Principles that target work activities where there is an inherent risk or injury. Compliance with zero harm principles is a mandatory requirement for all employees and contractors.

In 2022 our TRIFR was 3.1, which is the lowest rate in AGIG's history and a 54% decrease on 2021. As the combined score of all three businesses (AGN, MGN and DBP), this was ahead of our threshold of 5.0. This decrease reflects the significant amount of work by our Health, Safety and Environment Team over recent years in educating our people and contractors on the specific hazards and areas of safety where we were seeing more frequent injuries. Whilst this reflects our commitment to reducing injuries amongst our people, we continue to target zero harm.

### Chairman's Safety Awards

Each year, our Chairmen and CEO come together to recognise exceptional safety performance across our distribution and transmission businesses. For our MGN businesses, where most operations and pipeline maintenance is undertaken by contractors, we expect their approach to safety is in absolute alignment with ours. For the DBP business, these awards are presented to operational staff as part of our yearly zero harm events.

We find both staff and contractors place great value on this recognition, and respect their peers for their dedication to work safety.

### Safe and Sustainable Energy Supply

Across our distribution networks, the 2022 leak response continued to be above target every month with the exception of a slight drop in Victoria for one month following heavy rain. This was a minimal drop in performance. The flooding did impact some of the planned maintenance works, however this was managed to ensure the network remained safe and any calls responded to when required with the states achieving higher than the 98% target.

In the Melbourne Central Business District (CBD) area, we finalised the low-pressure mains replacement removing all of these older mains. This is a significant safety milestone for our customers and business. This also means the Melbourne CBD network can deliver 100% hydrogen to customers.

The Victorian non-CBD program is scheduled to be completely upgraded by mid-2023.

### Process Safety

Tier 1 and Tier 2 events relate to gas escapes from the pipeline and are the most serious Process Safety events. In 2022, our Transmission business recorded another year with zero Tier 1 and Tier 2 process safety events. This excellent result is supported by a continued focus on our Tier 3 and Tier 4 measures (Tier 3 and 4 events represent both leading and lagging indicators which could indicate or lead to more serious events).

### Flexible Working Policy

We support a diverse and inclusive work environment and recognise that flexibility in how work is delivered and valued by our people. AGIG is committed to assist its employees achieve their personal, family and relationship goals by facilitating flexibility in employment and working arrangements to achieve the optimum balance between work and personal responsibilities.

During 2022, we proudly released an update to our existing Flexible Work Policy. At the core of the update was the option for employees to work up to 50% of their hours over a fortnight from home, with the expectation that they attend their primary AGIG office or site at least once per week.

This approach seeks to provide flexibility to those staff who want it, balancing this with driving our one-AGIG culture and connection through spending time together.

While not all forms of flexibility are suitable for all roles, full consideration is given to each request.



## Modern Slavery

AGIG publishes an annual Modern Slavery Statement. Our most recent statement is available here: [agig.com.au/publications](https://agig.com.au/publications)

Over the last year, our approach to addressing modern slavery has focused on embedding modern slavery checks into existing procurement practices, up-skilling and enhancing our internal due diligence capabilities to reduce reliance on external service providers in this area and including modern slavery reporting into our ESG framework. We have also continued our efforts to raise staff awareness and provide training, and we have deepened our in-house knowledge and skills in undertaking due diligence. We remain committed to continuous improvement in this area, in alignment with our ESG goals.

## Employee Benefits

AGIG offers a range of benefits to its employees. Our objective through providing these benefits is to support the health and safety of our employees and to employ and maintain an engaged and skilled workforce.

### Employee Assistance Program

We offer all employees and their immediate family free access to our Employee Assistance Program (EAP). The EAP is a totally confidential service, which is available 24 hours a day, 365 days a year. It offers a range of one-on-one counselling and advice on work and personal issues.

### Additional Leave Days

In addition to annual leave, AGIG provides eligible employees three days per calendar year as additional leave days. These additional leave days can be used by the employee at their convenience.

### Cultural Leave

In recognition of the diversity of our employees, AGIG offers the opportunity to request leave for significant religious events which differ from gazetted public holidays.

### Volunteer Leave

Under AGIG's Community Partnership Program we offer all employees two extra days of paid leave per annum to be used when volunteering with any of AGIG's flagship partner organisations.

### Bereavement and Compassionate Leave

During times of emotional hardship, above-average leave provisions are offered, including up to five days bereavement leave per occasion and up to three days compassionate leave per occasion.

### Study Leave

In supporting employees who wish to undertake further study, AGIG offers one paid day per unit per semester for employees to take study leave to attend exams, lectures and tutorials.

### Non-Technical Training Framework

In 2022 we were pleased to introduce the Non-Technical Training Framework (NTTF) to help support our people in developing their non-technical skills and enhancing their behavioural capabilities and attributes.

The NTTF provides professional development and training across four key skilling themes:

- our people;
- our customers;
- our business; and
- our leaders



## Internal Communications Program

We are committed to keeping our people informed and up-to-date on business performance to drive employee engagement and business alignment.

It is important for our business to communicate effectively at a group level, divisional level and team level – penetrating all the way through AGIG's broad operations.

In addition to our core framework of communication activities, in 2022 we introduced an anonymous staff feedback form.

Although the business hosts multiple face-to-face and online engagement forums where staff are encouraged to ask questions, some feedback through our annual survey indicated that staff may prefer submitting questions through a nameless process.

The new feedback form acts as:

- a way for staff to submit anonymous feedback or questions on business matters; and
- a way for staff to suggest content for Internal Communications activities, ie. Town Halls.

# Staff Education and Development

## Training and Development

Our operational teams work with highly technical equipment and machinery, specific to our pipeline.

This year, our Training and Development team engaged with Enerflex – a manufacturer of natural gas equipment and parts - to design a tailored, custom fit-for-purpose training course to suit our team's specific technical needs when using their Waukesha engine. The instructor-led course covered operation and maintenance fundamentals of our DBNGP Waukesha fleet, with a focused study of engine systems, maintenance, common issues and troubleshooting.

The Enerflex technician focused on equipping our Transmission Operations team with the skills and knowledge to diagnose the root cause of an issue, with a view to reducing time spent on remediation.

“This bespoke training was extremely well received by the participants – including those with varied experience with the equipment.”

## Transmission Operations Field Days

Each year, our site-based Transmission Operations team hosts an education and showcase session for the broader business.

At the core of our Transmission business is the supply of gas via the DBNGP, and our Transmission Operations team are responsible for maintenance, technical support and operational delivery of the pipeline.

As one of Western Australia's most important energy infrastructure assets, our operational teams spend in excess of 112,000 hours on planned maintenance each year. For office-based staff, it's valuable to understand the breadth of operations and diversity in assets and facilities.

These field day tours take office-based staff on transport – via our Jandakot depot - to attend, see and learn about several operational sites.

Sites and facilities include: a Meter Station, Compressor Station, Odorant Injection Facility and the DBNGP Easement within a rural and residential setting. In 2022, the tour also included a surprise landing of the AGIG helicopter after the Metro surveillance flight, which surveys the pipeline corridor twice a week for potential encroachments.

## Diversity and Inclusion

Our Diversity and Inclusion Policy and Strategy and Action Plan outlines our focus on achieving a diverse and inclusive workplace in order to better achieve our Vision in a manner that is consistent with our Values.

Our Strategy and Action Plan included a series of objectives and initiatives to deliver our Diversity and Inclusion objectives.

One initiative was to better understand our workforce. To this end, in 2022 we began capturing diversity data as part of our onboarding process and encouraged existing staff to update their details (such as gender identification, ethnicity and indigenous background) within our Human Resources platform. This update will help us to better understand our employees, and can help us make informed decisions about the future aspirations of our Diversity and Inclusion initiatives, overall business strategies and metrics.

During the development of our Diversity and Inclusion Action plan, we identified the need to collect employee data relating to workforce age, gender, pay equity, First Nations people and ethnic diversity.



### Flexible Working Policy in Practice

*"AGIG's flexible work policy has been a game changer for me. As the father of two young daughters, I continually attempt to balance work and home life as I'm determined to be involved in their upbringing. This can be a real challenge, particularly in the Regulation Team as we are always working to deadlines. My wife works four days a week, so we are extremely time poor. Working from home two days a week enables me to help with the school and sport drop offs, spend more time with my children when they're around, and work varied hours that suit my family lifestyle (ie. not just within a 9-5 bracket) - without neglecting my working life. In my view, flexible work is the silver lining of the pandemic. AGIG has been agile in its response to the disruption we've all experienced in our working lives over the last couple of years. Pre-COVID we didn't have the technology to implement changes to the way we work, but we do now. We are all beneficiaries of these new capabilities, including AGIG, because when we find balance, we can be happier and more productive when we work."*

**Will**  
Manager Regulatory Strategy



### Graduate Program

**We seek graduates in numerous areas of the business – including engineering, asset performance and corporate functions.**

Each graduate will receive an individual tailored two-year graduate program, as well as access to a range of professionals who love to share their knowledge and success stories.

We provide training, education and support to graduates to ensure your personal and professional development and success.

Mehar joined AGIG as a graduate in AGIG's Regulation Team in 2021 and has now been promoted to a Regulatory Advisor. Mehar shares his experience working as a graduate with AGIG:

*"As a graduate in the Regulation Team, I have been able to gain experience in the regulatory environment with the submission of the Victorian Access Arrangements. Throughout the process I have gained valuable business and industry knowledge through the development of business plans for a diverse range of business functions, working with the management team to the engineering teams, and through communication with our customers and stakeholders to deliver the best results. AGIG has provided me with an opportunity to develop my business and technical skills along with developing strong interpersonal relationships and communication skills."*



### Apprenticeships

*"I was straight out of high school when I applied for the electrical and instrumentation apprenticeship. I was hired by an agency who engaged with AGIG, and I was then hosted by DBP where I worked for 3 years and 8 months - the full duration of my apprenticeship. DBP was a great company to do my apprenticeship with because of the good teams and all the different equipment that we worked on. After my apprenticeship I was hired the very next roster and started working in Mainline Operational Area 1 (spanning from Dampier to Compressor Station 02).*

*The thing I like most about working at DBP is that every day is different and there's always something to learn. I also really enjoy all the travelling involved with the job."*

**Jakeb**  
Apprentice Field Maintenance Officer  
(Electrical and Instrumentation)



## Industry, Innovation and Infrastructure

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



Regional Town Studies for the Australian Hydrogen Centre published, with further reports to be published in 2023

# \$1.3m

**cash and in-kind contributions** to the Australian Hydrogen Centre



**First industry supply of 100% renewable hydrogen from HyP SA**



# 343km

**of old generation pipeline replaced with renewable gas ready pipeline in 2022**



## Our targets

- ✓ **We will deliver comprehensive feasibility studies on converting our distribution networks to 10% and 100% renewable hydrogen**

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

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- **We will respond to more than 95% of network leaks within the timeframes set by regulators**

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

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- **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 (new in 2023)**

# 6

**International and Australian Awards for innovation for HyP SA**

**Enough hydrogen blended at HyP SA to cook**

**78,019\***  
pots of pasta

\*Independently verified calculations based on the Energy Network Australia's conversion rate of 0.6MJ (or 0.01kg of hydrogen) per pot of pasta cooked

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

AGIG has a strong focus on innovation and supporting projects that are paving the way for sustainable energy in Australia.

Transitioning to a low-carbon energy sector is vital and we are continuing to work with stakeholders, policy makers and the community to bring this to fruition.

### Renewable Gas

The Australian Government has committed to reduce carbon emissions by 43% by 2030 (based on 2005 levels), which is a significant increase on Australia's previous 2030 target. It has also reaffirmed the commitment to be net zero by 2050.

By blending and ultimately replacing natural gas with renewable gas we can use our existing infrastructure to supply renewable energy to our customers.

We are working with renewable gases – such as hydrogen and biomethane – to reduce the amount of carbon in our networks, while delivering the same benefits as natural gas.

Hydrogen can be produced in a carbon free process called electrolysis, using renewable electricity to split water into hydrogen and oxygen. Biomethane is a net-zero carbon gas, it harnesses the energy potential from organic materials such as agricultural waste and sewage rather than being released into the environment.

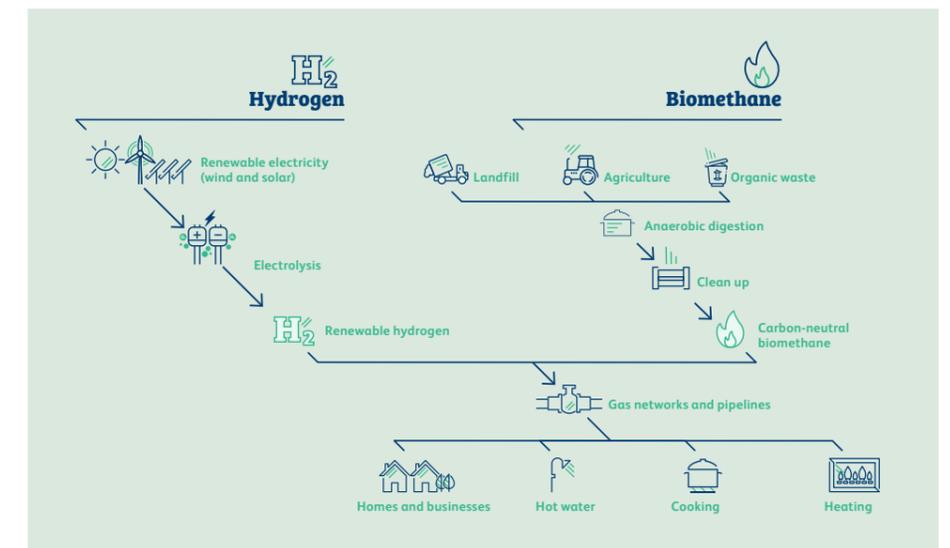
We continue to work with Australia's five peak gas bodies to develop, communicate and deliver Gas Vision 2050, a pathway to achieving net zero emissions. By investing in hydrogen and biomethane production and infrastructure we will help reach national targets and ensure our customers retain access to a reliable and affordable gas supply.

In addition to developing renewable gas projects, we are committed to working with governments, industry and research organisations to develop our Vision collaboratively.

Our memberships and associations include:

- Australian Hydrogen Council
- Australian Industry Energy Transition Initiative
- Bioenergy Australia
- Clean Energy Council
- Future Fuels Cooperative Research Centre

### Common ways to produce renewable gas



## Building a Resilient Network

Our Mains Renewal Program (MRP) runs across our AGN and MGN operations and replaces old pipelines with new technology materials that improve reliability, reduce emissions and build resilience in the distribution network. The program ensures that we can continue to deliver gas safely and reliably to our customers.

During 2022 we replaced nearly 350 kilometres of older generation gas pipelines predominately with polyethylene networks. The results of these programs show a decrease in the number and frequency of gas leaks from mains and services.

Importantly, our new polyethylene pipes also mean our networks are capable of transporting hydrogen – a carbon free gas.



Mains replacement underway in the Adelaide CBD



## Aerial Surveillance Program

Pipeline surveillance is undertaken for a variety of reasons, but the most important is safety and integrity of pipeline assets. This includes identifying any unauthorised activities and encroachments within, and in the vicinity of, AGIG assets to prevent third party damage.

Pipeline surveillance on our pipelines is conducted by road and by air. Given the linear nature of our assets, aerial surveillance is the most effective way of monitoring them to identify issues such as erosion, subsidence, facility security and Right of Way encroachments.

Typically, the assets (underground pipelines, mainline valves, compressor stations and meter stations) are monitored from an average height of 1,000 – 1,500 feet. If an activity is spotted that could have an immediate and significant impact on an asset, the pilot and observer risk assess the appropriateness of landing the aircraft to investigate. Having the capability of providing an immediate response, especially in remote areas, has proven to be invaluable to asset safety, public safety and overall infrastructure integrity and maintenance.

In partnership with Corsaire Aviation, our dedicated Lands Management Team undertakes:

- up to two Metropolitan surveillance flights a week (every fourth day), in the busy built-up suburban area from Muchea (north of Perth) to Baldivis in the southern metropolitan area;
- monthly 'Super Flights' - incorporating eight separate assets: the DBNGP Mainline from Main Line Valve 116 (Muchea) to Dampier Facilities in Karratha, Wheatstone Ashburton West Pipeline, Ashburton Onslow Pipeline, Tubridgi Gas Storage, Fortescue River Gas Pipeline, Maitland Lateral, Chevron's Gorgon onshore pipeline and the Burrup Extension Pipeline;
- fortnightly flights south of Perth from Serpentine to the end of the line at Clifton Road, including the lateral pipelines to Alcoa Pinjarra and Wagerup and BHP's Worsley facilities; and
- scheduled bi-monthly Tanami surveillance flights, covering the 440km pipeline in mid-Northern Territory.

We also fly all routes affected by major rain events or natural disasters as directed by the Incident Management Team. This is to assess any impact on asset integrity.

All surveillance flights result in a detailed report, describing observations from the flight – including relevant images/ relating to encroachments, activity within the corridor/ easement, erosion/subsidence, changes to water courses, environmental hazards or any matter which could lead to risk to assets.



Aircraft landing during a 'Super Flight' to assess a potential encroachment

## Case Study

### Industry Tube Trailer Supply

In August 2022, HyP SA commenced supply of 100% renewable hydrogen to industry via tube trailer.

Renewable hydrogen produced at HyP SA is being transported to Whyalla for use in the production of high-purity argon supplied to the Whyalla Steelworks and local industry.

A BOC custom tube trailer collects shipments of up to 370 kilograms of the renewable gas from HyP SA, as part of a partnership between AGN and BOC: a Linde company.

The new hydrogen supply chain replaces current deliveries to BOC's South Australian customers from Victoria, eliminating the cost associated with 117,000 kilometres in annual transport and saving approximately 122,000 kilograms of carbon emissions per year.



Key industry and government stakeholders with AGIG CEO and representatives to commemorate the first tube trailer supply to Whyalla

### Asset Location

Over the last five years, MGN has been proactive within the gas industry in the accurate location of underground assets, aiming to ensure the safety of all crews within the vicinity of the work area. Our team collaborated with the locating authority in Queensland to develop a locating course, specifically tailored to the gas industry.

All crews and their supervisors have progressively completed these courses, along with field tests to ensure the competence.

In addition to these courses, MGN introduced minimum locating tool specifications which are now mandated across all of our Service Providers. Since the introduction of this course and the tool specifications, we have observed a considerable reduction in asset strikes across both MGN and AGN networks.

MGN - and in turn the broader gas industry - is the first of the utility businesses to introduce this method of training, and as a result is now the leading utility for asset locations in Australia.

# The Australian Hydrogen Centre (AHC)

brings together industry and government to deliver detailed feasibility studies on blending 10% renewable hydrogen into towns and cities, and ultimately a 100% renewable gas future.

With \$4.15 million in funding from the Australian Renewable Energy Agency (ARENA), this program has brought together the expertise and knowledge of industry and government to produce ground-breaking and comprehensive research.

The results enable us to better understand the technical, economic, and regulatory feasibility of renewable

hydrogen gas distribution in Victoria and South Australia and indicate a promising pathway forward.

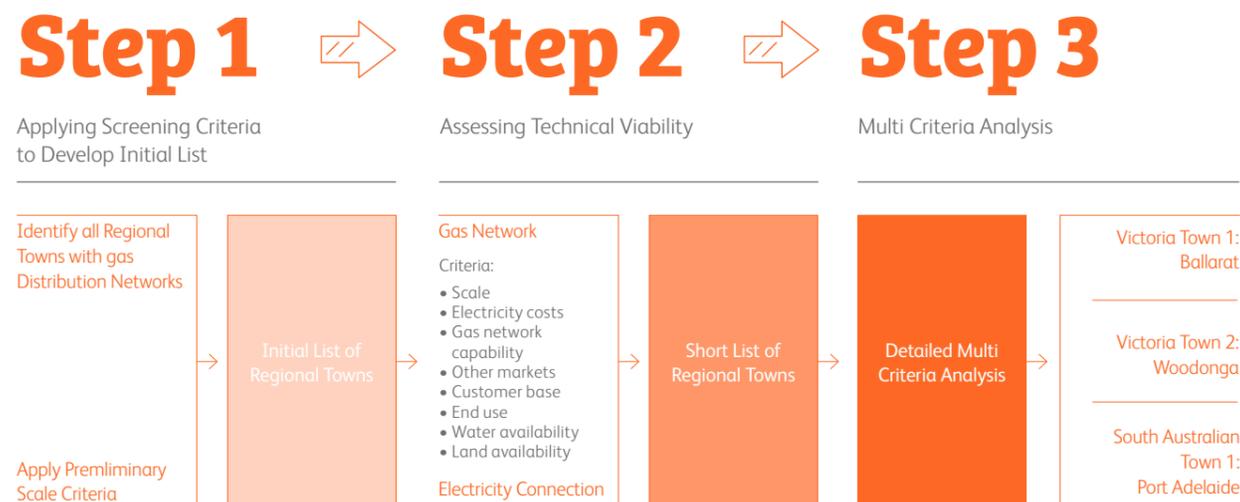
Through the AHC we will also share learnings on community engagement, plant and network performance from HyP SA, as a way to help accelerate the industry.

## Case Study

### Regional Town Studies

As a first step, the AHC undertook a detailed feasibility study to blend up to 10% hydrogen blended gas into the gas distribution networks of selected regional towns in South Australia and Victoria.

The AHC developed and applied an evaluation criteria to 27 regional towns, with Port Adelaide in South Australia and progressing to a detailed multi-criteria analysis evaluation as follows:

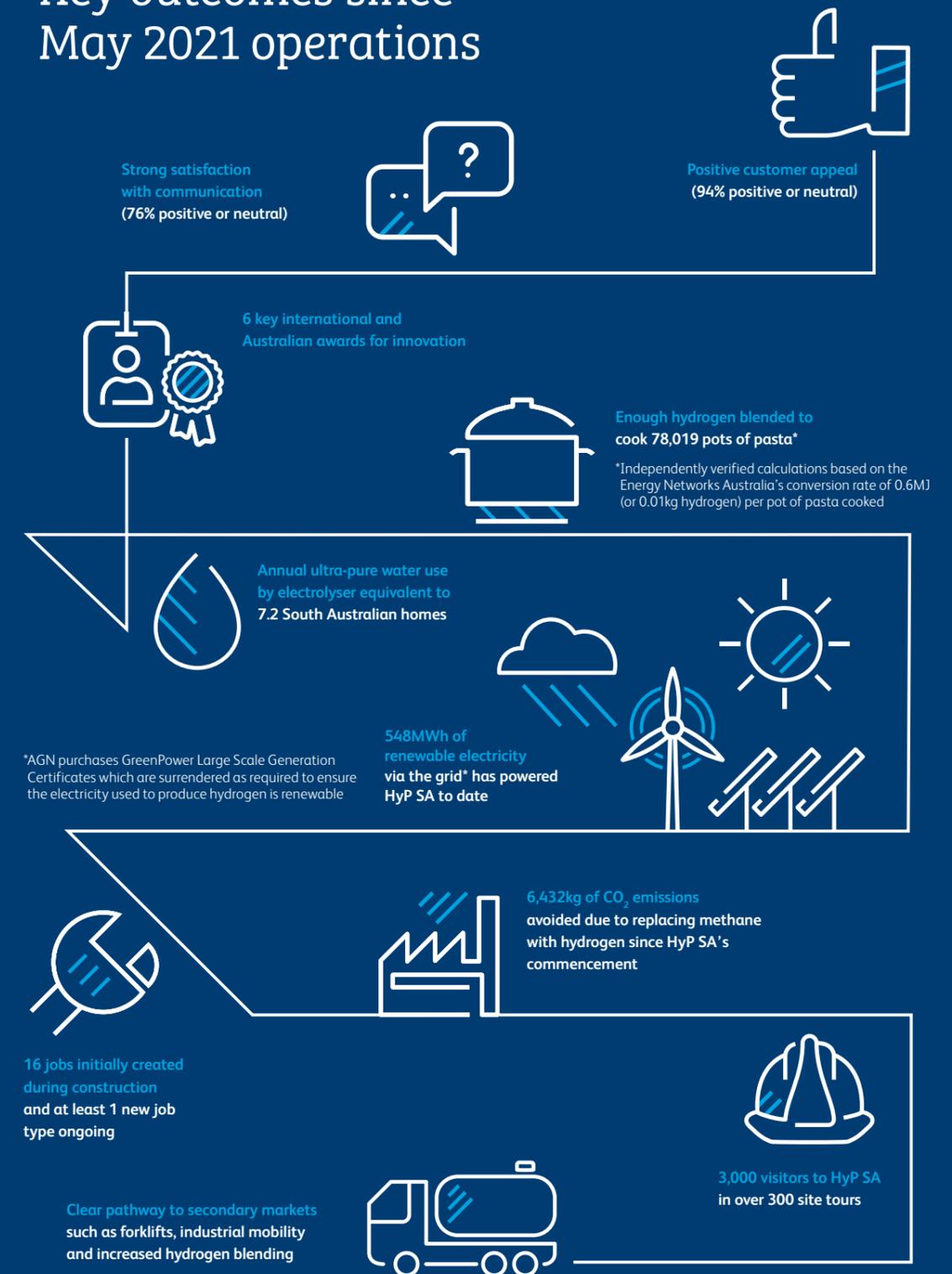


The Regional Town studies are the first of a series of three reports, with additional reports on 10% and 100% hydrogen gas networks in South Australia and Victoria and the performance of HyP SA to be published in 2023. The Regional Town studies were published in 2022 and can be found on ARENA's website.

The Regional Towns studies originated Hydrogen Park Murray Valley, targeting delivery of up to a 10% (by volume) renewable gas blend to approximately 40,000 residential and commercial gas connections and around 20 industrial customers in Albury and Wodonga.

# Hydrogen Park South Australia

## Key outcomes since May 2021 operations



Metrics based on AGIG analysis of HyP SA plant performance, supported by third party engineering and customer engagement consultants



**raised  
over \$23k**

for over 27 charities as part of staff fundraising and dollar matching program

**\$503k**

**Invested in Community Partnerships Program**



## **Sustainable Cities and Communities**

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



**Outreach to more than**

**57,700** stakeholders  
**over 1,400+** community events

## Building Better Cities

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

We provide an essential service to millions of Australians with a focus on safe, reliable and sustainable energy supply. We have several projects underway across Australia to improve energy infrastructure and ensure reliability and are in the process of reviewing our environmental footprint with a view of setting biodiversity targets by 2025.

We know that environmental stewardship is critical to the success and sustainability of our business. As reflected in our Vision, we aim to be the leading gas infrastructure business in Australia while conducting environmentally responsible operations and minimise environmental impact wherever possible.

### Renewable Gas Ready Pipelines

Our business is focused on providing sustainable energy solutions. Gas transmission and distribution pipelines are among Australia's most important energy transportation systems. It is vital these high value assets keep pace with the energy transition happening right across the country, and deliver the services our customers need and expect.

Our ongoing mains replacement program for AGN and MGN distribution delivers safety outcomes as a priority, but also makes the network renewable hydrogen-ready. The CBDs of main cities are highly complex areas to work in, given the large array of intricate underground services, frequent foot traffic and transport infrastructure to navigate. Pleasingly, the full networks in both Adelaide and Melbourne CBDs on AGN networks are

now completely comprised of future-proofed polyethylene mains, meaning the networks are largely renewable-gas ready and sustainable for the next generation of gas transportation.

### Respecting Heritage Rock Art

In 2022, we were a finalist in the Golden Gecko Environment Award (Western Australian Department of Mines, Industry Regulation and Safety) for our Pluto-North West Shelf Interconnector (PNI) project in the industrialised section of the Burrup Peninsula (Murujuga) in the Pilbara Region in Western Australia.

At its most southern location, the PNI project is 300m from the Murujuga National Park: the key location of the rock art along the Burrup Peninsula. Additionally, heritage rock art is located within the pipeline easement and required a high level of control to ensure it remained untouched throughout project construction.

Several key steps were documented in the construction process to ensure the respectful reinstatement of the right of way, these included:

- traditional Owner Heritage reviews and inspection prior to disturbance;
- rock removal and stockpiling during construction;
- correct rock handling process;
- correct reinstatement of rock including gullies and drainage;

- reinstatement of rock adjacent to heritage areas including placement of rock as per previous contour, support to existing rock piles and design to prevent failure (compaction, soil direction and drainage); and
- final review and inspection by Traditional Owners.

This program was specifically designed for the PNI project, ensuring the slope, contour, natural drainage, relocation and orientation (up, down) of rocks was captured. The design also ensured a full suite of tools - including manual hand labour, smaller excavators and additional time - were utilised to minimise any ongoing aesthetic, erosion or rock fall/slide risk from the project in the future.

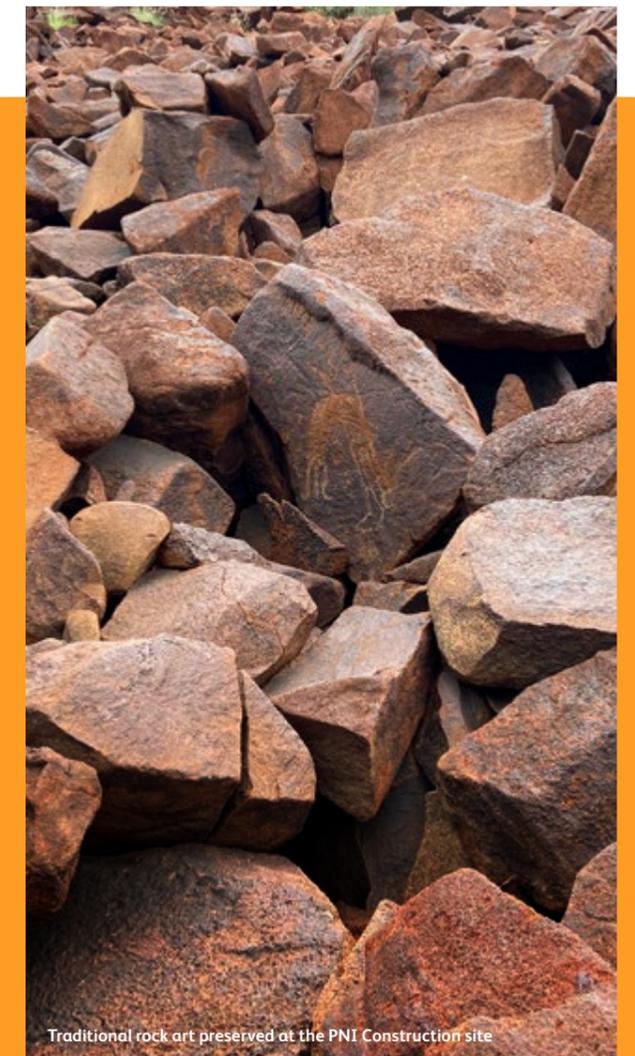
Offsite impacts were reviewed by construction team engineers. Traditional Owners were involved in a final walk through to ensure all rocks and natural contours were to their standards.

## Our targets

- We will develop and implement a Reconciliation Action Plan
- We will invest in the community and environment through our Community Partnerships Program
- 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 2025



**Working Group Established** for the development of our Reconciliation Action Plan



Traditional rock art preserved at the PNI Construction site



“It is fantastic to be a part of an organisation that supports me to volunteer. Having recently taken part in Ardoch’s Literacy Buddies program and volunteering with Foodbank on a number of occasions it is a great feeling knowing that you are able to make a difference to those who need the assistance the most. I recently held a fundraiser for Beyond Blue which was dollar matched by our organisation. To feel enabled to support causes worthy to me means a lot”

Marissa  
Contract Performance Analyst



Marisa from the Melbourne office volunteering at Foodbank Victoria

## Supporting Local Communities

We work together with partner organisations, to help build a brighter future.

Now entering its third year, our Community Partnerships Program partners with organisations that make a positive contribution to helping those in the community that are vulnerable, are environmentally sustainable, support education, promote diversity or support local communities to prosper. In 2022, AGIG’s Community Partnership program supported:

- four Flagship Partners;
- three Community Partners;
- 27 Charities (via fundraising and donations); and
- three Community Groups through Staff-Led partnerships.

We support community groups, projects, events, and programs that are socially and environmentally responsible, raising awareness of our commitment to the regions we serve.

Our people are our greatest asset, and that’s why we support our staff to make a difference in their community.

We provide our people:

- two paid volunteering leave days annually;
- dollar matching for funds raised by them to support charities important to them; and
- access to funding to support local community causes.

In-kind support and volunteering opportunities are broad across our office locations and allow our people to apply a range of skills to lend a hand. Our flagship partnership with Foodbank provides ongoing volunteering opportunities in Perth, Adelaide and Melbourne including food hamper packing, Christmas hamper packing and fruit and vegetable warehouse work. Additionally, other partnerships see our people partake in activities such as tree planting, kitchen support at homelessness centres and literacy mentoring for young children in disadvantaged communities.

Our staff are passionate about how they can be involved with our partner organisations to make a difference.



**As One Team  
we volunteered  
358.5 hours-**

this is equivalent  
to ~10 working weeks



## First Nations Voices

We have a long history of partnering with First Nations communities to develop projects on Country across our geographically wide spread operations. These partnerships have resulted in many positive outcomes for communities and our business to work together on our reconciliation journey.

In our 2021 ESG Report, we committed to developing and implementing a Reconciliation Action Plan (RAP).

The ESG Working Group has established a Reconciliation Working Group (RWG) sub-group to undertake early RAP development actions, comprising subject matter experts from across the business, including Land Management, Stakeholder Engagement, People, Safety and Culture, and Strategy and Sustainability.

Work is underway to support development and delivery of the RAP and some of its proposed actions, including:

- Cultural Awareness Training for EMT and select Board Members with Nova Peris OAM in December 2022;
- Reconciliation Survey for our 400+ staff member base to gain perspectives on their understanding of reconciliation, how we are currently performing with regard to our relationships, respect and trust with First Nations peoples and to gain ideas on how we can further advance reconciliation;
- updating our Employee Self Service portal to capture diversity data of our employees, including whether they identify as Aboriginal or Torres Strait Islanders; and
- increasing visibility of our reconciliation activities, including building on our relationship with Yorta Yorta artist Karen Briggs to illustrate ‘AGIG’s Connection to Country’ artwork and graphically design our RAP document.

AGIG has further joined and consulted with Reconciliation Australia and state-based peak bodies Reconciliation SA, Reconciliation Victoria, and Reconciliation WA to guide our journey. A first draft of AGIG’s RAP has been lodged with Reconciliation Australia with the aim for its approval and release in 2023.



The Clontarf Foundation is proud to partner with (AGIG) and is thrilled that it has chosen to extend its agreement. Not only does this partnership provide Clontarf with vital private sector funding that directly contributes to the continued operation of our expanding network of academies across the country, but it also opens up development and employment pathways for the 10,000 young Aboriginal and Torres Strait Islander men enrolled in our program.

Gerard Neesham  
Chief Executive Officer, Clontarf Foundation



Welcome to Country delivered by Mr Jeremy Garlett to open a staff event at our Jandakot depot

## NAIDOC week Celebrations with our Community Partner, Clontarf

In celebration of National Aborigines and Islanders Day Observance Committee (NAIDOC) Week (3- 10 July), various events were held across AGIG offices.

While a planned Welcome to Country was impacted by COVID-19 in the Adelaide Office, staff took the opportunity to share their personal experiences and ideas for our businesses' reconciliation journey over a delicious morning tea supplied by Indigenous catering company Indigenu.

We were fortunate enough to have guest speakers from our flagship Community Partner, Clontarf, join our Pinewood and Jandakot celebrations.

### Community Investments Spend 2022

Education	\$134,140
Environmental	\$122,400
People	\$209,900
Health	\$ 26,900
Culture	\$ 10,000
<b>TOTAL</b>	<b>\$503,340</b>

\*increase from the 2021 spend of \$473,000



Roxanne Smith - Executive General Manager Corporate and Regulation - volunteering at Foodbank SA

## Case Study



## Best Workplaces That Give Back

Our Community Partnerships Program has been recognised for its sponsorship, fundraising and volunteering programs, placing 23<sup>rd</sup> in Australia's Top 40 Workplaces to Give Back in 2022.

Australia's Top 40 Best Workplaces to Give Back recognises outstanding corporate giving achievements by companies and businesses large and small.

Whether it's volunteering, donating, fundraising, pro bono or sponsorships we know that every dollar, every hour, every action makes a difference.

## Foodbank

is Australia's largest food relief organisation whose mission is to end hunger in Australia.

Our partnership with Foodbank makes a positive difference in the lives of Australians who experience food insecurity and helps to reduce our national food waste problems.

During 2022 our partnership enabled Foodbank to provide 18,000 meal packs and 140,000 meals to families in need.

## What Staff Say

*"Food Hamper packing with Foodbank was hugely worthwhile. Prior to volunteering I didn't appreciate the scale of the operation, and how important the role of volunteers is to deliver food to those in need. It was a fantastic experience and I got to get in and help out."*

Roxanne Smith – Executive General Manager Corporate and Regulation



## Responsible Consumption and Production

Ensure sustainable consumption and production patterns.



**Aligning our 3 businesses** to operate within one universal system and process

**30,000+ plastics containers collected in 2022** through our “Containers for Change” program which was dollar matched with our employee matching program

The proceeds were donated to:



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 depends on our commitment to a sustainable future.

This perspective has led us to understand how we can and should consume and produce resources with future generations in mind.

During 2022, we were glad to report there were zero Tier 1 or Tier 2 odorant release events – a pleasing result against our ESG target.

### **Sustainable Procurement**

AGIG's Sustainable Procurement Statement is provided to AGIG suppliers to inform them of AGIG's approach to matters of corporate social responsibility. The Sustainable Procurement Statement is published here: [Suppliers | AGIG](#)

To support responsible supply chains, we are working to include ESG criteria as part of our procurement processes by the end of 2024. We actively seek to source local where possible, with over 98% of our purchases in 2022 being sourced from local Australian suppliers.

For further information on our supply chain management can be found in our Data Tables.

### **Process Improvements**

During 2022 our progress in implementing new initiatives or practices within this area has been moderate. We recognise this is an area for improvement, and as such, will be focusing on making proactive strides to achieve our targets related to Responsible Consumption and Production during 2023.



## **Our targets**

- **We will target no Tier 1 and 2 odorant release events (as defined in process safety definitions)**
- **We will deliver on our Sustainable Procurement Statement**
- **We will include assessment of ESG criteria as part of our procurement processes by end of 2024**
- **We will improve monitoring and measurement of waste minimisation, recycle and re-use by end of 2024**



Nicole's efforts in cleaning up local rubbish as part of the Clean Up Australia Day activities

## Clean Up Australia Day

As part of our annual Health and Wellness calendar, we dedicate a month per year to focus on waste reduction. March's focus centred around waste management. As part of this AGIG registered for Clean Up Australia's Plog-a-thon Corporate Challenge, encouraging staff to take time out of their workdays to get involved in 'Plogging'. "Plogging", the Swedish word for pick up - means picking up litter as you jog (walkers are encouraged too!).

Staff were provided with compostable bags and gloves to collect rubbish from public areas and raise money for Clean Up Australia Day organisation.

"This year I tried to conduct short clean-ups while my son was at soccer training, plus a few walks around the local streets. You'd be amazed how much rubbish you can collect from places that on the surface look pretty clean! No matter how busy we are, this style of clean-up gives us all an opportunity to contribute...and a little here and a little there can make a big difference."

Nicole  
Stakeholder Marketing Manager

## Case Study

## Case Study

### Packaging Change In Warehouse

As a business we are continually looking for ways to improve our waste footprint. During late 2022, our Jandakot warehouse switched from a regular, petroleum-based pallet wrap to a 100% biodegradable wrap.

The new 100% biodegradable stretch wrap has the same qualities as petroleum-based wraps and fitted our current warehouse equipment. The warehouse team have found the change to the biodegradable wrap has been smooth, noting that the wrap is easy to use, hasn't torn or sagged and there was no need for extra wrap.



As a family we support Clean Up Australia Day each year. This year I thought it would be good to introduce the kids to Plogging and to try a different initiative whilst still doing our little bit for the environment. We decided to head to a local nature strip which sits between a busy road and a residential street.

We walked 5km all up and picked up three bags of rubbish within this strip. Amongst the rubbish there was some interesting items; jeans, BBQ grill, TV, three golf clubs, plastic ride on bike, paint pots plus the usual paper, glass and cans. It was a successful morning!

Zoe  
Business Support Officer

"When you actually pay attention to the rubbish you are surprised how much there is and what is actually lying around. During a quick walk I found coffee cups, face masks, straws, a fork, rubber tyre, fast food wrappers, a wine bottle to name a few. At the end I really felt like I had made a difference."

Rachael  
Community Engagement Advisor



100% biodegradable wrap being used to wrap pallets in our Jandakot warehouse



## Climate Action

Take urgent action to combat climate change and its impacts.



### MENA 2022 Hydrogen Future Awards

International recognition for HyP SA



### South Australian Premiers Awards

Community Engagement award winner for our engagement program at HyP SA

# 10%

### reduction

in Scope 1 and 2 emissions in 2022 from 2021 as reported to the Clean Energy Regulator



**Identification of risk and opportunities completed** as part of our TCFD project

# 6,432kg

**of CO<sub>2</sub> emissions avoided due to replacing methane with hydrogen since HyP SA's commencement**



# Climate Change is not a Journey for AGIG Alone

The impacts are collective and across a multitude of value chains.

Gas is essential to our economy and modern lifestyles, providing nearly a quarter of Australia's total energy supply. The Australian Government has committed to achieve net zero emissions by 2050 and gas – renewable and natural can help us achieve these targets in an efficient, reliable and secure way.

## Reducing Emissions

At AGIG, we are committed to sustainable gas delivery today, and tomorrow.

Our Low Carbon Vision targets 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.

Renewable and carbon-neutral gases such as 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:

- hydrogen does not contain any carbon and can be produced using renewable electricity; and
- biomethane is carbon neutral - it harnesses the energy potential from organic materials such as agricultural waste and sewage, supporting the circular economy.

By blending and ultimately replacing natural gas with renewable gas we can use our existing infrastructure to supply renewable energy to our customers. It also means customers retain their choice of energy supply, and those industries relying on gas can continue to access it.

Emissions from our gas distribution businesses can also be reduced by lowering gas losses. We do this by replacing older pipelines with next generation materials as part of our MRP.

As reported to the Clean Energy Regulator, in 2022 we reduced our Greenhouse Gas Emissions (GHG) by over 81,000 tonnes compared to 2021, predominately driven by our ongoing Mains Replacement Program.

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 transition to natural gas and through renewable gas solutions, such as blended and pure renewable gas products.

We will also work to reduce the direct Scope 1 and 2 emissions from our transmission and midstream assets, including the DBNGP.

## Climate Resilience

We acknowledge that we are exposed to both the physical and transitional risks of climate change. Our Low Carbon Vision seeks to navigate transitional risk. With respect to physical risk, 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 minimal impact on our assets.

During 2022 we took our first steps towards full alignment to the TCFD including:

- reviewing our existing Strategic Risk Register for overlaps with climate change related risks;
- gap analysis to understand work required to align with the TCFD recommendations;
- identified climate-related risks and opportunities;
- analysis of physical and transitional impact of climate change; and
- consideration of how to build resilience within the business.

Refer to Appendix 19 for further information on AGIG's process to TCFD disclosures

## Our targets

- We will target 10% renewable gas in our distribution networks by 2030
- We will target 100% renewable gas in 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 of the Task Force on Climate-Related Financial Disclosures by end of 2024



**548 MWh**  
of renewable electricity via the grid\* has powered HyP SA to date

\*AGN purchases GreenPower Large Scale Generation Certificates which are surrendered as required to ensure the electricity used to produce hydrogen is renewable.



## Renewable Gas

Since May 2021 we have produced renewable hydrogen using renewable electricity and water, supplying to more than 700 homes near HyP SA a blend of up to 5% renewable hydrogen and natural gas, delivered through the existing gas network.

In addition to developing our own renewable gas projects across Australia, we are committed to working with governments, industry and research organisations to develop our Vision collaboratively. We are members of the Future Fuels Cooperative Research Centre, the Australian Hydrogen Council, Bioenergy Australia, the Australian Industry Energy Transition, and the Clean Energy Council.

The emissions reductions achieved by HyP SA's introduction of renewable gas to networks is not currently recognised or incentivised under current Australian frameworks. However, we are working with Government and industry to facilitate certification and recognition for renewable gas.

### Barbecue Trailers

In 2022 we commissioned three custom-made hydrogen barbecue trailers, and dispatched one to each of our main states of operation. To be used predominately for community engagement, project events and stakeholder forums, the barbecues are a great way to increase the promotion of hydrogen as an important energy of the future – including for everyday uses such as cooking sausages.



## Our Low Carbon Vision

### Distribution Assets

Stretch target: Distribution networks transitioning to renewable gas by 2040

### Transmission and Midstream Assets

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



Gas Vision 2050 published (completed)

2016 ✓

HyP SA online (completed)

2020 ✓

2021 ✓

2022 ✓

Interim Scope 1 and 2 emission reduction targets set

2023

HyP Gladstone online

2024

2025

HyP Murray Valley online

2026

Target: 10% renewable gas across our distribution networks

2030

Target: Full renewable gas conversion for our distribution networks. (2040 stretch target, and by no later than 2050)

2040

2050

NET ZERO



✓ Completed



**HyP SA has received a number of accolades in recognition of its innovative role demonstrating the pathway to a cleaner energy future, including:**

2020 SA Climate Leaders Awards, 'Business and Industry' category winner

2020 Engineers Australia Australian Engineering Excellence Award winner

2020 Australian Pipelines and Gas Association Environment Award winner

2020 South Australian Premier's Awards for Energy and Mining, Innovation and Collaboration' category commendation

**2022 Awards**

2022 Connecting Green Hydrogen 2022 Hydrogen Project of the Year

2022 South Australian Premier's Awards for Energy and Mining, Community Engagement Award winner.



**We are delivering renewable gas projects across the country and across the value chain**



1



**Operational site - Hydrogen Park South Australia**

HyP SA is an Australian-first project producing renewable hydrogen through a 1.25MW electrolyser and supplying up to a 5% hydrogen blended gas to more than 700 homes on our existing gas network in Adelaide. First production occurred in 2021, supply to industry through tube and trailer commenced in 2022, and in mid 2023, we will expand operations to reach an additional 3,000 homes and businesses. HyP SA was supported by grant funding from the South Australian Government.

2



**Western Australian Feasibility Study**

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.

3



**Australian Hydrogen Centre**

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. In 2022 our Regional Town Studies were published, with further feasibility and knowledge sharing reports to be published in 2023.

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

4



**Proposed - Hydrogen Park Gladstone**

Located at Gladstone in central Queensland, HyP Gladstone is currently seeking development approvals. HyP Gladstone will produce renewable hydrogen to be blended into the natural gas network at volumes of up to 10% supplying more than 770 residential, commercial and industrial customers. Our Development Application for HyP Gladstone was submitted in December 2022. HyP Gladstone is supported by the Queensland Government.

5



**Proposed - Hydrogen Park Murray Valley**

HyP Murray Valley was awarded conditional funding by ARENA in May 2021. This 10MW facility would produce renewable hydrogen for blending at volumes of up to 10% and supply to around 40,000 residential, commercial and industrial customers in Wodonga and Albury. Final Investment Decision is planned for 2023, a delay from previous estimates (2022).

We recognise our 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 well-being of society, the well-being of employees and the strength of our business depends on our commitment to a sustainable environment. AGIG is committed to working with relevant regulators and community stakeholders to ensure that its activities are conducted in a manner that minimises environmental impacts to as low as reasonably practicable, this includes managing erosion around our assets: including large transmission assets such as the DBNGP, Tanami Pipeline and our large network of distribution pipelines.

## Attended 40 industry conferences

focused on **Climate Action** and **Future Energy Solutions**

## Presented at 18 industry events

on our **renewable gas endeavours**

## Environmental Management

AGIG believes that we are all individually accountable and empowered to ensure our actions are without undue adverse impact upon the environment.

Our key objectives are to:

- conduct environmentally responsible operations and minimise environmental impact wherever possible;
- align our carbon emissions footprint with national and state policy and regulations;
- create a culture and environment where every employee is personally committed to managing impacts to the environment;
- provide resources and support to meet our emerging ESG targets; and
- act consistently with AGIG's values, including working in a safe and professional manner.

## Shared insights to 14 panels, roundtables or forums

providing **hydrogen knowledge** to industry partners

## Case Study

## Working with the Community on Erosion Management

Our pipeline maintenance teams often provide in-kind support to landowners along the DBNGP.

In August 2022, we worked with the Station Manager and traditional owners of Peedamulla Station in the Pilbara region of Western Australia to resolve a problem area of erosion.

Soil erosion often occurs during seasonal heavy rains and insufficient water control or by water flowing to

ponds or low points (as in this case) and cause wash-away and erosion trenches to form. We undertook a site assessment to determine the reason for erosion, this included inspection from the ground and drone imagery with software mapping to see contours of the land.

We developed a mitigation plan that looked at the information gathered, then outlined the best approach to control the water. This approach consisted of earthworks; using banks and material outside and across the corridor. As part of this, we engaged with the landowners and traditional owners to discuss the plan and outline how we can prevent this erosion from reoccurring in future.

The project was successfully completed with minimal disruption to the vegetation or rootstock as we need the area to rehabilitate quickly.



Evidence of erosion over the DBNGP pipeline corridor caused by water movement

## Supporting Other Goals\*

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

\*Refers to United Nations Sustainable Development Goals

## 1 No Poverty

### End poverty in all its forms everywhere

We support 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.

With our help, during 2022 Hutt St Centre supported 385 people through the Pathways Program. The programme provides practical onsite assistance to help people obtain essential documents for identification, access further support, and pursue opportunities for education, employment and volunteering so they can focus on their future with confidence.

Short Back and Sidewalks is a free hair-cutting and grooming service for members of the community who are experiencing homelessness. They are operated entirely by volunteers across Australia. Our support will assist in the delivery of a new service at Boorloo Bidee Mia, representing "Perth pathway to housing" in Whadjuk Noongar language, a 100-bed homelessness facility in Perth.



Janneke and Ed volunteering with lunch service at Hutt St Centre

## 2 Zero Hunger

### End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Our partnership with Foodbank makes a positive difference in the lives of those Australians who experience food insecurity and helps to reduce our national food waste problem.

Foodbank is Australia's largest food relief organisation whose mission is to end hunger in Australia.

With our help in 2022, Foodbank was able to provide 140,000 meals and 18,000 meal packs to those in need.



Members of the Adelaide Finance team volunteering at Foodbank



[WWW.FOODBANK.ORG.AU/MEALPACKS](http://WWW.FOODBANK.ORG.AU/MEALPACKS)

SUPPORTED BY:  
Australian Gas Networks

## 3 Good Health and Wellbeing

### Ensure healthy lives and promote well-being for all at all ages

Angel Flight is a national charity that provides free flights to assist rural, regional and remote Australians with access to non-emergency and specialist medical treatment that would otherwise be unavailable to them due to distance and high travel costs.



Our support provides funding for the fuel to enable the volunteer pilots, who donate their time and aircraft, to make these journeys possible.

## Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

The Clontarf Foundation believes from little things big things grow. The Foundation exists to improve the education, discipline, life skills, self-esteem, and employment prospects of young Aboriginal and Torres Strait Island men, and by doing so, equips them to participate more meaningfully in society.

Our partnership with Clontarf provided education support for 20 students during 2022. Every dollar of corporate support allows Clontarf to obtain a further \$3.50 in Federal and State/Territory funding from government.



Rachael serving lunch during a Clontarf football carnival, where AGIG provided lunch cooked on our hydrogen barbecue



Image - 2022 SHINE Sponsor Event, Geraldton, Western Australia

## SHINE's mission is to support, educate and empower girls with the skills to thrive

Through our partnership with SHINE we support 120 girls in both the SHINE and SHIMMER programs in Geraldton, Western Australia. With a focus on building positive friendships, opportunities are created for the girls to create, share and build a sense of belonging.

The Smith Family is a national, independent children's charity helping disadvantaged Australians to get the most out of their education, so they can create better futures for themselves. Our partnership will deliver two Learning Clubs, providing out of school support to help students from disadvantaged backgrounds keep up with their schoolwork in a safe and supportive environment.

During 2022, our staff had the opportunity to become literacy buddies through the Ardoch Literacy Buddies Program.

Ardoch is a children's education charity focused on improving educational outcomes for children and young people in disadvantaged communities. Ardoch and AGIG delivered a literacy program at a primary school in Hampton Park, Victoria where approximately 23 of our staff became big buddies to Year 3 primary students. The program involved a letter exchange program across Term 2 and 3 with a visit to the primary school by the Big Buddies and a visit to our MGN offices by the Little Buddies in Term 4.



## Achieve gender equality and empower women and girls

We continued our sponsorship of Robogals in 2022. Robogals Melbourne and Monash deliver not-for-profit science, technology, engineering, and mathematics education programs promoting gender equality by inspiring, empowering and encouraging young women into engineering and technology related fields, creating a globally diverse and inclusive culture in engineering. Robogals includes volunteers from universities and professional organisations who are united in the cause of gender equality.

Supporting organisations such as Robogals promotes a future industry workforce that is more balanced. Beyond the core drive of fairness and equality, industries such as ours benefit when there is an increased level of diversity. This is because teams that include varying characteristics come with dynamics that better represent our customers and the problems they face, leading to better problem solving and better outcomes.



## Appendices

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.

Any restatements of this data set will be noted in italics with an explanation for the restatement.

**About the data:** figures, rounding, and intensity-based denominators

**Currencies:** All financial figures are quoted in AUD dollars unless otherwise noted.

**Rounding:** Some figures and percentages may not add up to the total figure or 100 percent due to rounding.

We welcome feedback on this data set, our annual ESG report or any other aspect of our ESG performance.

# Operational Data

## Delivering profitable growth

### Gas Delivered (TJ)

	2022		2021		2020		2019		2018	
	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total
WA		453,622	-	375,507	-	380,122	-	373,379	-	370,268
VIC (AGN)	39,097	55,641	39,990	56,951	40,032	56,709	38,573	55,975	37,014	54,865
VIC (MGN)	43,682	54,558	45,089	56,123	43,772	54,577	44,555	56,100	44,928	56,922
SA	11,165	30,195	11,282	31,219	10,999	31,334	10,715	30,615	10,670	31,952
QLD	2,734	6,011	2,575	5,672	2,485	5,602	2,611	5,968	2,595	6,488
NSW	2,920	5,634	2,925	5,475	2,833	5,430	2,792	6,640	2,674	6,647
NT	64	3,301	60	928	54	1,338	66	1,625	64	2,083
<b>Total</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>	<b>97,945</b>	<b>529,225</b>

### Gas Storage (PJ)

	2022	2021	2020	2019	2018
Western Australia	60	60	60	57	42

### Customer Numbers

	2022	2021	2020	2019	2018
WA	55	51	37	37	36
VIC (AGN)	736,349	725,260	712,063	697,609	682,170
VIC (MGN)	719,790	719,436	717,604	711,484	705,047
SA	474,627	469,451	463,983	458,020	451,718
QLD	110,128	108,966	107,517	105,878	104,098
NSW	62,991	61,968	60,885	59,942	59,087
NT	1,166	1,164	1,156	1,149	1,138
<b>Total</b>	<b>2,105,106</b>	<b>2,086,296</b>	<b>2,063,245</b>	<b>2,034,119</b>	<b>2,003,294</b>

### Assets (km)

	WA		VIC		SA		QLD		NSW		NT		Total	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
Replacement mains	N/A	N/A	156	194	171	182	5	17	11	10	N/A	N/A	343	402
Total mains	N/A	N/A	22,110	21,664	8,348	8,295	3,234	3,194	2,119	2,019	39	39	35,850	35,211
Transmission pipelines	2,337*	2,337	501	501	480	480	314	314	84	84	601	601	4,317	4,317

\* Unlooped pipe length, loop is an additional 1,252km for the DBNGP and 87km for the Wheatstone Asburton West Pipeline

### Reliability

	2022			2021		
	AGN	MGN	DBP	AGN	MGN	DBP
Number of unplanned interruptions affecting 5+ customers	33	45	N/A	26	34	N/A
Number of customers having 3+ interruptions within 12 months*	10	233	N/A	19	165	N/A
DBNGP system reliability	N/A	N/A	100 %	N/A	N/A	100%
DBNGP - Compressor Station	N/A	N/A	95.5 %	N/A	N/A	99.4%

# Environmental Data

## Greenhouse Gas (GHG) Emissions

	2022	2021
GHG – Scope 1	757,887	839,666
GHG – Scope 2	3,801	3,756
<b>GHG – Total</b>	<b>761,688</b>	<b>843,422</b>

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Greenhouse gas emissions – Scope 1 (tCO <sub>2</sub> -e)	328,080	225,094	204,713	381,173	243,269	215,224
Greenhouse gas emissions – Scope 2 (tCO <sub>2</sub> -e)	601	1,519	1,681	724	1,191	1,841
<b>Greenhouse gas emissions – Total (tCO<sub>2</sub>-e)</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 National Greenhouse and Energy Reporting (NGER) scheme. NGER Technical Guidelines have been developed by the Australian Government Department of the Environment and Energy, based on Australian Financial Year reporting

## Reportable Environmental Incidents

	2022	2021
Total reportable environmental incidents	0	0

For this report, data is reported at an AGIG level, however responsibility of environmental compliance is held by the legal entities.

## Waste Produced by Type (tonnes)

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

Waste data is not collected at all AGIG sites. This data represents DBP sites and AGN & MGN offices only

## Recycling (tonnes)

	2022	2021
Recycling	59	17

Recycling has been a focus for our business in 2022, however no baseline is available for comparison purposes

# Employment Data

## Workforce by Employment Type

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Full-time staff	96.8%	92.8%	91.5%	97.1%	92.1%	92.1%
Part-time staff*	3.2%	7.2%	8.5%	2.9%	7.9%	7.9%
<b>Total number</b>	<b>93</b>	<b>251</b>	<b>71</b>	<b>69</b>	<b>240</b>	<b>76</b>

## Workforce by Gender

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Male	55.6%	79.0%	61.5%	55.2%	79.6%	65.7%
Female	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%
<b>Total number</b>	<b>90</b>	<b>233</b>	<b>65</b>	<b>67</b>	<b>221</b>	<b>70</b>

Statistics below are based on full-time staff only.

## Workforce by Employment Category (percentage)

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Managers*	8.9%	1.3%	1.5%	17.9%	10.0%	14.3%
Non-managers	91.1%	98.7%	98.5%	82.1%	90.0%	85.7%
<b>Total number</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 re-classification in 2022 to define Managers as Executive General Managers and Directors only.

## Workforce by Age Group (number)

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
<19	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%
20-29	3.3%	4.7%	7.7%	1.7%	4.9%	5.7%
30-39	21.1%	25.3%	24.6%	15.3%	23.1%	25.7%
40-49	27.8%	27.5%	20.0%	39.0%	34.0%	20.0%
50-59	32.2%	27.5%	33.8%	30.5%	24.9%	35.7%
>60	15.6%	15%	13.8%	13.5%	12.7%	12.9%
<b>Total number</b>	<b>90</b>	<b>233</b>	<b>65</b>	<b>67</b>	<b>221</b>	<b>70</b>

## Workforce Turnover Rate by Gender

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Male	8%	18.5%	35%	21.7%	13.1%	4.4%
Female	7.5%	40.8%	12%	13.3%	22.2%	4.2%

Note: Gender turnover data shown in the above table should be read with the context of some business units having a smaller headcount. AGIG's total gender turnover during 2022 was 17.9% for males and 18.4% for females with voluntary turnover for males at 12.7% and females 18.4%.

## Workforce Turnover Rate by Age Group

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
<19	0.0%	100%	0.0%	0.0%	0.0%	0.0%
20-29	0.0%	54.5%	80%	0.0%	45.5%	50.0%
30-39	10.5%	23.7%	31.3%	7.1%	23.5%	0.0%
40-49	4.0%	26.6%	15.4%	25.0%	6.7%	0%
50-59	13.8%	15.6%	18.2%	13.0%	9.1%	4.0%
>60	0.0%	17.1%	22.2%	42.9%	21.4%	0.0%

## Trained Full-time Employees by Gender

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Male	55.6%	79.0%	69.2%	55.2%	74.8%	65.7%
Female	44.4%	21.0%	30.8%	44.8%	25.2%	34.3%
<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>

## Trained Full-time Employees by Employment Category

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Managers	8.9%	1.3%	0.0%	17.9%	1.2%	14.3%
Non-managers	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>

## Training Completed by Employees by Gender (hours)

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Male	136	5,184	130	137	2,640	481
Female	141	679	83	111	772	251
<b>Total</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)

	2022			2021		
	AGN	DBP	MGN	AGN	DBP	MGN
Managers	12	44	-	44	47	73
Non-managers	265	5,820	212	204	3,365	659
<b>Total</b>	<b>277</b>	<b>5,864</b>	<b>212</b>	<b>248</b>	<b>3,412</b>	<b>732</b>

## Safety Data

### Injury Statistics

	2022	2021
Total recordable injury frequency rate (TRIFR)	3.1	6.7
Lost time injury frequency rate (LTIFR)	0.2	0.8
Total number of fatalities as a result of work-related injury	0	0

### Safety Incident Statistics

	2022	2021
Total number of Tier 1 and Tier 2 safety incidents	0	0
Total number of Tier 3 and Tier 4 safety incidents %	82%	83%
% of public leak reports responded in 2 hours	99%	99%
% of Leak Management Plan leak surveys compliance	100%	100%

### Public Safety

		2022			2021		
		AGN	MGN	DBP	AGN	MGN	DBP
% of public leak reports responded in 2 hours (1 hour MGN)	Distribution	99%	99%	N/A	99%	98.0%	N/A
LMP Class 1 and Class 2 leak repair - % performance with LMP target timeframe	Distribution	99%	99%	N/A	100%	97.0%	N/A

## Communities

### Community Partnership Program

	2022	2021
Community Investment (\$ thousands)	503	457
Volunteer Hours	359	76

### Community and anti-corruption data

	2022	2021
Legal Cases Relating to Corruption Practices	0	0

## Supply Chain Data

### Number of Tier 1 Suppliers by Location

	2022	2021
Australia	1,631	1,464
Hong Kong	5	7
Mainland China	1	-
Asia (excl. Hong Kong and Mainland China)	3	2
United Kingdom	5	3
Europe	8	9
Canada	2	1
United States of America	17	13
New Zealand	1	4
Other Regions	2	3
<b>Total</b>	<b>1675</b>	<b>1506</b>

### Responsible supply chain

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

Note: this is a new metric for 2022 reporting

### Total Service Complaints

	2022	2021
<b>Total</b>	<b>1,023</b>	<b>1,278</b>

## Governance

	2022	2021
Confirmed Incidents of corruption and actions taken	0	0
Percentage of employees that received training on anti-corruption/ethics and integrity	10	37
Whistle-blower reports	1	0
Whistle-blower reports involving bribery/corruption	1	0

\* AGIG's anti-corruption training is mandatory upon commencement, training is refreshed every three years

### Cyber Security

Significant notifiable cyber security breaches	0	0
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# Global Reporting Initiative (GRI) Standards Index

AGIG has chosen to voluntarily begin alignment with the GRI Standards Index. At this stage, we have only partial alignment or are considering disclosure in the future.

Universal Standards	Disclosure Title	Reference to Disclosure
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## General Disclosures

### 2-1 Organisation details

a) Legal Name	Australian Gas Infrastructure Group Dampier Bunbury Pipeline, Multinet Gas Networks and Australian Gas Networks Page 3
b) Nature of ownership and legal form	About Australian Gas Infrastructure Group Page 3 Our role and business page 6-9 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, page 8 AGIG Website Australian Gas Infrastructure Group is owned by a various consortia of private sector entities listed on the 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 pages 02 to 03

2-2	Entities included in our sustainability reporting	Australian Gas Infrastructure Group (Dampier Bunbury Pipeline, Multinet Gas Networks and Australian Gas Networks pages 3
	Location of headquarters	Level 6, 400 King William Street, Adelaide SA 5000

2-3	Reporting details	
	a) Reporting period and frequency	2022, Annual, refer to the Governance section
	b) Financial reporting period	2022, Annual, refer to the Governance section
	c) Publication date of report	24 March 2023
	d) Contact point for questions	Mediaenquiries@agig.com.au

2-4	Restatements of information	AGIG has not made any restatement in the reporting period
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2-5	External assurance	AGIG's 2022 ESG report has limited assurance performed. Details of the assurance performed and relationship between AGIG and the provider is outlined at page 20
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### 2-6 Activities and workers

a) Sectors we are active	About AGIG (page 3) Our Role (page 6) Our Business (page 8) 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	There have been no changes to data reported in our 2021 ESG report

### 2-7 Employees

a) Total number of employees (by gender and region)	Data Tables, Employment Data Appendices page 04-05
b) Number of employees by, permanent, temporary, non-guaranteed hours/casual, full-time employees and part-time employees	Data Tables, Employment Data page 04. AGIG provides employee breakdown by type but not region. Region reporting is being considered for future disclosures.
c) Methodology and assumptions used to compile the data	All employee types as at 31st December 2022 is outlined on in our Appendices on page 4 Total number of employees as at 31st December 2022
d) Report contextual information to understand data at a & b	Data provided is based on all employees as at 31st December 2022.
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 disclosure.

2-8	Workers who are not employees	AGIG has contractors and sub-contractors that perform work on our distribution and transmission pipelines that are not employees. Sub-category disclosures for 2-8 are not applicable.
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## Governance

2-9	Governance structure and composition	
	a) Describe AGIG's governance structure, including committees of the highest governance body	Refer to the Governance section pages 14-16
	b) List the committees of the highest governance today	Refer to the Governance section pages 14-16

	c) Describe the composition of the highest governance body and it's committees by:	Refer to the Governance section pages 14-16
	i. executive and non-executive members	Metric being considered for future disclosure
	ii. independence	Metric being considered for future disclosure
	iii. tenure of members on the governance body	Metric being considered for future disclosure
	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;	Metric being considered for future disclosure
	vi. under-represented social groups	Metric being considered for future disclosure
	vii. competencies relevant to the impacts of the organisation;	Metric being considered for future disclosure
	viii. stakeholder representation	Metric being considered for future disclosure
2-10	Nomination and selection of the highest governance body	Metric being considered for future disclosure
2-11	Chair of the highest governance body	Data Tables, Governance page 14-16
2-12	Role of the highest governance body in overseeing the management of impacts	AGIG's ESG Committee assists the Board 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 info-graphic on page 14.
2-13	Delegation of responsibility for managing impacts	Risk and Compliance Committee, refer to Governance Section page 14-15
2-14	Role of the highest governance body in sustainability reporting	ESG Committee, refer to Governance Section page 14
2-15	Conflicts of interest	Metric being considered for future disclosure
2-16	Communication of critical concerns	Metric being considered for future disclosure
2-17	Collective knowledge of the highest governance body	Metric being considered for future disclosure
2-18	Evaluation of the performance of the highest governance body	Metric being considered for future disclosure
2-19	Remuneration policies	Metric being considered for future disclosure
2-20	Process to determine remuneration	Metric being considered for future disclosure
2-21	Annual total compensation ratio	Metric being considered for future disclosure

## Strategy, policies and practices

2-22	Statement on sustainable development strategy	Metric being considered for future disclosure
2-23	Policy commitments	Metric being considered for future disclosure
2-24	Embedding policy commitments	Metric being considered for future disclosure
2-25	Processes to remediate negative impacts	Metric being considered for future disclosure
2-26	Mechanism for seeking advice and raising concerns	Metric being considered for future disclosure
2-27	Compliance with laws and regulations	Australian Gas Infrastructure Group 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.
2-28	Membership associations	Australian Hydrogen Council Australian Pipelines and Gas Association BIOenergy Australia Clean Energy Council Energy Networks Association (ENA) Energy Charter - #bettertogether Future Fuels Cooperative Research Centre
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 page 14-16
3-2	List of material topics	Metric being considered for future disclosure
3-3	Management of material topics	Metric being considered for future disclosure

## Industry Specific Standards GRI 11: Oil and Gas Sector 2021

### Material Topics

#### 11-1 GHG Emissions

	Disclosure 3-3 Management of material topics	
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, Environmental Data page xx Detailed information on Scope 1 emissions is currently unavailable.
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.

## 11-2 Climate adaption, resilience, and transition

11-2-1	<p>Management of material topics -</p> <p>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</p> <p>Report the level and function within the organisation that has been assigned responsibility for managing risks and opportunities due to climate change.</p> <p>Describe the board's oversight in managing risks and opportunities due to climate change.</p> <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>	We do not report against GRI 11-2-1 as information is currently unavailable.
11-2-2	<p>Financial Implications and other risk and opportunities due to climate change-</p> <p>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 CO2 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 CO2 in metric tons captured and removed from the atmosphere (CO2 stored less than GHG emitted in the process).</p>	We do not report against GRI 11-2-2 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. Report the baseline for the goals and targets and the timeline for achieving them.</p>	We do not report against GRI 11-2-3 as we do not yet have reduction target. We are setting interim Scope 1 and 2 targets by end of 2023.

## 11-3 Air emissions

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	<p>Assessment of the health and safety impacts of product and service categories</p> <ul style="list-style-type: none"> <li>Describe actions taken to improve product quality to reduce air emissions</li> </ul>	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.

## 11-4 Biodiversity

11-4-1	<p>Management of material topics</p> <ul style="list-style-type: none"> <li>Describe policies and commitments to achieving no net loss or a net gain to biodiversity on operational sites; and whetherf these commitments apply to existing and future operations and to operations beyond areas of high biodiversity value.</li> <li>Report whether application of the mitigation hierachy has informed actions to manage biodiversity-related impacts.</li> </ul>	
11-4-2	Operational sies owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	
11-4-3	<p>Significant impacts of activities, products and services on biodiversity</p> <ul style="list-style-type: none"> <li>Report significant impacts on biodiversity with reference to affected habitats and ecosystems.</li> </ul>	
11-4-4	<p>Habitats protected or restored</p> <ul style="list-style-type: none"> <li>Describe how the application of the mitigation hierarchy, if applicable, has resulted in: <ul style="list-style-type: none"> <li>areas protected through avoidance measures or offset measures;</li> <li>areas restored through on-site restoration measures or offset measures.</li> </ul> </li> </ul>	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, page 20-21
11-4-5	Red List species and national conservation list species with habitats in areas affected by operations	

## 11-5 Waste

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	<p>Waste generated</p> <p>When reporting the composition of the waste generated, include a breakdown of the following waste streams, if applicable:</p> <ul style="list-style-type: none"> <li>Drilling waste (mud and cuttings)</li> <li>Scale and sludges</li> <li>Tailings</li> </ul>	

## 11-6 Water and effluents

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	
11-6-5	<p>Water discharge</p> <ul style="list-style-type: none"> <li>Report volume in megaliters of produced water and process wastewater discharged.</li> <li>Report the concentration (mg/L) of hydrocarbons discharged in produced water and process wastewater.</li> </ul>	We do not currently report against GR 11-6 as the topic is not material and information is not available.
11-6-6	Water consumption	

## 11-7 Closure and rehabilitation

11-7-1	Management of material topics	
11-7-2	<p>Minimum notice periods regarding operational changes</p> <ul style="list-style-type: none"> <li>Describe approach to engagign workers in advance of significant operational changes</li> </ul>	
11-7-3	Programs for upgrading employee skills and transition assistance programs	
11-7-4	<p>Additional sector disclosures</p> <ul style="list-style-type: none"> <li>have closure and rehabilitation plans in place;</li> <li>have been closed;</li> <li>are in the process of being closed.</li> </ul>	We do not currently report against 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.	

### 11-8 Reporting on asset integrity and critical incident management

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 page 06
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

### Occupational health and safety

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, <ul style="list-style-type: none"> <li>OHS risk and hazard assessments to identify what could cause harm in the workplace;</li> <li>Prioritisation and integration of action plans with quantified targets to address those risks;</li> <li>Integration of actions to prepare for and respond to emergency situations;</li> <li>Evaluation of progress in reducing/preventing health issues/risks against targets;</li> <li>Procedures to investigate work-related injuries, ill health, diseases and incidents;</li> <li>OHS training provided to employees and/or other relevant parties to raise awareness and reduce operational health and safety incidents</li> </ul> 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	We plan 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 page 29-36 and Appendices page 6 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="https://www.agig.com.au/">https://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.
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 6
11-9-11	Work-related ill health	Refer to 11-9-2

### Employment Practices

11-10-1	Management of material topics	
11-10-2	New employee hires and employee turnover	AGIG does not yet report on number and rate of new employee hires during the reporting period. We will consider this metric for future disclosure. Employee rate and turnover metrics are available here, Employment Data, Appendices page 4-5
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 30-37
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 4-5
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 and 11-10-9 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 11-10-8 and 11-10-9 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years.

### Non-discrimination and equal opportunity

11-11-1	Management of material topics	We do not report against GRI 11-10-8 and 11-10-9 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years.
11-11-2	Proportion of senior management hired from the local community	We do not report against GR 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.

### Forced labor and modern slavery

11-12-1	Management of material topics	We do not report against GRI 11-12-1 as information is currently unavailable, however we plan to progress our disclosures in this area in coming years.
11-12-2	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Refer to AGIG's Modern Slavery Statement (provide link to our Website)
11-12-3	New suppliers that were screened using social criteria	We do not report against GRI 11-12-13 as information is currently unavailable.

### Reporting on freedom of association and collective bargaining

11-13-1	Management of material topics	
11-13-2	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	We do not report against GRI 11-13 as information is currently unavailable.

### Economic impacts

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 11-14-1 to GRI 11-14-5 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 Appendices page 7

## Local communities

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 detailed below. Refer to section Affordable and Clean Energy page 22-29</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.

## Land and resource rights

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 participation</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. 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.

## 11-17 Rights of indigenous peoples

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 indigeous 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>	<p>We do no report against GRI 11-17-1 to 11-17-4 as information is currently unavailable.</p> <p>AGIG is developing our "Reflect" Reconciliation Action Plan (RAP) in 2023. As part of this process, we are reflecting on our engagement with indigenous communities and setting appropriate actions.</p>
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>	AGIG is developing our "Reflect" Reconciliation Action Plan (RAP) in 2023. As part of this process, we are reflecting on our engagement with indigenous communities and setting appropriate actions.
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>	

## Conflict and security

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.	

## Anti-competitive behaviour

11-19-1	Management of material topics	We do not report against GRI 11-19-1 and 11-19-2 as information is currently unavailable
11-19-2	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	
<b>11-20 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>	Refer to Governance section page 13-16
11-20-2	Operations assessed for risks related to corruption	<p>Partial disclosure -</p> <p>For the Executive Management 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 coming years.</p>
11-20-3	Communication and training about anti-corruption policies and procedures	<p>Partial disclosure -</p> <p>For the Executive Management 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 coming years.</p>
11-20-4	Confirmed incidents of corruption and actions taken	Refer to Data Tables, Communities and Human Rights Data Appendices page 6
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>	We do not report against GRI 11-20-5 as information is currently unavailable.

## 11-21 Payments to governments

11-21-1	Management of material topics	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
11-21-2	Direct economic value generated and distributed	
11-21-3	Financial assistance received from government	
11-21-4	Approach to tax	
11-21-5	Tax governance, control, and risk management	
11-21-6	Stakeholder engagement and management of concerns related to tax	
11-21-7	Country-by-country reporting	
11-21-8	Additional sector disclosures (not relevant to AGIG)	

## 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	

# Task Force On Climate-Related Financial Disclosures (TCFD)

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 2022 actions	Future actions and considerations
<b>Governance</b>	Describe the board’s oversight of climate-related risks and opportunities.	<p>Board and ESG committee oversees management of climate-related risks. The ESG Committee was formed in 2022 and is informed on climate-related matters through consultation with the Executive Management Team (EMT) and ESG Working Group on a regular basis. The ESG Committee meets at least three times annually 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>	<p>Review our governance approach to climate-related risks and opportunities</p> <p>Continue to build employee capability in relation to climate-related risk</p>
	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 2022, the EMT provided regular reports to the Risk and Compliance Committee showcasing performance against identified risks for AGIG.</p>	

TCFD category	Recommended Disclosures	Current approach and 2022 actions	Future actions and considerations
<b>Strategy</b>	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 number of these risks and opportunities have been selected for future scenario analysis. This analysis will assist us in evaluating the materiality of these risks and direct our strategic response to navigate the disruption of climate change.</p>	<p>We will undertake a Climate Risk and Opportunity Assessment to understand our transition and physical climate-related risks so that we can identify preventative and mitigating controls.</p> <p>We will align with TCFD framework and financial disclosures by end of 2024.</p> <p>We will undertake Climate-related scenario analysis by using a combination of the Network for Greening the Financial System (NGFS) and the Australian Energy Market Operator (AEMO) models.</p>
	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>	
	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 implementing AGIG’s Low Carbon Strategy by maintaining network reliability and taking meaningful steps towards decarbonising our network.</p> <p>For our transmission businesses, we have committed to feasibility studies on blending hydrogen on the DBNGP.</p> <p>AGIG’s Low Carbon Strategy underpins our target to transition our distribution networks to deliver 10% renewable gas by volume by 2030 and fully decarbonise by 2040, or no later than 2050.</p>	

TCFD category	Recommended Disclosures	Current approach and 2022 actions	Future actions and considerations
<b>Risk</b>	Describe the organisation's processes for identifying and assessing climate-related risks.	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.	We will use the results of the Climate Scenario analysis to inform responses for how best to adapt to and mitigate risks.
	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 and EMT. Six monthly management reviews are conducted with EMT, an update of these reviews is provided to the Committee.	
	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.	

TCFD category	Recommended Disclosures	Current approach and 2022 actions	Future actions and considerations
<b>Metrics and Targets</b>	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 2022, the Board approved a list of primary ESG targets, that are mapped to the United Nations Sustainable Development Goals (SDG).	We have committed to full alignment with the recommendations of the TCFD by end of 2024. We will set Interim Scope 1 and Scope 2 emissions reductions targets by the end of 2023. We will review our environmental footprint with a view of setting targets by 2025.
	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	AGIG's Low Carbon Strategy outlines our commitment to achieving net zero Scope 1 and 2 Greenhouse Gas Emissions by 2050. We have committed to setting interim Scope 1 and 2 emissions targets by end of 2023.	
	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. AGIG wide targets, and the low carbon strategy, are aligned to the Gas Vision 2050 (provide link)	

# TCFD Roadmap

## Stage 1



### 2022

**Stage 1**  
**Roadmap and Gap Analysis**  
*Completed in 2022*

**Inaugural TCFD Report**

**Gap Analysis** against TCFD recommendations

**TCFD Roadmap** highlights steps AGIG can action for full TCFD adoption by 2024

**Stage 2**  
**Climate Scenario Analysis**  
*Completed in 2022*

Assessment of financial impact of climate change for selected hypotheses

Consideration of how to build resilience

### 2023

**Stage 3**  
**Governance and Risk Management Integration**

Upskilling business (e.g training), updating policies and responsibility matrices etc.

Formal integration into enterprise risk management, including approach to emerging risk and mitigation activities (controls)

Consider climate linked remuneration KPIs

### 2024

**Stage 4**  
**Uplift Metrics and Targets**

Uplifting the monitoring of progress towards our targets;

Scope 3 emissions

Considering new metrics (examples only)

- Share of revenues from fossil/renewable fuels
- Investments in climate adaption and mitigation

## TCFD Alignment



**Independent Limited Assurance Statement to the Management and Directors of Australian Gas Infrastructure Group**

**Our Conclusion:**

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that suggests that the disclosures within Australian Gas Infrastructure Group's Environmental, Social & Governance Report (the 'Report') have not been prepared, in all material respects in accordance with the Criteria outlined below.

**Scope**

We have been engaged by Australian Gas Infrastructure Group (AGIG) including the companies Australian Gas Networks, Dampier Bunbury Pipeline and Multinet Gas Networks to perform a 'limited assurance engagement,' as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on AGIG's selected metrics (the "Subject Matter") for the year ended 31 December 22 for the period from 01/01/22 to 31/12/22.

**Subject Matter:**

The Subject Matter for our limited assurance engagement included the following selected non-financial disclosures reported in the 2022 Sustainability Report, for the year ended 31 December 2022.

Select disclosures	Value
Gas delivered (TJ)	608,962
Total Recordable Injury Frequency Rate (TRIFR)	3.1
Lost Time Injury Frequency Rate (LTIFR)	0.2
Community investments (\$)	503,340
Number of customers	2,105,106
Workforce by gender (Male/Female %)	70.6%/29.4%
Workforce by employment category (Manager/Non-Manager %)	3.1%/96.9%

Other than as described in the first paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Environmental, Social and Governance (ESG) Report, and accordingly, we do not express a conclusion on this information.

**Criteria applied by Australian Gas Infrastructure Group**

In preparing the Subject Matter, AGIG applied the 2021 Global Reporting Initiative standards and

Australian Gas Infrastructure Group's internally developed Criteria (Criteria). Such Criteria were specifically designed for the ESG report. As a result, the subject matter information may not be suitable for another purpose.

**Australian Gas Infrastructure Group's responsibilities**

AGIG'S management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

**EY's responsibilities**

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on our review.

We were also responsible for maintaining our independence and confirm that we have met the requirements of the *APES 110 Code of Ethics for Professional Accountants* including independence, and have the required competencies and experience to conduct this assurance engagement.

We have complied with the independence and relevant ethical requirements, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Auditing Standard ASQM 1, 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.

We conducted our engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of*



**Independent Limited Assurance Statement to the Management and Directors of Australian Gas Infrastructure Group**

*Historical Financial Information* ('ISAE 3000', and the terms of reference for this engagement as agreed with Australian Gas Infrastructure Group on 11 January 2023. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

**Description of procedures performed**

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. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the subject matter and related information, and applying analytical and other appropriate procedures.

**Our procedures included:**

1. Conducting interviews with key personnel to understand AGIG's process for collecting, collating and reporting the selected disclosures during the reporting period

2. Checking that the Criteria has been reasonably applied in preparing the selected disclosures
3. Inquiring of personnel to identify risks of underreporting and quality controls
4. Undertaking data analytics to check the reasonableness of the data supporting disclosures, such as analysis of month-on-month changes
5. Performing recalculations of metrics to confirm quantities stated were replicable, such as performing a recalculation of Total Recordable Injury Frequency Rate and Lost Time Injury Frequency Rate
6. Assessing evidence on a sample basis, such as selecting a sample of community investments and assessing whether the reported amounts aligned with the support provided
7. Checking aggregation of selected disclosures and transcription to the Report
8. Checking the appropriateness of the presentation relating to the selected disclosures in the Report.
9. We also performed such other procedures as we considered necessary in the circumstances.

**Conclusion**

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to AGIG's ESG report for the year ended 31 December 2022, in order for it to be in accordance with the Criteria.

**Restricted use**

This report is intended solely for the information and use of AGIG and is not intended to be and should not be used by anyone other than those specified parties.

Ernst & Young  
Fiona Hancock  
22 March 2023  
Adelaide