2024

Our commitment

As a provider of gas and electricity services and solutions, we are committed to caring for our people, the environment and the communities in which we operate. To meet this commitment, our business is focused on sustainable practices to improve environmental, social, and governance (ESG) performance. This focus is driven by making ESG an integral part of how we do business, including our support for Australia's transition to a low-carbon future

	Transition our assets and business to enable a resilient energy future		Continue to build a safe and inclusive workplace		Deliver safe, reliable, affordable energy and sustainable performance for all			
	Environment		**Social**				**Governance**	
Focus area	**Climate Change**	**Nature**	**Health & Safety**	**Our People**	**Our Customers**	**Our Community**	**Corporate Governance**	**Business Ethics**
Objective	Address our own carbon footprint, while developing new and existing technologies for a low-carbon future	Minimise our impact on nature and biodiversity across our supply chain and operations	Continued excellence in the safe operation of our assets and the health of our people	Enable our workplace to be a great place to belong, where people feel safe and valued for their diversity	Our Customers and Clients voices are reflected in our strategies and operations through the energy transition	Leave a positive and lasting legacy in the communities where we operate	Maintain trust, transparency and accountability in how we do business	Maintain a culture of acting lawfully, ethically and responsibly
Measures	• Deliver emission reductions • Develop Climate Transition Plan	• Establish supply chain biodiversity risk profile • Increase waste diversion from landfill	• Maintain strong safety outcomes • Deliver Health & Safety Strategy	• Ensure ongoing employee engagement • Increase participation of women to 40% by 2030	• Maintain network reliability and customer satisfaction • Continue Voice of Customer Program maturity	• Retain strong reputation score • Continue community investments	• Readiness for climate disclosure obligations	• Improve visibility of ESG impacts on supply chain • Maintain and improve compliance performance
Priorities	• Continue to implement Emission Reduction Roadmap – including asset emissions, digital carbon footprint and fleet optimisation • Develop a Group Climate Transition Plan to support Net Zero ambitions and disclosure readiness • Become Methane Guiding Principles member • Further develop our understanding of scope 3 emissions to mature our strategy • Progress Renewable Gas strategy and advocacy	• Analyse the biodiversity footprint of the Group's supply chain, assets and operations to inform strategic nature positive objectives and targets • Continue to implement Waste Management Plan to reduce wase sent to landfill • Design and plan our approach to create and manage sustainable properties through renewable energy sources where possible	• Refresh our Group Health & Safety Strategy • Replace our Health, Safety & Environment incident and assurance management system • Continue to mature Health & Safety risk management and critical controls (SA1) • Improve Health & Safety data, analytics and reporting • Continue to uplift safety leadership capability • Continue to develop Respect@Work culture, underpinned improved psychological safety	• Continue to mature the Employee Diversity Inclusion & Belonging Strategy • Actively manage gender diversity and pay equity • Implement Innovate Reconciliation Action Plan, including a Cultural Heritage Awareness program • Continue training and development of our leaders and our people • Continue to integrate sustainability through our communication and storytelling	• Voice of Customer Program Plan • Continue Vulnerable Customer support initiatives for network customers • Continue to implement community batteries for network customers • Understand decarbonisation and sustainability ambition of customers and clients, and support them through the energy transition • Continue to improve cyber security maturity	• Continue to deliver our Corporate Social Responsibility (CSR) strategy – including Major partnerships, awards sponsorships, community grants and relief fund • Continue local community development initiatives to deliver broader social and economic benefits • Continue our asset, project and program community engagement programs	• Continue to mature ESG related risks and opportunities into our risk and assurance programs • Further integrate ESG into Governance Framework & Management Systems and align to best practice • Uplift organisational maturity relating to ESG performance metrics, and reporting and insights • Ongoing delivery of Business Continuity and Resilience assurance programs, including the Organisational resilience maturity assessment	• Deliver Modern Slavery plan and undertake all planned activities • Conduct supply chain modern slavery and SOCI risk analysis and improvement program • Develop and execute Sustainable Procurement Strategy and plan • Uplift Group Compliance capability, aligned to best practice • Maintain a culture of responsible, lawful and ethical business practices through ongoing management and education
UN SDG Alignment								

Values	Find a Better Way We find improved and innovative ways to work	Better Together We value the diversity of our people, working together to achieve great outcomes	We Care We value safety and wellbeing for ourselves, our community & environment	Think Like a Customer Our actions consider our customers, community, and other stakeholders	Be Accountable We accept responsibility to deliver our commitments