

Community Impact Report 2025

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Connection to Country

Our assets traverse some of the most diverse and sustaining landscapes in the world, and we recognise that these lands have been in the custodianship of Australia’s First Nations peoples for tens of thousands of years. We are humbled to be able to work on these lands in partnership with First Nations peoples, and to learn from their deep and rich connections.

Our Innovate Reconciliation Action Plan (RAP) was released in 2025 and illustrates our progress towards reconciliation following the successful implementation of our Reflect RAP in 2024.

“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 the country, connecting to communities across Australia.

The larger circles represent ‘hubs’ or main cities in which AGIG operate, located on the artwork relative to their geographic positioning within Australia, i.e. Brisbane in the top right, moving down the east coast to Melbourne, Adelaide and across to Bunbury then up the left-hand side to Dampier.

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
First Nations Artist

Artist Background

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

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About this Report

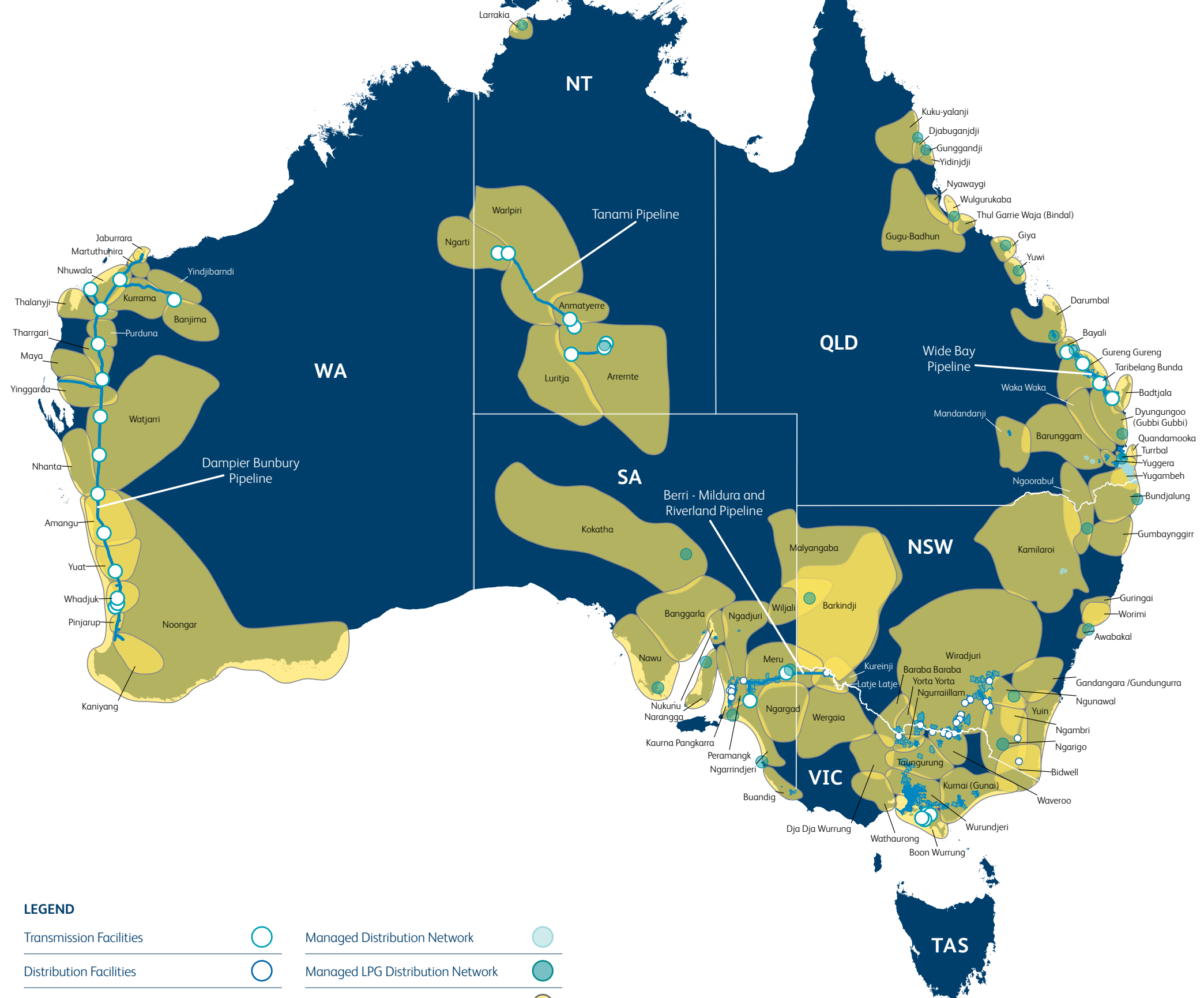
Our 2025 Community Impact Report forms part of Australian Gas Infrastructure Group’s (AGIG’s) Environmental, Social and Governance (ESG) reporting suite and supports the 2025 ESG Report.

The scope of this Community Impact Report (the Report) includes AGIG (as outlined in About AGIG), its wholly owned subsidiaries and joint ventures which it operates, unless otherwise noted. This Report focuses on performance and activities from 1 January to 31 December 2025, unless otherwise noted. This Report seeks to transparently report on our initiatives, and partnerships that have the most impact on the communities we serve, namely our:

- Community Partnerships Program;
- Commitment to First Nations communities;
- Stakeholder and community engagement; and
- Support of vulnerable customers.

You can find more information on our ESG Strategy as well as our 2025 ESG reporting suite on the AGIG website.

AGIG Footprint on First Nations Lands



LEGEND

Transmission Facilities		Managed Distribution Network	
Distribution Facilities		Managed LPG Distribution Network	
Pipelines		First Nation Territories	
Distribution Network			

Western Australia

Asset	Country
Facilities	Noongar, Whadjuk, Yuat, Kurrama, Watjarri, Nhanta, Banjima, Tharrgari, Nhuwala, Thalanyji, Amangu, Ngarti
Pipelines	Noongar, Whadjuk, Maya, Martuthunira, Yuat, Yindjibarndi, Jaburrara, Kurrama, Watjarri, Nhanta, Pinjarup, Banjima, Kaniyang, Tharrgari, Nhuwala, Thalanyji, Purduna, Amangu, Ngarti, Warlpiri, Yinggarda

Northern Territory

Asset	Country
Distribution Networks	Larrakia, Arrente, Luritja
Facilities	Arrente, Anmatyerre, Ngarti
Pipelines	Arrente, Anmatyerre, Ngarti, Warlpiri

Queensland

Asset	Country
Distribution Networks	Taribelang Bunda, Yugambah, Wulgurukaba, Quandamooka, Bayali, Yidinjdji, Darumbal, Ngoorabul, Barunggam, Bundjalung, Kamilaroi, Waka Waka, Gureng Gureng, Gugu-Badhun, Yuwi, Badtjala, Dyungungoo (Gubbi Gubbi), Thul Garrie Waja (Bindal), Kuku-yalanji, Giya, Nyawaygi, Djabugandji, Yuggera, Gungandji, Turrbal
Facilities	Taribelang Bunda, Bayali, Gureng Gureng, Badtjala, Dyungungoo (Gubbi Gubbi)
Pipelines	Taribelang Bunda, Bayali, Darumbal, Gureng Gureng, Badtjala, Dyungungoo (Gubbi Gubbi), Mandandanji, Yuggera, Turrbal

Victoria

Asset	Country
Distribution Networks	Dja Dja Wurrung, Yorta Yorta, Wiradjuri, Boon Wurrung, Yuin, Wergaia, Ngarigo, Barkindji, Wurundjeri, Bidwell, Buandig, Kureinji, Waveroo, Baraba Baraba, Wathaurong, Malyangaba, Meru, Latje Latje, Taungurung, Ngargad, Ngurrailam, Kurnai (Gunai)
Facilities	Yorta Yorta, Wiradjuri, Boon Wurrung, Yuin, Ngarigo, Bidwell, Waveroo, Baraba Baraba, Meru, Latje Latje
Pipelines	Wiradjuri, Boon Wurrung, Ngarigo, Wurundjeri, Waveroo, Meru, Latje Latje, Ngargad, Ngurrailam, Kurnai (Gunai)

New South Wales

Asset	Country
Distribution Networks	Yugambah, Ngambri, Yorta Yorta, Gumbaynggirr, Wiradjuri, Yuin, Ngoorabul, Wergaia, Ngarigo, Barkindji, Bundjalung, Guringai, Bidwell, Awabakal, Kamilaroi, Wiljali, Kureinji, Waveroo, Baraba Baraba, Malyangaba, Gandangara / Gundungurra, Meru, Latje Latje, Worimi, Ngunawal
Facilities	Yorta Yorta, Wiradjuri, Yuin, Ngarigo, Bidwell, Waveroo, Baraba Baraba, Meru, Latje Latje, Ngunawal
Pipelines	Wiradjuri, Ngarigo, Waveroo, Meru, Latje Latje, Ngunawal

South Australia

Asset	Country
Distribution Networks	Nukunu, Ngarrindjeri, Peramangk, Barkindji, Ngadjuri, Narangga, Buandig, Wiljali, Arrente, Kokatha, Nawu, Malyangaba, Meru, Kurna Pangkarra, Luritja, Ngargad, Banggarla
Facilities	Ngarrindjeri, Peramangk, Ngadjuri, Arrente, Meru, Kurna Pangkarra
Pipelines	Ngarrindjeri, Peramangk, Ngadjuri, Arrente, Meru, Kurna Pangkarra, Ngargad

Message from the CEO



I am proud to share Australian Gas Infrastructure Group's 2025 Community Impact Report, which highlights another year of progress in building stronger and more sustainable communities across Australia.

Building sustainable communities is a Strategic Pillar of our business. This year, through working together with our people, partners and communities, we have strengthened this long-standing commitment to being a socially responsible business.

Since the release of our 2024 report we have deepened our partnerships, broadened our reach and focused our efforts in areas where they can have the greatest impact – supporting customers experiencing vulnerability, advancing diversity, equity and inclusion, engaging with First Nations communities and investing in local initiatives. These priorities remain central to how we contribute to the community as a business.

Across AGIG we focus on delivering meaningful outcomes. In 2025, through our Community Partnerships Program and Priority Services Program we have built on our strong social foundation to focus on where we can contribute to positive change and support for our communities and stakeholders.

I am also delighted to share the release of our second Reconciliation Action Plan (RAP), our Innovate RAP, an important next step in our reconciliation journey and a key part of how we are driving meaningful change where we can. Our Innovate RAP further strengthens our commitment to reconciliation and reinforces our broader role as a socially responsible business, contributing to a lasting and positive impact for First Nations people and communities.

As we look ahead, our focus remains clear: to be a responsible energy provider that creates long-term, shared value for our customers, our people and the communities we serve. Together, we will continue to strengthen our reach and contribute to a more inclusive, resilient and sustainable future.

I would like to sincerely thank our people, partners and stakeholders for their dedication and collaboration throughout the year. Your passion and commitment make our achievements possible. Thank you for taking the time to explore this report and celebrate the contributions we have and will continue to make together.

Craig de Laine
Chief Executive Officer
Australian Gas Infrastructure Group

Craig de Laine, CEO, volunteering as part of a native re-vegetation program in partnership with the Friends of Warriparinga volunteer group



About AGIG

We are Australian Gas Infrastructure Group, one of Australia's largest gas infrastructure businesses.

We own and operate gas infrastructure, transporting and storing the energy our customers need, with high levels of reliability and cost efficiency.

Our operations are extensive and diverse. Across every mainland state and the Northern Territory, we deliver gas to more than 2,100,000 homes, businesses, industry and communities; as well as transporting and storing gas that underpins the economy for power generation, mining and manufacturing. We also produce renewable gas, which is blended into parts of the local distribution network.



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



Multinet Gas Networks (MGN) owns and operates gas distribution infrastructure in Victoria.



Australian Gas Networks (AGN) owns and operates gas infrastructure (distribution and transmission pipelines) in Victoria, South Australia, Queensland, New South Wales and the Northern Territory, and operates gas infrastructure on behalf of APA Group in Queensland and New South Wales. It also owns and operates two renewable hydrogen production facilities, Hydrogen Park South Australia and Hydrogen Park Gladstone, with a third facility, Hydrogen Park Murray Valley, under development in Victoria.



Our Vision

To deliver infrastructure essential to a sustainable energy future

Our Strategic Pillars



Our Values



Contributions and Impact

2025 Business Contribution Highlights



\$556,000+ community investment spend, including:

\$210,000 on our Flagship Partners

\$261,000+ on our Community Partners

\$71,800+ supporting our staff to assist causes important to them (dollar matching, staff-led, general donations)

\$13,800 on our Corporate volunteering program



12th place in GoodCompany Awards Top 20 Best Workplaces to Give Back 2025



Outreach to over 23,900 stakeholders at more than 1,100 community events



Progressed from our Reflect Reconciliation Action Plan to our Innovate Reconciliation Action Plan, taking the next step in our reconciliation journey



1,400+ employee hours volunteered, equivalent to one employee working full time for 137 days



218 employees volunteered at least once with around 23 different not-for-profits

2025 Community Impact Highlights

286,000

meals provided for Australians in need

via our Foodbank support

35

Indigenous students supported

through secondary school via our partnership with Clontarf Foundation

2,500+

people experiencing homelessness supported

via our partnership with Hutt St Centre

316

customers supported

through our Priority Services Program in 2025

Community Partnerships Program Long-term Impact

AGIG is committed to being a socially responsible organisation, supporting communities and customers where we operate to create a lasting and positive impact.

Through our Community Partnerships Program (CPP) and local community and stakeholder engagement activities we continue to expand our reach and strengthen our impact.

In 2025, participation in employee volunteering grew significantly, with volunteer hours increasing by around 70% (since 2024), reflecting the growing enthusiasm of our people to contribute to causes that matter.

Our approach to community investment is grounded in collaboration and sustainability, fostering long-term partnerships that deliver meaningful outcomes for our communities.

We continue to strengthen our work with partners supporting vulnerable customers, advancing diversity, equity and inclusion, and creating inclusive education and employment pathways, while also identifying new opportunities to extend our impact across Australia.

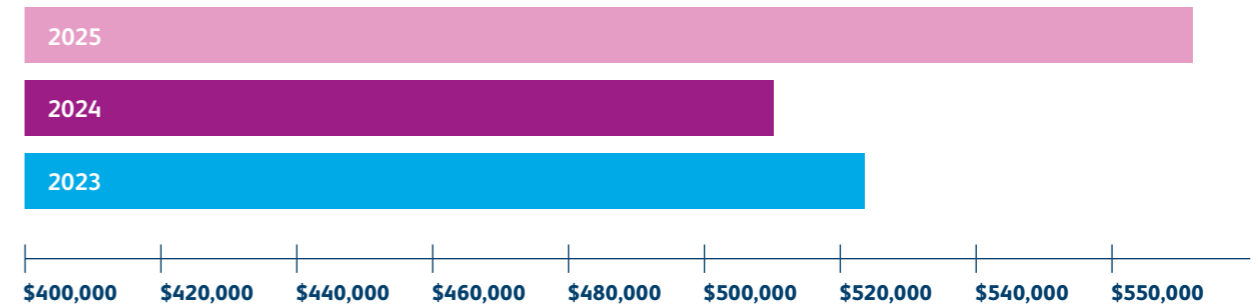
Looking ahead, we remain committed to expanding our partnerships and community engagement initiatives to help build stronger, more resilient communities across Australia.



AGIG employees volunteering at St Mary's House of Welcome in Victoria, cooking meals for those who need it most

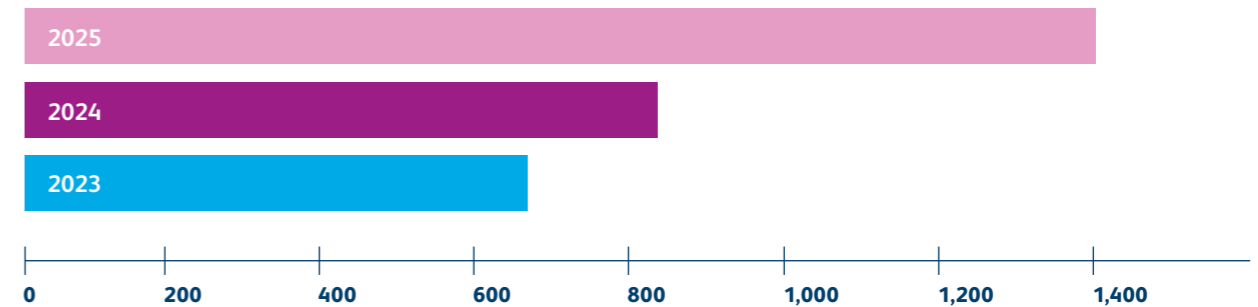
Total Community Investment

Long-term impact: Over \$2.5 million invested since 2021.



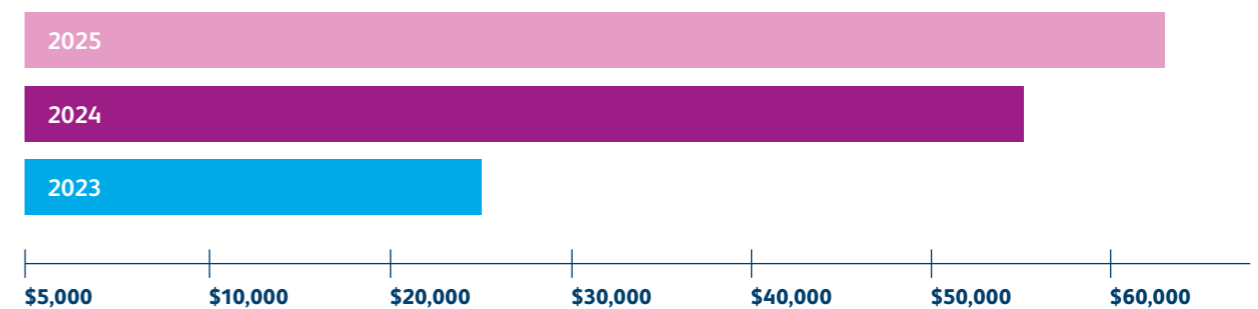
Total Employee Volunteering Hours

Long-term impact: Over 3,260 hours or around 85 weeks since 2021.



AGIG's Dollar Matching Contributions

Long-term impact: AGIG has provided \$157,116 in dollar matching employee donations since 2021, including more than \$63,000 in 2025.



Community Partnerships Program

2025 marked the fifth year of AGIG’s CPP, reflecting our ongoing commitment to supporting the communities where we live and operate.

Through our CPP, we provide funding and in-kind support to charitable and not-for-profit organisations across Australia, focusing on assisting vulnerable community members, promoting diversity and inclusion, advancing education, and strengthening local communities.

Since 2021, employee engagement has steadily grown, enabling AGIG to build lasting, positive relationships with the communities we serve. The dedication of our people ensures the program delivers meaningful social impact, helping meet the needs of our customers, communities and stakeholders.

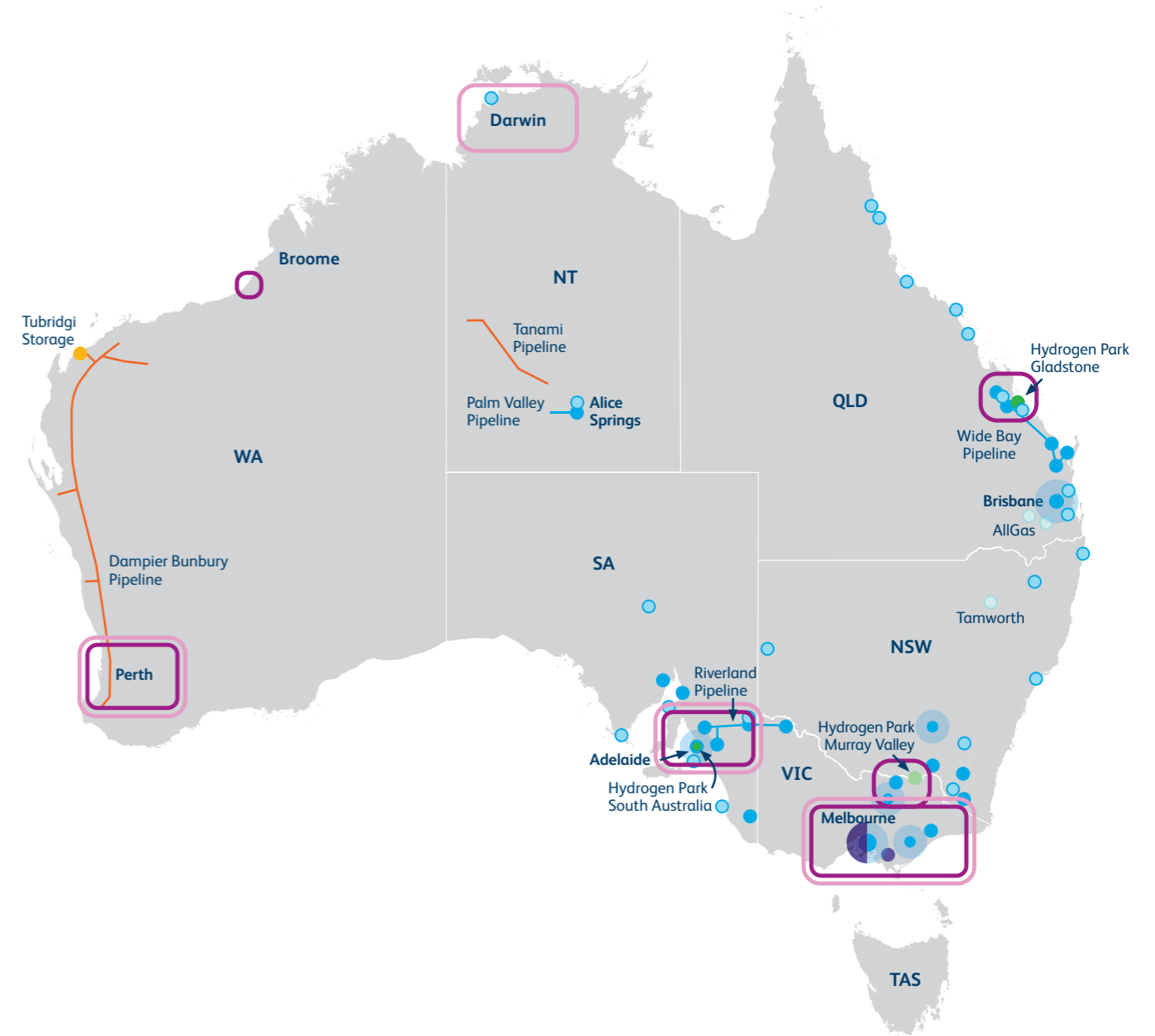
The program is delivered across three tiers:

- 01. Flagship Partners
- 02. Community Partners
- 03. Staff Partnerships

Three Tiers of our CPP

<p>01</p> <p>Flagship Partners</p> <p>Second year of three-year funding to key long-term partners.</p> <p>Refer page 12</p>	<p>02</p> <p>Community Partners</p> <p>Around 19 organisations supported across Australia.</p> <p>Refer page 16</p>	<p>03</p> <p>Staff Partnerships</p> <p>Encourage and assist employees to support grassroots community groups they are involved with and contribute through volunteering, fundraising and donations.</p> <p>Refer page 18</p>
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Program Impact Areas



LEGEND

AGN Distribution Networks		Operational Hydrogen Facility	
MGN Distribution Networks		Hydrogen Facility Under Development	
DBP Transmission Pipelines		AGN Transmission Pipelines	
Gas Storage		Impact of our Flagship Partnership Programs	
Managed Distribution Network		Impact of our Community Partnership Programs	
Managed LPG Distribution Network			

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

Community Partnerships Program Flagship Partners

Our Flagship Partners are national charities engaged through structured three-year partnerships.

Their work includes supporting customers experiencing vulnerability, improves access to education and delivers support to First Nations communities. A nationally coordinated approach ensures consistent delivery across our operating footprint.

Our Flagship Partners for 2024-2026 are:



clontarf
foundation



Proudly supporting

SANE

Clontarf Foundation

Since 2021, AGIG has partnered with the Clontarf Foundation to help create brighter futures for young Aboriginal and Torres Strait Islander men.

In 2025, our partnership supported 35 students, providing access to education, mentoring and opportunities to build skills, confidence and resilience for life beyond school.

The Clontarf Foundation works to improve the education, discipline, life skills, self-esteem, and employment prospects of young Aboriginal and Torres Strait Islander men, equipping them to participate more meaningfully in society.

Throughout the year AGIG employees engaged with Clontarf academies across South Australia, Victoria and Western Australia through employment forums, leadership training camps, National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week events, academy visits and volunteering opportunities.

In line with our Innovate RAP, these activities continue to strengthen our long-term relationship with the Foundation and demonstrate our deep commitment to reconciliation and supporting future Indigenous leaders.

“AGIG’s engagement with our academies throughout 2025 helped create the kind of stable, reliable environment that keeps young men connected to school and optimistic about their future. Opportunities to meet AGIG staff, visit worksites and learn about career pathways give our boys a clearer picture of what is possible beyond Year 12. We are grateful for AGIG’s ongoing commitment.”

Gerard Neesham

Chief Executive Officer, Clontarf Foundation



\$70,000
Investment contributed in 2025



43.5
Volunteer hours provided in 2025



35
Students supported in 2025



14
Event collaborations in 2025

Long-term Impact

Year	\$ funding	Students supported
2025	\$70,000	35
2024	\$70,000	35
2023	\$40,000	20
2022	\$40,000	20
2021	\$20,000	10
Total	\$240,000	120



AGIG team members with a Clontarf team member at Clontarf Foundation's 2025 State of Origin Series

Community Partnerships Program Flagship Partners

Foodbank

Foodbank is Australia’s largest food relief organisation, providing vital food and grocery support to people in need through a national network of more than 2,600 charity partners.

Across Australia, millions of households continue to experience food insecurity, with demand for food relief remaining at record levels. Foodbank plays a crucial role in addressing this need, sourcing and distributing surplus and donated food from manufacturers, retailers and growers, reducing food waste and helping to build stronger, healthier communities.

Since 2021 AGIG has partnered with Foodbank, contributing \$70,000 in 2025 to support Foodbank’s operations, with funds directed to South Australia/ Northern Territory, Victoria and Western Australia. Our employees volunteered more than 469 hours throughout the year, and together this support helped Foodbank continue to deliver essential

food and grocery relief to families doing it tough, while giving our teams the opportunity to contribute directly to their local communities.

You can learn more about the work Foodbank does here: www.foodbank.org.au

“Foodbank have been grateful for the ongoing support of AGIG, in the last 12 months, the support has contributed to more than 286,287 meals being provided to those in need in our community. More than food, the AGIG teams have rolled up their sleeves in SA, Victoria and WA providing volunteer support in the kitchens, warehouses, community pantries and at events. The AGIG support is truly helping us to feed Aussies in need every day!”

Greg Pattinson
Chief Executive Officer, Foodbank SA and NT

Long-term Impact

Year	\$ funding	Meals provided	Volunteer hours
2025	\$70,000	286,287	592.5
2024	\$70,000	263,104	379.5
2023	\$70,000	200,925	459
2022	\$70,000	185,605	N/A
2021	\$70,000	173,398	N/A
Total	\$350,000	1,109,319	1,431

Note: Volunteering was not undertaken in 2021 and 2022 due to COVID-19.



\$70,000
Investment contributed in 2025



592+
Volunteer hours provided in 2025



286,287
Australians in need supported in 2025

SANE Australia

In 2025, we continued our partnership with SANE Australia, Australia’s leading mental health organisation supporting adults living with complex mental health issues and trauma.

SANE provides a safe, inclusive space for individuals, families, friends and carers to connect and find hope through free online and telehealth services. From recovery groups and community forums to tailored support and resources, SANE helps bridge the gap for Australians who often miss out on critical psychosocial care.

With AGIG’s \$70,000 investment in 2025, SANE expanded the reach of its digital services, supporting 600,000 people online, delivering 21,089 appointments and guiding 5,210 individuals and carers through its recovery program. This initiative has now been expanded and rolled out nationally as of 1 July 2025.

SANE’s online community continues to grow, with over 1.2 million posts shared in its forums and more than 285,000 people engaging with podcasts, blogs and educational guides. The organisation also partners with First Nations



\$70,000
in 2025:
\$140,000
since 2024

organisations, culturally diverse communities and people with disability to ensure every Australian can access safe, informed and inclusive support.

Together, AGIG and SANE are helping more Australians affected by complex mental health challenges to live connected, healthy and meaningful lives.

Learn more about SANE Australia at sane.org.

Due to the type of services provided by SANE, volunteering by AGIG employees is not possible and the impact on individuals supported is not publicly available.



Community Partnerships Program Community Partnerships

Each year we support a variety of charitable and not-for-profit organisations across Australia through financial, in-kind and volunteering support.

Our Community Partnerships are made up of organisations based where we operate that align with our focus areas and Vision. Organisations are invited to apply for funding annually.

Since the program commenced in 2021, we have supported more than 90 organisations (with continued support across multiple years for some) with over \$1,366,400 of funding.

Our focus areas for investment in 2025 included:

- Helping those who are experiencing vulnerable situations;
- Supporting local communities to prosper; and
- Promoting diversity, equity and inclusion.

Throughout 2025 our Community Partners included:



AGIG team members volunteering at Hutt St Centre's lunch shift, providing meals for those in need

Case Study



Hutt St Centre

Since 2021, AGIG has been a consistent partner of Hutt St Centre, supporting people at risk of or experiencing homelessness across South Australia through both funding and hands-on employee engagement.

AGIG's support has helped sustain critical services and programs, enabling the Hutt St Centre team to focus on long-term outcomes for people who need stability, dignity and choice. Over the years, this has included support for *Walk a Mile in My Boots*, *Angel for a Day*, *manKIND*, and *Life Skills* programs, alongside volunteering in the dining room and at key events.

Employee involvement has been a defining strength of the partnership. From fundraising initiatives and donations to volunteering during peak periods such as Christmas, AGIG employees have shown a strong, practical commitment to making a difference in the lives of people impacted by homelessness.

The enduring nature of this partnership reflects a shared understanding that lasting change takes time. AGIG's ongoing support continues to strengthen Hutt St Centre's ability to deliver services that respond to immediate needs while building pathways toward safer, more secure futures.

"AGIG's support goes well beyond funding. Their long-term commitment, coupled with the genuine involvement of their people, has had a tangible impact on our services and on the lives of those who walk through our doors. Partnerships like this give us the confidence and stability to keep focusing on outcomes that matter — not just today, but well into the future."

Chris Burns CSC
Chief Executive Officer, Hutt St Centre

Community Partnerships Program

Staff Partnerships

Our employees make a meaningful difference by contributing to their communities through our Staff Partnerships Program. We empower them to support charitable causes in several ways: through Staff-Led Partnerships, our Dollar Matching initiative and by providing two days of paid Volunteer Leave each year.

Staff Partnerships

Our people are at the heart of what we do. Through our Staff Partnerships, we empower employees to support the causes and communities that matter most to them.

Whether through volunteering their time, fundraising for charity or championing local grassroots organisations, this tier of our CPP celebrates the generosity, initiative and community spirit of our people whose efforts continue to create meaningful and lasting impact across Australia.

Staff-Led Partnerships

Through our Staff-Led Partnerships, we provide financial support to grassroots and local community groups our people are actively involved with.

In 2025, these partners included the Bullcreek Leeming Junior Football Club, Karratha Districts Soccer and Perth Afghan Football Associations, Salisbury Villa Soccer Club, and the Spearwood Hawks Junior Basketball and Thornlie Districts and Teeball teams.

These partnerships reflect the strong connection our people have with their local communities and the pride they take in helping strengthen them.



Volunteering

2025 marked our biggest year yet for employee volunteering participation.

Our people contributed a total of over 1,400 hours, a significant increase from 825.5 hours in 2024. The rise in volunteering was celebrated across functions and teams, with many choosing to volunteer together as team building activities in support of local causes.

A highlight was our focus on National Volunteer Week, held from 19 through to 25 May. This year's theme was "Connecting Communities" which celebrated the power of volunteering in bringing people together. During the course of this one week period, more than 39 AGIG employees volunteered 185 hours to help some of our partners do the very important work they undertake, including Foodbank, Kickstart for Kids and Hutt St Centre in South Australia, Foodbank in Victoria and Western Australia, and FareShare in Brisbane.

We continue to promote and encourage employees to get involved and use their two days of paid Volunteer Leave each year, ensuring everyone has the opportunity to give back in a way that is meaningful to them.

"AGIG supports me to volunteer my time and help those less fortunate. It was an extremely rewarding experience and I am appreciative to have the opportunity to give back to our community."

Anna, Senior Metering Engineer

Dollar Matching

Through our Dollar Matching Program, we amplify the impact of employee donations and giving by matching these donations to Australian-based charities dollar-for-dollar, up to \$1,000.

In 2025, we achieved our \$100,000 fundraising target, representing combined employee contributions and AGIG's matched funding. Together, our people supported more than 75 charitable organisations, demonstrating the power of collective generosity in driving real community impact.

Collectively, we have raised over \$303,000 through employee donations and AGIG dollar matching since 2021.



AGIG team member participating in the Mother's Day Classic run raising over \$770 for breast and ovarian cancer research

Case Study

AGIG's Biggest Morning Teas

Each year, our people unite across Australia for AGIG's Biggest Morning Tea, raising vital funds and awareness for the Cancer Council. Since launching the initiative in 2021, this has become a much-loved annual tradition and a highlight of our Wellbeing and Inclusion calendar.

From across the country, teams come together to share a cuppa, connect with colleagues, and show their support for those impacted by cancer.

In 2025, our collective efforts raised \$14,075, bringing our total contributions to more than \$39,000 since we commenced fundraising for AGIG's Biggest Morning teas in 2021.

This simple yet powerful event continues to reflect what matters at AGIG — one team, care and community.

Case Study

Our People Do Make a Difference

Across the business, employees continue to lead with compassion and initiative, organising and participating in fundraising events that make a tangible difference.

In 2025, employees personally raised a total of over \$74,000 for more than 20 charities across Australia, including Cancer Council, Beyond Blue, RSPCA, and Foodbank Australia. Their efforts exemplify the spirit of our Staff Partnerships Program, with our people coming together to create positive change.

"It means a lot to know that AGIG not only encourages us to give back but also supports us through dollar matching. Having my fundraising efforts supported in this way really shows that the charities important to me matter to the organisation too."

Emily, Customer Operations Lead

Commitment to First Nations Communities

We acknowledge and respect the Traditional Custodians of the lands on which we live and operate, recognising their enduring connection to Country, culture and community.

With assets traversing some of Australia’s most diverse and sustaining landscapes, where First Nations peoples have long cared for and protected Country, we are committed to connecting with and working alongside the First Nations communities where we operate to build strong relationships and contribute to reconciliation.

In 2025, we strengthened our commitment to reconciliation, progressing from our inaugural Reflect Reconciliation Action Plan (RAP) to the release of our Innovate RAP. This marks an important step forward in embedding reconciliation across our business and deepening our engagement with First Nations peoples, organisations and suppliers.

Our Innovate RAP focuses on building sustainable partnerships, expanding Aboriginal and Torres Strait Islander employment and procurement opportunities, and increasing cultural learning across our workforce. Centred around making deeper and more impactful connections and partnerships with Aboriginal and Torres Strait Islander Peoples; our Innovate RAP sets clear targets that focus on implementing engagement plans that support long-term relationships and enabling opportunities we can positively influence.

We also continue to participate in national and local reconciliation activities that foster respect, understanding and collaboration.

Partnering with our First Nations Communities

We continue to champion initiatives that foster genuine relationships, promote reconciliation, cultural awareness and inclusive community development.

In 2025, we strengthened our long-standing relationship with Flagship Partner, the Clontarf Foundation, through both our Community Partnerships Program as well as hosting Clontarf engagements and representatives at our sites.

We launched our *First Nations Web Map*, an interactive geospatial platform developed in collaboration with Indigenous-owned and Supply Nation Certified consultancy, Winyama, connecting our people with Traditional Custodians and native title groups across AGIG’s operational footprint.

Our partnership with Supply Nation was formalised, reinforcing our commitment to supporting Indigenous-owned businesses. We also contributed to Reconciliation South Australia’s Annual Gala Dinner, South East Community Link’s *First Nations Bring Your Bill Day* in Victoria, and Yamatji Southern Regional Corporation’s 2025 National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week celebrations in Geraldton, Western Australia.

Cultural learning for our employees remained a priority. Highlights included a native plant cultural tour led by Jack Buckskin of Kuma Kaaru at the Adelaide Botanic Gardens on Kurna Country, and a cultural heritage training session at our Hydrogen Park Murray Valley site in Wodonga, Victoria, led by Uncle Allan Murray.



AGIG team members taking part in the guided cultural tour of Kurna Yerta at the Adelaide Botanic Gardens

Cultural Tour of Kurna Yerta

A group of Adelaide-based employees took part in a guided Indigenous cultural tour of Kurna Yerta at the Adelaide Botanic Gardens.

Led by Jack Buckskin, the team learned about Indigenous plants and their traditional uses, as well as the significance of the deep connection between First Nations people and their Country.

“I’ve visited the Botanic Gardens before, but never through a cultural lens, and it completely shifted how I see the area. Learning about Kurna stories, traditional plant uses and the deep connection between First Nations people and Country was both eye-opening and grounding. I walked away feeling more connected, and with a deeper appreciation of how knowledge is passed down, how culture has been impacted over time, and why approaching my work with the community with openness and respect truly matters.”

Katherine, Stakeholder Engagement Lead

Community Engagement

Recognising the importance of meaningful collaboration and engagement, AGIG actively connects with diverse community members, customers and stakeholders whose interests intersect with our operations.

At AGIG, we are dedicated to fostering transparent and proactive communication that effectively addresses the needs and concerns of our communities, ensuring clear and aligned expectations.

Our approach to engagement is both inclusive and responsive, involving a wide array of stakeholders and diverse methods, as detailed in Table 1.

Recognising our role in Australia’s energy transition, we made progress in 2025 advancing renewable and carbon-neutral gas solutions, delivering for our customers, and continuing to support our communities. This included: our Dampier to Bunbury Natural Gas Pipeline delivering record reliability; our Hydrogen Park Gladstone facility launching and delivering up to 10% renewable hydrogen by volume to homes and businesses to the whole network in Gladstone; partnering with Delorean Corporation to deliver biomethane into our networks for the first time; developing and launching our *First Nations Web Map*, an interactive portal that helps our people understand and respect the Country our assets touch upon.

The *First Nations Web Map* won the 2025 Energy Club WA Diversity and Inclusion Award for this industry-first initiative.

For more information about these projects, as well as our Net Zero Ambition and environmental initiatives, please refer to our 2025 ESG Report.



23,900+
Stakeholders engaged in 2025



1,100+
Community events in 2025

Ways we Engage	Landowners & Tenants	Community Members	Industry Groups	Government & Regulators	First Nations Communities
Face-to-face meetings	✓	✓	✓	✓	✓
Newsletters and brochures	✓	✓	✓	✓	
Email updates	✓	✓	✓	✓	✓
Town halls		✓			
Websites	✓	✓	✓	✓	
Social media		✓	✓	✓	
Online surveys	✓	✓			
Online engagement portals (Gas Matters, Orbviz)		✓	✓	✓	
Community events		✓		✓	✓
Partnerships with local and regional organisations	✓	✓			✓
Community investment projects		✓			✓
Facility tours		✓	✓	✓	
Heritage compliance / meetings					✓
Regulatory compliance			✓	✓	

Table 1: Stakeholder and Community Engagement

Supporting Vulnerable Customers

Our Priority Services Program (PSP) continues to make a meaningful impact by connecting our most vulnerable customers with tailored assistance and trusted partners.

Since the PSP launched in 2023 through to the end of 2025, we have supported 445 customers, with more than half of those being assisted in 2025.

Developed in collaboration with community organisations, financial counsellors, and advocates, the PSP provides eligible customers experiencing financial or personal hardships with access to free gas safety checks, appliance servicing and repairs, and, in some cases, replacement of unrepairable appliances.

In 2025, we strengthened this program with the introduction of a new digital accessibility system, the Recite Me accessibility toolbar, expanded the offering to include heater servicing, launched multilingual field cards for our crews, and improved customer communications to make it easier for everyone to get support when they need it.

AGIG is proud to be the first utility in Australia to launch the Recite Me accessibility toolbar on our external websites. Recite Me is a toolbar that enhances website accessibility, helping people who may have struggled to access our content in the past.

Those who will benefit include:

- Non-English speakers – translates website content into multiple languages and reads it aloud;
- People with vision impairments – provides text-to-speech functionality, magnification, and customisable colour contrasts;
- Neurodivergent users (e.g. dyslexia, ADHD, autism) – offers a screen ruler, reading mask, and font adjustments to improve readability;
- People with literacy challenges – Includes text-to-speech and simplified reading options;
- Elderly users – assists those with declining vision or cognitive challenges by improving text clarity and navigation; and
- People with temporary impairments – supports those recovering from injuries affecting vision or reading ability.

Making our website content more accessible is essential in ensuring all customers can engage with us, especially when it comes to critical safety information and supporting vulnerable customers.

In 2025, the PSP invested more than **\$809,000** to help make the homes and appliances of customers experiencing vulnerability safe, along with **\$84,000** in support for financial counselling organisations across Australia.



Next Steps in Our Community Impact Journey

We will continue to strengthen our commitment to creating positive, long-term outcomes for the communities we serve. Across 2026 our focus areas will include:

- Review and refine our CPP to identify opportunities for growth and sharpen our focus areas, ensuring our investments deliver meaningful impact;
- Deepen support for long-term, community-led, initiatives through strengthened partnerships that deliver sustained and measurable outcomes;
- Enhance employee engagement, with a strong focus on increasing participation in volunteering and other community initiatives across the business;
- Continue and strengthen our engagement with First Nations communities, building respectful relationships and supporting community-led priorities in line with our RAP commitments; and
- Strengthen Community Social Responsibility across the business through initiatives aligned with broader ESG priorities, including the Diversity, Equity and Inclusion Engagement Plan and Innovate RAP.

This report outlines the importance we place on supporting our communities through our focused initiatives, including our Community Partnerships Program, our commitment to First Nations communities, stakeholder and community engagement, and supporting vulnerable customers.

Further information on our programs can be found:

Community Partnerships Program
www.agig.com.au/agig-community-partnerships-program

Priority Services Program
www.australiangasnetworks.com.au/priority-services

Reconciliation Action Plan
www.agig.com.au/publications