



**Australian  
Gas Networks**

**Attachment 2.1**

# **AGIG Environmental, Social and Governance Report 2021**

**Final Plan 2023/24 – 2027/28**

July 2022





# We are Australian Gas Infrastructure Group (AGIG)

- one of Australia's largest gas infrastructure businesses.

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

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## 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, for the future. In 2021, we delivered Australia's largest renewable hydrogen production facility: Hydrogen Park South Australia.

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.

**AGIG builds and operates energy infrastructure across the value chain and across the country. Our portfolio of companies delivers for customers across Australia.**

### Dampier Bunbury Pipeline

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.

### Multinet Gas Networks

MGN operates gas distribution infrastructure in Victoria.

### Australian Gas Networks

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.

# Our Role

## AGIG's Services

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

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

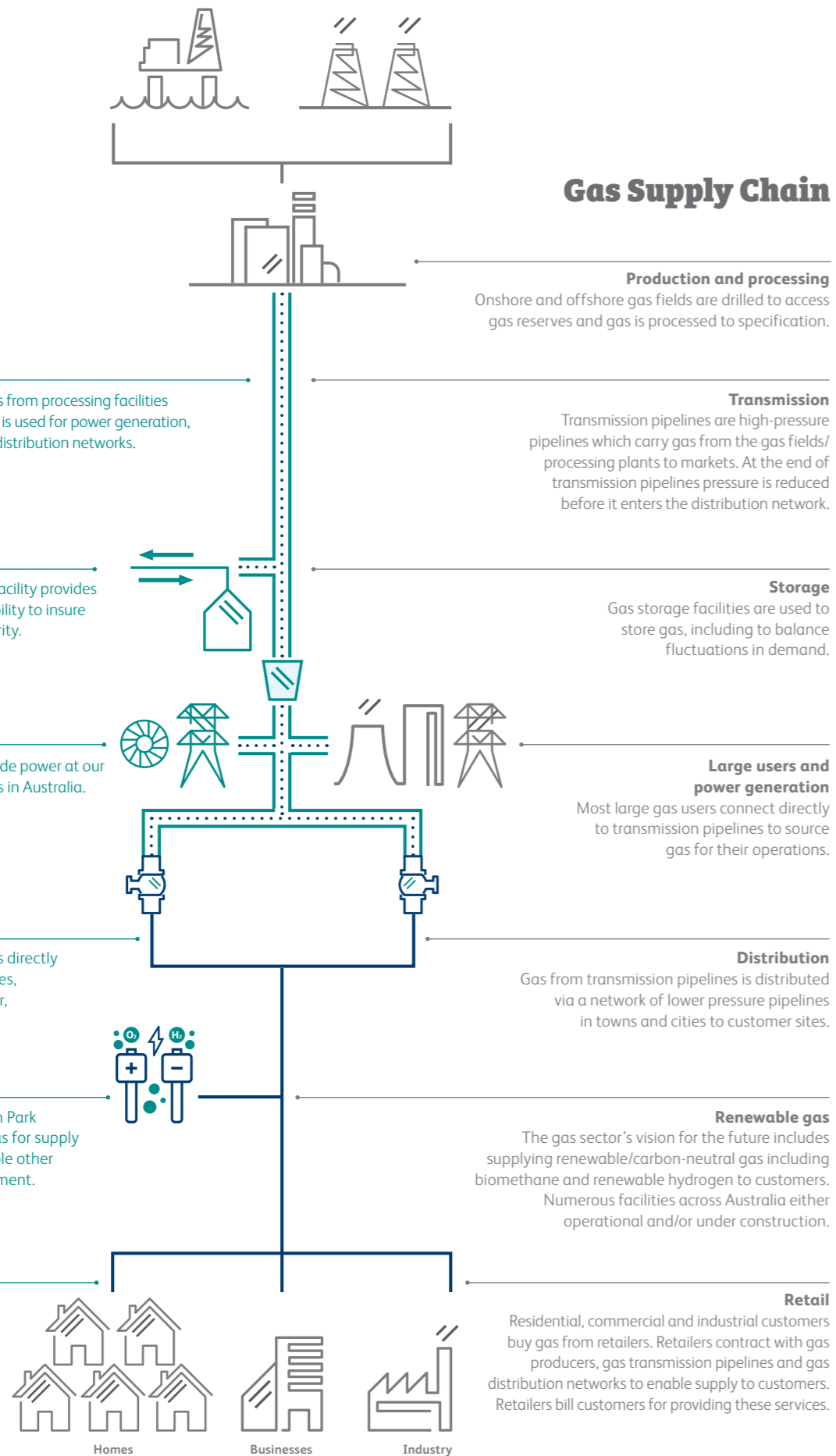
Our **power generation facilities** provide power at our sites in some of the most remote regions in Australia.

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

Our **renewable gas facility** Hydrogen Park South Australia produces renewable gas for supply to over 700 customers. We have multiple other Hydrogen Park projects under development.

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

- AGIG Services
- Non-AGIG Services



# 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.



## Our Role

### AGIG's Services

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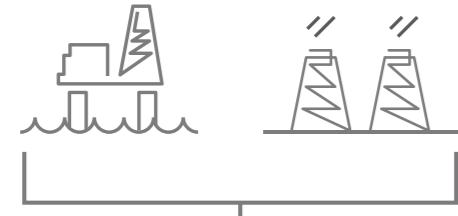
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- Non-AGIG Services



### Gas Supply Chain

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

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

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

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

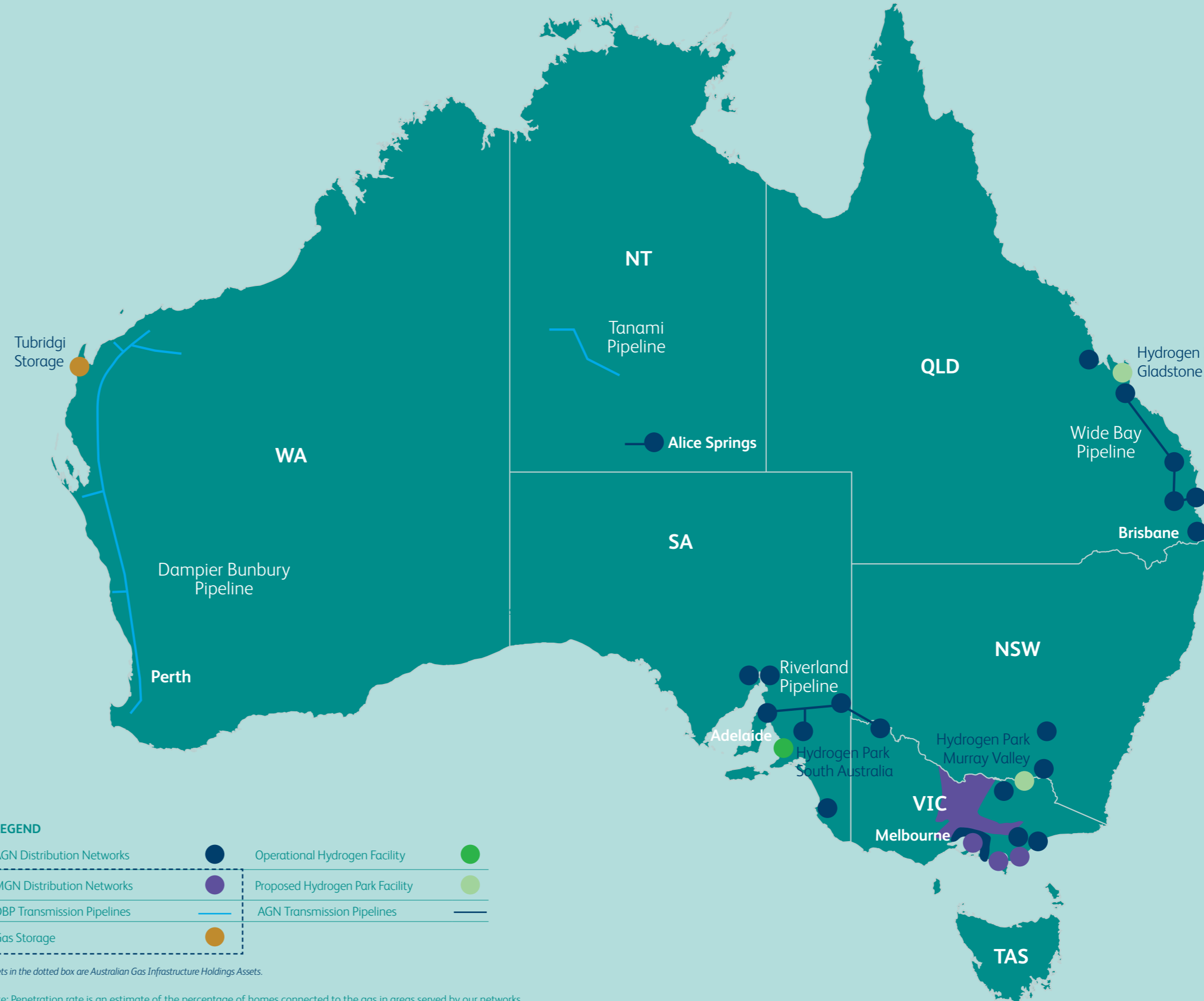
**Distribution**  
Gas from transmission pipelines is distributed via a network of lower pressure pipelines in towns and cities to customer sites.

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

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



## 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.

Note: Penetration rate is an estimate of the percentage of homes connected to the gas in areas served by our networks

### South Australia

- 469,451 customers
- 31,219TJ delivered in 2021
- 90%+ penetration
- Distribution 8,295km
- Transmission 480km

### New South Wales

- 61,968 customers
- 5,475TJ delivered in 2021
- 90%+ penetration
- Distribution 2,019km
- Transmission 84km

### Northern Territory

- 1,164 customers
- 928TJ delivered in 2021
- Distribution 39km
- Transmission 601km

### Victoria

- 1,444,696 customers
- 113,074TJ delivered in 2021
- 90%+ penetration
- Distribution 21,664 km
- Transmission 501km

### Queensland

- 108,966 customers
- 5,672TJ delivered in 2021
- 30%+ penetration
- Distribution 3,194km
- Transmission 314km

### Western Australia

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





## Our Connection to Country

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.

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.

Through the use of the earth's natural elements, hydrogen and biomethane can be produced. Energy travels through the networks and pipelines weaving across country, connecting to communities across Australia.

### Artist background: Karen Briggs

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.





## Message from the Chairs and CEO



**Peter Tulloch**  
Chair  
Australian Gas Networks



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



**Craig de Laine**  
Chief Executive Officer

### We are pleased to introduce our first Environmental, Social and Governance (ESG) Report, detailing our performance and achievements in the 2021 calendar year as well as sharing our vision for the future.

At AGIG we are focused on and invested in mitigating long-term impacts to the environment, in the interests of our customers and our employees. This report details the areas in which we need to do more while also outlining where we have delivered. We strive to align our environmental, social and governance goals and practices with the United Nations Sustainable Development Goals (SDGs) and the structure of this report reflects this. Our emphasis on the SDGs seeks to highlight how we are making a measurable difference to the environment, our customers and the communities in which we operate.

In 2021 we delivered on our goal to invest in clean energy with good progress being made in our Hydrogen Park Programs. Hydrogen Park South Australia (HyP SA) officially opened in May 2021 and is delivering a renewable hydrogen gas blend to customers on the existing distribution network. We are proud of pioneering this Australian-first project delivered alongside the South Australian Government, which demonstrates the first step on our pathway to help reduce Australia's greenhouse gas emissions and achieve our own vision for a renewable gas future.

But HyP SA is only the beginning: we are partnering with governments, industry and the community to deliver renewable hydrogen gas projects across the country and the value chain.

These renewable gas projects are business-as-usual for us now, and underpin the ambitious targets we set in our Low Carbon Vision and in this first ESG report.

#### The Road to 2050

Meeting the growing demand for energy and reducing environmental impacts whilst delivering a supply that is reliable and affordable is both a challenge and an opportunity.

Our business is working closely with industry, suppliers, customers, government, stakeholders and the community to support Australia's gas network of the future. We see significant future opportunity in supporting our partners to deliver on their net zero ambitions, and we are exploring the possibilities of diversified business and infrastructure offerings.

In the first half of 2022, we will be undertaking a climate risk and opportunity assessment to further develop our transition pathway.

#### Our Performance in 2021

Delivering for our customers is a key pillar of our Vision at AGIG. We know safe and reliable supply, along with price, is important to our customers, and we continuously focus on providing affordable energy solutions. In 2021, we developed our Priority Services Program and #BetterTogether Door Knock Program initiatives, which aim to support our customers most in need. Rigorous customer and community engagement informed price reductions for our services in South Australia and Western Australia, along with initiatives endorsed by the regulator, such as blending

renewable gas into our AGN network as part of meeting our unaccounted for gas<sup>1</sup> obligation.

Being a good employer is another key pillar of our Vision. This includes adopting a zero harm mentality to safety, and we are pleased to report that in 2021 our Total Recordable Injury Frequency Rate (TRIFR) was 6.7, down from 8.4 in 2020. This represents a drop across all businesses for the first time since AGIG was formed. This reflects our whole of business focus on safety, led by our Health, Safety and Environment (HSE) team. We believe that all safety incidents are preventable, and we are continually striving to achieve zero harm across the workplace.

2021 also saw the launch of our *Diversity and Inclusion Strategy and Action Plan*, the aim of which is to build a pathway toward fostering an inclusive culture that supports different genders, cultures, faiths, abilities, ages and sexualities at AGIG.

Publishing our *2021 Sustainable Procurement Statement* and *Modern Slavery Statement* were also notable milestones in demonstrating our position that businesses have a role to play in ensuring human rights are respected within operations and across supply chains.

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

## Ensuring Strong Governance and Risk Management



<sup>1</sup>Unaccounted for gas (UAFG) is the difference between the volume of gas that enters the system and the volume of gas that is consumed or billed.



## Governance

AGIG is made up of a group of private, Australian incorporated entities that are managed by a single Executive Management Team (EMT), supervised by separate Boards of Directors from a diverse background.

The Boards are informed by the ESG, Audit and Risk and Compliance Committees that make recommendations on key business decisions<sup>2</sup>.

In 2022 an ESG Committee was established and will oversee AGIG's forward looking ESG strategy and policy. The ESG Committee will review and monitor the effectiveness of our targets and ensure that resources are available to deliver key commitments. It will also act as an avenue for communication between management, external reviewers and the Boards.

Our ESG Targets were developed using a multi-step process that included consultation with our ESG Working Group and other subject matter experts from across the business. Once identified, we applied the AGIG Corporate Risk Matrix Framework to assess and rank the risks. We proposed mitigation strategies to address the highest risk areas and develop measurable improvements to address these risks. Once ESG risks and mitigation strategies were identified, we engaged specialist consultants to advise on the appropriateness of our proposed ESG Targets, based on industry best practice and peer review.

Our Board approved ESG Targets reflect AGIG's commitment to taking active steps towards a sustainable future for all and delivering on our Low Carbon Vision.

We are committed to pursuing the highest standards of ethical conduct and transparency for our corporate practice. We seek to conduct business in an honest, ethical, and accountable manner as outlined in our *Code of Conduct* (The Code). The Code establishes a standard of performance, behaviour, professionalism and integrity for our employees, contractors and sub-contractors with respect to how they should conduct themselves in the workplace. The Code complements AGIG's Values of Trust, Respect, Perform and One Team, which drive our culture and expectations of how we behave and how we make decisions.

In addition to our *Code of Conduct*, we have a suite of corporate policies that are periodically reviewed and approved by the Boards. Key policies that ensure strong governance include the:

- ▶ Fraud, Corruption and Misconduct Prevention and Whistleblowing Policy;
- ▶ Compliance Policy;
- ▶ Foreign Investment Review Board (FIRB) Compliance Policy;
- ▶ Privacy Policy; and
- ▶ Risk Management Policy.

To support our employees to understand these policies and behavioral expectations, in 2021 AGIG launched a new online Learning Management System (LMS) accessible to all employees via our intranet.

To support our ongoing commitments to sustainability, we established an ESG Working Group with Terms of Reference approved by the Boards in late 2021. The Working Group is comprised of various subject matter experts across the business who regularly come together to discuss our ESG strategy, progress and reporting.

The LMS includes training modules on a wide range of business-related topics, such as cyber security, anti-bribery and anti-corruption, fraud, FIRB compliance and modern slavery awareness. This training is mandatory for all staff, or where relevant, to specific groups of staff. We also have a *Fraud, Corruption, Misconduct Prevention and Whistleblowing Policy* in place to allow staff to anonymously report to an independent hotline any suspected bribery and corruption, or other unethical conduct, for investigation.

The AGIG EMT and respective Boards are kept informed of modern slavery risks and other business ethics risks (such as sanctions or anti-bribery and corruption risks) arising in our business activities through regular reporting.

The EMT meets weekly to discuss business conduct issues, and the Boards are updated in monthly reports, as well as through Board papers and meetings. In addition, our business reports to the EMT quarterly on any known instances of illegal or unethical behaviour, with this information then being reported in accordance with the *Fraud, Corruption and Misconduct Prevention and Whistleblowing Policy*.



### ESG Committee established



### Low Carbon Vision developed and approved by Board



### Inaugural ESG Report developed and published



Staff at our Tubridgi Gas Storage site

<sup>2</sup> For further information on our ESG, corporate structure or ownership, please see our website [agig.com.au](http://agig.com.au).



## Climate Change Statement

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 by taking active steps towards sustainable gas delivery today and for tomorrow. As a business, we are committed to deliver on our Low Carbon Vision and help meet Australia's emission reduction commitments to achieve net zero.

## The United Nations (UN) Sustainable Development Goals (SDGs)

AGIG has identified six UN SDGs that we consider most relevant to our business.

The SDGs were adopted by the UN in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

At AGIG, we have committed to reporting alongside the SDGs to showcase the impacts businesses can have, regardless of size and industry, to make the world a better place for everyone.

We have selected six key goals which we consider most relevant to our business to be our focus areas. These will form the foundations for our business, and as such, for this report.

*Sustainable development has been defined as development that meets the needs of the present without compromising the ability of future generations to meet their own needs.*  
– United Nations

### 7 Affordable and Clean Energy



### 8 Decent Work and Economic Growth



### 9 Industry, Innovation and Infrastructure



### 11 Sustainable Cities and Communities



### 12 Responsible Consumption and Production



### 13 Climate Action





# Progress Against our Targets

We have selected six UN SDGs 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 2021	Maturity
We will improve energy affordability for our customers	6% price cut in distribution tariffs for South Australian domestic and commercial customers and flat transmission tariffs for Western Australian industrial customers	●●○
We will support customers in vulnerable circumstances	Implementation of Priority Service Program in South Australia and Queensland, with plans to roll out across our distribution networks	●○○
We will invest in significant new renewable gas projects for supply to our customers	Since 2018 we have committed to deliver more than \$23 million worth of renewable energy projects, with many more in the pipeline	●●○
We will set interim Scope 1 and Scope 2 emissions reduction targets for our operations by end-2023	Feasibility studies on key transmission asset emissions reductions currently underway	●○○

## 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 2021	Maturity
We will provide energy safely, sustainably and reliably	In 2021 we responded to 99.1% 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 2021 our Total Recordable Injury Frequency Rate (TRIFR) was 6.7, down from 8.4 in 2020	●●○
We will deliver our Diversity and Inclusion Strategy and Action Plan	In 2021 we implemented our Diversity and Inclusion Strategy and Action Plan	●○○
We will deliver on commitments made in our Modern Slavery Statement	In 2021 we published our first Modern Slavery Statement, Sustainable Procurement Statement and a comprehensive training module for all employees	●●○

## 9 Industry, Innovation and Infrastructure

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

AGIG Target	Comment on progress in 2021	Maturity
We will improve reliability, reduce emissions and future proof our distribution networks by replacing old low pressure and earliest generation polyethylene pipes	In 2021 we replaced 407km of low pressure and earliest generation polyethylene pipes. We also completed the Adelaide CBD precinct replacement program.	●●○
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 99.1% in 2021	●●●
We will deliver comprehensive feasibility studies on converting our distribution networks to 10% and 100% renewable hydrogen	On track to complete feasibility studies in 2022	●●○
We will promote knowledge sharing and partnerships across the renewable energy sector	We were part of the development of the Gas Vision 2050 in 2017 and thereafter have been engaging with peers, stakeholders, customers and the community on the Vision	●●○

### Maturity level

We have applied elements of the Energy Charter Maturity Model in classifying our progress against our targets. These are broadly defined as:

●○○ 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 2021	Maturity
We will develop and implement a Reconciliation Action Plan	In 2021 we joined Reconciliation Australia and began collaborating with Yorta Yorta artist Karen Briggs to advance our journey towards reconciliation	●○○
We will invest in the community through our Community Partnerships Program	In 2021 we supported four Flagship Partners and 18 Community Partners for an overall contribution of \$473,000	●●○
We will track and improve employee uptake of the AGIG Volunteer program	In 2021 we began to offer all employees an extra day of paid leave to be used when volunteering with any of the AGIG's partner organisations under the Community Partnership Program	●○○
We will review our environmental footprint with a view of setting biodiversity targets by 2025	Implementation of and adherence to Environmental Management Plans during construction and operations to minimise impact to sensitive environmental receptors	●○○

## 12 Responsible Consumption and Production

Ensure sustainable consumption and production patterns

AGIG Target	Comment on progress in 2021	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	97% of Tier 1 suppliers located in Australia	●○○
We will include assessment of ESG criteria as part of our procurement processes by end 2024	Sustainable procurement statement provided to suppliers and contractors via AGIG website	●○○
We will improve monitoring and measurement of waste minimisation, recycle and re-use by end of 2024	We launched our Containers for Change program collecting more than 10,000 eligible containers, with all proceeds donated to charitable causes	●○○

## 13 Climate Action

Take urgent action to combat climate change and its impacts

AGIG Target	Comment on progress in 2021	Maturity
We will target 10% renewable gas in distribution networks by 2030	Hydrogen Park South Australia commissioned in May 2021, Hydrogen Park Murray Valley awarded conditional funding	●○○
We will target 100% renewable gas in distribution networks by 2050 at the latest and 2040 as a stretch	Feasibility studies relating to the 100% conversion of key distribution networks underway	●○○
We will target net zero emissions from our transmission and midstream assets by 2050 at the latest	Transmission asset emission reductions studies undertaken and commitment to undertake a feasibility study on carbon capture and storage.	●○○
We will adopt the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) by end-2024	TCFD roadmap developed and climate change risk and opportunity assessment undertaken	●○○





## Affordable and Clean Energy

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

# 700+ homes

supplied with Australia's first renewable hydrogen blend

# 6% reduction

in distribution tariffs for South Australian Customers

## Our targets

- We will improve energy affordability for our customers
- 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

Currently in Australia, gas is delivered to homes at one-quarter the emissions of grid electricity<sup>3</sup>, but there's more we can do to deliver emissions reductions, while also contributing to energy security and ensuring costs remain as low as possible.

Renewable and carbon-neutral gases will help our customers and Australia achieve sustainability goals, whilst retaining access to the benefits of natural gas - reliable and affordable energy.

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.

### Energy Charter

We are committed to providing affordable, sustainable, safe and reliable energy to all our customers. To support this, in January 2019, AGIG became a founding member

of The Energy Charter<sup>4</sup>, which is an Australian industry and customer led, world-first, whole of sector initiative to address customer expectations. The Charter focuses on five Principles:

1. Customers
2. Affordability
3. Sustainability and reliability
4. Improve the customer experience
5. Support customers facing vulnerability

### Affordability

We know energy affordability is a key priority for our customers. This has been of particular importance over the last two years as a result of social and economic impacts during the COVID-19 pandemic. Throughout 2021 we continued to support our residential and small business customers facing financial stress by providing access to emergency gas appliances and reduced-rate repairs.

We have listened closely to our customers to develop plans and services for the future.

On 1 July 2021, we delivered distribution tariff reductions of 6% for our South Australian customers for the upcoming five year period.

### Vulnerable Customers

Alongside distribution network price reductions, we are working to support customers facing vulnerable circumstances with the development of our new

Priority Service Program (PSP). Feedback from our recent AGN South Australian Access Arrangement engagement program confirmed that stakeholders believe we should be doing more to support customers in need.

The PSP, which is being implemented in South Australia and Queensland and is the first of its kind among Australian distribution network businesses, provides:

- funding for emergency appliance or fitting line repairs;
- purchase of new appliances if they are unrepairable;
- financial support to switch to more efficient gas appliances;
- facilitated customer referrals to community support organisations; and
- expansion of our Proactive Outage Management process to minimise impact on vulnerable customers and communities.

## Renewable Energy Leading a Clean Energy Future

Our Low Carbon Vision will see AGIG continue to deliver for our customers into the future. By blending and ultimately replacing natural gas with renewable gas we can use our existing infrastructure to supply renewable energy to our customers.



Commissioning of the Hydrogen Park South Australia facility

This also means customers retain their choice of energy, and industries relying on gas can continue to access it. We will continue making significant investments into renewable gas projects and have set ambitious targets to have 10% renewable gas in our distribution networks by 2030 and 100% renewable gas in our distribution networks by 2050 at the latest.

Since 2018 we have committed to deliver more than \$23 million worth of Renewable Energy projects including feasibility studies on blending hydrogen into the Dampier to Bunbury Pipeline and bringing HyP SA online in 2021, with many more in the pipeline.

Read more about our renewable gas transition and vision for 2050 on page 26-29.

### Case Study

#### Harnessing hydrogen through the Hydrogen Park programs

HyP SA is Australia's first megawatt-scale electrolyser to deliver a renewable hydrogen blend to customers on an existing gas network.

HyP SA is the first step on our pathway to a renewable gas future.

The \$14.9 million project is supported by the South Australian Government with grant funding of \$4.9 million, as it aligns with the State's vision to be a world-class renewable hydrogen supplier and to reach net zero emissions by 2050.

At HyP SA, renewable hydrogen is produced via a 1.25MW Siemens Proton Exchange Membrane electrolyser with water and renewable electricity.

The renewable hydrogen is blended with natural gas at volumes of up to

5% and supplied to nearby homes via the existing gas network.

We are also supplying to industry via tube trailers (long storage tubes on the back of semi-trailers) and aim to supply the transport sector in the future.

We are currently building on our hydrogen footprint with additional projects across Australia to deliver up to 10% hydrogen blends before a targeted 100% conversion.

To find out more about our other hydrogen projects visit our website at [agig.com.au](http://agig.com.au)

<sup>3</sup>[energynetworks.com.au/resources/fact-sheets/reliable-and-clean-gas-for-australian-homes-2](http://energynetworks.com.au/resources/fact-sheets/reliable-and-clean-gas-for-australian-homes-2)

<sup>4</sup>The Energy Charter 2022, more information at [theenergycharter.com.au/about](http://theenergycharter.com.au/about)

<sup>5</sup>AGIG's Disclosure Reports can be found at [theenergycharterpanel.com.au/industry-disclosures](http://theenergycharterpanel.com.au/industry-disclosures)







## Decent Work and Economic Growth

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

**4%**  
improvement  
from 2020 to  
2021 on our  
gender balance

**TRIFR in 2021**  
**6.7**  
down from  
**8.4 in 2020**

## Our targets

- **We will provide energy safely, sustainably and reliably**

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

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- **We will deliver our Diversity and Inclusion Strategy and Action Plan**

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

We aim to be sustainably cost efficient by delivering profitable growth, working within industry benchmarks, and being environmentally and socially responsible. We provide full and productive employment to over 350 people, and employ specialist contractor organisations to maintain and operate our gas distribution networks. We recognise the significant value each employee, supplier, contractor and stakeholder brings to our business.

### Health and Safety

At AGIG, providing a safe environment for our people is our number one priority and is clearly outlined in our *Health and Safety Policy*. To support this, we have a set of Zero Harm Principles that target work activities where there is an inherent risk or injury. The Zero Harm Principles apply to all employees and contractors and compliance is mandatory.

In 2021 our Total Recordable Injury Frequency Rate (TRIFR) was 6.7, which was a significant improvement on the 8.4 recorded in 2020. Our Lost Time Injuries Frequency Rate (LTIFR) also decreased. However, we recognise there is still work for us to do and we will strive to reduce our TRIFR and LTIFR in future years.

### Safe and Sustainable Energy Supply

Our commitment to health and safety extends across our national operations as we monitor leaks and other hazards that may impact the public. In 2021, we responded to 99.1% of gas leaks within two hours and completed 100% of our Leak Management Plans (LMP) survey programs.

There were also no reports of Tier 1 and/ or Tier 2 process safety events (incidents with the potential for significant impact) in relation to the containment and prevention of gas related events in 2021.



*Business Support Officer Zoe taking part in the annual workshop stocktake*

## Diversity and Inclusion

AGIG strives to create a great workplace where all of our people share our Vision and are guided by our Values. We are committed to a diverse, inclusive and safe workplace.

In 2021 we implemented our *Diversity and Inclusion Strategy and Action Plan*. Our *Strategy and Action Plan* seeks to build a robust pathway towards fostering an inclusive culture that supports different personal characteristics such as cultures, faiths, abilities, ages and sexualities.

The key objectives include to:

1. understand, report and promote a diverse and inclusive workplace;
2. embed inclusive policies, practices and procedures with a focus on diversity;
3. build a safe work environment free from bullying and harassment; and
4. build community partnerships which embrace diversity in our communities.

### A Good Employer

From implementing our *Flexible Working Policy* and reviewing our *Bullying and Harassment Policy* to launching our *Employee Benefits Handbook*, the past few years have seen particular emphasis on staff-focused initiatives.

The COVID-19 pandemic has seen enormous changes to the way we work, and AGIG has taken action to ensure our employees can have a better work life balance. Our *Flexible Working Policy* seeks to accommodate working-from-home and flexible start and finish times to allow for family and personal commitments. We also have a wide range of leave options and benefits available to staff.

## Human Rights and Modern Slavery

In 2021, we published our *2021 Sustainable Procurement Statement* pledging our commitment to protecting human rights in the supply chain and taking a stand against modern slavery. The Statement outlines our commitment to tackling the risks of modern slavery and other human rights issues in our supply chain.

The Statement is provided to engage prospective suppliers so they understand our approach to matters of corporate social responsibility and seeks confirmation of the same set of principles, including health and safety; modern slavery; local, indigenous and small business; diversity and inclusion; bribery and corruption; transparency, confidentiality and fairness; conflicts of interest; and offers of gifts or hospitality.

### Case Study

#### Making time for wellbeing

We are committed to promoting employee health and wellbeing, and providing employees with the tools for good health practices both at work and at home.

Our annual Wellbeing Calendar provides an array of health and wellbeing events, activities, focus areas and programs for each month of the year.

The year was kicked off with January's focusing on individual goal setting, followed by AGIG's Blood Donation Challenge in February and a waste management focus for March. In-house exercise classes helped people to get moving in May and in June, to help fight the Winter blues, we launched a nutrition program, complete with competitions for the best healthy recipes.

The second half of the year saw a focus on the environment, mental health and physical health with events including a Tree Planting Day, R U Okay? awareness, and a pedometer steps challenge!



*R U OK Day Morning Teas were held across our offices in September 2021*







## Industry, Innovation and Infrastructure

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

Replaced **407 km** of old generation pipeline with renewable gas ready pipeline in 2021.

Invested **\$800k** in Renewable Energy Partnerships in 2021

## Our targets

- We will improve reliability, reduce emissions and future proof our distribution networks by replacing old low pressure and earliest generation polyethylene
- We will respond to more than 95% of network leaks within the timeframes set by regulators
- We will deliver comprehensive feasibility studies on converting our distribution networks to 10% and 100% renewable hydrogen
- We will promote knowledge sharing and partnerships across the renewable energy sector

Being a leader in the industry means we are responsible for building resilient infrastructure that not only meets social needs but also respects environmental boundaries. To meet these expectations, AGIG has placed a strong focus on innovation and is supporting projects that are paving the way for a sustainable energy sector in Australia. Transitioning to a low-carbon energy sector is vital and we are working with stakeholders, policy makers and the community to help shape this future.

### Our Renewable Gas Future

The Australian Government has committed to reduce carbon emissions by 2030 and the state and territory governments have pledged to become carbon neutral by at least 2050. To reach these targets there needs to be a focus on large-scale decarbonisation of the entire energy sector.

By blending and ultimately replacing natural gas with renewable gas we can use our existing infrastructure to supply carbon neutral gas to our customers. It also means customers retain their choice of energy

supply, and those industries relying on gas can continue to access it.

AGIG is leading a joint industry research centre undertaking studies in South Australia and Victoria, on blending 10% renewable hydrogen into towns and cities, and ultimately a 100% renewable gas future.

The \$4.15 million Australian Hydrogen Centre has received funding from Commonwealth, South Australian and Victorian Governments and will publish findings in 2022.

## Case Study

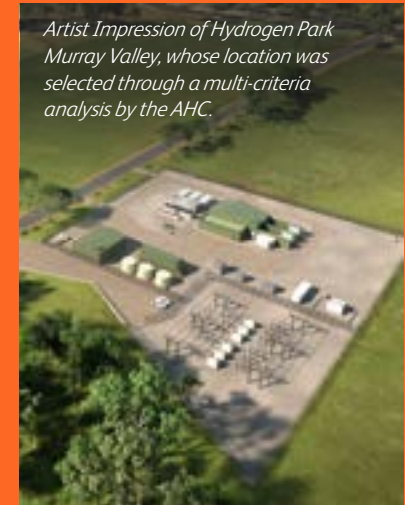
### Australian Hydrogen Centre

The Australian Hydrogen Centre 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.

The \$4.15 million Australian Hydrogen Centre (AHC) is supported by a \$1.28 million Australian Renewable Energy Agency (ARENA) grant and comprises a work program to help accelerate the

renewable gas industry by:

- completing comprehensive studies to decarbonise gas consumption in Victoria and South Australia (with a focus on blending 10% renewable hydrogen into gas networks and converting gas networks to 100% renewable hydrogen);
- developing project plans to inject 10% renewable hydrogen into selected regional towns;
- sharing the learnings from HyP SA to apply to other renewable gas projects; and
- establishing a platform for other states to decarbonise their gas consumption by leveraging on the Victorian and South Australian feasibility studies.



Artist Impression of Hydrogen Park Murray Valley, whose location was selected through a multi-criteria analysis by the AHC.



### Knowledge Sharing and Partnerships

Since 2017, we have worked with Australia's five peak gas bodies to develop, deliver and communicate Gas Vision 2050 – a pathway to achieve net zero emissions. By investing in hydrogen and biomethane technology 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 our own renewable gas projects across Australia, we are committed to working with governments, industry and research organisations to develop the Vision collaboratively. Our memberships and associations include:



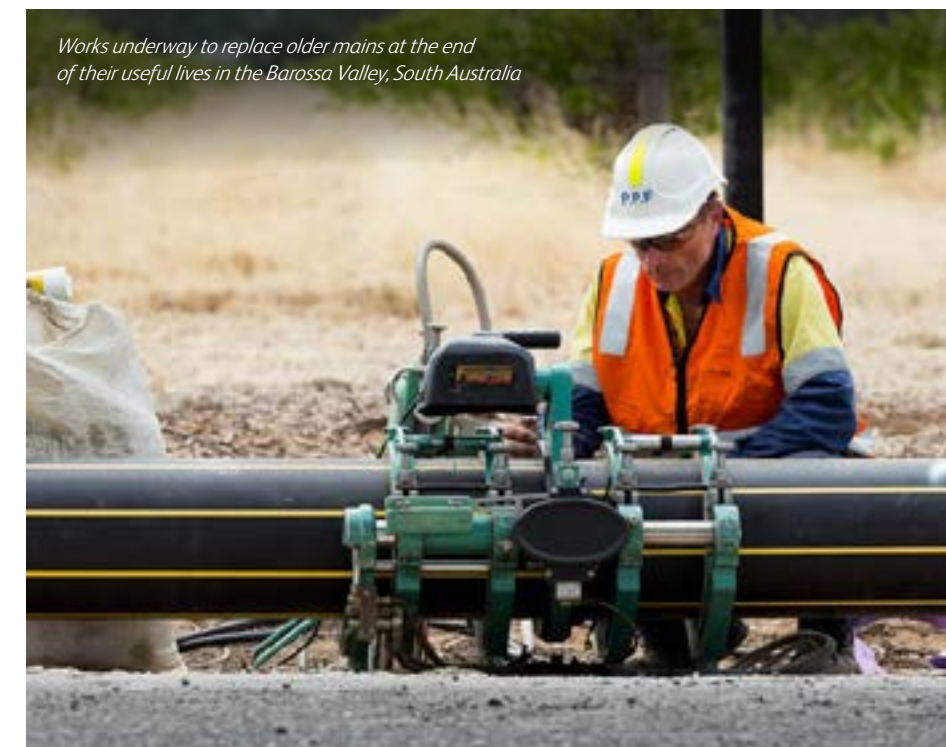
Read more about our renewable transition and Vision for 2050 on page 26-29.

### Building a Resilient Network

Replacing old mains at the end of their life is a program that ensures we can continue to deliver gas safely and reliably to our customers. 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.

These programs have seen a significant reduction in the number and frequency of gas leaks from mains and services with more than 400 kilometres of old generation gas pipelines replaced with new technology materials in 2021. Most importantly, the new polyethylene pipes mean our networks are capable of transporting renewable hydrogen.



Works underway to replace older mains at the end of their useful lives in the Barossa Valley, South Australia





## Sustainable Cities and Communities

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

Outreach to more than **53,000** stakeholders over **740+** community events

Over **\$470k** invested in Community Partnerships

## 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

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.

### Building Better Cities

We provide an essential service to millions of Australians and are consistently looking for ways to use energy to build more sustainable cities. We have several projects underway across Australia to improve energy infrastructure and ensure reliability across the gas network, especially in high density areas. Our pipeline upgrades and commitment to leak safety are two areas where we show our commitment to building safe cities.

We also understand that to support safe and inclusive cities we need to protect the environment. While our distribution operations are mostly in developed, urban areas we accept that there is always room for improvement. With this in mind, we are in the process of reviewing our environmental footprint with a view to setting biodiversity targets by 2025.

### Supporting Local Communities

Our Community Partnerships Program is an important initiative that demonstrates

our commitment to being a socially and environmentally responsible business.

We are proud to support a variety of not-for-profit and community organisations right across Australia with funding and staff volunteer support.

We offer three tiers of partnerships which includes our Flagship, Community and Staff-led Partnerships:

1. Our **Flagship Partnerships** are for a term of three years and we work closely with each partner to develop long-term relationships. In 2021, we supported four Flagship Partners which included staff volunteering as well as funding.
2. Our second-tier **Annual Community Partnerships** consist of a broad range of community organisations that align with our Vision and Values and include financial support, as well as opportunities for employee involvement in community events, mentoring programs and volunteering. In 2021, we supported 18 Community Partners. During 2021 we also introduced an extra day of paid leave for staff to be used when volunteering in our Community Partnerships Program.

3. Our **Staff-Led Partnerships** support employees in their communities and the charitable causes they champion. For these smaller social entities we provide both direct funding and dollar matching.

In 2021 we invested more than \$473,000 in local community programs, with most of this funding going towards programs in health and the environment.

### Community investments

	2021
Education	\$27,000
Environmental	\$112,000
People	\$20,000
Health	\$159,000
Culture	\$25,000
Other Contribution	\$130,000
<b>Total</b>	<b>\$473,000</b>

### First Nations Voices

We have a proud history of partnering with First Nations communities to develop projects on Country across our wide spread operations. These long-standing partnerships have resulted in many positive outcomes for communities and our business to work together on our reconciliation journey. We are building on these foundations through our commitment to deliver a Reconciliation Action Plan. We have joined Reconciliation Australia and began collaborating with Yorta Yorta artist Karen Briggs to work alongside First Nation peoples, communities and businesses to take this significant step.



**21,000+** Meal Packs



**123,000+** Meals

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 problem.

Despite the logistical challenges that COVID-19 posed to volunteer organisations in 2021, our contributions to Foodbank amounted to provision of more than 21,000 meal packs and 123,000 individual meals to Australian's in need.



Images (clockwise from left): Angel Flight staff transporting clients, Tree Planting in WA and Adelaide staff volunteering at Foodbank.

Find out more at [agig.com.au/agig-community-partnerships-program](https://agig.com.au/agig-community-partnerships-program)

### Case Study

#### Respecting Cultural Heritage: Pluto Project

The Pluto-North West Shelf Interconnector is a 3.3km long buried steel natural gas pipeline in Murujuga, Western Australia.

We worked extensively with the local First Nations people from the Murujuga

Aboriginal Corporation on the project to ensure that areas of heritage value were identified and maintained in accordance with their cultural wishes.

To reduce environmental and social impacts, AGIG set and achieved the following goals:

1. zero complaints from local First Nations people in relation to heritage impacts and the management thereof; and
2. zero heritage related incidents during the project.







## Responsible Consumption and Production

Ensure sustainable consumption and production patterns.

### 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 2024
- We will improve monitoring and measurement of waste minimisation, recycle and re-use by end of 2024

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

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



Aerial surveillance of the DBNGP pipeline corridor

0 reportable Environmental incidents in 2021

More than a 45% increase in recycling inputs during 2021

We will, wherever possible, include local, Indigenous and small businesses in procurement opportunities. With the impact of COVID-19, we needed to source Rapid Antigen Test kits to minimise risks of spreading COVID-19 at work. Consistent with our Sustainable Procurement Statement, we arranged for a local Aboriginal and female-owned business to supply more than 6,000 kits for our people. We are proud to have partnered with the Supply Nation Certified Bunbara Group Pty Ltd on this initiative.



### Responsible Supply Chain

Our 2021 Sustainable Procurement Statement formalises our commitment to responsible supply chain management in both a social and environmental context.

To support responsible supply chains, we are working to include environmental, social and governance criteria as part of our procurement process by the end of 2024. We also actively seek to source local where possible, with the large majority of our suppliers located and operating in Australia.

During the past two years of the COVID-19 pandemic we have faced challenges across our supply chain due to interruptions for local, national and international suppliers. Considering the

COVID-19 impacts we have experienced and the lack of reporting beyond Tier 1 suppliers, we are committed to improving our understanding of our supply chain in future periods.

### Closing the Loop: Waste Strategies

As a business, we generate only relatively small volumes of non-reusable waste; however, there is more we can do.

In 2021 we actively sought to increase our recycling efforts across AGIG, with our rate increasing almost two-fold from 2020.

To reduce office waste we provide segregated waste receptacles and we actively encourage a paper-free work environment by supporting online working tools. Our teams across

Australia took part in a Clean Up Australia Day initiative, "plogging" where staff took on the Swedish tradition of walking and picking up rubbish along the way to boost physical fitness and help the environment.

We review our water consumption each year to assess our usage. This year, we saw an increase in the volume of water consumed due to construction projects on the Dampier to Bunbury Pipeline.

It is also noteworthy that where contaminated soil and/or hazardous waste associated with our construction and maintenance activities is identified we use licensed waste management contractors who comply with applicable State and Territory laws and regulations.

### Case Study

#### Making a Change with Containers

Launched in late 2020, our Containers for Change Program targets the Compressor Stations along the Dampier to Bunbury Pipeline, given the large turnover of plastic water bottles.

Eligible containers provide a 10c refund each when deposited at designated depots and are recycled and turned into new containers or other items, providing them the chance to be used again and again. Our Transmission Operations personnel have embraced the program and have collected more than 10,000 containers just through the first two collections in 2021, with all proceeds donated and shared between Scouts WA (\$695) and the Royal Flying Doctors Service (\$463).







## Climate Action

Take urgent action to combat climate change and its impacts.

**97%**  
of HyP SA customers surveyed feel it is important to have renewable energy sources that lower emissions

More than **\$23m** renewable energy projects committed to since 2018

## Our targets

- We will target 10% renewable gas in 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-2024

Climate change is affecting every country by disrupting national economies and affecting lives. The role humans are playing in speeding up climate change is now unequivocal. We acknowledge the direct threat of climate change to Australian communities, and we are working to adapt the energy sector and improve climate resilience.

### The Road to Net Zero

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

For our distribution networks, AGIG is targeting 10% renewable gas by 2030. Our aim is to fully decarbonise our distribution networks by no later than 2050, with the stretch goal set for 2040.

We are already working to reduce the direct Scope 1 and Scope 2 emissions from our transmission and mid-stream assets, as well as becoming industry leaders for the Australian energy transition.

The primary driver of our Low Carbon Vision is the deployment of transformational technologies, including but not limited to biomethane and hydrogen.

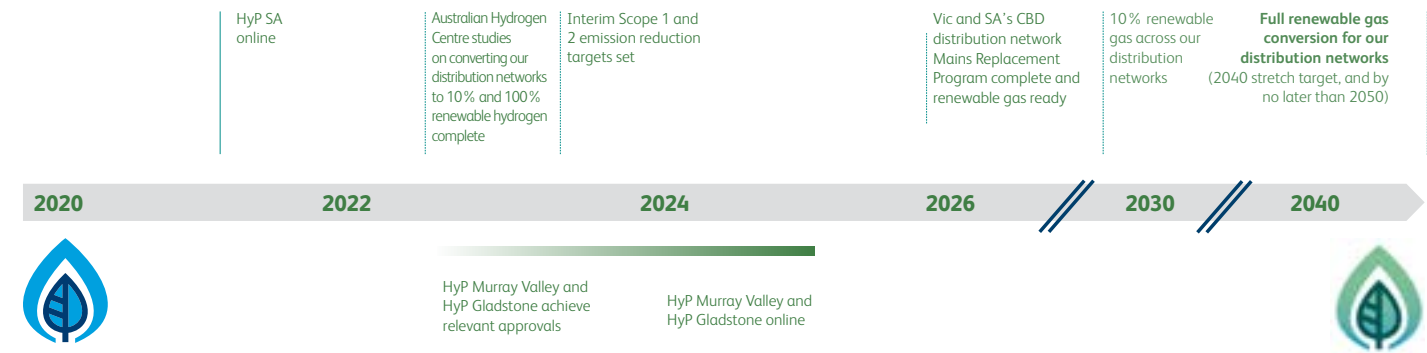
These innovative technologies, alongside renewable electricity, energy efficiency and others, will be used across the industry to decarbonise gas.

Renewable gases such as hydrogen and biomethane can be used in the same way as natural gas is today, the difference is they do not result in additional carbon emissions to the atmosphere. By blending and ultimately replacing natural gas with renewable gas we can use our existing infrastructure to supply our customers.

Our business is working closely with industry suppliers, customers, government stakeholders and other partners across Australia to collectively bring about the gas network of the future. Given our key role in supporting industry through gas transmission in Western Australia,

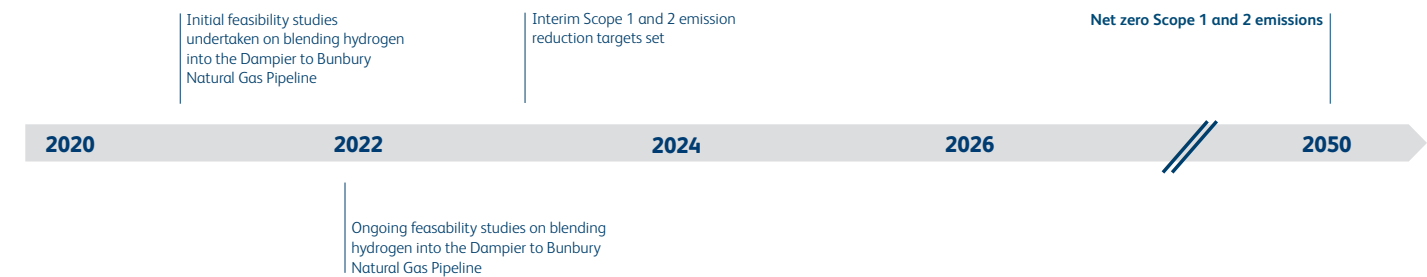
## Distribution Assets

Stretch target: Distribution networks transitioning to renewable gas by 2040



## Transmission and Midstream Assets

We will set interim Scope 1 and Scope 2 emissions reductions targets for our transmission and mid-stream assets by end-2023. We will continue developing infrastructure solutions for our customers, targeting net zero Scope 1 and 2 emissions by 2050



we see significant future opportunity in working with our partners to deliver on their net zero ambitions by exploring diversified business offerings that leverage off our existing expertise in energy infrastructure, transport and storage.

### Climate Resilience

We acknowledge that we are exposed to both the physical and transitional risks of climate change.

Being predominantly 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.

We are undertaking a *Climate Risk and Opportunity Assessment* to understand our transition and physical climate-related risks so that we can identify preventative and mitigating controls.

We are working hard to adopt the Task Force on Climate-related Financial Disclosures (TCFD) reporting framework by 2024. This step to improve and increase our reporting of climate-related financial information will help to ensure the financial security of AGIG for the future, but more than that, a more climate resilient future for all of us.

### Total greenhouse gas (GHG) emissions (tCO<sub>2</sub>-e)

	2021	2020
GHG – Scope 1	839,666	1,067,364
GHG – Scope 2	3,756	3,867
<b>GHG – Total</b>	<b>843,422</b>	<b>1,071,231</b>



**HyP SA has received a number of accolades in recognition of its 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



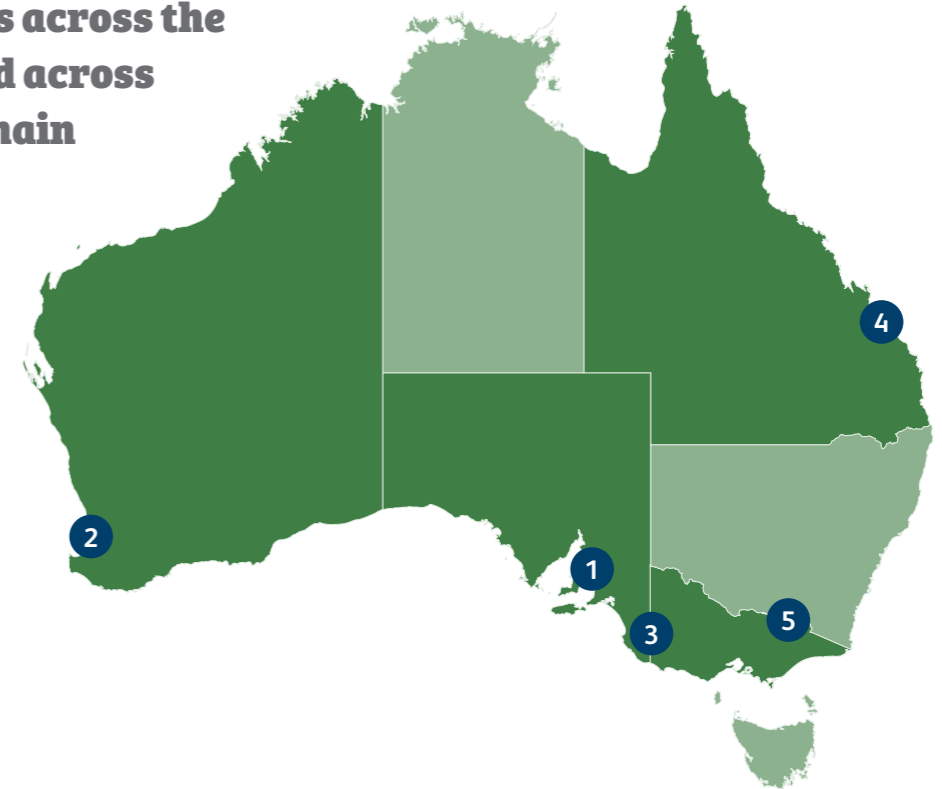
2020 Australian Pipelines and Gas Association Environment Award winner



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



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



1



**Operational site - Hydrogen Park South Australia**

Located at the Tonsley Innovation District, HyP SA is an Australian-first facility to supply blended renewable gas via the existing gas network. Online in May 2021, the 1.25MW electrolyser produces renewable hydrogen which is blended up to volumes of up to 5% with natural gas and supplied to more than 700 existing homes with the opportunity to expand further. It also supplies industry via tube trailer. HyP SA is supported by 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.

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 under development. 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.

HyP Gladstone is supported by the Queensland Government.

5



**Proposed - Hydrogen Park Murray Valley**

HyP Murray Valley was awarded conditional funding by the ARENA in May 2021. Also supported by the Victorian Government, 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. Along with our partner Engie, we are targeting Final Investment Decision in 2022.



## Supporting Other Goals



### 1 No Poverty

#### End poverty in all its forms everywhere

We support The Hutt St Centre in South Australia which helps people facing homelessness to rebuild their lives, without judgement. Each year the Hutt St Centre serves up to 40,000 meals and offers social work and support services to nearly 2,000 people. The funding we provide is targeted towards supporting people transitioning off the street into homes, and also provides much needed meals to those in need.



### 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. We encourage our staff to get involved and help fight hunger.



Images: (Top) Adelaide staff volunteering at Hutt St Centre's kitchen (bottom) Lachlan volunteering at Victoria's Foodbank facility



### 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 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.



### 4 Quality Education

#### 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 Islander men and by doing so equips them to participate more meaningfully in society. Our funding helps the Clontarf Foundation run these programs in all states across Australia.



Owen participating in one of Clontarf's football programs



### 5 Gender Equality

#### Achieve gender equality and empower all women and girls

We sponsor Robogals Melbourne and Monash who 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.



# Operational Data

## Gas Delivered (TJ)

	2021		2020		2019		2018		2017	
	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total	<10 TJ	Total
WA	-	375,507	-	380,122	-	373,379	-	370,268	-	371,443
VIC (AGN)	39,990	56,951	40,032	56,709	38,573	55,975	37,014	54,865	39,003	57,619
VIC (MGN)	45,089	56,123	43,772	54,577	44,555	56,100	44,928	56,922	44,503	56,395
SA	11,282	31,219	10,999	31,334	10,715	30,615	10,670	31,952	10,777	30,668
QLD	2,575	5,672	2,485	5,602	2,611	5,968	2,595	6,488	2,447	6,114
NSW	2,925	5,475	2,833	5,430	2,792	6,640	2,674	6,647	2,829	7,118
NT	60	928	54	1,338	66	1,625	64	2,083	61	2,059
<b>Total</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>	<b>99,620</b>	<b>531,416</b>

## Customer Numbers

	2021	2020	2019	2018	2017
WA (Shippers)	51	37	37	36	35
VIC (AGN)	725,260	712,063	697,609	682,170	665,420
VIC (MGN)	719,436	717,604	711,484	705,047	699,438
SA	469,451	463,983	458,020	451,718	445,428
QLD	108,966	107,517	105,878	104,098	101,794
NSW	61,968	60,885	59,942	59,087	58,096
NT	1,164	1,156	1,149	1,138	1,137
<b>Total</b>	<b>2,086,296</b>	<b>2,063,245</b>	<b>2,034,119</b>	<b>2,003,294</b>	<b>1,971,348</b>

## Assets (km)

	WA		VIC		SA		QLD		NSW		NT		Total	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
Replacement mains	-	-	194	185	182	198	17	14	10	11	-	-	402	407
Total mains	-	-	21,664	21,562	8,295	8,239	3,194	3,150	2,019	2,005	39	40	35,211	34,996
Transmission pipelines	2,337*	2,337*	501	503	480	480	314	314	84	84	601	601	4,317	4,319

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

## Reliability

		2021			2020		
		AGN	MGN	AGID	AGN	MGN	AGID
Number of unplanned interruptions affecting 5+ customers	Distribution	26	34	N/A	30	22	N/A
Number of customers having 3+ interruptions within 12 months*	Distribution	19	165	N/A	22	339	N/A
DBNGP system reliability	Transmission	N/A	N/A	100%	N/A	N/A	100%
DBNGP - Compressor Station	Transmission	N/A	N/A	99.4%	N/A	N/A	99%

# Environmental Data

## Greenhouse Gas (GHG) Emissions

	2021				2020			
GHG – Scope 1	839,666				1,067,364			
GHG – Scope 2	3,756				3,867			
<b>GHG – Total</b>	<b>843,422</b>				<b>1,071,231</b>			
	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Greenhouse gas emissions – Scope 1 (tCO <sub>2</sub> -e)	381,173	243,269	215,224	839,666	583,968	269,999	213,397	1,067,364
Greenhouse gas emissions – Scope 2 (tCO <sub>2</sub> -e)	724	1,191	1,841	3,756	693	1,144	2,030	3,867
<b>Greenhouse gas emissions – Total (tCO<sub>2</sub>-e)</b>	<b>381,897</b>	<b>244,460</b>	<b>217,065</b>	<b>843,422</b>	<b>584,661</b>	<b>271,143</b>	<b>215,427</b>	<b>1,071,231</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.

## Reportable Environmental Incidents

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Total reportable environmental incidents	0	0	0	0	0	0	0	0

## Waste Produced by Type (tonnes)

	2021	2020
Hazardous waste	1,063	1,103
Non-hazardous waste	441	286
<b>Total waste</b>	<b>1,504</b>	<b>1,389</b>

## Recycling (tonnes)

	2021	2020
Recycling	17	9

## Gas Storage

	2021	2020	2019	2018	2017
Western Australia	60	60	57	42	42

# Employment Data

## Workforce by Employment Type

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Full-time staff	97.1 %	92.1 %	92.1 %	<b>93.0%</b>	93.7 %	93.0 %	95.8 %	<b>93.6%</b>
Part-time staff*	2.9 %	7.9 %	7.9 %	<b>7.0%</b>	6.3 %	7.0 %	4.2 %	<b>6.4%</b>
<b>Total number</b>	<b>69</b>	<b>240</b>	<b>76</b>	<b>385</b>	<b>63</b>	<b>243</b>	<b>71</b>	<b>377</b>

\*Includes contracted staff. All AGIG employees are located in Australia.

## Workforce by Gender

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Male	55.2 %	79.6 %	65.7 %	<b>72.3%</b>	59.3 %	81.9 %	66.2 %	<b>75.1%</b>
Female	44.8 %	20.4 %	34.3 %	<b>27.7%</b>	40.7 %	18.1 %	33.8 %	<b>24.9%</b>
<b>Total number</b>	<b>67</b>	<b>221</b>	<b>70</b>	<b>358</b>	<b>59</b>	<b>226</b>	<b>68</b>	<b>353</b>

Full-time staff listed only.

## Workforce by Employment Category (number)

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Managers	17.9 %	10.0 %	14.3 %	<b>12.3%</b>	30.5 %	11.9 %	23.5 %	<b>17.3%</b>
Non-managers	82.1 %	90.0 %	85.7 %	<b>87.7%</b>	69.5 %	88.1 %	76.5 %	<b>82.7%</b>
<b>Total number</b>	<b>67</b>	<b>221</b>	<b>70</b>	<b>358</b>	<b>59</b>	<b>226</b>	<b>68</b>	<b>353</b>

Full-time staff listed only.

## Workforce by Age Group (number)

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
<19	0	0.4 %	0	<b>0.3%</b>	0	0	0	<b>0</b>
20-29	4.5 %	4.9 %	5.7 %	<b>5.0%</b>	1.7 %	6.2 %	10.3 %	<b>6.2%</b>
30-39	20.9 %	23.1 %	25.7 %	<b>23.2%</b>	15.3 %	22.1 %	26.5 %	<b>21.8%</b>
40-49	29.8 %	34.0 %	20.0 %	<b>30.4%</b>	39.0 %	33.6 %	20.6 %	<b>32.0%</b>
50-59	34.3 %	24.9 %	35.7 %	<b>28.8%</b>	30.5 %	24.3 %	32.4 %	<b>26.9%</b>
>60	10.5 %	12.7 %	12.9 %	<b>12.3%</b>	13.5 %	13.8 %	10.2 %	<b>13.1%</b>
<b>Total number</b>	<b>67</b>	<b>221</b>	<b>70</b>	<b>358</b>	<b>59</b>	<b>226</b>	<b>68</b>	<b>353</b>

## Workforce Turnover Rate by Gender (percentage)

	2021			2020		
	AGN	DBP	MGN	AGN	DBP	MGN
Male	21.7 %	13.1 %	4.4 %	5.6 %	3.2 %	4.4 %
Female	13.3 %	22.2 %	4.2 %	8.7 %	12.2 %	4.4 %

## Workforce Turnover Rate by Age Group (percentage)

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
<19	0	0	0	<b>0</b>	0	0	0	<b>0</b>
20-29	0	45.5	50.0	<b>38.9</b>	0	28.6	0	<b>19.0</b>
30-39	7.1	23.5	0	<b>15.7</b>	0	6.0	0	<b>1.3</b>
40-49	25.0	6.7	0	<b>9.2</b>	4.3	4.0	0	<b>0.9</b>
50-59	13.0	9.1	4.0	<b>8.7</b>	5.6	1.8	0	<b>1.1</b>
>60	42.9	21.4	0	<b>20.5</b>	25.0	0	42.9	<b>6.4</b>

## Trained Full-time Employees by Gender (percentage)

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Male	55.2	74.8	65.7	<b>69.8</b>	59.3	81.9	68.7	<b>76.1</b>
Female	44.8	25.2	34.3	<b>30.2</b>	40.7	18.1	31.3	<b>23.9</b>
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

## Trained Full-time Employees by Employment Category (percentage)

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Managers	17.9	1.2	14.3	<b>6.4</b>	30.5	12.2	23.9	<b>17.5</b>
Non-managers	82.1	98.8	85.7	<b>93.6</b>	69.5	87.8	76.1	<b>82.5</b>
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

## Training Completed by Employees by Gender (hours)

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Male	137	2,640	481	<b>3,258</b>	-	3,174	-	<b>1,509</b>
Female	111	772	251	<b>1,134</b>	-	278	-	<b>248</b>
<b>Total</b>	<b>248</b>	<b>3,412</b>	<b>732</b>	<b>4,392</b>	<b>-</b>	<b>3,452</b>	<b>-</b>	<b>1,757</b>

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

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Managers	44	47	73	<b>164</b>	-	357	-	<b>357</b>
Non-managers	204	3,365	659	<b>4,228</b>	-	3,095	-	<b>3,095</b>
<b>Total</b>	<b>248</b>	<b>3,412</b>	<b>732</b>	<b>4,392</b>	<b>-</b>	<b>3,452</b>	<b>-</b>	<b>3,452</b>

Granularity of reporting of this category has increased since 2021 in alignment with the evolution and increase in transparency of our sustainability reporting.



# Safety Data

## Injury Statistics

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Total recordable injury frequency rate (TRIFR)	8.3	4.7	3.0	6.7	10.5	4.9	6.4	8.4
Lost time injury frequency rate (LTIFR)	0.9	1.6	0	0.8	2.0	1.9	2.1	2.0
Total number of fatalities as a result of work-related injury	0	0	0	0	0	0	0	0

## Safety Incident Statistics

	2021	2020
Total number of Tier 1 and Tier 2 safety incidents	0	0
Total number of Tier 3 and Tier 4 safety incidents %	83%	83%
% of public leak reports responded in 2 hours	99%	99%
% of Leak Management Plan leak surveys compliance	100%	100%

## Public Safety

		2021			2020		
		AGN	MGN	DBP/AGI	AGN	MGN	DBP/AGI
% of public leak reports responded in 2 hours (1 hour MGN)	Distribution	99.2%	98%	N/A	99%	99%	N/A
LMP Class 1 and Class 2 leak repair - % performance with LMP target timeframe	Distribution	99.7%	97%	N/A	99%	96%	N/A

# Community and anti-corruption data

## Legal Cases Relating to Corruption Practices

	2021	2020
Total	0	0

# Supply Chain Data

## Number of Tier 1 Suppliers by Location

	2021				2020			
	AGN	DBP	MGN	Total	AGN	DBP	MGN	Total
Australia	514	744	206	1,464	509	791	188	1,488
Hong Kong	3	2	2	7	1	2	3	6
Mainland China	0	0	0	0	-	0	0	0
Asia (excl. Hong Kong and Mainland China)	0	2	0	2	-	0	0	0
United Kingdom	0	2	1	3	-	4	0	4
Europe	0	9	0	9	-	2	0	2
Canada	0	1	0	1	-	2	0	2
United States of America	2	5	6	13	2	6	4	12
New Zealand	2	2	0	4	1	1	0	2
Other Regions	2	1	0	3	-	1	0	1
<b>Total</b>	<b>523</b>	<b>768</b>	<b>215</b>	<b>1,506</b>	<b>513</b>	<b>809</b>	<b>195</b>	<b>1,517</b>

Granularity of reporting of this category has increased since 2021 in alignment with the evolution and increase in transparency of our sustainability reporting.

## Total Service Complaints

	2021	2020
Total	1,278	1,226



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## General Enquiries

### AGIG

agig.com.au

### AGN

(08) 8227 1500

Mon-Fri, 9am to 5pm (ACST)

australiangasnetworks.com.au

### DBP

(08) 9923 4300

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

dbp.net.au

### MGN

1300 887 501

Mon-Fri, 9am to 5pm (AEST)

multinetgas.com.au

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## Post

### AGN

PO Box 6468, Halifax Street

Adelaide SA 5000

### DBP

PO Box Z5267, St Georges Terrace,

Perth, WA 6831

### MGN

43-45 Centreway

Mount Waverley VIC 3149



### Acknowledgement of Country

AGIG 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 people's historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.

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